

Service Report 2020

Statistics on MFMW case support, shelter, and other emergency services

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 MFMW Limited
St. John's Cathedral
No. 4-8 Garden Road,
Central, Hong Kong

 Website: www.migrants.net

 Email: mission@migrants.net

 Facebook: [Facebook.com/MFMWHK](https://www.facebook.com/MFMWHK)

 Telephone: (852) 2522-8264

 Fax: (852) 2526-2894



The Mission For Migrant Workers (MFMW Limited) of St. John's Cathedral is a leading and trusted service provider and partner of Asian migrants and a committed advocate in building a caring and inclusive Hong Kong society. Our core services include information and guidance, case support, shelter provision and other rescue and emergency assistance to distressed foreign domestic workers.

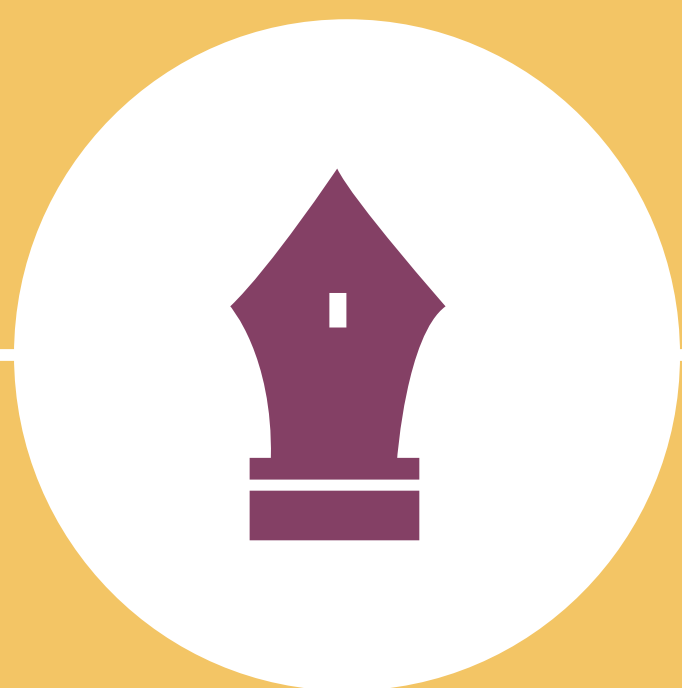
These services are also an expression of our Christian faith. Through these services, the migrant domestic workers are able to feel that St. John's Cathedral and our local and overseas church partners are doing Christ's work among them. That they are not forgotten and are loved. Because we embrace them as our people and not strangers nor aliens in this multi-cultural city.

We are living in an unusually difficult time. The COVID-19 pandemic has forced the world to re-evaluate the way it is. With everyone facing uncertainty, this has resulted in the need to act accordingly. Our Service Report for 2020 summarizes our response to a rapidly changing context in which migrant domestic workers continue to exist at a gross disadvantage. We also hope to underscore the importance of working together so that no migrant faces the perpetual crisis of migration alone. As a marginalized sector in our society, they also deserve better care, protection, and fair treatment.

We hope that some positive development in policies, practices, and social attitudes can result from the information herein.

Service Summary

Assisted a total of **11,285** migrants who needed case support, rights-based information, and other critical services. Among them:



1,163

new clients were assisted with their cases and monetary claims and coordination with public lawyers, police, and other relevant government agencies and Consulates.



Answered

2,628

critical inquiries by telephone, message apps, email, and social media. This encompasses all calls received through our centre phones, emergency hotline number, mobile phone numbers of our case officers, and messages through our official email, website and social media accounts. Included here are messages and calls received after office hours.



Addressed

7,494

rights-based inquiries at our outreach activities in Central, Causeway Bay, Admiralty, in the New Territories (Yuen Long, Tuen Mun, Sha Tin, Tsing Yi), and five areas in Kowloon (Mei Foo, Lok Fu, Mongkok, Tsim Sha Tsui, and Jordan).



Provided shelter to

873

distressed women migrants where they were given food and a place to sleep during the duration of their case



137,057

masks and

6,218

bottles of hand sanitizers distributed to migrants during Migrant Care Centres.



Provided

5,356

meals and food packs for stranded migrant workers and newly-arrived quarantined migrants



Helped our clients recover

HK\$3,230,624.47

of monetary claims and entitlements.



Our clients were able to claim

HK\$71,433

from the International Organization for Migration. This brought some economic relief to them, as it paid for their plane tickets home and visa fees, as well as other expenses.



Offered
135 Life and Work Skills seminars and training classes which benefitted

3,036 participants. The Mission was still able to hold seminars despite the pandemic due to our decision to shift to online trainings except First Aid provided by the Hong Kong Red Cross that were held face-to-face (with strict physical distancing) whenever the situation regarding the pandemic would relax. The other classes include Care for the Elderly and Children, Home Safety, Eco-friendly Home, as well as Mindfulness and Stress Management by the Hong Kong Sheng Kung Hui Welfare Council.



Our distinct Employer Awareness Program in 2020 had no less than

13

employers who approached our centre or accessed our dedicated hotline, by email, or social media.



