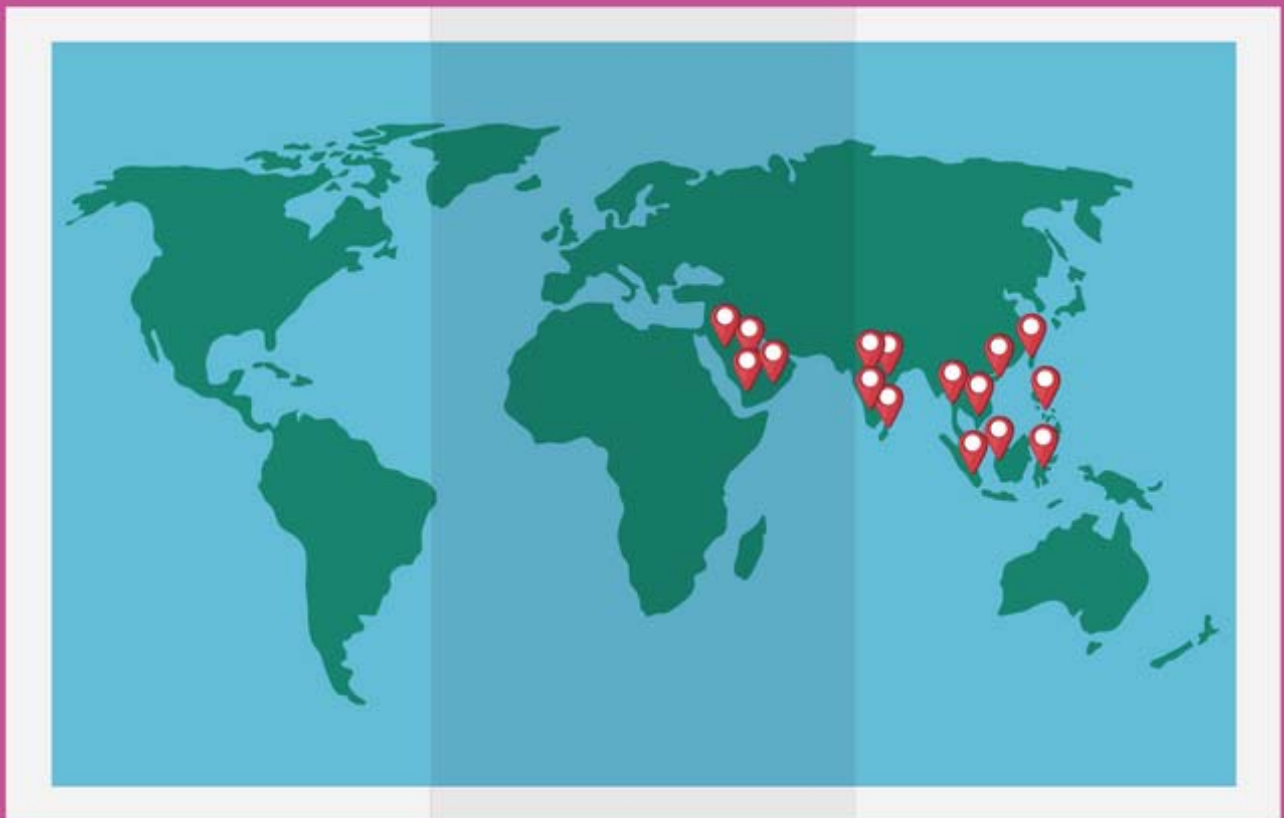


# 2017 Mapping to Enhance Collective Advocacy, Action and Empowerment of Domestic Workers in Asia: Survey Results



Prepared by:



MIGRANT FORUM



ASIA



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*Migrant Forum in Asia (MFA) is a network of grassroots organizations, trade unions, faith-based groups, migrants and their families and individual advocates in Asia working together for social justice for migrant workers and members of their families. Since 1994, MFA has thrived into a formidable migrants' rights advocacy network in Asia, affecting significant influence to other networks and processes on the globe. To date, MFA is represented in 26 countries in the Asia - Pacific. MFA members and partners are also coalitions and networks, bringing the membership in the region close to 260, and growing each year.*

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*International Domestic Workers Federation (IDWF) is a membership-based global organization of domestic/household workers. By domestic/household worker we mean any person engaged in domestic/household work within an employment relationship. We believe domestic work is work and all domestic/household workers must enjoy the same rights as all other workers.*

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## List of Acronyms

<b>ASEAN</b>	Association of South East Asian Nation
<b>BOAF</b>	Bangladesh Ovibashi Adhikar Forum
<b>CEDAW</b>	Convention for the Elimination of All Forms of Discrimination Against Women
<b>CIMS</b>	Center for Indian Migrant Studies
<b>CSO</b>	Civil Society Organizations
<b>GCM</b>	Global Compact for Safe Orderly and Regular Migration
<b>GFMD</b>	Global Forum on Migration and Development
<b>IDWF</b>	International Domestic Workers Federation
<b>Hong Kong SAR</b>	Hong Kong Special Administrative Region of China
<b>ILC</b>	International Labour Conference
<b>ILO</b>	International Labour Organization
<b>ILO C181</b>	ILO convention on Private Employment Agencies
<b>ILO C189</b>	ILO Convention 189 on Domestic Work
<b>ITUC</b>	International Trade Union Confederation
<b>MFA</b>	Migrant Forum in Asia
<b>MTU</b>	Migrant Trade Union
<b>NGO</b>	Non Government Organizations
<b>SBMI</b>	Serikat Buruh Migran Indonesia (Indonesian Migrant Workers Union)
<b>SENTRO</b>	Sentro ng mga Nagkakaisa at Progresibong Manggagawa (Unified Progressive Workers of the Philippines)
<b>Taiwan POC</b>	Taiwan, Province of China
<b>TU</b>	Trade Union
<b>UN</b>	United Nations
<b>UN 1990</b>	United Nations 1990 Convention for the Protection of the Rights of Migrant Workers and Members of their Families
<b>MWC</b>	Migrant Workers and Members of their Families

## I. Introduction

Migrant Forum in Asia (MFA) and International Domestic Workers Federation (IDWF) convened a Regional Conference, 'Enhancing Collective Advocacy, Action and Empowerment of Domestic Workers in Asia', from 22-24 October 2017 in Manila, Philippines. The conference served as a stock-taking exercise and an opportunity to discuss ways forward building on the gains of the 2011 Regional Conference, "Realizing Decent Work for Domestic Workers, Towards Ratification of C189 in Asia" which was jointly organized by the International Labour Organization (ILO), International Trade Union Confederation-Asia Pacific, Global Network, IDWF and MFA. The insights and participant contributions from the conference will be used to further strengthen the domestic workers movement in the region and to establish and reinforce strategic alliances among national, regional and global networks.

In preparation for the Conference, the organizers developed a survey questionnaire which was disseminated to actors advocating for the rights of domestic workers. The survey aimed to map out initiatives of various stakeholders engaged in working on domestic workers' rights. The survey as well aimed to identify grey areas & gaps around advocacy and to encourage civil society to cooperate strategically on these areas.

The survey respondents were domestic workers advocates and current actors who are engaged in the advocacy and the initiatives being undertaken in the Asian region.

The survey questionnaire was divided into eight parts:

- a) Organizational information
- b) Scope of organizations' engagement on domestic worker issues
- c) Mapping of activities in application to domestic workers issues
- d) Effective knowledge sharing
- e) Thoughts on effective partnerships
- f) Participation in policy processes
- g) Actors' opinions on ways forward and
- h) Publications and campaign/advocacy materials.

IDWF<sup>1</sup> is a membership-based global organization of domestic and household workers. It was launched in October 2013 with the objective of building a strong, democratic and united global organization that would protect and advance domestic workers' rights everywhere.

MFA<sup>2</sup> is a regional network of non-government organizations (NGOs), associations and trade unions of migrant workers, and individual advocates in Asia who are committed to protecting and promoting the rights and welfare of migrant workers and members of their families. It is guided by a vision of an alternative world system based on respect for human rights and dignity, social justice and gender equity, particularly for migrant workers.



## II. Methodology

The survey was circulated online to MFA's network members and partners, and to IDWF affiliates in Asia from October to November 2017. MFA and IDWF took responsibility for following up with their respective members and affiliates to encourage them to participate in the survey.

The initial results of the survey were presented during the Conference with the aim of guiding discussions, giving a glimpse of the gaps in advocacy, and pointing to where strategic support was needed. The presentation of the survey during the regional conference also served as a validation session as the respondents were also participants of the program.

Organizations who participated in the regional conference but were unable to answer the questionnaire were requested to fill up the survey during the program. The additional survey inputs were included in the report.

