

Service Report 2022

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

Published in March 2023



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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 critical welfare services, skills development training, and empowerment programs for foreign domestic workers.

We are an outreach ministry of St. John's Cathedral, and our services also express our Christian ecumenical background. Through our services, the migrant domestic workers can feel that St. John's Cathedral and our local and overseas church partners are doing Christ's work among them because we embrace them as our people and not aliens in this multicultural city.

2022 began with the pandemic hitting closer to Hong Kong people and the migrant community. With the fifth wave of COVID-19 affecting thousands and hospitals unable to keep up with the demand, the migrant community had to cope together with the local community willing to respond to the crisis. This year also saw an exodus of employers and widespread termination of domestic worker contracts. Amid these challenges, the MFMW persisted with its motto of "Serving Migrants Anytime, Anywhere."

Service Summary

Directly assisted a total of **8,834** migrants with case support, rights-based information, and other critical services.



2,396
clients were
provided case
assistance



Answered
6,438
critical inquiries by
telephone, message apps,
email, and social media.



Provided shelter to
849
distressed
women migrants



Reached out to
19,171
migrants through **175**
outreach activities in
New Territories, Kowloon,
and Hong Kong Island



Distributed
5,245
care packs to migrant
workers and their
households so they can
isolate while infected



Helped our clients recover
HK\$19,343,228
of monetary claims and
entitlements. This is an
astounding **597%**
increase compared to 2021



Offered
227 Life and Work Skills seminars and training classes which benefitted
4,430 migrant workers.
 These trainings were in partnership with the Hong Kong Sheng Kung Hui Welfare Council and the Hong Kong Red Cross, among others.

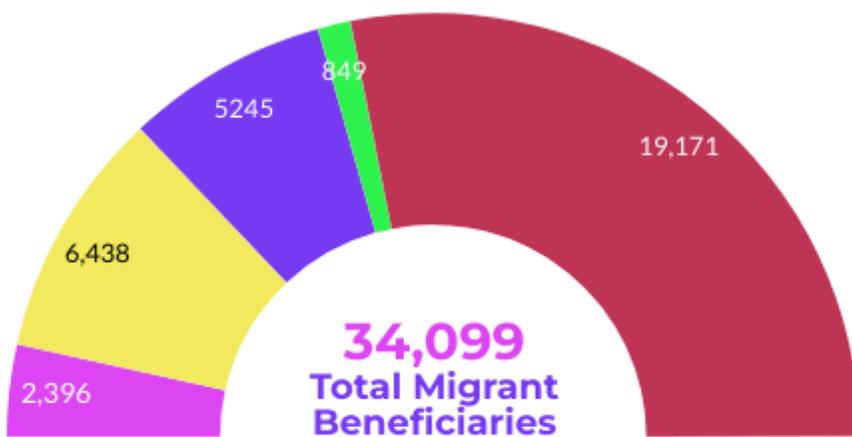


Published
11,000
 information materials on COVID-19 in Bahasa Indonesia and English.

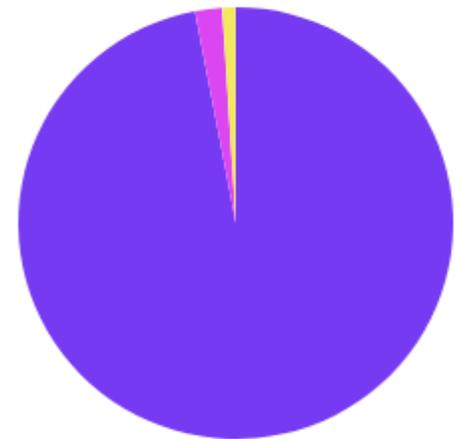


Bethune House
 remains our main shelter partner. We also refer to other shelters including those who are members of Coalition of Service Providers for Ethnic Minorities (CSPM) which was established in 2009, and the MDW Coalition recently formed in December 2021

Client Overview



- Case support (7.03%)
- Critical inquiries (18.88%)
- Care packs (15.38%)
- Shelter referrals (2.49%)
- Mobile care services (56.22%)



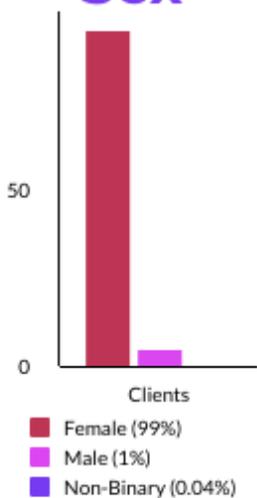
Country of Origin
 Filipinos (97%)
 Indonesians (2%)
 Other South & SE Asians (1%)

Civil Status

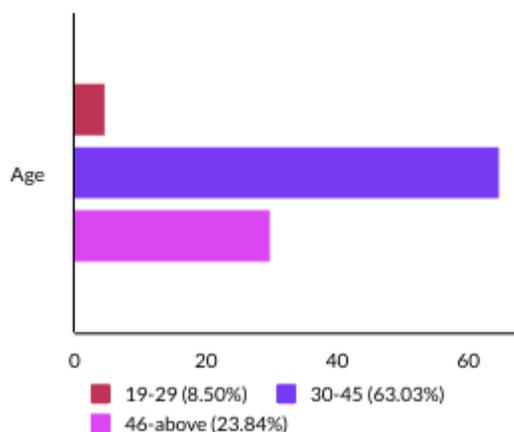


- Married (49.9%)
- Separated (4.07%)
- Divorced (0.2%)
- Widowed (5.09%)
- Single (40.73%)

Sex



Age





#WeCopeTogether



Although the first quarter greatly affected migrants due to the sheer number of infections, the rest of the year was characterized more by the restrictions imposed due to COVID-19 policies.