Published

4,500

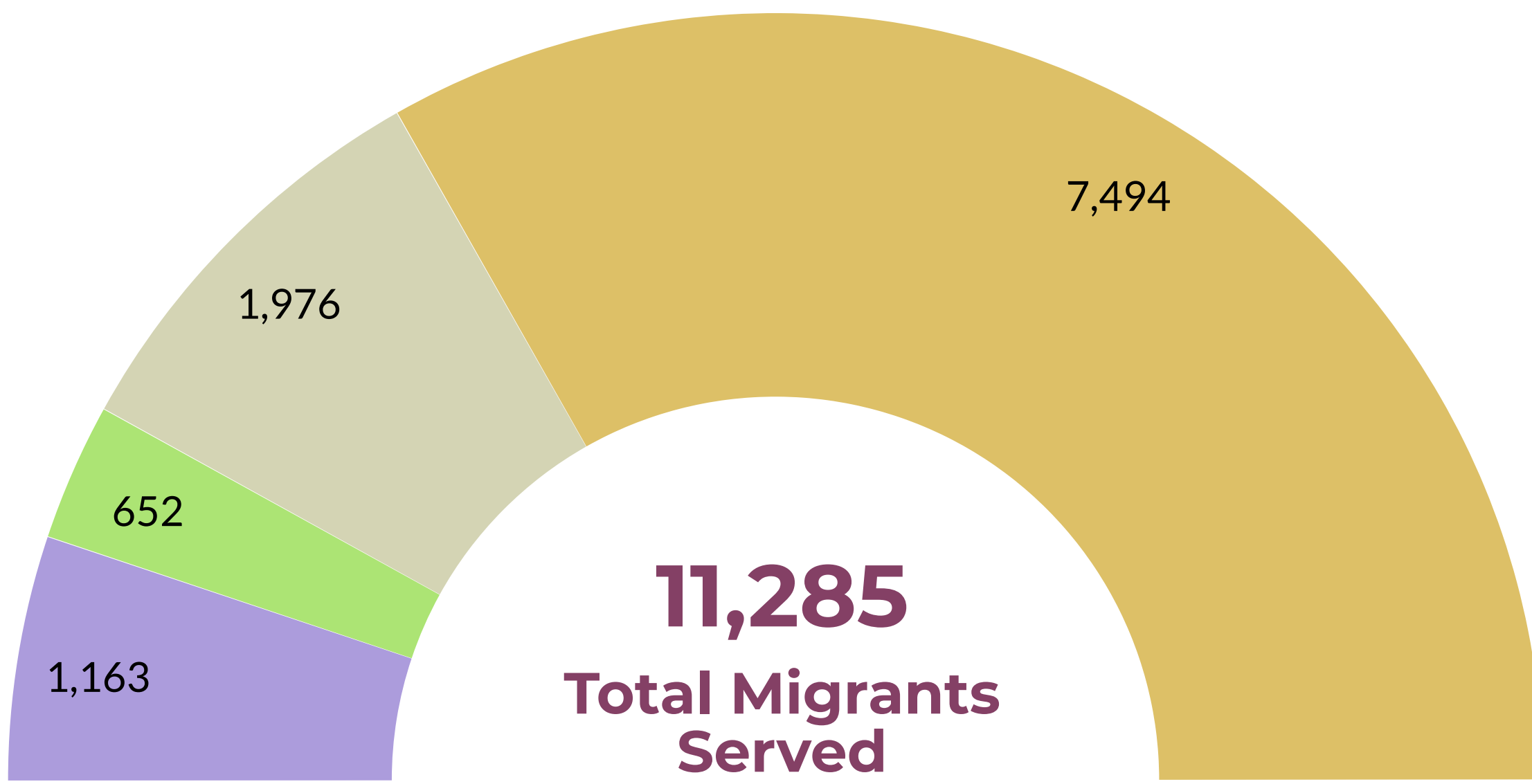
pamphlets on COVID-19 updates, and **3,000** other informational materials on rights and welfare of migrant domestic workers. We also produced **10,000** information cards.



Bethune House

remains our main shelter partner. We also refer to other shelters managed by the Diocesan Pastoral Center for Filipinos, Care and Share Homely Shelter, Jesus Is Lord, Shalom Community Church, and the Islamic Union. Many of them are connected as partners under the Coalition of Service Providers for Ethnic Minorities (CSPEM) which was established in 2009.

Client Overview

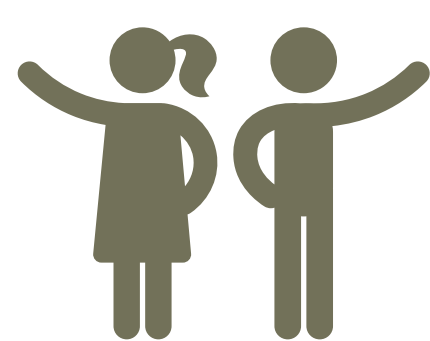


Case support (10.31%) Telephone inquiries (5.78%) Emergency responses (17.51%) Mobile care services (66.41%)



