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Migrant Worker Resource Centre operations manual

A manual on establishing and operating a resource centre
for migrant workers **including information for potential migrants**



Tripartite Action to Protect the Rights of Migrant Workers within and from the Greater Mekong Subregion

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Preface

For generations, Cambodian people have migrated for work, either within the country or into bordering countries. While labour migration is prevalent in most countries, the movement throughout the Greater Mekong Subregion makes it one of the world's most dynamic migration regions. With a large number of youth entering the labour market each year, the number of those who seek decent work abroad is likely to remain high.

The protection of the rights and well-being of Cambodian citizens working abroad is a fundamental concern for the Royal Government of Cambodia and the International Labour Organization (ILO). In fact, the most important way to ensure that Cambodian citizens, their families, and the country benefit from labour migration is to ensure that the human and labour rights of migrant workers are respected and that workers know what rights they can demand in countries of destination.

To promote those rights, the Tripartite Action to Protect the Rights of Migrant Workers within and from the Greater Mekong Subregion (GMS TRIANGLE) project supports the establishment and operation of Migrant Worker Resource Centres (MRCs) across Cambodia – thus far in Battambang, Prey Veng and Kampong Cham provinces and in Phnom Penh. The MRCs offer a space for workers to obtain information on migrating for work, ask questions, and become more aware of the risks as well as the potential benefits. Access to this information helps them make informed choices about their future. The MRCs also provide a place where migrants and their family members can lodge complaints and receive legal assistance.

To ensure quality services, training and resources have been provided to the MRC staff, including this operations manual. The manual was developed with input from the Ministry of Labour and Vocational Training, social partners and civil society practitioners. This manual is not just a resource for the MRCs but is intended for use by any organization that provides services to migrant workers.

This operations manual answers questions frequently asked by potential migrants, outlines the rights and responsibilities of migrant workers, encourages safe and informed migration, and guides the integration of migration services among other service providers' programmes. The basis for this manual and the MRCs, as well as for the GMS TRIANGLE project, is to encourage Cambodian citizens and their families to be more informed about migration and thus maximize the benefits of labour migration while reducing the risks.

The Tripartite Action to Protect the Rights of Migrant Workers within and from the Greater Mekong Subregion (GMS TRIANGLE project) is a five-year project that works to strengthen recruitment and labour protection policies and practices and thus help ensure safer migration that leads to decent work. The project is operational in six countries: Cambodia, Lao People's Democratic Republic, Malaysia, Myanmar, Thailand and Viet Nam. In each country, tripartite constituents (government and workers' and employers' organizations) engage in helping attain each of the GMS TRIANGLE project's objectives – strengthening policy and legislation, building capacity of stakeholders and providing services to migrant workers. These goals are interdependent, with policy advocacy and capacity-building activities driven by the views, needs and experiences of workers, employers and service providers.

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The responsibility for the opinions and guidance expressed in this manual rests solely with the authors and contributors; publication does not constitute an endorsement by the International Labour Organization or any GMS TRIANGLE funding or operational partners of the opinions expressed within, nor of any products, processes or geographical designations mentioned.

Abbreviations and acronyms

ACRA	Association of Cambodian Recruitment Agencies
AIDS	acquired immunodeficiency syndrome
GMS TRIANGLE	Tripartite Action to Protect the Rights of Migrant Workers within and from the Greater Mekong Subregion
HIV	human immunodeficiency virus
ILO	International Labour Organization
IOM	International Organization for Migration
LSMPM	Legal Support for Migrants and Potential Migrants
MOLVT	Ministry of Labour and Vocational Training (Cambodia)
MRC	Migrant Worker Resource Centre
NGO	non-governmental organization
PDOLVT	Provincial Department of Labour and Vocational Training (Cambodia)
UN	Provincial Department of Labour and Vocational Training (Cambodia)
UN Women	United Nations Entity for Gender Equality and the Empowerment of Women
UNDP	United Nations Development Programme
UNICEF	United Nations Children's Fund

About this manual

A Migrant Worker Resource Centre (MRC) provides services to potential, current and returned migrants and their families. This operations manual will assist in running an MRC efficiently. It is required reading for all staff members and should be kept as a reference guide at the MRC. The manual contains all the information any organization will need to manage an MRC.

The purpose of this manual is to:

- provide a clear understanding of the role and purpose of the MRC service;
- outline procedures for establishing and running an MRC;
- specify appropriate answers to questions that visitors and clients frequently ask of staff at the MRC;
- provide tools and techniques to facilitate the work of MRC staff; and
- act as a staff training guide.

