

Transient Workers Count Too

2015 Annual General Meeting

Committee Report for 2014

Executive Committee 2013-2015

President	Russell Heng
Vice-President	Alex Au
Secretary	Bashir Basalamah
Treasurer	Noorashikin Abdul Rahman
Member	Yew Kong Leong
Member	Debbie Fordyce
Member	Shelley Thio
Member	Jill Ratnam
Member	Rob Teo

Sub-Committee Chairs

Research	John Gee
Direct Services	Debbie Fordyce
Communications	Alex Au
Fundraising	Russell Heng
Human Resource	Russell Heng
Public Education	Rob Teo

Project Chairs

Advocacy Tracking	Noorashikin Abdul Rahman
Cuff Road Project	Debbie Fordyce
CARE Fund	Debbie Fordyce
FareGo	Jill Ratnam & Silvester Goh
Road-to-Recovery (R2R)	Loh Wei Hung & Elodie Mathieu
Project Roof	Siva Govindasamy
Discover Singapore	Terence Kek & Irene Ong
Volunteer Coordinator	Sarah Norwood (until July 2014)

Staff

Kenneth Soh	Social Worker (until Jan 2014)
Mohd Nor Karno	Social Worker
Louis Ong	Social Worker (from Feb 2014)
Christine Scully	Admin Officer
Christina Chng	Accounts Officer

Audit Committee (elected 23 Mar 2014)

Steve Tan (Chair)
John Hamalian

INTRODUCTION

2014 marks the 10th Anniversary of TWC2, whose mission is:

- 1) through ground research and engagement with policy makers and employers, to advocate a more enlightened policy framework for migrant labour in Singapore;
- 2) to extend assistance to workers in need to ensure that they have fair resolution of their cases, dignity in work and living conditions, access to medical care, and protection of their rightful autonomy; and
- 3) through public education, to promote the social conditions in which exploitation, abuse and injustice become history.

This committee report gives an overview of our activities in 2014 in pursuit of this mission. Parts 1 and 2 discuss the core areas of Research and Advocacy, and Direct Services, while Part 3 covers supporting activities like Fundraising, Human Resource and Communication.

PART 1 – RESEARCH & ADVOCACY

Appendix 1 shows a select list of activities in our busy Research and Advocacy calendar.

Using a variety of platforms, our advocacy efforts aim to raise public awareness and influence the public mind-set on migrant-worker issues. In 2014, we decided it is also important to track our performance in this mission. Noorashikin Abdul Rahman volunteered to take on the task of pulling together all information on our engagements in this respect.

The TWC2 website and Facebook page are our key advocacy platforms. The website has a strong viewership and some articles have registered 30,000-50,000 views. In 2014, 175 articles were uploaded, one every two days on average, covering policy commentaries and insights, research findings, case analyses and press releases. The blurbs of these articles were also uploaded on our FB page, which has close to 5,000 followers.

TWC2 was mentioned and our spokespersons quoted in mainstream local and international media 55 times in 2014, more than once a week on average. We conducted 21 public talks and presentations at tertiary and public institutions and organised or were represented at 11 events with an advocacy focus. Various spokespersons also held 51 meetings with researchers and students providing information, sharing feedback on their projects and exploring collaborations. Our two in-house public education programmes were also busy: seven Day Schools and 12 Heartbeat sessions in 2014, engaging about 400 individuals.

We also engaged policy-makers in ten closed-door meetings and public dialogue sessions. When the Commission of Inquiry on Little India Riot convened early 2014, we filed written representations in Jan, Russell Heng assisted by Wajihah Hamid gave evidence in Mar, and we issued a press release in response to the COI report in Jun. We also submitted to Parliament a set of proposals on Singapore's Budget 2014 in regard to migrant worker policies, and submitted a 17-page written representation on the Prevention of Human Trafficking Bill.