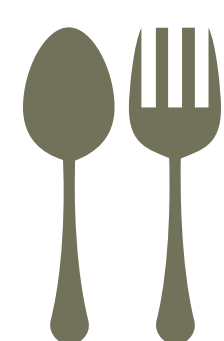
873

Shelter Referrals



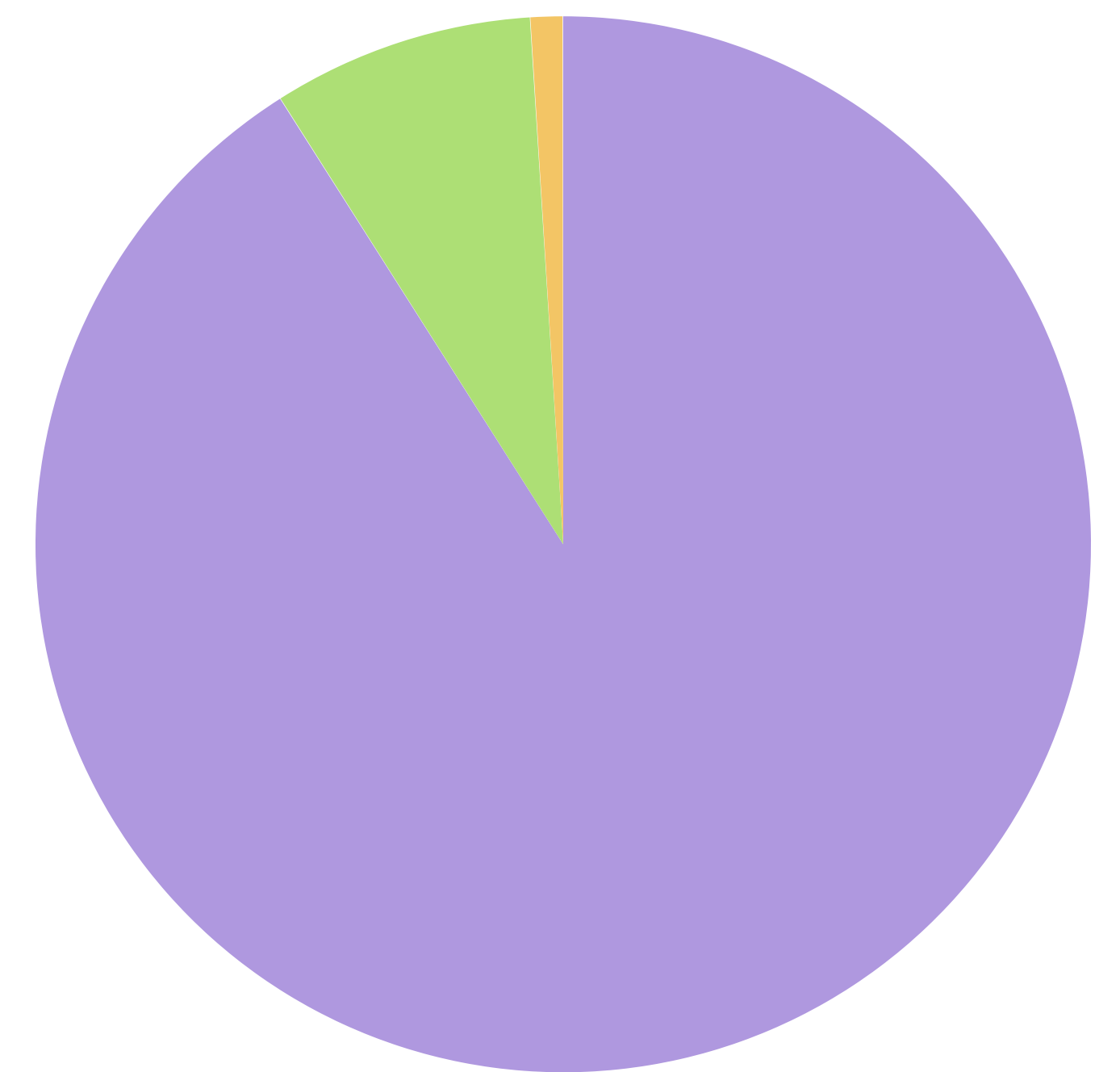
3,036

Seminars and Trainings



5,356

Meals and food packs



Country of Origin

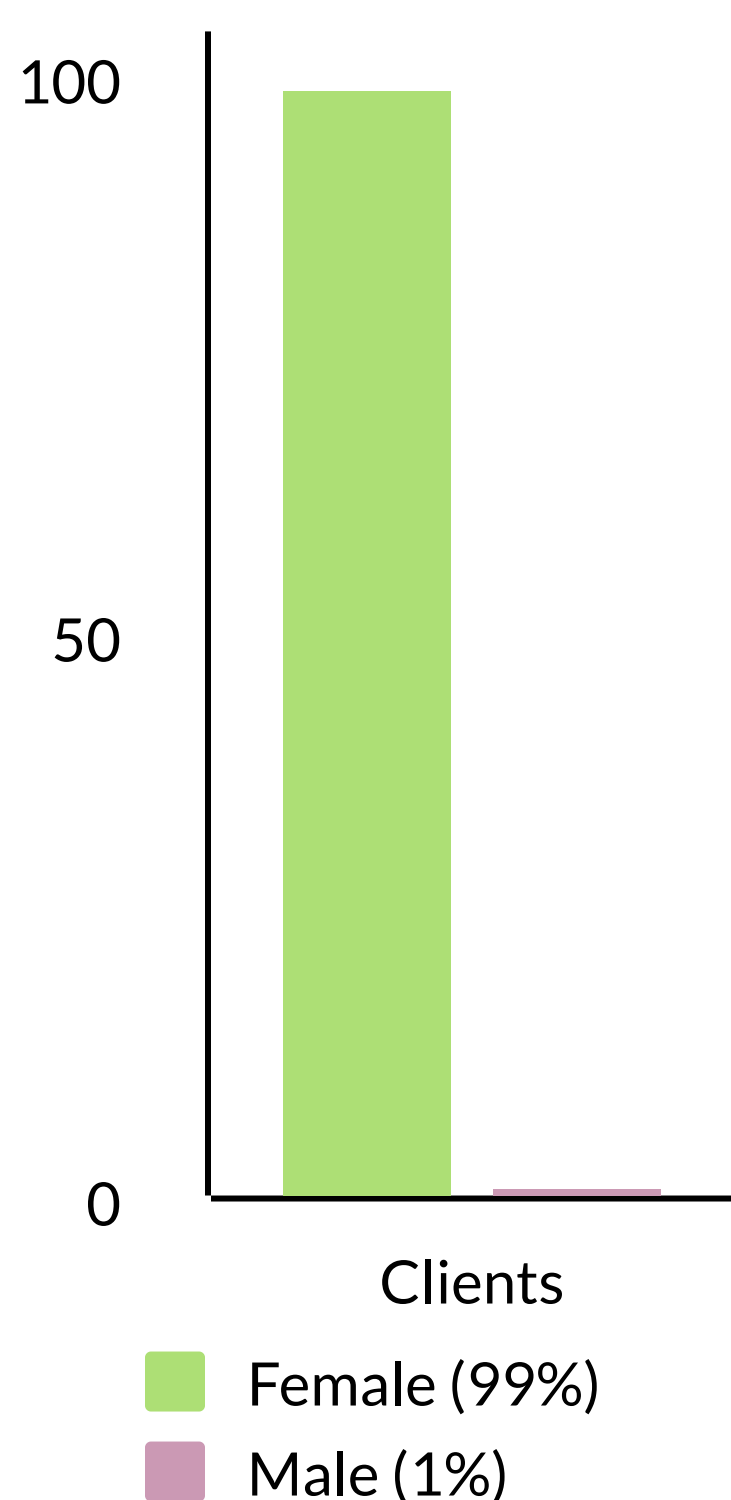
Filipinos (91%) Indonesians (8%) Other South & SE Asians (1%)