Structure of the manual

The manual is divided into five sections:

1. Establishing a Migrant Worker Resource Centre
2. Migrant Worker Resource Centre services
3. Migrant Worker Resource Centre management
4. Frequently asked questions
5. Tools and templates

The first section deals with questions on the purpose of the MRC, choosing a location, stocking the MRC with resources and on recruiting staff, networking and signage for a new MRC. It is a guide for establishing an MRC and looks at some of the practical questions that need to be answered during the set-up of this service.

The second section outlines services that an MRC offers to the community, especially potential and returned migrants. These can include training and outreach, legal counselling, document storage and referrals to other service providers in the area.

The third section looks at the management of an MRC and considers data collection and reporting, filing systems, budgeting and finance, and staffing. These are the things that need to be running smoothly to allow the MRC to do the core work of serving the community.

The fourth section is a practical guide for responding to questions of migrants and their families when they visit the MRC. Information in this section can be used to directly answer questions during outreach activities and within the MRC itself. However, this guide should not be considered a substitute for MRC staff knowledge of migration trends, how to mitigate risks and legal rights available to migrants. This situation is always changing and the frequently asked questions section should be kept up to date by staff omitting and adding information as required.

The fifth section provides tools and templates highlighted in the manual that can be used in the establishment and management of an MRC.

All laws and policies included in the Manual were valid at the time of writing (June 2014). Before you begin counselling, please consult with your local Provincial Department of Labour and Vocational Training (PDOVLT), Ministry of Labour and Vocational Training (MOLVT) or your funding partner to check if any updates have been made.



Section 1:

Establishing a Migrant Worker Resource Centre

This section focuses on the important elements in the setting up of a resource centre for migrant workers:

- 1.1 What is a Migrant Worker Resource Centre?
- 1.2 Selecting a location
- 1.3 Basic resources and reference materials
- 1.4 Networking with local partners
- 1.5 Signage



1.1 What is a Migrant Worker Resource Centre?

An MRC is a physical space where potential migrants, returned migrants, migrants' families and other community members can visit to obtain information and assistance regarding migration. MRC staff also conduct outreach activities to potential migrants in schools, training centres, and other community spaces. The MRC additionally can be a hub for other organizations or service providers that do work related to migration, like language lessons, medical or health checks, vocational or financial skills training. The MRC also provides referrals for returned migrants who may want to pursue legal claims against their recruiters or employers or those looking for jobs, either locally or in another country.

To provide communities with a truly useful MRC, staff policies will need to be established and staff hired (see section 3 for details). It will be important to hire a mix of men and women to staff the MRC – some community members will be more comfortable talking to a staff member of a particular gender. Additionally, MRC staff must be well-trained on migration issues and counselling skills and capable of providing on-the-spot advice for any visitor to the MRC or during outreach activities. Initial training for the staff must revolve around legal rights and labour rights of migrants, the procedures for migrating legally, responsibilities of recruitment agencies and local authorities, migration trends and policies, and information on support services at home and in destination countries. Staff also should be trained in how to deliver this information, through training or counselling. This is essential to ensure that advice provided to visitors is accurate and consistent.

1.2 Selecting a location

MRCs should be located in areas with a concentration of migrants. The MRC should be a welcoming space in an easily accessible location, preferably on a main road, with street frontage. The MRC should be clean, comfortable and welcoming to all visitors. Try to ensure that people can easily walk into a reception area from the street without staff having to open a gate or door.

Other factors to consider when selecting a location include the proximity to other community centres or service providers and proximity to schools and universities, bus stops or transit points and markets.

The environment should not be too official because migrant workers and potential migrants may not be comfortable coming in if the MRC looks too official or intimidating. Keep the entrance area colourful and try to make sure there is someone near the entrance to encourage people inside. The MRC should have at least two rooms, so that there can be a space to receive visitors and an office for staff and for private counselling.

It may be possible to locate an MRC inside the existing offices of an organization or government building, but accessibility and how welcoming the building appears are issues to be considered if this option is selected. If the MRC is housed in a government building, try to let people in the area know that it isn't like a regular government office and that particular clothes or standards of dress are not required for visiting the MRC.

1.2 Selecting a location

Consider how the choice of location may impact the opening hours of the MRC, as government offices may only be open during working hours and be closed on weekends. It is important to think about what opening hours are convenient for migrant workers to visit the MRC. It might be worthwhile opening the MRC outside of normal working hours.

The ability of the MRC to give impartial advice to migrant workers and their families will need to be considered if the MRC is in partnership with another institution or organization

1.3 Basic resources and reference materials

For the MRC office, you will need the following basic items:

- * at least one computer for recording client information, monitoring budgets, preparing financial and progress reports and so on;
- * desks;
- * a whiteboard for training;
- * stationery for general office use;
- * an internet connection;
- * telephones for staff;
- * secure filing cabinets, which will be essential (either cabinets that are lockable or are located in a room that can be kept locked);
- * possibly a television and DVD player;
- * display boards for safe migration information on the walls or outside the MRC; and
- * an official MRC diary to keep track of appointments, training events and other community activities.