Quarantine and testing policies upon landing in Hong Kong were only scrapped in the last quarter of the year.

This was detrimental to migrants who went home for vacation, or migrants who may have wanted to do so.

Even so, the fifth wave crisis opened more doors for the Mission. Through the Mission's Advisory Board and sponsorship of HKEX, the YMCA partnered with the Mission to shelter more migrants. More donors provided masks, sanitizers, vitamins, food, medicine, and the like for the care packs.



During the COVID-19 fifth wave in the first half of 2022, the Mission, with assistance from its migrant partners, donors, and pool of volunteers, gave out more than

5,245 care packs to migrants in need. When migrant workers couldn't be accommodated in quarantine centres at the height of the 2022 pandemic crisis, the Mission and our service partners took them in. Bethune House, our leading shelter partner, was one of a few who accepted COVID-19-infected individuals during the fifth wave.

We sheltered **103** of these COVID-19-positive workers.

Volunteers also shone, with students and migrant partners giving their time and effort to deliver the care packs. Some even used their family vehicles to deliver care packs and other needs to migrants who were in isolation. More than **50** people composed this pool of volunteers during those critical times.



MFMW adjusted its programs & services to attend to migrant domestic workers' critical needs, well-being & empowerment during the pandemic.

In 2022, the Mission delivered services, skills development trainings and empowerment activities in hybrid (face-to-face and online) mode. We launched our virtual assistance and better online access to our case support services. Direct services were continued despite the pandemic threats.

All these were made possible through our partners here and overseas and individuals who became donors and pledgers.



We piloted the live 'Magtanong sa Mission' (Ask the Mission) on YouTube and Facebook. For Filipino domestic workers, it aims to engage them to ask their questions live. Engagement rate has been increasing.



We provided mental wellness seminars to help alleviate the isolation experienced by migrant workers due to restrictions. We continued with mindfulness activities and stress reduction events to help them, either face-to-face or online.



Work skills trainings to increase their employability and provide options upon returning home were enhanced.



We also assisted the community in dealing with pandemic isolation through safe online activities, technology-sharing, and online security awareness.



The Mission also ventured into providing some new trainings in hopes that these will improve their employability, such as flower arrangement, dog training, etc.

TRAININGS AND SEMINARS

First Aid | Caring for the Elderly | Caring for Children | COVID Home Safety
Eco-friendly Homes | Online Business Start-Ups | Personal Financial Management
Mindfulness and Stress Management | Combatting Depression | Online Information Security
Community Leadership and Communications | Basics of Flower Arrangement
Basics of Dog Training | Hydroponics

Top 5 Issues of 2022

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

There was widespread job loss in 2022. Many Hong Kong employers terminated their contracts with their domestic workers. Our casework data shows 1 for every 3 lost their jobs.

Aside from difficulties regarding their work and living and health conditions, migrant domestic workers are obvious victims of economic hardship by the COVID-19-driven economic slump and other issues in Hong Kong. When employers experience financial or job difficulties, MDWs are unfortunately let go.



This has resulted in an astonishing 597% increase compared to last year in claimed entitlements. Claims for long-service payments, severance payments, unspent annual leaves, and statutory holidays, among others, have spiraled to HK\$19,343,228. Average amount is HK\$22,000.

On the other hand, the settlement data shows that most employers value their worker's service. To receive that average amount in long-service payments, a worker has to sign consecutive contracts with the same employer for more than 5 years and should not be the one to initiate the contract termination.

The data indicates that employers initiate most of the recorded contract termination. Domestic workers are losing their jobs during this post-pandemic slump and are not the ones 'job-hopping' or 'employer-shopping' as some quarters claim.

Top 5 Issues of 2022

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



1 out of every 3
lost their jobs

Many of them reported that their employers relocated or cannot afford to hire them anymore

92%
complain of long working hours



7 out of 10 work between 11 - 16 hours each day

Worked more than 16 hours each day **1 out of 5**

Do not have a private room to rest

1 out of every 3



and

1 out of every 5

complain of having to work even on their rest day

Many reported sleeping in house storage rooms and living rooms. Some sleep in the kitchen, while 1 complained of having the toilet as her sleeping area. More than 1 out of 10 reported that their employer can enter the room at any time.



1 out of every 5 
complain of insufficient food

Some have even reported culturally-inappropriate or unhealthy food

1 out of every 10 
are made to clean windows at high floors

This is a dangerous violation of their employment contract

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
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