Civil Status

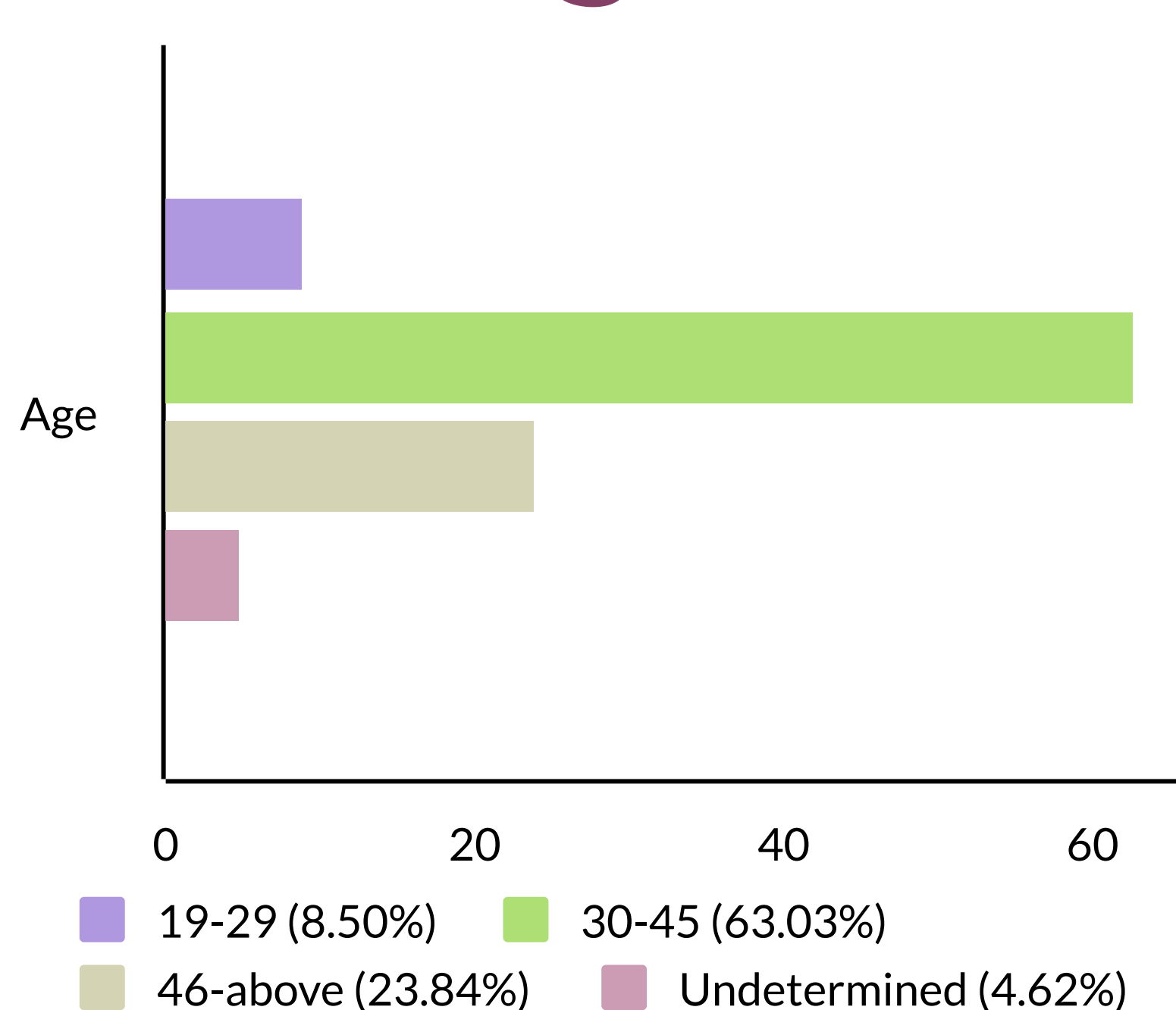


Married (45%) Divorced/Separated (5%) Widowed (5%) Single (40%) No response (5%)

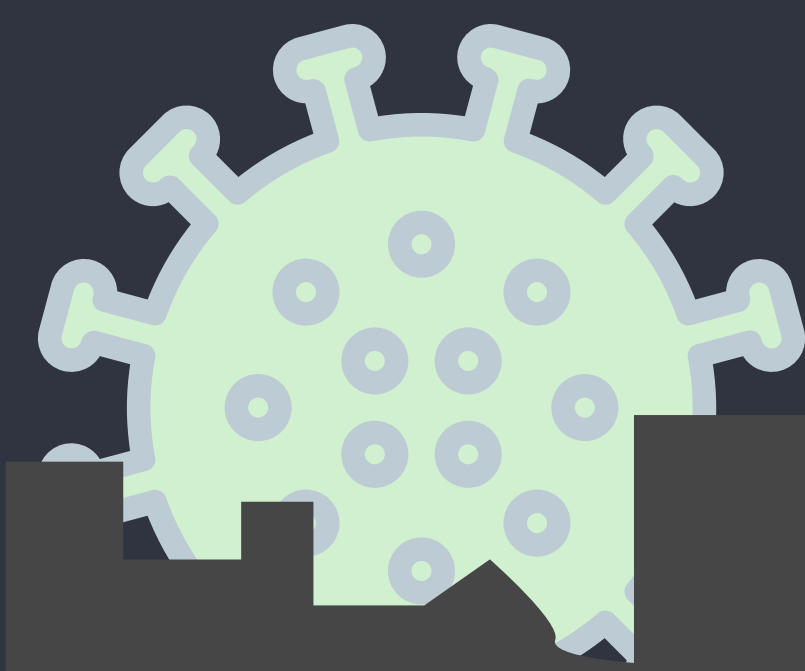
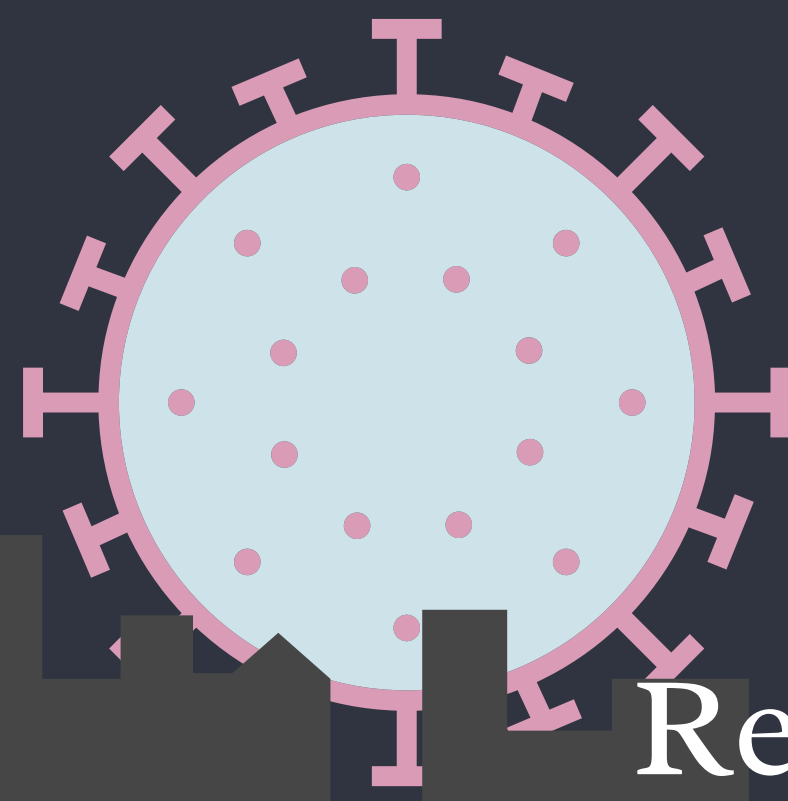
Sex