### III. Survey Results

#### A. Organizational information

##### A.1) Profile of Organizations

A total of 49 organizations participated in the Survey with respondents coming from the 4 sub-regions of Asia: South, East, South East and West. The region with highest number of respondents was South East Asia with a total number of 21(43%) respondents followed by South Asia with 17(35%) respondents, West Asia 7(14%) respondents, and East Asia 4(8%) respondents. The country with the highest number of respondents however came from South Asia, India, with a total of 7 (14%) organizations participating in the survey. The table below shows the number of respondents per country and region.

<b>Region and Country</b>	<b>Total Respondents</b>
<b>Total Respondents</b>	<b>49</b>
<b>South Asia</b>	<b>17</b>
Bangladesh	4
India	7
Nepal	4
Sri Lanka	2
<b>South East Asia</b>	<b>21</b>
Cambodia	3
Indonesia	4
Malaysia	3
Philippines	6
Singapore	2
Thailand	3
<b>East Asia</b>	<b>4</b>
Hong Kong Special Administrative Region of China (SAR)	3
Taiwan, Province of China (POC)	2
<b>West Asia</b>	<b>7</b>
Jordan	1
Kuwait	2
Lebanon	3
Qatar	1
Table 1: Respondents profile by country and region	

In terms of the scope of work, out of the 49 survey respondents, 36 organizations are migrant organizations, 7 organizations are local domestic workers organizations, while 6 organizations are working with both migrant and local domestic workers. Out of the 36 migrant organizations, 10(20%) are organizations led by returnee migrants or current migrant workers themselves.

The 5 organizations working with both migrant and local domestic workers issues come from India, Cambodia and Thailand.

### **A.2) Main Mandate**

The four main mandates that emerged were advocacy, organizing, legal services/assistance, and education and training. Advocacy was presented as the mandate for the highest number of respondents. Other mandates included service delivery/provision of services/direct assistance, research, psycho-social services, case handling, provision of shelters, capacity building, locating migrants and reintegration.

### **A.3) Level of Operation**

All 49 organizations are national organizations with linkages to regional and global networks. All organizations working with migrant workers indicated that they also work in partnership with other organizations in countries of destination and/or origin in line with addressing issues of migrants in distress.

The following are the regional and global affiliations identified by respondents:

- Action against Trafficking and Sexual Exploitation of Children, Bangladesh
- Asia Pacific Forum on Women Law and Development
- Asia Pacific Refugee Rights Network
- Association of Cambodian Domestic Worker
- Caram Asia
- Caritas Internationalis
- Coalition against Death Penalty in ASEAN
- Coalition for Refugees Rights Thailand
- Destination Unknown Campaign
- End Child Prostitution and Trafficking International
- Filipino Service Community Network
- Freedom from Debt Coalition
- General Federation of Nepalese Trade Union
- Global Alliance Against Traffic in Women
- International Detention Coalition
- International Domestic Workers Federation
- International Women's Rights Action Watch Asia Pacific
- Lawyers Beyond Borders
- Mekong Migration Network
- Migrant Empowerment Network in Taiwan POC
- Migrant Forum in Asia
- Migrant Working Group in Thailand
- National Action and Coordinating Group against Violence against Children Bangladesh
- Organization for Universal Citizenship
- Overseas Domestic Workers Union
- Philippine Alliance of Human Rights Advocates
- Philippine Migrants Rights Watch
- Philippine Women of ASEAN
- Progressive Labour Union of Domestic workers
- Right to Know Right Now Coalition
- South East Asia Legal Aid Network
- South East Asia Public Interest Lawyers
- Statelessness Network Asia Pacific
- Thai Woman's Association
- Thailand Migrant Workers Union
- Union of Nepalese Domestic Workers
- Vietnamese Migrant Workers and Brides Office
- Walk Free
- World March of Women Pilipinas

#### **A.4) Representation of domestic workers in the leadership structure**

Out of the 49 respondents 22 organizations confirmed that domestic workers held leadership positions within the organization. Positions held by domestic workers included General Secretary, Chairperson, Executive Committee Member, Board Director and Head of Policy.

Out of the 49 respondents 27 organizations said that domestic workers did not hold formal leadership positions within their respective structures. However, in many cases, domestic workers still held important roles working as volunteers, helpdesk assistants, and office staff among others.

The reasons indicated by organizations for not having domestic workers in the leadership positions include:

1. Domestic workers are not allowed to form or join trade unions in countries of destination;
2. Domestic workers are not allowed to participate in any organizations; and
3. The demanding nature of the work and having no days off prohibit domestic workers from participating in any organization.

#### **B. Organizations' beneficiaries**

The respondents were requested to identify their beneficiaries including beneficiaries who are non domestic workers. Out of the 49 respondents, 39 organizations said they are working with migrant domestic workers, 23 are working with local domestic workers, 19 (39%) are working with child domestic workers 17 are working with domestic workers from other provinces in the same country, 8 are working with "lower caste" women 6 are working with Indigenous Women, and 4(8%) are working with refugee women and girls. Out of the 49 respondents 10 indicated others as beneficiaries.

<b>Organization's Beneficiaries</b>	
Local domestic workers	23
Domestic workers from other provinces in the same country	17
Tribal and indigenous women	6
'Lower caste' women	8
Child domestic workers	19
Migrant domestic workers	39
Refugee women and girls	4
Other:	10
Table 2: Beneficiaries	

#### **C. Broad areas of Work**

##### ***C. 1) Organizing and worker representation***

Out of the 49 organizations who participated in the survey, 29 organizations are involved in organizing either local or migrant domestic workers.

The scope of organizing of local domestic workers varied, with survey participants focusing at village, local, sub-national and national levels. Some of the organized domestic workers are registered as trade unions while others affiliated with national trade union confederations. Other organizations were registered as associations of domestic workers.

Organizations working with migrant workers indicated that they are organizing current migrant domestic workers as well as returnees. Given that many countries of destination do not allow or recognize migrant trade unions, majority of those organizing migrant domestic workers organize them into associations, cooperatives, savings groups<sup>1</sup>. It is only in Hong Kong SAR where formal organizing and registration of migrant domestic workers trade union is allowed. In Lebanon, a trade union of domestic workers was also organized but is not legally recognized by law.

One significant strategy for organizing migrant domestic workers that came out from the survey is the organizing of domestic workers as trade unions but with affiliations in countries of origin. This was specifically indicated by migrant domestic workers organizations from the Philippines and Indonesia. AMPO a Filipino migrant domestic worker organization in Malaysia indicated that they are affiliated and registered as a trade union in the Philippines under Sentro ng mga Nagkakaisa at Progresibong Manggagawa (SENTRO), a national trade union in the Philippines. SERANTAU, an organization based in Malaysia is also an affiliated trade union of the Serikat Buruh Migran Indonesia (SBMI), a migrant trade union in Indonesia. Malaysia allows migrant workers to join unions but not form their own unions or have leadership positions in trade unions.

Migrant organizations in countries of origin indicated organizing of returnee domestic workers for the purposes of providing support and assistance for reintegration as well as assistance for migrant workers in distress. Specific to Bangladesh two organizations indicated that they support the organizing of “self help” groups, returnee migrants in villages who provide support and assistance for those who have been abused in the workplace and victims of trafficking. Some of the returnee organizations went on to establish shelters and help desks in countries of origin to provide support for migrant domestic workers.

Migrants’ rights organizations from Bangladesh, India, Nepal and the Philippines also indicated that they organize prospective migrant domestic workers with the objective of providing them with appropriate information prior to working abroad as well as help eliminate irregular migration and trafficking. This is done through information education through pre-employment and pre-departure programs.

The respondents as well wrote about the impact of organizing and the following are the highlights from the answers:

- Empowerment of domestic workers as part of broader workers solidarity
- Empowerment of domestic workers as leaders in the organization
- Representation of domestic workers in dialogues with governments
- Representation of domestic workers in national, global and regional discussions on workers’ rights and other relevant advocacy issues.
- Through representation and advocacy, domestic workers issues are taken up in policy and program reforms.
- Specific to Nepal, domestic workers rights are recognized in the new labour act of the country.

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<sup>1</sup> Migrant workers from the same country who come together to save for the purpose of investing in a business in their country of origin. This was specifically mentioned by Filipino respondents to the survey.

- Economic empowerment through the organizing and establishment of savings groups and cooperatives where the domestic workers are taught to manage their finances.

The respondents as well identified challenges in the organizing of domestic workers which included the following:

- Non recognition of migrant trade unions in countries of destination.
- Organizations are not allowed to have legal presence in countries of destination thus unable to open bank accounts to raise resources for the organization.
- Lack of financial resources to support the work of the organization.
- Domestic workers not recognized by labour laws.
- Need for more leadership training among members of the organization.
- Capacity building for organization management.