We conducted a survey of Bangladeshi male workers and Filipina and Indonesian domestic workers, in support of a Migrant Forum in Asia campaign against the high costs of recruitment. In conjunction with Outreach Sundays, social workers and volunteers conduct regular surveys too. In 2014 they completed surveys on the following: (1) prevalence of

'savings money' deductions, (2) promptness, correctness and verifiability of salaries received by male workers, and (3) prevalence of deployment of male workers outside their trained skill areas. Results have been published on our website.

Currently, two more surveys by social workers are in progress, relating to salary promises made to male workers and living conditions experienced by domestic workers. An on-going research into the welfare of fishing boat crews is continued in 2014. Research on the impact of mandatory day-off for domestic workers is expected to conclude in the first half of 2015.

PART 2 – DIRECT SERVICES

Direct assistance for migrant workers in difficulties continues to be one of our primary areas of activity. With the addition of new projects in 2014, our list of direct services now covers:

- **Cuff Road Project:** a free meals programme that reaches out to destitute male workers in Little India, providing information that feeds into our research and advocacy
- **CARE Fund:** financial assistance for medical and emergency needs
 - **Project FareGo:** transport subsidies to attend medical and MOM appointments
 - **Road-to-Recovery (R2R):** support for injured workers on their hospital visits
 - **Project Roof:** short-term housing subsidies for injured or destitute male workers
 - **Project Lifeline:** emergency shelter for domestic workers who had fled exploitative or abusive work conditions in their employers' homes
- **Case Work services:** a comprehensive range of services to assist our clients in managing their cases with the authorities and with their employers
- **Outreach:** monthly distribution of information about TWC2 by our social workers and volunteers to reach out to migrant workers in various parts of Singapore
- **Helpline:** a dedicated phone channel for advice and guidance and to raise grievances
- **Discover Singapore:** low-cost but fun outings to bring cheer to our destitute clients

2.1 The Cuff Road Project (TCRP)

As the central platform of our direct services, the Cuff Road Project not only provides free meals, but is a ready source of information to feed into our advocacy and public education work. Isthana and Alankar Restaurants in Little India continued to be our two operating outlets. In October, we agreed with Isthana to a 10-cent price increase to \$2.30 per meal.

A milestone was reached in April when we recorded Half a Million Meals since the project began in 2008. It was fitting that the celebration was held right there on a Rowell Road back-lane, with a merrily-decorated, loaned vegetable lorry serving as performance stage.

TCRP Highlights 2014

	2014	2013
Total number of meals for year	91,031	105,544
Total cost for year	\$196,976	\$228,220
Average cost per month	\$16,415	\$19,018
Average cost per meal	\$2.16	\$2.16
Average number of meals per month	7,585	8,795
Average number of meals per week	1,751	2,030
Total number of clients for year (BD/IN+SL)	(1,716/339) 2,055	(1,791/381) 2,172

The table shows a drop in attendance in 2014. Number of clients refers to individuals recorded for the year, which cannot be added up because many stay on for more than a year. This number stays surprisingly similar year to year though the types of problems may change.

TCRP had 104 volunteers who clocked a total of 3,898 hours in 2014 (including work on other tasks like FareGo, Discover Singapore, Case Work, chiropractic help, WICAMON and R2R.)

2.2 CARE Fund

The CARE (Compassion and Relief for Emergencies) Fund offers a lifeline for migrant workers in dire need, through payment for urgent and essential medical and surgical treatment. Assistance is provided directly through Project Road-to-Recovery (R2R) or, for sums above \$150, through the Direct Services Sub-Committee (DSS).

	Clients		Amount	
	2014	2013	2014	2013
Medical & Dental (R2R/DSS)	(33/68) 101	80	\$15,781	\$11,641
Miscellaneous (Food, transport, incidentals)	[not available]	20	\$3,389	\$3,958
TOTAL	101 +	100	\$19,170	\$17,612

Total disbursed in 2014 was \$19,170, including \$14,450 approved by DSS for medical treatment (6 clients) and on grounds of bereavement (family of one client who passed away).

In addition to R2R, CARE Fund also provides funding for Projects FareGo, Roof, and Lifeline.

2.2.1 Project FareGo

Project FareGo provides public transport subsidies in the form of EZ-Link Card top-ups to assist distressed clients who need to attend hospital and MOM appointments. Total amount disbursed in 2014 was \$23,727.