Age



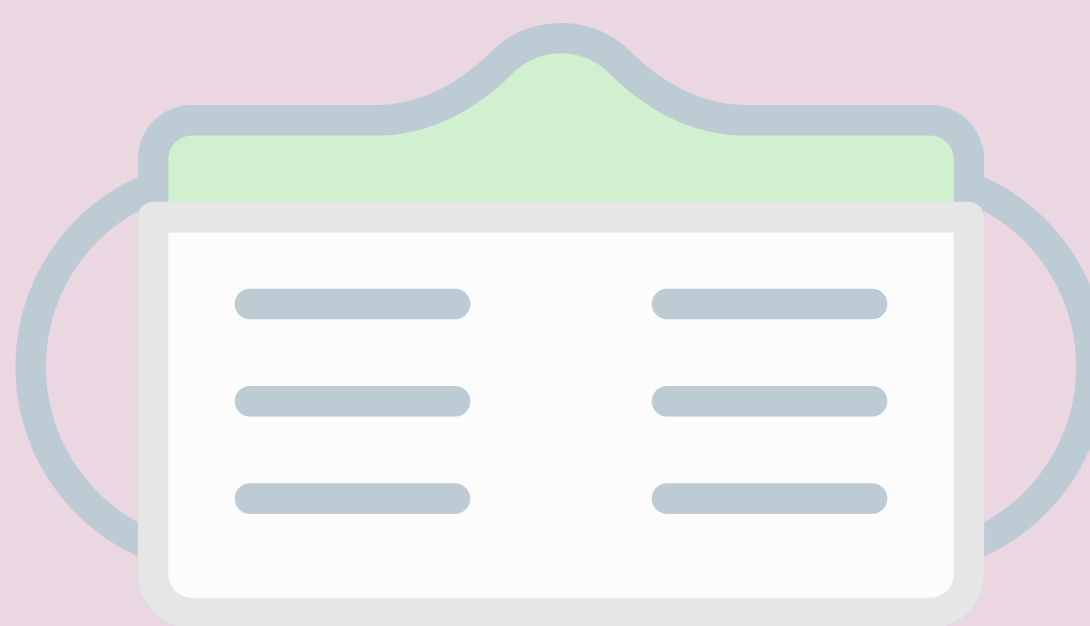
COVID-19 Response



Read about how the Mission persevered through the pandemic

Early last year, the COVID-19 pandemic hit. Borders shut down and communities were locked down. The Mission needed to re-evaluate a few times our operations during this period of uncertainty. We adjusted the number of staff and case officers coming to the center every day, so that we were all properly socially-distancing. Here are some of our efforts during this difficult period.

During the numerous Mobile Care Centres (MCC), the Mission distributed together with the local Hong Kong community:



137,057

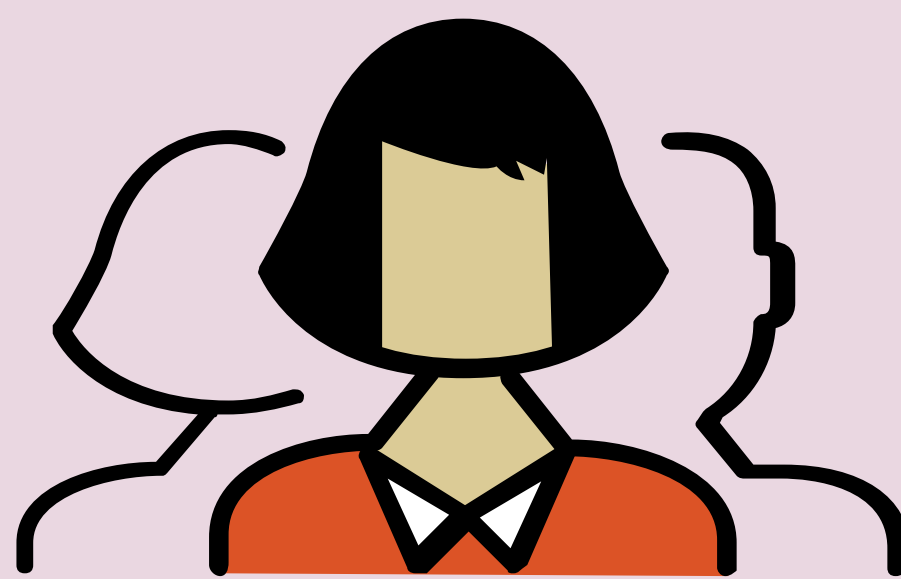
surgical masks to migrants in need



6,218

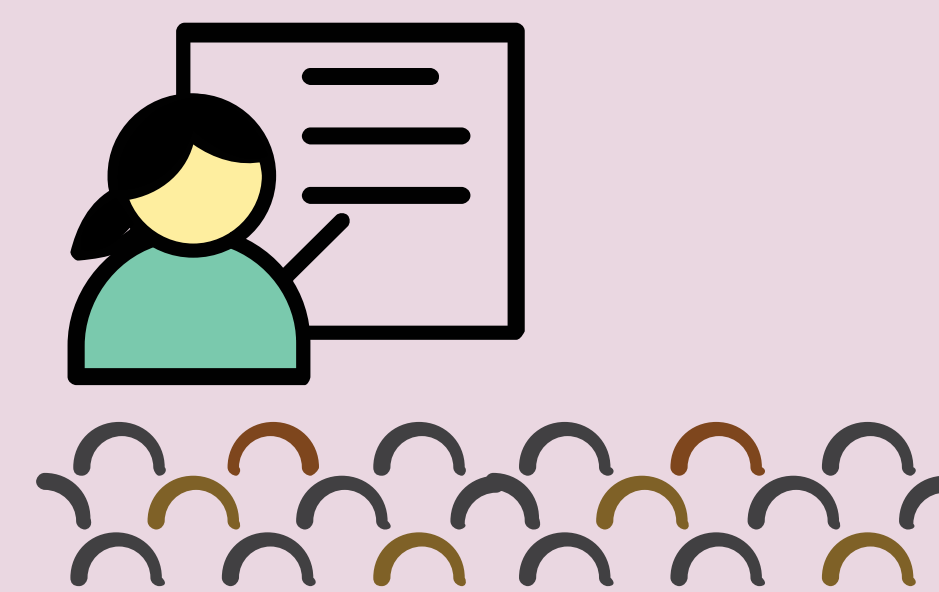
bottles of hand sanitizers to migrants

The organizing of more MCCs was a result of the difficulty in holding quarterly Give Care to Our Caregivers service fairs, due to public health concerns. Some trainings and seminars were also shifted online. The Mission reached:



7,494

migrants reached during Mobile Care Centres.