### ***C.2) Outreach***

In terms of outreach, all 49 respondents answered that they do some form of outreach to domestic workers. Outreach is done in face to face activities, information education materials, and through various media platforms such as radio and social media for both local and migrant domestic workers.

All 49 respondents indicated that a big part of outreach is to inform migrant domestic workers of the services provided by the organization and create awareness on domestic workers' rights. Some use outreach to mobilize for new membership. A number of organizations use outreach to change public opinion, inform and educate on rights of domestic workers. A number of organizations working with migrant domestic workers also use outreach to inform and educate on human trafficking, child labour, irregular migration, and realities faced by migrant workers in the workplace.

The various strategies used by participants for outreach include the following:

- Visiting places where workers frequent on their days off – a specific strategy employed by organizations supporting migrant domestic workers, is to visit workers on their day's off to introduce the organization or to invite them to programs for domestic workers.
- Social media platforms – for both local and migrant domestic workers, social media has become one way to communicate to families and friends. Social media was used by a number of organizations to reach out to domestic workers, with majority using facebook groups to communicate to domestic workers. The facebook groups have become platforms to announce activities for domestic workers, post information on services available for domestic workers, and to inform domestic workers of new policies and programs they can access. The facebook groups have also been used by domestic workers to request or assistance for workers in distress.
- Radio shows – radio shows targeting domestic workers were among the strategies employed by a number of organizations to reach out to both migrant and local domestic workers. Some radio shows discuss services available for workers while others provide information on recent policy and program changes available for workers.
- Mobile messaging platforms (viber, whatsapp, line) – given the availability of mobile messaging platforms, a number of groups have also used them to reach out to migrant workers. This

strategy is mostly used for migrants as this is one of the more reliable means for migrants to contact their families and loved ones. Some groups have started group messaging to be able to reach out to more migrant domestic workers.

- Working with faith based organizations – organizations have also worked with faith based organizations such as the Church to get in touch with both local and migrant domestic workers. Some faith based organizations assisted in co-organizing and hosting activities for domestic workers.
- Organizing of social activities for domestic workers – organizations have also indicated the organizing of social activities as part of outreach to domestic workers. Among these activities include: sports fests, dance fest, cultural programs, film festivals, etc. These informal social gatherings encourage participation but also a means to for information education and means to disseminate information on services available for domestic workers.
- Organizing of public programs on significant dates for workers – organizations have also said that they organized public programs and demonstration for both local and migrant domestic workers on significant dates such as 8 March (International Women’s Day), 1 May (International Workers Day), 18 December (International Migrants Day), and 16 June (International Domestic Workers Day). These activities are used to create awareness and to mobilize membership for the organization.
- Health Camps – one organization from the Middle East, indicated that they organize health camps for all migrant workers as a means to reach out to workers. While at the health camp, workers are given a general check up and are able to attend information education sessions on workers’ rights.
- Establishing help desks in places frequented by domestic workers – a number of organizations especially those working with migrant domestic workers also said that they established help desks in places frequented by domestic workers on their day’s off. One organization from Singapore said that they have help desks in Shopping malls frequented by migrant workers to make it easier for workers to contact them.
- Flyers, brochures and other publications – publications and information education materials are also used by organizations to reach out to both local and migrant domestic workers. These publications are distributed in public events, help desks, and other places frequented by domestic workers. The information contained in these materials vary from discussions on services available for domestic workers to information on rights of workers.
- Organizing of seminars and workshops that are of interest to workers – organizations have also included the organizing seminars or workshops that are of interest to both local and migrant domestic workers such as financial literacy, entrepreneurship, etc. Through this activities, organizations are able to introduce their programs and also invite workers for membership.
- All of the respondents also indicated that they do outreach beyond domestic workers. Some organizations organize outreach programs with government agencies and local governments in order to be able to generate more support for domestic workers. Organizations working with migrant domestic workers have also indicated that they reach out to families of migrant workers with a number of organizations indicating that they have programs for children of migrant workers.

### **C.3) Awareness Raising**

All 49 survey respondents indicated that they have awareness raising programs for domestic workers. Beyond domestic workers, the additional target for awareness raising include: families of migrant workers, employers, private sector / corporations, policy makers, government agencies, representatives of media and broader civil society organizations.

The 49 respondents indicated that their main objective for awareness raising among domestic workers is to educate them on labour and human rights, their duties and responsibilities. Awareness raising was also seen as a means to empower domestic workers. It was also a means to inform domestic workers of the benefits of joining a trade union or an association and to recruit workers for membership.

The objectives identified by organizations for awareness raising with other stakeholders beyond domestic workers include the following: to public awareness on domestic workers rights, promote the recognition of domestic work as work, to erase stigma that domestic work is a form of slavery, to discuss the contributions of domestic workers to the economy, and to convince governments to ratify and enact into law ILO C189 on Domestic Work.

The survey respondents also identified the topics focused in the awareness raising programs. Please find below the responses grouped according to beneficiaries:

1. Awareness raising for both local and migrant domestic workers
  - a. Labour and Human Rights of Domestic Workers;
  - b. Duties and responsibilities of domestic workers;
  - c. Organizing and benefits of joining a trade union or an association;
  - d. Financial literacy (including how to open bank accounts, how to save, etc.);
  - e. Where to seek assistance when abuse happens; and
  - f. Right to Health covering the following: general health and well being, psychosocial health, sexual and reproductive health, occupational health and safety, and communicable diseases including HIV/AIDS.
  
2. Awareness raising for migrant domestic workers
  - a. Safe Orderly and Regular Migration covering issues related to the following: decision to migrate, recruitment of migrant workers, employment contracts, realities in the workplace, safeguarding travel and identify documents, programs that domestic workers can access prior to departure (skills trainings, pre-departure orientation, registration in workers welfare fund.);
  - b. Cultural sensitivity;
  - c. Access to redress in countries of destination;
  - d. How to access government and CSO training programs for skills upgrading;
  - e. Reintegration programs available for migrant workers;
  - f. Policies and programs concerning migrant domestic workers in countries of destination; and
  - g. Legal rights in countries of destination.
  
3. Awareness raising for other stakeholders:
  - a. Labour and human rights of domestic workers;
  - b. Domestic workers are not slaves;
  - c. The need for ratification and implementation into law of ILO C189 on domestic work;



- d. Upholding and respecting domestic workers rights by using the term domestic workers instead of domestic helpers, domestic servants, maids, slave, etc.
- e. Contributions of domestic workers to the economies of both countries of destination and origin; and
- f. Rescue and assistance for migrant domestic workers in distress.

The respondents as well identified tools and strategies they employed in line with awareness raising. Please find below their response:

- Use of various forms of media from print media, radio, television and social media:
  - Radio programs were used by organizations in Nepal, Thailand and Cambodia for awareness raising. The programs are mostly disseminating information about rights of workers, services and programs available for workers, amnesty programs for undocumented migrant workers, and other relevant topics for domestic workers.
  - Television was also identified by an organization from India as a means for awareness raising among domestic workers and members of their families. The organization Center for Indian Migrant Studies (CIMS) hosted a weekly program Pravasalokam, Migrants World in Malayalam, that features missing migrants from India as well as discusses the issues faced by migrant workers. Migrant families speak in the show, providing information about the missing migrant worker while a photo of the migrant is shown in the background. The team members of Pravasalokam and CIMS then work with embassies, consulates and migrant communities to try to locate the missing migrant worker.
  - Social media is also among the tools frequently used by organizations for awareness raising. Many migrant domestic workers who have access to smart phones often use social media to communicate with families and loved ones. Organizations through individual accounts or group pages use this to create awareness on domestic workers rights. One organization from Singapore, Humanitarian Organizations for Migration Economics (HOME) runs a facebook page specific for migrant domestic workers where announcements on new policies and programs for domestic workers are posted. The page also highlights rescues done by HOME of domestic workers in distress. It has also become a platform for domestic workers to share information and request for assistance for migrants who are abused. Facebook pages are also used as platforms to share infographics with information concerning services available for migrant domestic workers.
- Community Education through cultural performances such as community theatres, tradition music – community education was seen as an important tool for awareness raising for both local and migrant domestic workers. A number of organizations have identified the use of community education to educate domestic workers about their rights. It was also used by a number of organizations for their pre-employment orientation programs for possible migrant workers to spread awareness about trafficking, undocumented / irregular migration and realities faced by migrant workers in countries of destination.
- Peer education where migrant workers are trainer and educators – organizations have also identified peer education as a key tool for awareness raising especially for migrant workers. Organizations have indicated returnee migrants have become peer educators with a some migrants providing testimonies in pre-employment and pre-departure orientations.