2.2.2 Road-to-Recovery (R2R)

Please refer to the CARE Fund section for assistance amounts disbursed under R2R in 2014.

R2R's main objective is to ensure that injured clients receive appropriate and necessary medical treatment. This is done by accompanying them to hospital, interfacing with hospital admin, nurses and doctors, and making minor cash co-payments where needed to progress their treatment. Transport to and from hospitals is also provided for those unable to walk or take public transport as a result of their injuries.

A second objective is to support the project's volunteers, through briefings on topics relevant to their mission: facts about Work Injury Compensation Act and claims process, R2R financial policy on reimbursement for medical costs paid on behalf of clients, and injury case studies.

R2R has 10 active volunteers. We assisted 33 clients in 2014, comprising 22 Bangladeshis and 11 Indians. We made 73 hospital visits with them, an average of 2 visits per client.

2.2.3 Project Roof

Conceived in 2014, Project Roof provides short-term housing subsidy for badly injured or destitute male workers, enabling them to rent a hostel bunk. The project also enables TWC2 social workers and volunteers to conduct welfare visits while the client is recovering.

Project Roof Highlights 2014

Nationality of cases assisted	No. of cases assisted	Total cost to end 2014
Bangladesh	3	
India	3	
Total number of cases assisted	6	\$4,350

For a number of reasons, Project Roof is not publicised to target clients and the project committee has been circumspect in identifying and assessing potential cases. Currently we aim to support a maximum of 10 clients at any time, at \$250-\$300 each per month.

2.2.4 Project Lifeline

Project Lifeline provides emergency shelter for foreign domestic workers compelled to flee from exploitative or abusive conditions in their employers' homes.

The lack of a women's shelter in the past meant that we had to refer such cases to partner NGOs. In January 2014, we began to explore options for an emergency shelter of our own to provide immediate protection and support for such cases. Eventually, we identified two families willing to offer rooms in their homes as shelter. The first emergency shelter case was accepted in March 2014.

Project Lifeline Highlights 2014

Nationality of cases assisted	No. of cases assisted
Cambodia	1
India	2
Indonesia	7
Myanmar	3
Philippines	5
Total Number of cases	18

Of the 18 women, 17 were domestic workers, and one was a vulnerable migrant worker who had reached out to us for help. She was a nurse with medical issues and problems with her employment agency. She was assisted and sheltered while waiting for her case to be resolved.

2.3 Case Work & Helpline

Case Work represents a comprehensive range of services handled mainly by our staff Social Workers, who also manage the Helpline, a phone channel for advice and to raise grievances.

Appendix 2 shows the number of Case Work and Helpline cases handled by staff Social Workers. As can be seen, Chinese and Bangladeshi men continued to dominate by Nationality, while Salary and Work Accident cases formed the bulk by Case Category.

Case work is also handled by experienced volunteers in the Cuff Road Project. However, their figures are not reported here since the cases are less clearly-defined and harder to quantify.

In an effort to better maintain and standardise our case work records, we started a project to develop a cloud-based case management system. Despite several difficulties along the way, CAMANS is now nearing completion and is coming on-stream.

2.4 Discover Singapore

Discover Singapore (আবিষ্কার Singapore) aims to bring cheer to our clients by taking them on low-cost but fun outings. These regular outings benefit some 30 clients each time. Costs are kept down by soliciting donations and sponsorships, and by going to places that do not require admission fees.

Highlights of DS 2014 outings include the Chinese New Year Open House at the Istana, a play at School of the Arts (SOTA), and a stroll along Orchard Road to watch the Christmas Light-up, with ice-cream at the Paragon corner and free pizza at Lucky Plaza.

2.5 Enrichment Programmes under FFN & IFN

We note the continuing work of our members in the Filipino Family Network (FFN) and Indonesian Family Network (IFN) in organising weekly skills enrichment courses and in counselling, and their active participation in our International Migrants Day Celebration 2014.