3,036

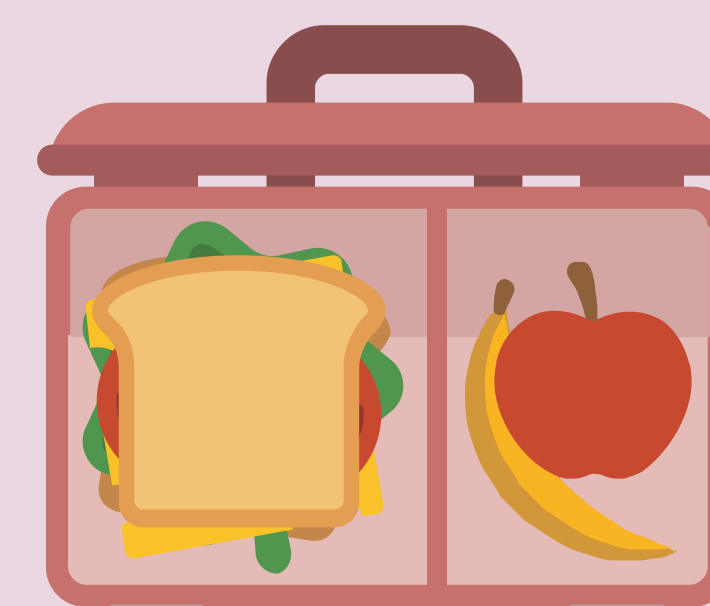
participants in 135 Life and Work skills trainings and seminars

There were new services brought about by the necessity of the situation. There were new migrants with no access to any kind of service, until they contacted the Mission and asked for help. There were also other migrants who were unable to sustain feeding themselves.



3,511

hot meals were provided to new migrants



415

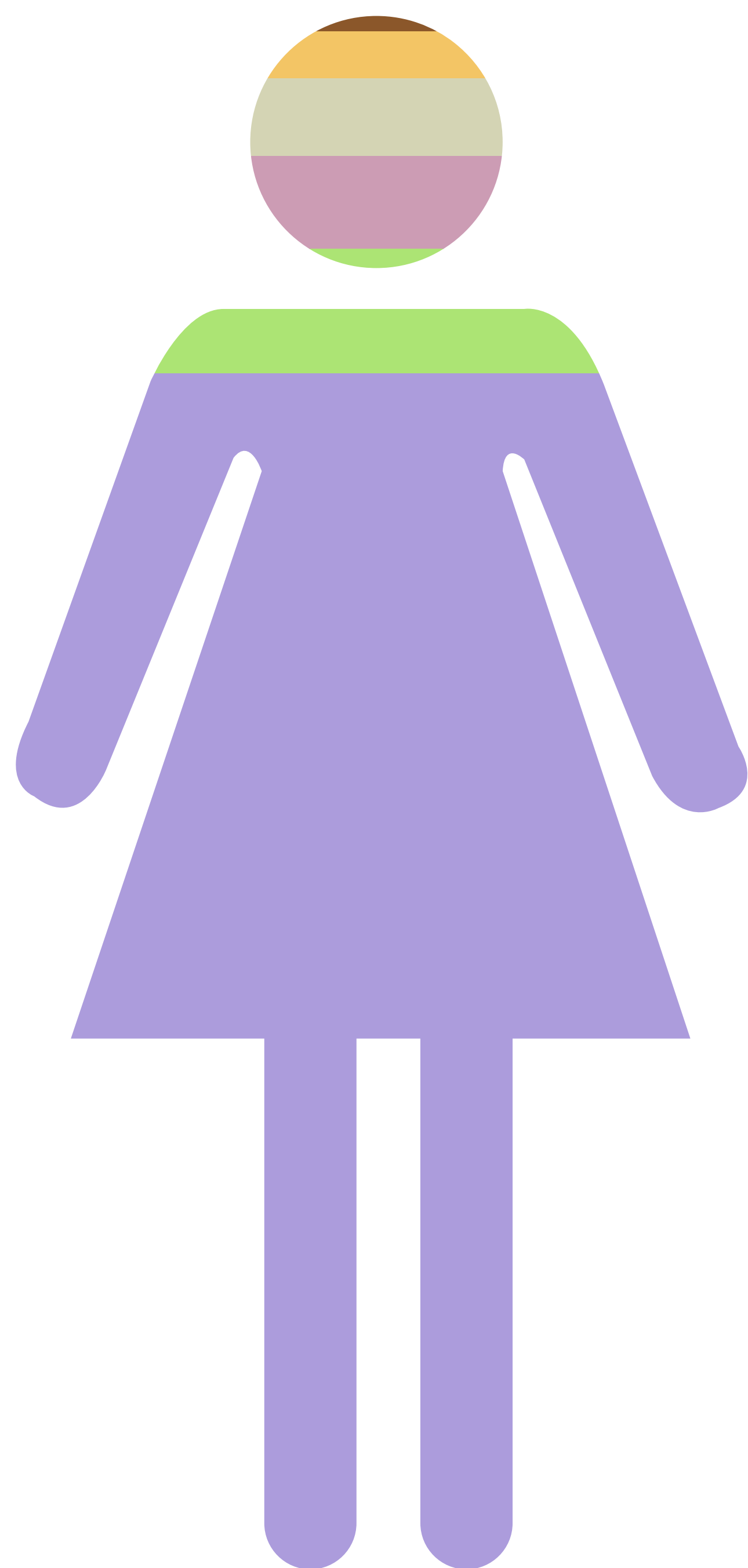
migrants received either 115 food coupons good for two meals or 300 food packs good for five people



WHY DO MIGRANTS SEEK HELP?

Our clients usually report more than one problem when they approach us for help. For example, someone whose contract got terminated may also complain about illegal collection of agency fees as well as maltreatment. The percentages presented here are based on incidence reports from the total number of cases.