- Organizing of activities on significant dates for domestic workers: 8 March (International Women's Day), 1 May (International Workers Day), 18 December (International Migrants Day), and 16 June (International Domestic Workers Day) – Organizations have also indicated mobilizing on these significant dates to help raise awareness among domestic workers as well as the general public on the rights of domestic workers.
- Organizing of social activities including but not limited to: sports fests, cultural programs, etc – as mentioned under outreach, these activities are well attended by domestic workers and has given organization opportunities to raise awareness on significant issues affecting domestic workers.
- Health camps – information education on health rights and health issues of domestic workers is done through health camps.
- Legal Aid Camps – organizations based in countries of destination also indicated that they work with volunteer lawyers to organize legal aid camps so migrants can consult about their legal concerns. The camps also provide an opportunity to educate workers on their rights in countries of destination.
- Working with Faith based organizations – respondents also indicated that they work with the Church in line with organizing information education activities for domestic workers both local and migrant. Churches act as host or co-organizers for awareness raising activities.

The respondents also indicated the impact of awareness raising activities they have conducted. The respondents did not indicate the number of beneficiaries for their answers below therefore it is difficult quantify the impact of activities. More in-depth study is needed to ascertain the real impact of activities. Please find below the answers:

- Domestic workers are more aware of their rights and willing to organize or be part of a trade union;
- Domestic workers are more aware about work place violence and are able to get support for when abused;
- Media practitioners are more conscious about using the term domestic work in their reporting;
- Media practitioners become allies in the advocacy calling for the ratification of ILO C189; and
- Policy change at the national level specifically in the Philippines when the law for domestic workers was passed.

Survey respondents also identified areas for improvement in line with awareness raising including among them the following

- More capacity building for educators and training more domestic workers to be educators in on workers rights;
- Gathering more data and statistics on domestic workers;
- Involving more media in the awareness raising and national campaign for ratification and adoption into law of ILO C189; and
- Working with more women's organizations in the campaign for ratification.

#### **C. 4) Access to Justice**

Out of all 49 respondents, 41(84%) organization are engaged in access to justice. Out of all 49 organizations, 4(8%) organizations are networks of lawyers providing legal assistance to migrant domestic workers.

The participants indicated ways in which they provided access to justice for both local and migrant domestic workers and these include:

- Case assistance – migrants who have complaints are assisted in filing cases to appropriate agencies or to lodge a complaint with their employers. Depending on the severity of the complaint, the organization decides if a lawyer is needed or not.
- Legal Aid – some organizations have paralegals and in-house lawyers that provide legal aid for domestic workers.
- Mediation and dispute resolution – a number of organizations indicated that they assist with mediation and dispute resolution with employers of workers.
- Determining if a person is in detention – specific to migrant workers who are undocumented or detained, organizations have also assisted in determining if a migrant worker is in detention. A number of organizations have handled cases of migrant workers who are detained by governments for not carrying appropriate identification cards or work permits. Many of these migrants have their identification and travel documents confiscated by employers or recruiters therefore when checked by authorities are unable to produce them. Friends or families of the migrant workers report the case to an NGO to request for assistance to determine if the migrant is in detention and support for the release of the migrant worker.

The cases handled by the organizations providing assistance include the following:

- Wage concerns including the following: unpaid overtime work, illegal deductions, tax refunds and non payment of salaries;
- Abuse in the workplace;
- Confiscation of travel, identify documents and work contracts;
- Family reunification
- Recruitment abuse including among them: excessive recruitment fees, contract substitution, and illegal recruitment;
- Trafficking;
- Access to social protection and health care benefits;
- Illegal dismissal; and
- Detention.

Participants also indicated the outcome of the legal assistance they have provided for domestic workers. As previously indicated, this is an initial survey therefore no quantitative information was taken in terms of the number of beneficiaries of each organization. Further research is needed to identify the extent of the impact of the assistance provided for domestic workers:

- Domestic workers are able to access support and assistance for abuses in the workplace;
- Workers are empowered to report cases of abuse and are able to assist other workers to do the same;
- Domestic workers able to access and receive benefits in the workplace;
- Law enforcement, CSOs and lawyers cooperate and coordinate in assisting domestic workers in distress;

- Workers in distress (trafficking victims, workers in detention ) are rescued and able to go home; and
- Workers are rescued from abusive workplace situations; and
- Organizations are able to document cases for advocacy with governments.

The respondents also identified challenges faced by domestic workers in line with access to justice. These include the following:

- Lack of information on concerning rights for domestic workers – many of the workers are not aware of their rights thus they do file complaints or seek for assistance when they experience abuse.
- Lack of information and awareness on services and programs to assist workers – many domestic workers do not know where to access legal assistance or how to file complaints against abusive employers or recruiters.
- Language and lack of access to qualified interpreters to assist workers – specific to migrant workers, a number of organizations said they do not have full time bilingual staff to assist migrant workers. Many do not have enough resources to hire interpreters to assist migrant workers. Organizations have also documented cases of migrant who are not provided interpreters during when they are tried in court.
- Undocumented or irregular workers fear deportation – many of these workers would rather not report cases of abuse for fear of being detained, deported and losing their source of livelihood.
- Lack of policies to protect domestic workers – in most countries, domestic workers are not covered by labour laws and are which means abusive practices against workers are not punished.

### **C. 5) Advocacy**

All 49 respondents indicated that they are engaged in advocacy on domestic workers rights. Advocacy is done at various levels from local, national, regional, to global. The main objective for advocacy is for the promotion and protection of the rights of domestic workers both local and migrant.

The following strategies were employed by respondents for their advocacy:

- Engaging Media – this includes use different form of media from television, radio, print media to social media. Media is used by respondents to create more awareness on issues face by domestic workers and convince policy makers of the need to enact policies and implement programs for the protection of the rights of domestic workers.
- Engaging Legislative bodies of Government – respondents also indentified that they engage in dialogue with members of parliament to advocate for the enactment of policies where there are existing policies. Dialogue is also organized to review existing policy and provide recommendations for reform. Some respondents indicated that they also attend sessions of parliamentary committees to provide inputs on policy discussions concerning domestic workers. These engagements are also used as opportunities to provide feedback on the implementation of policies.

- Engaging Executive bodies of Government – respondents also indicated that they organize dialogues with executive bodies of government to provide feedback programs for domestic workers in particular migrant domestic workers. Organizations working on migrant domestic workers issues who are based in countries of origin dialogue with government ministries who are looking after pre-departure programs, and enforcing contracts for domestic workers. Organizations have had dialogues with missions and embassies concerning the implementation of programs for migrant domestic workers.
- Organizing of activities on significant dates for domestic workers: 8 March (International Women’s Day), 1 May (International Workers Day), 18 December (International Migrants Day), and 16 June (International Domestic Workers Day) – Organizations have also indicated mobilizing on these significant dates to help raise awareness on issues of domestic workers.
- Research and evidence based advocacy – organizations also said that they use research for evidence based advocacy. Organizations who provide support and assistance for domestic workers produce reports of their cases for submission to government bodies.

The respondents also identified the positive outcomes from ongoing advocacy including among them:

- The enactment of policies protecting domestic workers;
- Improvement of services for domestic workers;
- Mechanisms are put in place for the protection of domestic workers (e.g. standard contract, bilateral agreements protecting workers rights; minimum wage for domestic workers, weekly day off, etc.);
- Domestic workers are able to access social protection including health care;
- Legislators are more informed about workers rights; and
- Employers are more informed of domestic workers rights.

Participants also spoke about challenges in their advocacy, including the need for a sound advocacy plan for ratification of ILO C189. Respondents also identified as challenge the lack of capacity for domestic workers organizations and some CSOs to engage in advocacy as many are more involved in providing assistance for workers in distress. In some countries there is also lack of political will for governments to tackle the issue of domestic workers rights.

### ***C.6) Capacity Building***

All 49 respondents answered that they do capacity as par to the work of the organization. The beneficiaries identified by respondents include: local and migrant domestic workers, families of migrant workers, CSO representatives, social workers or case workers, lawyers and paralegals, local government officials, representatives of media.

The following topics were highlighted for capacity building programs:

- Labour and human rights of domestic workers
- Rights of migrant workers based on the UN 1990 Convention for the Protection of the Rights of Migrant Workers and Members of their Families (UN 1990 CMW), Convention for the Elimination of All forms of Discrimination Against Women (CEDAW)
- Legal rights of migrant domestic workers in countries of destination,
- Paralegal training for case workers and staff of organizations providing support and assistance for domestic workers

- Gender sensitivity
- Organizing and leadership skills
- Financial literacy and entrepreneurship
- Reintegration programs for migrant domestic workers
- Pre-departure and pre-employment information with focus on: safe migration, recruitment agencies malpractices, financial costs, risks and benefits of migration, administrative procedures for migration, and living and working condition of migrant domestic workers abroad.