PART 3: ORGANISATIONAL SUPPORT

Organisational support through human resource, communications and fund-raising is essential for us to pursue the core activities.

3.1 Engagement with the Public

An increased focus and growing public awareness led to a greater number of enquiries from the public about migrant-worker issues and TWC2's role in supporting them. In response, we established a Public Education team in 2014 which has grown to nine volunteers.

In 2014, supported by Exco members, staff and other volunteers, the team:

- Facilitated or hosted presentations to students from various institutions, including PSB Academy (20 Feb), NIE (24 Feb), UWC-SEA (20 Sep), Canadian International School (8 Dec), as well as to members of the public at Be An Idea Vision (26 Mar)
- Delivered TWC2's Day School Programme (presentation, walking tour, and introduction to Cuff Road Project) to University of Liverpool (7 Apr), Civil Service College (9 May), Ngee Ann Polytechnic (16 May), University of Sydney (5 Jul), NUS (20 & 27 Sep), and Peace Boat (9 Oct)
- Represented TWC2 to meet representatives from other civil society groups at two informal dinners hosted by Australian High Commission on 19 March and 16 July
- Responded to email enquiries and collaboration requests from students of Victoria JC, NUS, Temasek Poly, Jurong JC, Ngee Ann Polytechnic, and SOTA, among many others
- Hosted TWC2's monthly Heartbeat volunteer-awareness sessions

3.2 Human Resource

2014 witnessed major staff changes. Senior Social Worker Kenneth Soh, who had been with us since 2010, left in January to pursue a career in counselling. Mohd Nor Karno, who was trained by Kenneth, had just joined in September 2013 and had to hold the fort while we recruited a second Social Work Associate. In February, Louis Ong Kay Yong was signed on. Louis was then pursuing a degree in Social Work which he completed by end of the year. He did his practicum with TWC2. To address the lack of experience of both Karno and Louis, we engaged Jolovan Wham, a trained social worker who had served HOME since 2004, as consultant to provide training and mentorship for three months.

The year has seen TWC2 busier than ever. Karno was promoted at the end of the year to Senior Social Work Associate with his job scope expanded to take on training, among other duties. We also decided to recruit a third social work associate who will assist with advocacy work, an area that is neglected because volunteers are so stretched. The new staff will be recruited by mid-2015 to bring TWC2's staff strength to four and a half full-time positions.

We approved a 13th month salary for 2014. In keeping with our salary policy, basic salaries were also adjusted upwards for 2015 by 1.3% according to the 2014 CPI. All four staff members also had salary increases ranging from 15% to 30%. The salary increments rewarded job performance, sought to catch up with market conditions and were in conjunction with national policy to raise salaries at the lower level.

Through 2014, TWC2 also benefitted from a series of internships involving young men and women who worked for us for 2-3 months each. They came from National University of Singapore and Singapore Management University, but there were also others who asked to intern with us for their own knowledge and experience. Every one of them has proven to be an asset, giving vital support and assistance to our social workers, and extending our ability to serve more clients. TWC2 could not have handled the number of cases we did without them.

3.3 Volunteers

The monthly Heartbeat continued to be a gateway to volunteer opportunities in TWC2, attracting 225 participants in 2014. This was an insignificant increase over the 207 who came in 2013, considering there was one more Heartbeat session in 2014.

Volunteer Coordinator Sarah Norwood helped pull together the Half a Million Meal event in April. Unfortunately, due to commitments, she was unable to continue her work beyond July.

Public Education was added to the list of tasks that Heartbeat participants could volunteer for. Exco member Rob Teo who began presenting at Heartbeat in 2013 set up the Public Education Subcommittee, eventually to comprise nine volunteers.

3.4 Fund Raising

Total donation receipts from donors big and small for 2014 decreased by \$170,000 compared with 2013. There are explanations for the significant drop.

In 2013, two large donations of \$80,000 and \$60,000 came from Kwan Im Thong Hood Cho Temple and Chen Su Lan Trust respectively. These figures could not be repeated in 2014. The Kwan Im Thong donation for medical emergencies can only be replenished when we are close

to depleting the amount. We were far from that in 2014. The Chen Su Lan Trust donation was for an emergency in 2013 when funding for TCRP fell short and meals had to be cut back. That emergency did not recur in 2014. A funding application did go to the Trust early in 2014 to fund advocacy and research but the approval for \$45,000 only arrived in January 2015.

