

Service Report 2024

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

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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 information and guidance, case support, shelter provision and other rescue and emergency assistance to distressed foreign domestic workers.

As an outreach ministry of St. John's Cathedral, our services are also an expression of our Christian faith. Through these services, the migrant domestic workers experience that St. John's Cathedral and our local and overseas church partners are doing Christ's work among them. They are not forgotten and are loved because we embrace them as our people and not strangers or aliens in this multi-cultural city.

Migrant domestic workers form 10% of Hong Kong's workforce, at almost 400,000, and contribute significantly to HK society. Yet, Hong Kong society has much to do to recognise these contributions and accord them the care and dignity they deserve.

Service Summary

Directly assisted a total of **24,817** migrants with case support, rights-based information, and other critical services.



3,249
clients were
provided case
assistance



Answered
1,501
critical inquiries by
telephone, message apps,
email, and social media.



Provided shelter to
817
distressed
women migrants



Reached out to
12,423
migrants through **130**
outreach activities in
New Territories, Kowloon,
and Hong Kong Island



648
migrant workers found new
employers, with MFMW's
assistance



Helped our clients recover
HK\$10,185,615.94
of monetary claims and
entitlements



Offered Life and Work Skills seminars and training classes which benefitted **260** **4,981** migrant workers. These trainings were in partnership with the Hong Kong Sheng Kung Hui Welfare Council and the Hong Kong Red Cross, among others.

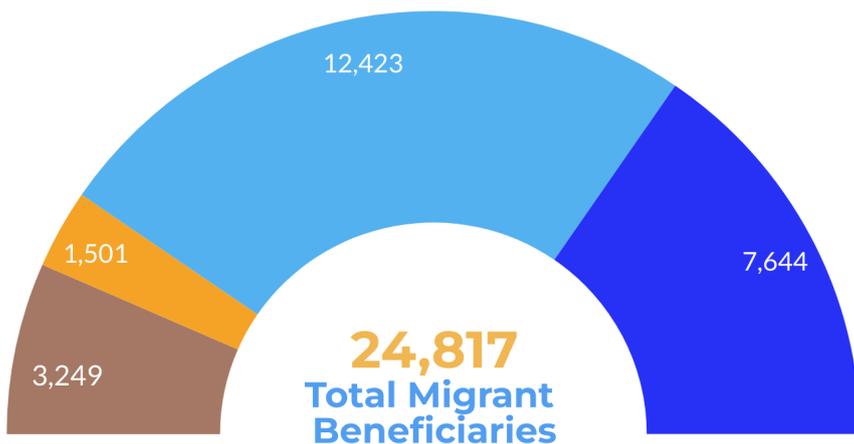


Gave emergency support to **958** migrant workers

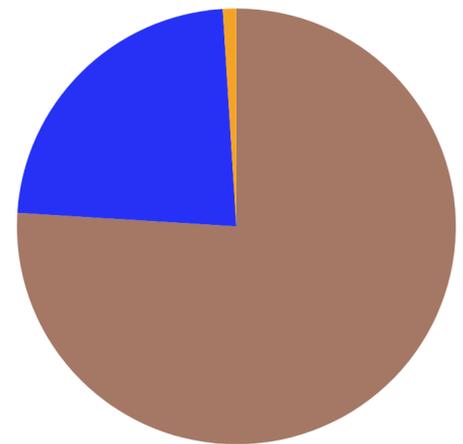


Bethune House remains our main shelter partner. We also refer to other shelters including those who are members of Coalition of Service Providers for Ethnic Minorities (CSPEM) which was established in 2009, and the MDW Coalition formed in December 2021

Client Overview



- Case support (13.09%)
- Critical inquiries (6.05%)
- Mobile care services (50.06%)
- Give Care to Our Caregivers Service Fairs (30.8%)



Country of Origin

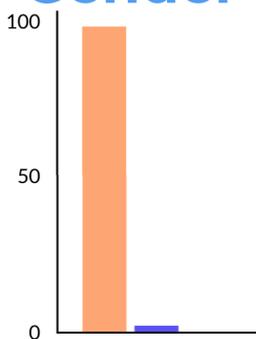
- Filipinos (76%)
- Indonesians (23%)
- Other South & SE Asians (1%)