Participants described how they provided capacity building programs focusing on personal development and leadership training, decision making, problem solving, creative thinking, critical thinking, effective communication, interpersonal relationship skills, and coping mechanisms for migrant workers and CSO staff.

Amidst the initiatives taken, the participants identified areas for improvement such as delivering more trainings and workshops in different localities with domestic workers, and financial assistance in conducting capacity building for domestic workers and CSO staff.

### ***C.7) Research***

Out of the 49 respondents, 36 organizations said they are engaged in research for policy advocacy. The organizations themselves are not research institutions but they conduct research on domestic workers to support policy advocacy. The research results are submitted to government bodies, members of parliament, missions and embassies. Some have submitted research reports as their contribution to UN Mechanisms such as treaty bodies (CEDAW, CMW), and office of the special procedures, Special Rapporteur on the Human Rights of Migrants.

The participants also identified topics and specific areas of research among them:

- Living and working conditions of domestic workers
- Analysis of existing policies and programs for domestic workers in order to identify gaps
- Analysis of cases of abused domestic workers based on complaints receive by organization
- Access to social protection and living wage for informal workers including domestic workers
- Drivers of migration
- Social cost of migration
- Access to justice for domestic workers
- Services and Programs available for migrant domestic workers in countries of destination
- Policy briefs on the need for ratification of ILO C 189 on domestic work, C181 on private recruitment agencies
- Abuses faced by migrant domestic workers in the recruitment process

The respondents also identified the outcome from the research they have conducted and among these include

- CSOs and government officials are able to get access appropriate data and statistics on domestic workers
- Results of the research are used in information education materials and capacity building for domestic workers
- CSOs are able to contribute to policy discussions on domestic work
- CSOs are able to provide evidence based analysis to policy makers and government officials implementing programs on domestic work.

### **C.8) Services**

All 49 participants said they provide some form of service or support for domestic workers. The Types of services listed by organizations include:

#### Social Services:

- Providing shelters for migrant domestic workers who escaped from abusive employers
- Operating rehabilitation facilities
- Radio stations to disseminate information and provide helplines or
- satellite helpdesk that migrant workers can access to file complaints
- Rescuing migrant domestic workers from abusive employers

#### Legal Services

- Providing migrant workers free legal representations in court, legal advice, and counselling
- Providing accurate translations for court proceedings
- Conducting paralegal trainings
- Case management
- Helping victims to access justice, compensation, and grievance mechanisms

#### Medical Services

- Providing migrant workers with HIV/AIDS testing
- Rescuing migrant workers living and working in hazardous places that pose health risks

#### Capacity Building

- Conducting pre-departure training/orientation programs that seek to inform migrant workers of their rights according to ILO conventions and of host government policy
- Providing educational support to the children of workers
- Providing entrepreneurial skills training, business incubation, access to financial services
- Reintegration programs for migrant domestic workers
- Providing leadership training

Participants named a number of challenges in providing these services. Medical assistance is what most migrant workers need since some employers and government fail to provide this service. But medical services are expensive, and participants find it difficult to secure financial support; indeed, financial support was the most common challenge for participants in general. Communication between participants and victims is another problem because victims are afraid to voice their complaints due to fear of losing their jobs.

### **D. Effective knowledge sharing**

The section on effective knowledge sharing asked respondents how they were inspired to work on domestic work and what continues to inspire them to continue the work. The respondents identified that they were inspired by individual domestic workers who become advocates, collaboration among networks, commitment to social justice by advocates and organizations. This section will also include some direct quotes from the respondents.

A number respondents identified individual domestic workers who have become advocates for social justice as a means of inspiration for their work. Some of these domestic workers have been victims of abuse but are able to use their experience to strengthen the advocacy for domestic workers rights. Some have identified former domestic workers who are not leaders in their own organizations as a source of inspiration.

*"It was a privilege for me to have worked in the migrant ministry for 9 years. I am deeply inspired by the courage of thousands of migrant workers and victims of trafficking who have had the courage to confront their own fears and to stand up for their rights. It was a joy to celebrate with them their victories." – Hsinchu Migrants and Immigrants Services Centre, Taiwan POC*

*Working with them make me realize and learn the value of a struggle that starts from nothing, they contribute greatly to the advancement of a family even to their country, therefore they deserve to be recognized and respected.  
– Solidaritas Perempuan, Indonesia*

*"Eni is inspiring because she is the epitome of someone coming from the community and becoming a leader and spokesperson for the cause of domestic workers." – MAP Foundation, Thailand*

All respondents said that they were inspired by through the experiences of different global, regional and national networks and trade unions engaged in advocacy on domestic workers rights. The collaboration among network members makes possible strong movement for advocacy on domestic workers rights. Through the work of different networks effective knowledge sharing is made possible, campaigns are made more visible, and support is generated for advocacy.

The respondents also highlighted that through networking, strong collaboration among migrant organizations in countries of origin and destination in line with providing assistance for migrant domestic workers in distress is made possible. Through networking and strong commitment for social justice, migrant domestic workers are rescued from abusive employers, able to access justice and support.

*"Being part of National Platform for domestic workers, being part of MFA, Global Alliance Against Traffic in Women (GAATW), IDWF, Solidarity Centre, UN Women, International Trade Union Confederation (ITUC), etc gave us possibility to visit, meet with other groups, to share the practices, to visit and interact.. These opportunities came with visit to other countries, at conferences, through sharing of reports, presentations, field visits, training etc. Besides learning from others we have also shared our experiences, best practices, provided to other groups field exposure and literature to enhance information on worker organising, advocacy, unionising."  
- National Workers Welfare Trust, India*

*Inspiring are the stories of migrant domestic workers to organize themselves into workers' associations like the case of PLU in Hong Kong SAR, the initiatives to do the same in Malaysia, the story of Migrant Trade Union (MTU) in Korea and the migrant domestic workers union in Lebanon. Inspiring because it is quite a challenge to organize into unions – Centre for Migrant Advocacy, Philippines*



Respondents also identified conferences and consultations where they meet other organizations and network partners as one tool for effective knowledge sharing. The conferences provided participants chances to share experiences, learn about issues and work of other organizations, and network other organizations.

One organizations said that working with Ethical Recruiters has inspired them to engage with the public sector. They believe that they can be stakeholders in advocacy for workers rights protection.

*“I have found the ethical recruitment agency in the Philippines “Fair Hiring” particularly inspiring...they prevent many of the work violations that workers were subjected to throughout the recruitment process...prolonging the trial period and imposing favourable conditions though additional contacts.”*  
– Insan Association, Lebanon

A number of respondents were also inspired by political will of some countries to strengthen protection for domestic workers. It showed them that change is possible.

*“For country, Philippines was one of my favourite countries in ASEAN region that support the adoption of ILO C 189 and adopted the law for domestic Workers.”* – Legal Support for Children and Women, Cambodia

*I was inspired by the recent MFA meeting in Bahrain when I learned that the undocumented migrant workers there were given option to be legalized.* – Workers Center, Taiwan POC

Most participants believed that their work had inspired other organizations. It was a recurring theme that participants felt that if more people joined the struggle for the rights of domestic workers, it would create ripple effects that would motivate other organizations in organizing, representing, lobbying, and fighting for advocacy.

*“Our work has inspired different grassroots organizations. From that inspiration a National Migrants Rights Network called Bangladesh Ovibashi Adhikar Forum (BOAF) has emerged in 2014 as a national level platform of grassroots level organizations...”* - WARBE Development Foundation, Bangladesh

*“Some Indian organizations contact us for the rescue and giving assistance to undocumented ones and migrants under detention. The Pravasalokam program was a unique program of its kind in the Television channel history - finding the missing ones in the wilderness and deserts of migration. We were under the watchful eyes of the authorities of our Countries of Destination.”*  
- Pravasalokam, Kuwait

### **E. Perspectives on effective partnerships / Cross border Partnership**

Out of 37 organizations who responded in this section, only four were not engaged in cross-border partnerships. The organizations who are not engaged in cross-border partnerships were unions of local domestic workers. It is interesting to note though that while the majority of respondents were involved in cross-border partnerships, many of them said they collaborated within their own sector or with similar organizations; union to union, domestic workers to domestic workers or civil society to civil society. Only a few said they worked with other groups or organisations.

In terms of geographical focus, the Middle East and the Southeast Asia emerged as important corridors in terms of cross-border partnerships.

These partnerships resulted in spaces for information exchange, case referral systems, repatriation of migrant domestic workers, increased pressure on regional and international authorities, networking building, the development of common or collective strategies for advocacy and actions, influencing policies and understanding country contexts, and in preparing migrant domestic workers in their reintegration. Further, they created regional and global solidarity for the campaign on decent work for domestic workers and the call for ratification of C189.