However, it is a reality that fundraising needs to be better structured. It is still handled primarily by Russell Heng alongside his duties as President and Head of Human Resources as well as miscellaneous functions that nobody else has time to deal with. Efforts to get volunteers to make up a fundraising team have yet to bear fruit. It is important to prioritise this area or risk losing funding opportunities.

Major donors in 2014: Lee Foundation, Lighthouse Evangelism, Stefanie Yuen and Shen Yi Thio, Barclays Bank staff in Singapore, Pavilion Foundation Ltd, Kewal Ramani Foundation, Asia Genesis Asset Management Pte Ltd and a donor who wishes to remain anonymous.

For the third year, TWC2 held its fundraising Lunch With Heart. The event on Sunday 7 December at Kebabs n Curries in Little India jointly commemorated International Migrants Day. As 2014 marked the 10th Anniversary of TWC2's registration as a society, Lunch With Heart also reached out to TWC2's alumni over the years. A total of 260 tickets at \$80 each were sold. Together with donations received, the event raised about \$24,000.

3.5 Communications

Through 2014, there were several indications that our web and Facebook communications have made an impact, for example when people we meet mention how TWC2 comes to mind every time the subject of migrant workers is broached.

More concretely, there were regular instances when the public brought troubling observations to our attention in the hope that we can resolve perceived abuses of workers. In June 2014, a woman noticed construction workers sleeping at a neighbourhood pavilion instead of at a dormitory, and she knew to call TWC2. She said she was moved seeing them wet and shivering when wind and rain came; the pavilion offered little protection. In November, someone connected with a news website noticed a domestic worker in need, and emailed us about her situation. TWC2 rescued her.

We have also noticed through talks we give and in the social media how, over time, a growing number of Singaporeans are showing a more sympathetic perspective. The changes are very gradual at best, but they are in the right direction.

Arising from other pressing priorities and lack of volunteer resources with necessary skills, little progress was made on plans for more video, mentioned in last year's Annual Report.

3.6 Case Management System

In an effort to better maintain and standardise our case work records, we started a project to develop a cloud-based case management system. Around May 2014, a team of IT students from a local university volunteered to develop such a system for us. For a variety of reasons, this attempt did not succeed; the software did not work as reliably as expected. Around October 2014, a second team of volunteer students from the same university took over the project. The project, called CAMANS, is now nearing completion and coming on stream.

3.7 Outreach

Our Outreach efforts continued in 2014, to inform the wider migrant worker population of our mission. Outreach work also gave us the opportunity to conduct several surveys, as described under Research and Advocacy.

Social Workers Karno and Louis led 11 Outreach Sundays, supported by teams of volunteers fresh from our Heartbeat sessions. Locations include Lucky Plaza, City Plaza, and Aljunied, Boon Lay, and Tampines MRT stations. Beside English, flyers were given away in Chinese, Bengali, Tamil, Punjabi, Telugu, Sinhala, Filipino, Burmese, Malayalam, Hindi, and Indonesian.

Karno also gave talks at Bright Vision Hospital and Central Sikh Temple.

CONCLUSION

In its 10th Anniversary year, TWC2 expanded albeit with deliberate caution into more specialised services that respond to particular needs among our clients – emergency shelter for men and women, transport subsidy, and support on hospital visits.

At the same time, greater awareness driven among others by our communication platforms has given our work a higher public and media profile. This in turn has allowed us to articulate our positions, informed by continuing research and work on the ground, to a wider audience that included policy-makers, academia, youth and the international media.

The year also saw us expanding our outreach into a wider range of languages in line with the ethnic diversity of Singapore's migrant worker population. In CAMANS, the cloud-based case management system currently being completed, we are building the foundations of a more unified and streamlined case work structure to better support our direct services.