Civil Status



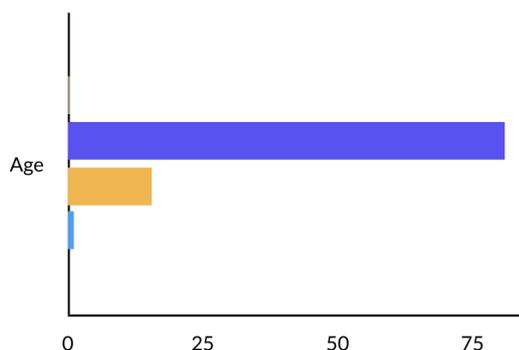
- Married (52.4%)
- Divorced (1.64%)
- Widowed (1.75%)
- Single (44.21%)

Gender



- Female (98.8%)
- Male (1.1%)
- Non-Binary (0.10%)

Age



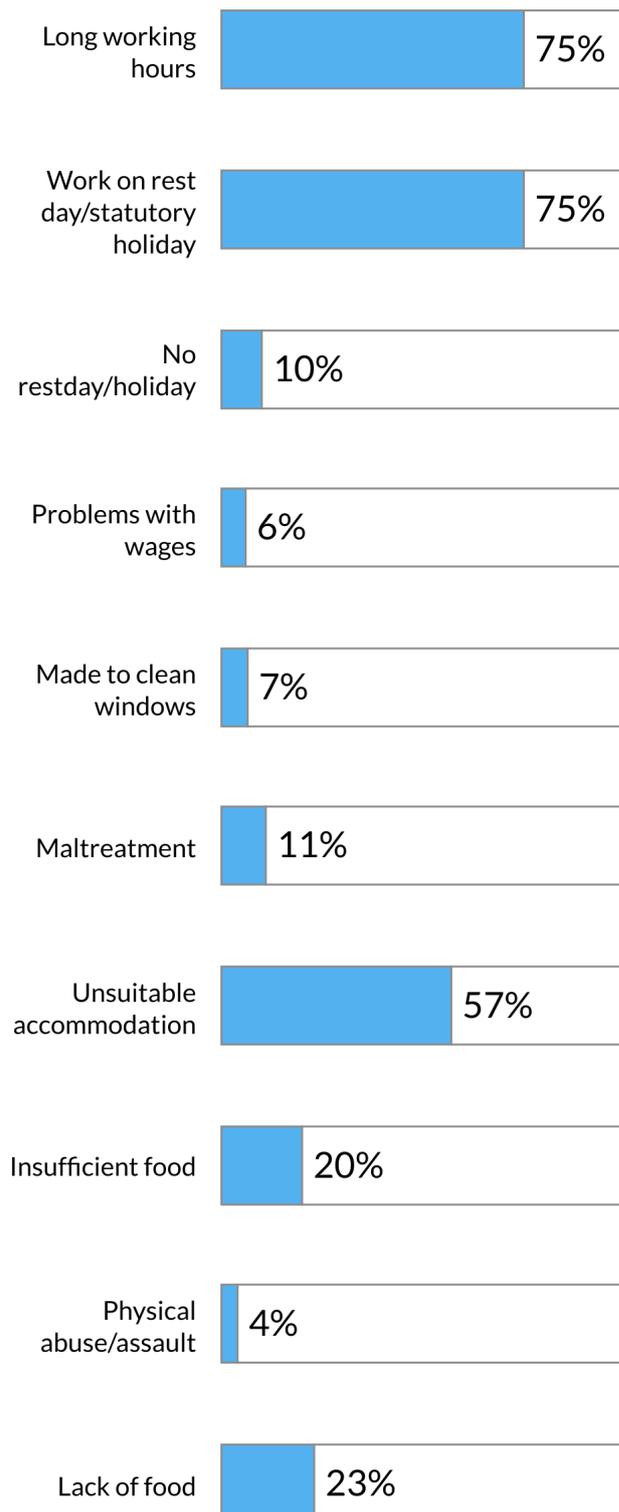
- 16-24 (0.29%)
- 25-49 (81%)
- 50-46 (15.5%)
- 64 above (1.30%)



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.

Types of Complaints



Labour Cases are #1

Labour-related

problems remain the top cases we handled last year. 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 support for their conciliation process or cases filed at the Labour Department.