*“Cross-border partnerships with countries of origin are also important because the worker goes through a continuum of experiences and understanding the real situation of the worker requires understanding the conditions and the processes in countries of origin” – INSAN Association*

### **Cross-sectoral partnerships**

The participants recognized the importance of building cross-sectoral partnership. Migrant organisations primarily work with workers’ groups, dealing with informal workers such as those in construction, plantation, and garment and fishing sector, while a handful of them work with sex workers and human rights groups. Domestic workers unions and organisations work with home-based workers, street vendors, garment workers and Brick Kiln workers. However, one organization cautioned that while cross-sectoral partnerships were important, collaborating with groups with no specific concerns on domestic work may drown out the voice of domestic workers.

Outcomes of these partnerships include the following:

- Creation of networks or committees and /or increased membership for organizations.
- Solidarity campaigns e.g. a national campaign on legislative amendment such in Indonesia to revise Law number 39 on Migrant Workers Protection, and campaigns for Domestic Workers Convention ratification

### **Intersectional partnership**

Half of the participants did not respond to this section. Working with women’s groups surfaced as the most common partnership amongst those who did respond. Aside from women’s groups, domestic workers unions work closely with groups dealing with informal sectors or unorganized groups while migrant groups work with refugees, human rights groups, trade and development groups or youth.

*“It would be useful to bring all workers union from “care sector” together, to build a bottom up approach about care service”- FADWU*

There was also a low response rate to questions on cross-organizational partnerships. However, those participants that did respond noted cross-organizational links between NGOs and trade unions, trade unions and the private sector, trade unions and governments organizations, NGOs and lawyers and NGOs and journalists. The most important outcome of these partnerships is increased awareness around the rights of domestic workers.

## F. Participation in policy processes

This section will discuss the level of the respondents participation in various policy processes. The respondents were asked to their participation in local, national, regional and global policy processes in relation to domestic workers rights advocacy. The respondents were asked if they participated in policy platforms or consultations on domestic work, out of 49 organizations 46 answered yes while 3 answered no.

The first questions focused on participation in policy platforms at the local level with respondents asked to indicate if their participation is regular or ad hoc. Out of 49 respondents 26 said their participation is regular while 17 said their participation was ad hoc. 38 were actively engaged local processes while 5 were only passive participants, attending programs but not contributing to the discussions.

<b>Participation in Policy Processes : Local</b>	
Participation in policy Platforms or consultations on Domestic Work	
Yes	46
No	3
Organization's participation at local policy processes	
Regular	26
Ad hoc	17
Passive or active participation in local processes	
Active	38
Passive	5
Table 3: Local Policy Processes	

29 organizations elaborated on the outcome of their engagement at the local level which included drafting of local policies concerning domestic workers, local governments agreeing to enact policies for the protection domestic workers. Specific to respondents from India and Indonesia, they were able to influence state policies to be enacted for the protection of domestic workers. Organizations in India indicated that they were able to lobby for the enactment of minimum wage for domestic workers at the state level. Further research is needed to know the extent of the impact of engagement at the local level and how these engagements are link to national advocacies on domestic work.

<b>Participation in Policy Processes : National</b>	
Organization's participation at national policy processes	
Regular	25
Ad hoc	18
Passive or active participation in national processes	
Active	37
Passive	6
Table 4: National Policy Processes	

The second area of engagement focused on national policy processes. Out of 49 respondents, 43 were engaged in National advocacy with 25 organizations regularly engaged in national advocacy. Out of these 37 are actively engaged in national processes while 6 were passive participants and not contributing to the discussions.

A total of 35 organizations elaborated on their contributions to national policy reform. All the 35 organizations said that they were part of broader national coalitions / platforms and that their policy

engagement at the national level is through their contributions to national coalitions. Not all organizations elaborated on the results of their national engagement but those who did indicated that they were able to influence policy discussions at the national level through engagement with various government ministries as well as members of parliament.

Specific advocacy results identified by respondents included the Philippines ratification of ILO C189 on domestic work as well as the adoption of the national law on domestic work. Respondents from the Philippines were part of organizations that advocated for this. In Bangladesh and Cambodia, organization indicated that they were part of the organizations that lobbied for the national policy

on domestic work. Organizations from India have indicated that through the work of a number of organizations, a policy on domestic work is now being drafted.

In Malaysia and Singapore organizations were able to lobby for domestic workers to have a weekly day off. Specific to Malaysia organizations were also able to successfully advocate for migrant workers to be able to keep their passport and all travel and identity documents. Both in Malaysia and Singapore organizations also indicated that they are also engaged in monitoring the implementation and enforcement of policies and programs for domestic work.

All though not specified in the question, one organization from Kuwait elaborated that they are not able to engage in national policy advocacy as migrant domestic workers are not allowed by law to do this. Further study beyond this survey can also be done to elaborate more on challenges faced by organizations.

The third area of engagement focused on advocacy at the regional level. Out of all the 49 respondents, 35 were engaged in regional advocacy with only 12 regularly engaged in regional processes. From these organizations, 24 are actively engaged in regional advocacy.

<b>Participation in Policy Processes : Regional</b>	
Organization's participation at regional processes	
Regular	12
Ad hoc	23
Passive or active participation in regional processes	
Active	24
Passive	10
Table 5: Regional Policy Processes	

A total of 6 organizations elaborated on their engagement at the regional level. The respondents identified ASEAN, the Abu Dhabi Dialogue and Colombo Process as spaces for regional advocacy. The most active in terms of regional engagement were respondents engaged in ASEAN, advocating for the adoption of the ASEAN Declaration on the Protection and Promotion of Migrant Workers. These organizations indicated that they were participating in the ASEAN Forum on Migrant Labour and were also lobbying for the adoption of the ASEAN Consensus on the Protection of the Rights of Migrant Workers. All though the advocacy is for the rights of all migrant workers, organizations always include in their advocacy inputs on domestic workers rights.

Respondents also included as advocacy outcome the inclusion of domestic workers in the discussions of the Colombo Process and Abu Dhabi Dialogue.

<b>Participation in Policy Processes: Inter -Regional</b>	
Organization's participation at Inter-regional processes	
Regular	22
Ad hoc	6
Passive or active participation in Inter-regional processes	
Active	19
Passive	9
Table 6: Inter Regional Policy Processes	

The fourth are of engagement was Inter-Regional with 28 organizations responding that they were engaged in this process. Out of this, 22 were regular engaged with 19 organizations actively engaged.

The influence of participants on the outcomes of inter-regional policy platforms was minimal. Many said they did not have much influence at this level since it was not part of their goals or targets. But those who did report having had some influence said they were able to find entry points in inter-regional platforms through regional forums, network meetings and representations at meetings with embassies.

Out of the 49 respondents 37 organizations answered that they were engaged in global policy advocacy. However out of the 37 who responded, only 9 are regularly engaged in global advocacy with 28 organizations identifying their engagement as ad hoc. Out of these only 25 organizations indicated that they were actively engaged and contributing to the process while the rest were just passive listeners /participants in the program.

Participation in Policy Processes: Global	
Organization's participation at Global processes	
Regular	9
Ad hoc	28
Passive or active participation in regional processes	
Active	25
Passive	12
Table 7: Global Policy Processes	

The spaces identified for global advocacy include the following:

- International Labour Conference (ILC)
- UN Human Rights Mechanisms including among them: treaty bodies, office of the special procedures, and the human rights council
- Global Forum on Migration and Development (GFMD)
- UN Global Compact for Migration (GCM)

The organizations elaborated on the impact of their advocacy which included the following:

- Adoption of ILO C189 on Domestic Work
- Inclusion of women and gender-based issues in the UN GCM
- UN Committee for the Elimination of all Forms of Discrimination Against Women (CEDAW) members raising questions about the situation of domestic workers in Singapore
- Inclusion of the decent work agenda and empowerment of domestic workers in the GFMD

#### **G. Ways forward: Actors' Perspectives**

The last section of the mapping focused on identifying challenges in advocacy, priority issues that need to be addressed and ways forward in the advocacy for domestic workers rights. The respondents were asked to give their recommendations based on the following topics:

- a) Issues to be addressed – information gaps.
- b) Access to justice
- c) Capacity building
- d) Advocacy
- e) Support in service delivery
- f) Partnership
- g) Outreach
- h) Political participation

Not all 49 respondents provided recommendations for all the above topics. Please find below the responses divided into topics.