In midst of all this, it is useful to remember that TWC2 in 2014 remained a lean organisation with a small staff and lots of volunteers driving its activities. Volunteer-driven is not a bad thing, as it means greater opportunities for people keen to serve and with time to give away for a cause they can relate to.

In that light, and for another year of steady growth, we again recognise and salute the many people behind this organisation: our hard-working staff, the tireless volunteers of TWC2, our bright and energetic interns, and our many generous well-wishers, benefactors and donors.

TWC2 Executive Committee 2013-2015
22 Mar 2015

With input from: Russell Heng, Alex Au, Noorashikin Abdul Rahman, John Gee, Debbie Fordyce, Rob Teo, Loh Wei Hung, Siva Govindasamy, Mohd Nor Karno, Staff of TWC2

APPENDIX 1 Select List of Advocacy Activities 2014

Talks & Presentations	<ul style="list-style-type: none"> • JG: Human Trafficking Conference, NUS, 10 Jan • AU: Migrant Workers Awareness Week, NUS, 3 March • JG: Symposium on “Migration and Construction work in Asia”, ARI, 28 Nov • ST: MARUAH’s forum “What’s wrong with our Anti-Trafficking Bill”, 8 Nov • RH: SMU seminar on migrant workers in Singapore’s economy, 26 Mar • DF: Yale-NUS panel discussion on migrant workers in Singapore, 5 Feb • DF: NIE seminar on Migrant Workers in Singapore, 24 Feb • JG: Panel discussion on “Stopping Human Trafficking in its Tracks”, Wee Kim Wee Centre and Soroptimist International Spore, 5 Nov
Day Schools	<ul style="list-style-type: none"> • DF, RT and Navin: MENDAKI Club members, 1 Nov • RT: NUS Geography students, 20 & 27 Sept • ST and RT: University of Sydney students, 5 July • NAR, Pat Meyer and RT: Civil servants on the Public Service Leaders Programme, 9 May
Dialogue with Policymakers	<ul style="list-style-type: none"> • RH: CSO meeting with Ministry of Foreign Affairs on Asean Inter-governmental Commission on Human Rights, 24 Feb • JG: Anti-Trafficking Task Force closed door session with CSOs, 25 Feb • RH and Wajihah Hamid: oral testimony to Commission of Inquiry on Little India Riot, 11 Mar • AU, NAR, Lisa Button, Sallie Yea: Public dialogue with MP Christopher de Souza on Prevention of Human Trafficking Bill (focus on FDW), Mar & Apr • RH: Briefing for political counsellors from EU, Australia, Norway and USA on human rights and migrant workers issues in Singapore • RH and JG: Briefing for Foo Kok Jwee, Singapore rep to UN in Geneva, 1 Sep • JG: MOM Foreign Domestic Worker Stakeholder consultations, 17 Oct • DF and Christine Pelly: Meeting with SPF on how to better engage migrant workers, 30 Oct
Events with an Advocacy Focus	<ul style="list-style-type: none"> • JG and ST: UN-Women and HOME, Businesses Against Trafficking conference, 27 Feb • NAR, ST and IFN: Information stand on women migrant workers' issues at AWARE's “All Fired Up - International Women's Day celebration”, 8 Mar • ST: Meeting of anti-trafficking groups to coordinate work around Prevention of TIP bill, 6 May. Stoptrafficking SG website was launched • JG: Launch of guide for expat employers of domestic workers, British High Commission, 6 June. JG provided substantial input into writing of the guide. • TWC2 organised International Domestic Workers' Day celebration for 150 IFN and FFN members to heighten awareness of ILO's Domestic Workers Convention (C189), 15 June • TWC2: European Union Delegation, Conference on “The role of the judiciary in the promotion and protection of human rights”, 4 Dec • JG and DF: MOM-MWC sharing session on findings of migrant worker survey, 5 Dec • JG: Discussion on HOME's draft report on mental health of domestic workers study, 16 Dec • AU: Migrant Forum in Asia's Regional Conference on Labour Migration Recruitment Reform, Amman, Jordan, 16-17 Dec • TWC2: Launch of “A Thousand and One Days: Stories of Hardship from South Asian Migrant Workers in Singapore”, Arts House, 7 Aug