Conditions of Work

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

3 in **every 4** **reported working long hours**



Many reported working more than 10 hours each day

3 out of **every 4** **work on their statutory holidays and rest days**



6 out of **10**



Reported having problems receiving their monthly wages, including problems with underpayment, non-payment, delayed payment, and illegal deductions

2x

Even if illegal, the number of those who reported cleaning windows by their employers from height has more than doubled

Almost 3 out of **5** **reported not having a private room to sleep or rest in**



1 out of **every 5** **complain of lack of food provision in their employer's house**



2x



The incidence of passport confiscation by their recruitment agencies almost doubled this year compared to 2023

6x



Reports of overcharging and illegal collection of fees by recruitment agencies have increased six times from 2023

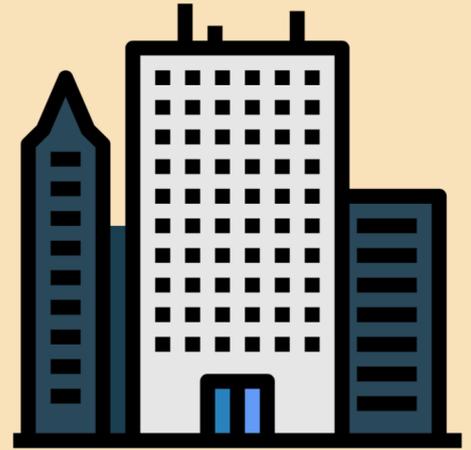


Grave Concerns: Unregulated working hours and lack of suitable accommodation

Due to the live-in requirement, the concern about unregulated working hours is quite disturbing.

In 2024, 3 out of 4 migrant workers self-reported working more than 10 hours a day. This means the majority are overworked.

The same number are made to work before or after they take their statutory holidays and rest days, with some having a curfew imposed on them. Under the contract, this practice violates their right to have continuous 24-hour rest days every week.

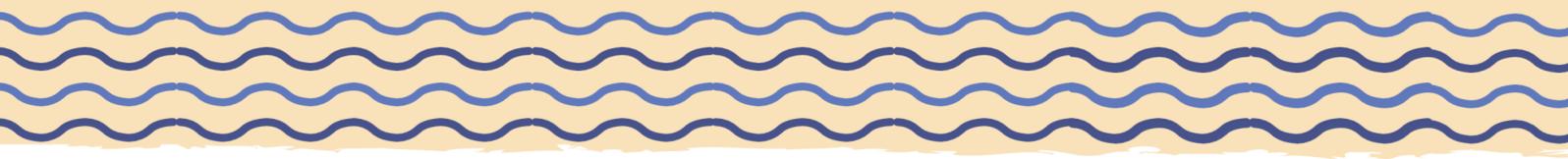


The mandatory live-in requirement for migrant domestic workers lays the condition for them being on-call 24/7. This is one of the actual work hazards migrant domestic workers continue to face.

Suitable accommodation also is a grave concern for foreign domestic workers in Hong Kong. More than half of our clients self-reported not having a private room to sleep and rest.

1 out of every 100 clients self-report sleeping in kitchens, storage rooms, and even bathrooms.

With more than 98% women, the issue of suitable accommodation on top of the live-in requirement also gives rise to conditions that contribute to physical and sexual assault among migrant domestic workers. In 2024, 115 migrant women reported to us of being assaulted in households where they worked in Hong Kong.





Improving Employability



The MFMW, aiming to assist domestic workers in improving their employability, continued to organize training seminars. Through such trainings, we hoped migrant workers would gain skills that would result in more suitable work.

In 2024, through the MFMW's assistance, we helped 648 migrant workers with gainful employment.

We offered 260 Work Life Skills training seminars and training classes, which benefitted 4,981 participants.

TRAININGS AND SEMINARS

First Aid | Cantonese Language

Caring for the Elderly | Caring for Children Computer
Literacy | 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

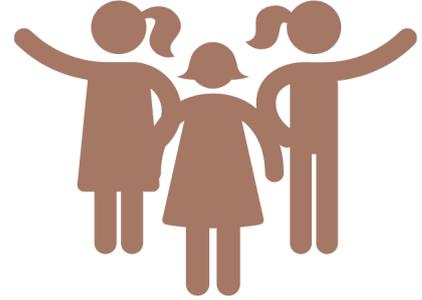
Basics of Dog Training | Hydroponics | Basic Canva



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