Type of Case



- Labour (77%)
- Police (8%)
- Immigration (6%)
- Agency-related (5%)
- Personal loan (3%)
- Other (1%)

Labour Cases are #1

Labour-related problems still remain the top cases we handled last year, an increase of 9% compared to 2018. These include violations of the employment contract, contract terminations, and unpaid wages and benefits under the Employment Ordinance. We help them claim back these entitlements by providing information and guidance, shelter, and supporting their conciliation process or cases filed at the Labour Department.

44% increase of ill-treatment

Violence against women have intensified in the past year, with more violations concerning the vulnerability of migrant women to such deeds. Ill-treatment increased by 44 percentage points compared to 2019. Connected to this are physical abuse and rape or sexual harassment in the household, which increased by 2 and 4 percentage points respectively. Another developing issue is related to love scams, which is connected to money laundering (2%) and cyberbullying (4%).

On Overcharging

Out of those who reported having issues with their agencies, an overwhelming majority reported having been charged excessively and illegally. Migrants are in an even more difficult position to provide for their families with the greater job insecurity caused by the pandemic, which is why the illegal collection of fees is a serious matter.

We help them by taking steps to recover illegally-charged fees, waive fraudulent loans, report illegal activities to relevant Hong Kong and home country authorities, and protect clients from harassment by erring recruitment agencies and financing companies.

Positive Outcomes: Settlements and Claims

Total amount recovered by our clients in 2020:

HK \$ 3,230,624.47

This reflects a 40% increase in claims compared to 2019.

CONDITIONS OF WORK

From self-reporting done by our clients, we have discovered that:

7 out of every 10 had reported experiencing ill-treatment.

Related to this,

1 out of every 5 experienced physical abuse.

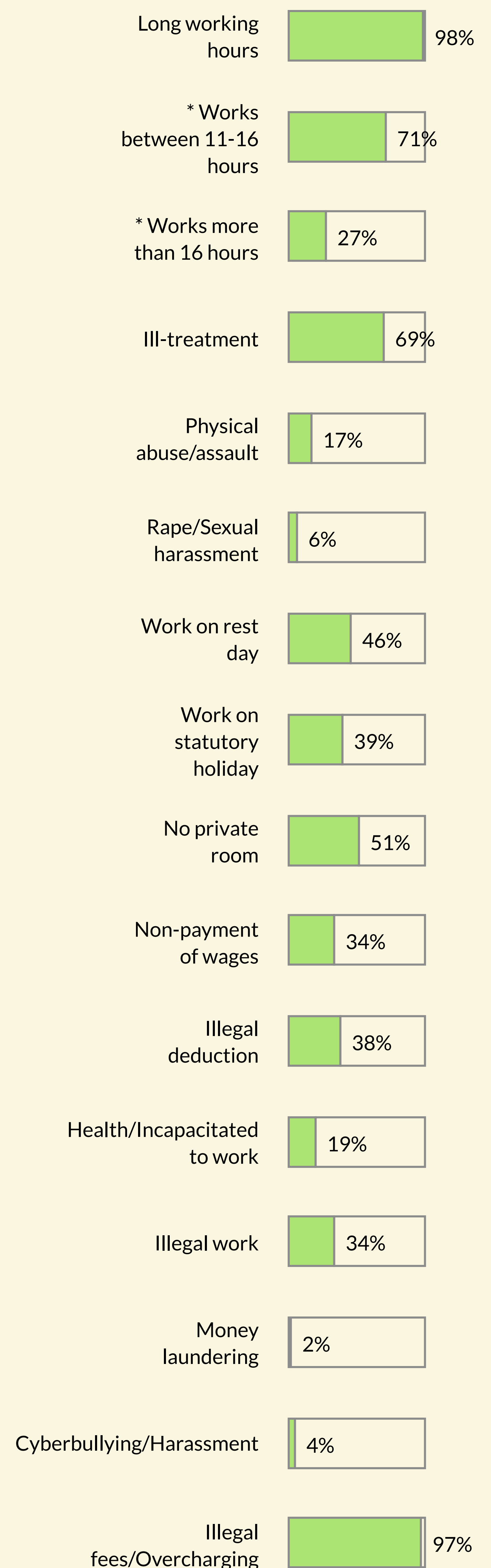
3 out of every 50 experienced rape or sexual harassment. This is 4% increase.

9 out of every 10 complain of long working hours.

1 out of every 2 reported having to work on their rest day.

1 out of every 3 self-reported non-payment of wages.

Types of Complaints



Migrant Festival

A Glimpse at the Year That Was

The Mission chose to organize the Migrant Festival for International Migrants Day online as a form of appreciation to migrants who have persevered through the difficulties we have faced as well as recognize the support coming from good-hearted people in Hong Kong.



The news program ***Migrant Focus Online*** discussed the events the Mission had done for the year.

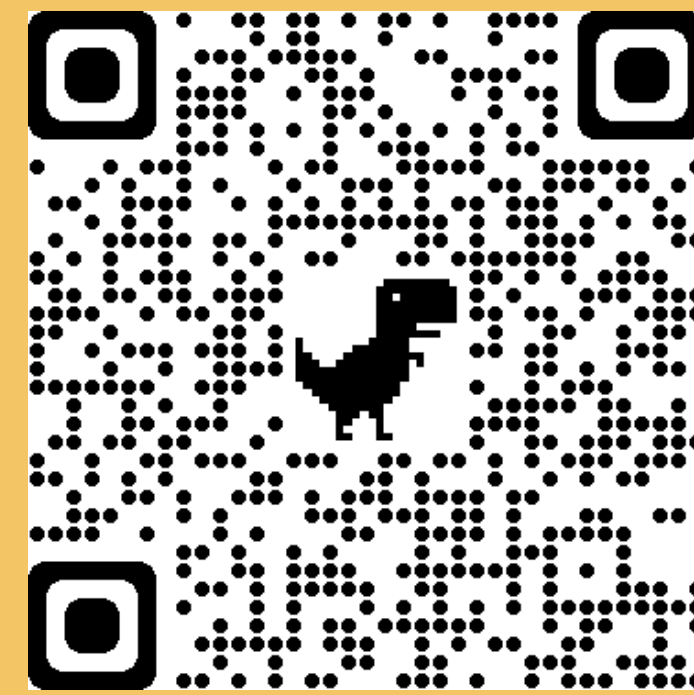


The travelogue ***Domestic Worker Destinations*** featured the places where migrant domestic workers are given services.