Participation in research	<ul style="list-style-type: none"> • JG: Dr Esbe Lunde Larsen, post-doctoral fellow, University of Aarhus Denmark, on civil society in Singapore, 23 Jan • JG: Dr Steve Chan, Head of Programme, MCLSD, SIM University, on migrant workers' issues and TWC2, 19 July • JG: Prof Rachel Parrenas, University of Southern California, on domestic workers, 15 July • JG: Researchers from a Philippines NGO, on welfare programmes for migrant workers in Singapore, 6 Nov • NAR, ST, AU and DF: Prof Deborah Cowen and team, Department of Geography, University of Toronto, on migrant workers issues for her international project on High Rises and Digital Lives, 14-20 Nov • DF: Edda Ostertag, FCL Future Cities Laboratory, for article on “Space in Rapidly Changing Societies”, 26 Mar • DF: Jenny Sonesson, Sodertorn University, Development and International Collaboration, for thesis, 2 Apr • DF: Geerhardt Kornatowski, PhD Research Coordinator, Osaka University and team, on migrant workers issues, 25 Aug • DF: Dr Kevin McGahan, Lecturer Department of Political Science, NUS, on South Asian migrant workers, 29 Aug • DF: Kohei Kitazawa, Candidate for Master in Public Policy, LKY School of Public Policy, NUS, on employment agency regulations, 18 Sept • DF: Joshua Kurtz, post-doctoral fellow, NUS on boundaries and policing of migrant workers, 12 Dec
Papers presented	<ul style="list-style-type: none"> • Recommendations on Prevention of Human Trafficking Bill, 18 Apr • Written representations to Committee of Inquiry into Little India Riot, Jan • Press release in response to COI report on the Little India Riot, 27 Jun • Submissions to Parliament on Budget 2014, 29 Jan

RH: Russell Heng; AU: Alex Au; NAR: Noor Abdul Rahman; ST: Shelley Thio;
 JG: John Gee; DF: Debbie Fordyce; RT: Rob Teo

APPENDIX 2 Case Work and Helpline cases handled by staff Social Workers 2014

SW Case Work by Nationality

Nationality	Case Work			Helpline		
	Male	Female	Total	Male	Female	Total
Cambodia	0	3	3	0	3	3
China	112	12	124	50	5	55
Bangladesh	373	0	373	250	0	250
India	61	6	67	11	1	12
Indonesia	0	15	15	0	11	11
Myanmar	3	6	9	3	2	5
Philippines	3	20	23	7	50	57
Malaysia	4	3	7	3	2	5
Singapore	4	13	17	18	18	36
Sri Lanka	2	0	2	0	0	0
Taiwanese	3	0	3	3	0	3
Vietnam	0	1	1	0	1	1
Unknown	0	2	2	0	2	2
Total	565	81	646	345	95	440

SW Case Work by Case Category

Category	Case Work			Helpline		
	Male	Female	Total	Male	Female	Total
Medical (Work Accident)	190	1	191	70	0	70
Medical (Non-Work Accident)	24	0	24	20	20	40
Salary	272	18	290	100	23	123
Runaway	0	21	21	0	30	30
Repatriation Matter	45	3	48	20	8	28
Resignation	30	7	37	10	3	13
Work Permit	8	0	8	0	0	0
Dispute with Employer	46	15	61	10	7	17
Dispute with Agent	13	7	20	0	4	4
Lawyer Discharge	8	0	8	1	0	1
Transfer Matter	57	14	71	14	0	14
Illegal Deployment	17	4	21	23	0	23
Abuse	11	6	17	28	0	28
Blacklisted	9	0	9	21	0	21
False Declaration	6	0	6	15	0	15
Change of Employer	92	2	94	8	0	8
Miscellaneous	190	14	204	5	0	5
Total	1018	112	1130	345	95	440

Note:

Nationality and Case Category figures, for both Case Work and Helpline calls, do not necessarily match up as a single client may present more than one problem.