#### **a) Issues to be addressed – information gaps.**

Majority of the organizations who responded under information gaps were migrant organizations. A key area of concern for a number of organizations is lack of knowledge on policies and programs in countries of origin and destination. Organizations based in countries of origin said that it is sometimes difficult to assist migrant domestic workers if they do not have knowledge on policies

and programs in countries of destination. The same was said by organizations in countries of destination, they would like to know more about policies in countries of origin particularly on recruitment of migrant domestic workers (recruitment process, fees, contracts, information provided to workers upon orientation, etc. ). Having access to information on these policies will enable them to improve their services for migrant workers. Respondents recommended that more information sharing and field visits be organized to enhance knowledge of CSO partners.

A number of organizations also identified as a challenge the lack of information available for concerning reintegration programs for migrant domestic workers. It was recommended that CSOs work with government institutions to help disseminate information on the reintegration of migrant domestic workers.

One organization from the Middle East identified that they lack information on migrant support groups in both countries of origin and destination. They would like network with more organization in order to be able to expand the services they provide for migrant workers.

Respondents also recommended that networks need to strengthen engagement with and request the assistance of media practitioners in disseminating information concerning support services, and new policies and programs available for migrant domestic workers. It was also recommended for organizations to use social media to strengthen information dissemination and communication among partner organizations.

#### **b) Access to justice**

Majority of respondents under access to justice were also organizations working with migrant domestic workers. Respondents identified access to redress mechanism and support services as a key issue in line with access to justice for domestic workers. In order to address this, respondents recommended for missions and embassies to provide access to legal assistance as part of its programs. These services should be easily accessible for migrant workers and information on services should be disseminated in a language understood by migrant workers. In order to do this, resources should be provided to support legal assistance for migrant workers.

The respondents also recommended for CSOs to reach out to more lawyers who are willing to provide pro-bono assistance for migrant workers. This could mean reaching out to Bar Councils in both countries of origin and destination as well as individual lawyers. Some participants who are members of the lawyers beyond borders network recommended for the network to be strengthened especially in line with cross border collaboration for legal assistance for migrant domestic workers. Information exchange should also be strengthened among the lawyers network particularly in line with sharing information on public litigation cases.

Collaboration among lawyers and CSOs need to be strengthened was among the recommendations of the survey respondents.

In order for access to justice to work, a number of participants also said that policies and regulations on domestic work need to be standardized and enforced. Governments need to enact policies with stronger provisions for protection of workers. This would include recognizing domestic workers as workers under the country's labour laws. It was also recommended for the Justice System to be strengthened by ensuring that adequate resources are made available; both human and financial resources.

### **c) Capacity building**

Majority of respondents said that there is need for more capacity building among domestic workers. CSOs need to support capacity building among domestic workers organizations and trade unions. The topics for capacity building identified include the following:

1. Workers Organizing
2. Policy Advocacy and how to engage lawmakers
3. Leadership trainings

Capacity building can be done through peer training and through use of modules that are friendly and accessible for domestic workers.

A number of participants also indicated the need for capacity building among other stakeholders including recruiters and employers with focus on rights of domestic workers and fair recruitment practices.

### **d) Advocacy**

Under capacity building, among the key issues identified was shrinking space for Civil Society Organizations and limited political freedom in a number of countries. Countries have restricted freedom of association and assembly, migrant domestic workers are not allowed to form or join trade unions. In some countries CSOs are not allowed to register or be legally recognized. These challenges need to be taken into consideration in discussions on advocacy on domestic workers rights.

The respondents said that CSOs need stronger collaboration for successful advocacy. Engagement with members of parliament was seen as a key strategy for advocacy. Respondents also said that advocacy strategies need to be more refined and issues prioritized. Among the key issues identified include the following:

- Ratification and implementation into law of ILO C189 on domestic work
- Domestic workers to be recognized under the labour law
- Repeal of protectionist policies (e.g. ban on migration of women)
- Universal right for a weekly day off
- Removal of recruitment fees and transitioning into employer pays model
- Allow migrant domestic workers to form and organize trade unions in countries of destination

A number of organization also said that there is a need for migrants advocates to strengthen engagement in regional consultative processes and push for the Colombo Process and Abu Dhabi Dialogue to adopt a Standard Employment Contract for migrant domestic workers.

In terms of strategies and tools for engagement respondents recommended for CSOs to strengthen engagement with media as allies in advocacy. Social media was also seen as an important tool for information education and awareness raising.

One participant noted that the number of returned workers was growing steadily, but they do not seem to be effectively organised as a distinct lobby group within their own countries, pushing a pro-migrant worker, pro-domestic worker agenda. Another participant noted that the rights-based approach to migration had not been sufficiently mainstreamed into community based work in

Bangladesh, leaving communities less able to address issues surrounding men and women's migration in an organized and enabling manner.

#### **e) Support in service delivery**

Under support in service delivery, majority highlighted the need to have more resources to ensure support service deliver. Partnership between the government and relevant stakeholders need to be strengthened in line with providing services for all domestic workers.

One issue highlighted under support in service delivery is the need for shelters in countries of destination for migrant domestic workers. Shelters should also have provisions for counseling for domestic workers. Respondents said that governments need to allocate funding for embassies and mission to have shelters for migrants in distress.

Participants also recommended for information on support and services for domestic workers to be distributed widely in a language understood by workers. This can be done through traditional media (tv and radio) or through social media for migrant workers. Information on support services offered by CSOs in both countries of origin and destination should be made available to all migrant domestic workers prior to departure.

Also highlighted by respondents was the need for collaboration between CSOs in countries of origin and destination in the repatriation of migrant workers in distress, to ensure that workers continue to get support upon return.

#### **f) Partnership**

Under partnerships, respondents said there is need for stronger collaboration among CSOs and trade unions in the advocacy for the ratification and implementation of ILO C189 on domestic work.

Stronger collaboration among CSOs in countries of origin and destination was also among the key issues identified by organizations working with migrant workers. Activities and engagement with governments need to be more coordinated to ensure strong impact. Collaboration in terms of supporting and assisting migrants in distress was also indicated under strong collaboration.

One organization said that there is also need to work with organizations who have common interest aside from building broader coalitions. Focused partnerships on key relevant issues such as the one day off campaign was seen as more beneficial by some organizations.

Establishing concrete cooperation areas between migrant and local domestic workers was also identified as an area that needs improvement.

Participants also indicated on the need to build stronger partnerships with media who can be key allies in advocacy. Strong engagement as a key stakeholder in advocacy can support information education, outreach and help change attitudes towards domestic work.

A number of participants also said that that there is a need to engage with the private sector, specifically recruitment agencies in order to educate them about on fair recruitment and rights of domestic workers/



### **g) Outreach**

On the topic of outreach, respondents identified media as a key ally. Traditional media such as television and radio are among the strategies used by organizations for outreach and information education. Social media was also indicated as an important tool for outreach particularly among migrant domestic workers.

Outreach to grassroots organizations was also identified as an area that needs improvement. Distribution of information among grassroots organizations and possible migrant workers can help prevent irregular migration, trafficking and abuse of workers.

Mobilizing domestic workers themselves for outreach was emphasized as strategy.

Respondents also identified the need for outreach to returnee migrant workers. Not a lot of organizations are organizing returnee migrant workers or working towards the reintegration of returnees. There is a need to support more organizations who work on the reintegration of returnee migrant workers.

### **h) Political participation**

Under political participation, migrant organizations emphasized on right to vote of migrant workers through the enactment of overseas absentee voting law. Currently only the Philippines and Indonesia have overseas absentee voting laws.

Respondents also indicated that migrant domestic workers should be allowed to form and join trade unions in countries of destination. Countries that allow migrant workers to join unions but not to have leadership positions, should amend their policies. Migrants should be allowed to hold leadership positions in organizations and trade unions.

One organization recommended that there should be at least 10 % workers representation in Government Structures. There should also be support for pro-worker political parties and trade unions. Governments should also ensure that women are well represented in governance.

One organization recommended to increase representation of domestic workers in tripartite and other relevant decision-making bodies at the local, national, regional and international levels.

CSOs should also ensure that they are not used by recruitment agencies as vehicle to lobby their personal interests.

## ***Annex I***

### ***Mapping to enhance collective advocacy, action and empowerment of domestic workers in Asia***

- This survey is intended for actors who are engaged in advocacy around domestic workers' rights in Asia. The objective of the survey is to identify gaps in advocacy and point to where strategic support is needed.
- This survey is implemented by the International Domestic Workers Federation (IDWF) and the Migrants Forum in Asia (MFA).
- The findings of this survey will be discussed in a regional IDWF-MFA conference on enhancing collective advocacy, action and empowerment of domestic workers in Asia.
  