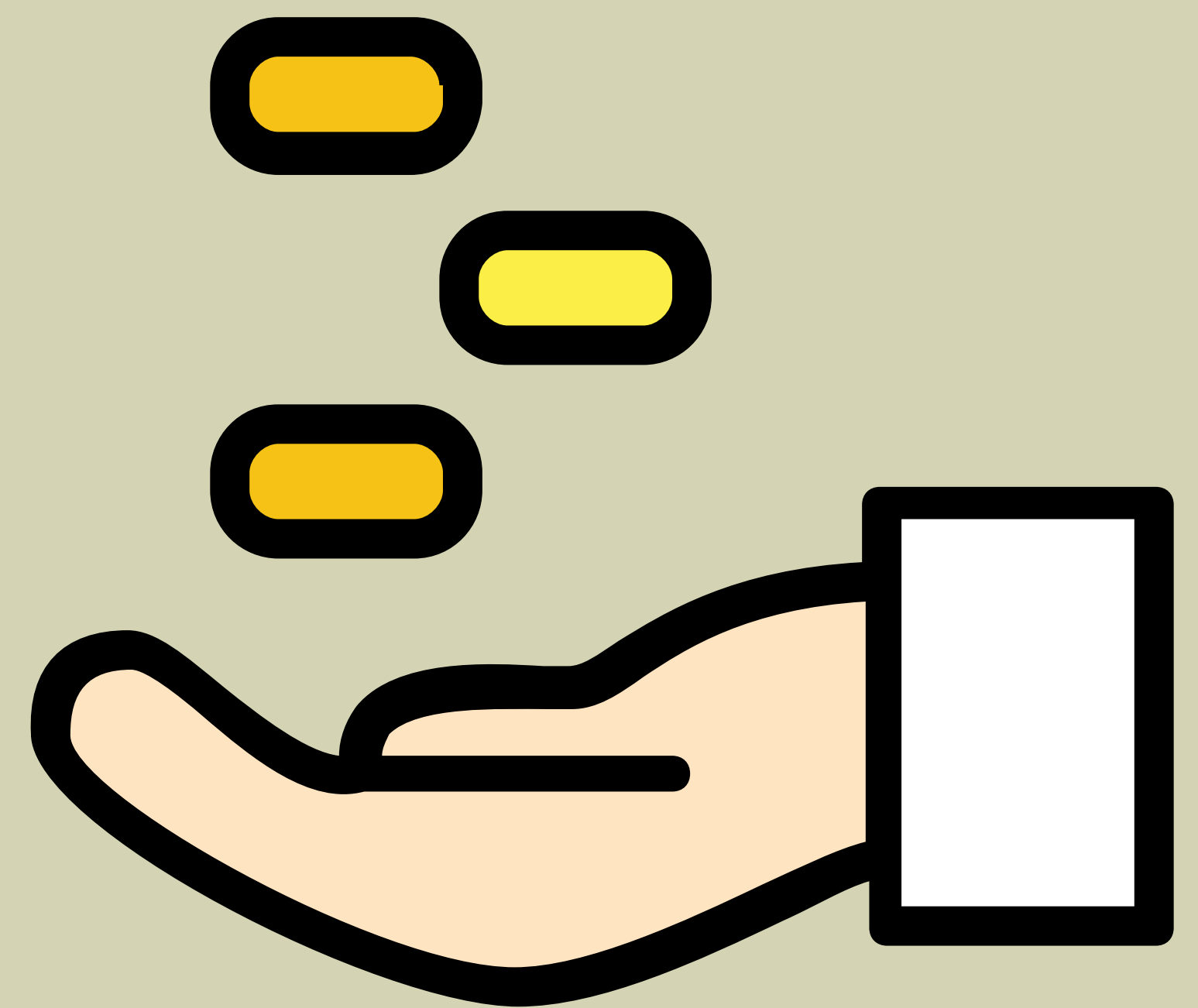
The talk show ***Migrants Matter*** had interviews with clients, MDWs who attended trainings, an employer family, and volunteers.

Please visit this link to view them:
<https://bit.ly/20Qu9VS> or scan
the QR code to view.



The issue of illegal and over-collection of training fees among newly deployed domestic workers sparked in the last few months of 2020. This was a result of a decision by Filipino migrant organizations to claim what is theirs, after an announcement by the Philippine Consulate on the training and other agency fees collected before Filipino migrants are released by their agencies to work overseas as non-mandatory. Mission case officers oriented migrant workers on their rights and assisted them to file their claims.

There have been trooping by the affected migrant workers to the Philippine Overseas Labour Office, assisted by case officers or staff of the Mission. The illegal collection against recruitment agencies is a late development; we expect it to pick up in 2021.



Bearing the Burden

The issue of illegal agency fee collection

Mission For Migrant Workers

Serving Migrants Anytime, Anywhere

MFMW believes that migrant workers are integral to Hong Kong society and yet are one of the most vulnerable groups here. Thus, they deserve care, respect and the protection of their rights. Every day, we serve migrants in distress, empower their communities, promote harmony in households and work for a more multicultural and inclusive society because without these, marginalization and exclusion in Hong Kong will persist.



Building Happy Homes, Fostering a Caring and Inclusive Hong Kong

We also believe that households that hire migrant domestic workers expect that a harmonious and productive relationship is established for everyone's benefit. We work to ensure that both domestic workers and employers are adequately informed about labour laws and are culturally sensitized to promote better understanding, mutual trust, positive attitudes and respect of rights.

Support Our Work

Volunteer:

If you share our belief, then come serve with us. Offer your expertise, skills, and time to support migrants.

Show what Hong Kong should be. Give care to Hong Kong's caregivers. Bring us one step closer to a more caring, multicultural and inclusive Hong Kong.

Donate: With the lack of public funding and programs to support migrant welfare in Hong Kong, we rely on churches, donor foundations, and kind-hearted individuals to sustain our services to migrant workers. We appeal to your generosity and charity. Each dollar you give can already go a long way to deliver needed assistance. A HK\$200 donation can sustain our services or provide food for a client in a shelter for two days. Donations over HK\$ 100 are tax-deductable.

- Deposit to the following account and send the receipt with your email address to us as a record:
Account No. 210-116448-883
Bank Name: Hang Seng Bank Bank
Code: 024

- Donate by Cheque: Write the cheque payable to "MFMW Limited" and your email address at the back of the cheque. Please send to the following address:
MFMW
St. John's Cathedral, 4-8 Garden Road, Central,
HKSAR

- Donate through FPS:
Mobile Number: +852 9529 0387 (MFMW Limited)

- Please scan the QR code for other ways of donating