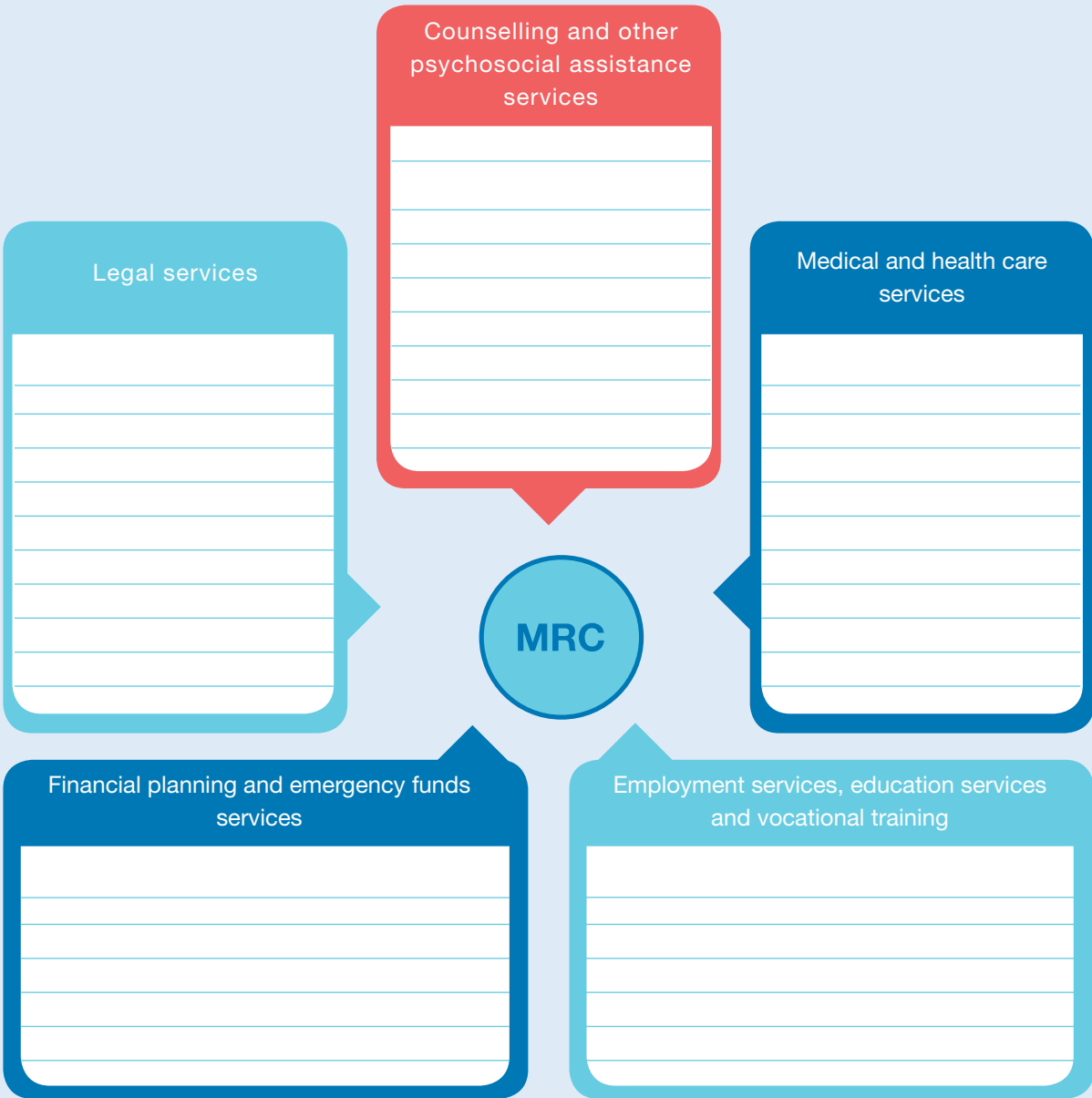
Reference materials are essential, and the MRC should begin collecting resources as a first step. The most important reference is this MRC operations manual, but many other organizations will have also published materials that will help the MRC to communicate better with visitors and clients. Look for brochures, posters, guides and any other printed material that is about labour migration, workers' rights, national laws and policies, international treaties and conventions, human trafficking and labour exploitation, financial literacy and budgeting, and information about destination countries. The offices of such agencies as the International Labour Organization, UN Women, UNICEF, United Nations Development Programme, the International Organization for Migration, World Vision and Save the Children are often good places to start collecting materials. Check also with your government agencies and local NGOs to see what they might contribute. It is also a good idea to check with NGOs in the destination country and arrange to receive their materials about laws and rights in a language that migrant workers will understand. Set up a library space so that the MRC staff have access to important reference documents (that never leave the MRC) as well as to the material that they give away to visitors. Include a suggestions box within the MRC to receive ideas from visitors and clients about resources or services required by the community.