- The survey is structured in 8 parts. Please reserve 30-45 minutes to fill it out.
  - (1) Information about your organization;
  - (2) Scope of your organizations' engagement on domestic work
  - (3) Mapping of your activities in their application to domestic work
  - (4) Your thoughts on effective knowledge sharing
  - (5) Your thoughts on effective partnerships
  - (6) Your thoughts on participation in policy processes
  - (7) Your thoughts on the way forward
  - (8) Your publications and campaign/advocacy material
  
- For IDWF affiliates**, please return the duly filled questionnaire to [info@idwfed.org](mailto:info@idwfed.org) by 20 September 2017. For clarifying questions, please do not hesitate to contact [info@idwfed.org](mailto:info@idwfed.org) with queries.
- For MFA affiliates**, please return the duly filled questionnaire to [mfa@mfasia.org](mailto:mfa@mfasia.org) by 20 September 2017. For clarifying questions, please do not hesitate to contact [mfa@mfasia.org](mailto:mfa@mfasia.org) with queries.

## 1. INFORMATION ABOUT YOUR ORGANIZATION

Information about the organization	Name of the organization	
	Type	(e.g., trade union, workers' association, union federation, cooperative/credit union, migrant association, migrant advocacy organisation, NGO, research centre, faith-based organization, health facility, legal clinic etc.)
	Main mandate:	(e.g., legal services, psychosocial services, organizing, policy, research, advocacy etc.)
	Level of operation	(e.g. international, Asian regional, Asian sub-regional, national, local or sub-national)
	Beneficiaries:	
	Leadership	Are domestic workers represented in your leadership structure? please explain the positions that they hold.
	Please include affiliations to other organizations	
	Address	(please include all addresses of your organizations).
Information about the respondent	Name of the respondent	
	Role	
	Email	

## 2. SCOPE OF YOUR ENGAGEMENT ON DOMESTIC WORK

Among domestic workers, who are your organization's beneficiaries? Please highlight all the responses that apply:

- Local domestic workers
- Domestic workers from other provinces in the same country (if so, which?)
- Tribal and indigenous women (if so, which?)
- 'Lower caste' women
- Child domestic workers
- Migrant domestic workers (if so, from which countries?)
- Refugee women and girls
- Other: please specify

### 3. MAPPING OF YOUR ACTIVITIES IN THEIR APPLICATION TO DOMESTIC WORK

Broad areas of work	Objective(s) of the action	To whom was the action targeted and in what country	Positive outcomes that have emerged from the action (if attitudinal change, please explain; if policy change, please explain)	Areas for improvement	Needs in order to improve the action (e.g., financial, technical, organizational, relational)
<b>Awareness raising</b>	1				
	2				
	3				
<b>Access to Justice</b>	1				
	2				
	3				
<b>Capacity building</b>	1				
	2				
	3				
<b>Advocacy</b>	1				
	2				
	3				
<b>Research and policy</b>	1				
	2				
	3				
<b>Services</b>	1				
	2				
	3				
<b>Outreach</b>	1				
	2				
	3				
<b>Organizing and worker representation</b>	1				
	2				
	3				

In each area of your work, please describe the process that undertake/go through e.g. on advocacy, how do you do advocacy?

### 4. YOUR THOUGHTS ON EFFECTIVE KNOWLEDGE SHARING

What are experiences from other organizations and/or other countries that you have found inspiring in your work with domestic workers? Please explain why you found them inspiring. Please also explain how you became aware of this/these experiences (e.g., word of mouth, conference, internet search).

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Do you know if your work has inspired that of other organizations? If so, please identify what organization(s) has/have found your work beneficial and in what areas.

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### 5. YOUR THOUGHTS ON EFFECTIVE PARTNERSHIPS

Are partnerships important in advancing your advocacy around domestic work? If yes, please explain which type of partnerships and why by filling out the table below.

Partnership Categories	Partnership sub-categories	Please give examples	Please elaborate on the outcome (results)
Cross-border	Between countries of origin and destination for migrant domestic workers		
	Between countries of origin for domestic workers		
	Between countries of destination for domestic workers		
	Global action		
Cross-sectoral	Garment workers		
	Sex workers		
	Brick Kiln workers		
	Street vendors		
	Other: please specify		
Intersectional	Women		
	Class		
	Indigenous		
	Informal sector workers		
	Refugees		
	Migrants		
Cross organizational	NGO-Trade union partnerships		
	NGO-Private sector partnerships		
	Partnerships with government organizations		
	Other: please specify		

### 6. YOUR THOUGHTS ON PARTICIPATION IN POLICY PROCESSES AS APPLIES TO DOMESTIC WORK

Do you participate in policy platforms or consultations on domestic work?

- Yes  
 No

If yes, please explain at what level:

	Please explain which	Is your participation regular or ad hoc?	Is your participation passive (listener), or active (contributor)?	Where you able to influence the outcomes of this policy platform? If yes, please explain in what way.
<input type="checkbox"/> Local				
<input type="checkbox"/> National				
<input type="checkbox"/> Regional				
<input type="checkbox"/> Interregional				
<input type="checkbox"/> International				

### 8. YOUR THOUGHTS ON THE WAY FORWARD

What are your recommendations for the way forward for each of these areas:

Areas for improvement	Specific recommendation or suggestion
Issues to be addressed – information gaps.	
Access to justice	
Capacity building	
Advocacy	
Support in service delivery	
Partnership	
Outreach	
Political participation	
Other: please specify	

### 8.YOUR PUBLICATIONS AND CAMPAIGN MATERIAL

Please share a list of your publications and campaign or advocacy material (produced during the last five years). Please include links where appropriate.

# REcruitment reFORM.org

**RecruitmentReform.org** is an initiative of the civil society Open Working Group on Labour Migration and Recruitment. With members from civil society organizations across the world, the Open Working Group is committed to

knowledgesharing and collective advocacy to reform migrant labour recruitment practices globally. Building upon years of civil society advocacy on labour migration, human rights, and recruitment reform, the Open Working Group was initiated in May 2014 by Migrant Forum in Asia and the Global Coalition on Migration (GCM) together with other civil society organizations. The Working Group is coordinated by Migrant Forum in Asia and forms part of the Migration and Development Civil Society Network (MADE).

If you are interested in joining the **Open Working Group on Labour Migration & Recruitment**, please email us at [mfa@mfasia.org](mailto:mfa@mfasia.org) to express your interest. Please visit [recruitmentreform.org](http://recruitmentreform.org) to see how members can contribute to the working group!

**Step It Up: Dignity, Rights, Development** is the global campaign launched by the Migrant Forum in Asia network and affiliated civil society organizations, trade unions, the Committee on the Protection

*of the Rights of All Migrant Workers and Members of their Families, and the International Labour Organization, which highlights the significance of the International Convention on the Protection of the Rights of All Migrant Workers and Members of their Families (CMW / UN Migrant Workers Convention).*



The online platform of the Step It Up campaign centers on the following themes: promotion of the ratification of the UN Migrant Workers Convention, children of migrant workers, particularly ending immigration detention of children, migrant domestic workers, contributions of migrant workers in the countries of origin and destination, and situations of forced labor, human trafficking and slavery-like practices that migrant workers experience.

The campaign also links up with other ratification efforts, including the ILO Convention on Domestic Work No. 189 (C189), ILO Convention No. 97 (Migration for Employment Convention), ILO Convention No. 143 (Migrant Workers Convention) and the ILO Forced Labour Protocol. These themes and the ratification of international human rights and labor rights treaties directly impact the lives and the realization of the rights of all migrant workers and members of their families. The Step It Up campaign through the online platform strives to weave together these interrelated issues and underscores that migration is not an isolated matter but is tied to various dimensions of peoples' struggles for equality, dignity, decent work and human rights. To know more about the campaign, please visit <http://cmw25.org>

Ang mga manggagawang pantahanan, uring manggagawa! Trabajadores Domesticos son Trabajadores

Para pekerja rumah tangga adalah pekerja வீட்டு வேலைத் தொழிலாளர்களும் தொழிலாளர்களே!

വീട്ടുവേലക്കാരും തൊഴിലാളിക

গৃহস্থালী শ্রমিকদের শ্রমিক হিসেবে মর্যাদা চাই

Intipanivaru Kooda Gruha Karmikule

Haushaltsarbeit ist keine sklaverei

घरेलू कामदार पनि कामदार हुन ।

家事労働者は労働者だ！

සුසංස්කෘතියක්: උසස්කෘතිය

الخدمة المنزلية هي عمل،

家事服務者是勞動者

מטפלות סיעודיות הן עובדות!

घरेलू नौकर भी श्रमिक

I Lavoratori Domestici sono Lavoratori



MIGRANT FORUM



ASIA

MFA believes in the human rights and dignity of all migrants irrespective of race, gender, class, age, religious belief and status.

[www.mfasia.org](http://www.mfasia.org)



International Domestic Workers Federation (IDWF) aims to build a strong, democratic and united domestic/ household workers' global organization to protect and advance domestic workers' rights everywhere.

[www.idwfed.org/en](http://www.idwfed.org/en)