1.4 Networking with local partners

When setting up the MRC, first obtain the necessary permission from local authorities to operate the MRC in the selected area. Next consider the organizations and people you will need to partner with to ensure the efficacy of the centre's services. Arrange meetings with local groups and officials to let them know that the MRC will be opening. It is important to connect with associations of or individual returned migrants in your area, because they may be able to share their experiences of labour migration. Emphasize the strengths of the MRC – often other programmes in the area will not have a dedicated office like the MRC, so the MRC can be a hub for the activities of many migrant protection and counter-human trafficking (related) projects. Collect materials from them for display and distribution at the MRC.

1.4 Networking with local partners

Establish a referral network with other organizations that can provide specialist services, like legal aid support, job assistance, vocational training, health care and psychosocial counselling. MRC staff should map the networking of support services. Consider filling out the following diagram of what organizations or agencies with complementary services are available for your MRC and community.



1.5 Signage

There should be an easy-to-see sign at the entrance of the MRC that identifies it as walk-in resource centre for migrant workers and anyone considering migrating. It also may be useful to post signs in the surrounding streets that direct visitors to the MRC.

The sign should include the purpose of the MRC, the opening hours, the logo of the implementing agency, the phone number, and clearly state that services provided are free of charge. The funding partner may require that their logo is also visible on the sign, so be sure to check this before designing any signage. Different funding partners have different requirements. You may also consider having a government logo on the sign if you are housed in a government building or are financially supported by the government of your country or area.

Once you have worked out the names and logos required on the sign, you can print business cards for the staff using the same logos. Once the MRC has the basic resources as outlined in the previous list, it will be important to consider how to make the MRC more attractive and welcoming to visitors and how to raise awareness about the MRC within nearby communities and the services provided. Consider “branding” the MRC materials that will be given away so that they are easily recognizable.

See the templates you can use in sections 5.15–5.21 of this manual and on the MRC Operations Manual Resource USB to ensure consistent branding.



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The signs above are located at an MRC in Cambodia.



Section 2: **Migrant Worker Resource Centre services**

This section explains the services that the MRC offers:

- 2.1** Receiving visitors
- 2.2** Disseminating information about migration
- 2.3** Counselling and referrals for individuals
- 2.4** Follow-up services
- 2.5** Outreach activities
- 2.6** Complaints mechanism

2.1 Receiving visitors

Receiving visitors involves greeting anyone who walks into the MRC, determining their needs and delivering services to fulfil those needs. For example, if a visitor wants material to give to their daughter or brother about the dangers of unsafe migration, an MRC staff member should be easily able to locate that material and give it to the visitor promptly.

Receiving clients can include answering questions, examining documents, arranging for interviews or counselling, assisting with completing forms. Even just answering the telephone is a type of reception!

The objective for the MRCs is to ensure that clients are provided with useful and efficient service. MRC managers should note that this first encounter is a visitor's first impression of the MRC and it is important they feel they have met a new friend.

5 steps for good reception and service delivery

1. Smile!
2. Welcome the visitor to the MRC.
 - ✳ Use normal, everyday language, not formal language.
3. Ask, "How can I help you?" Or perhaps start by giving a summary of what the MRC does.
 - ✳ Be patient and understanding if a visitor cannot express their purpose clearly.
4. Ask them if there is anyone specifically they wanted to speak with or if you can discuss their issue with them.
 - ✳ Some people may be more comfortable talking with a man or a woman, so try to ensure that there are both male and female staff available.
5. Then move into either client counselling or dissemination of information, depending on the needs of the visitor.

When anyone contacts the MRC, they must be treated equally, regardless of appearance, gender, social status, religion, political affiliation, sexuality or any other factor. The MRC is there to support any community member who might require information about migrant work (or their family members who have already migrated), job opportunities, support services and referrals. In no way should any staff member judge anyone who is looking for information.

Remember, there are no stupid questions! People visiting the MRC will probably know a lot less about migration and the laws than staff do. It is important to be patient and understanding, even if the question has been answered many times before.

2.1 Receiving visitors

There are many types of people who will visit the MRC and may become clients. These include:

- * potential migrant workers (including those who are considering migration and those who have decided to migrate);
- * returned migrant workers;
- * current migrant workers (by telephone to a host country or even foreign nationals in your country);
- * parents, friends and family members of migrant workers;
- * community members, including village and commune officials;
- * researchers;
- * students;
- * civil society organization staff;
- * trade union leaders;
- * government officials;
- * employers; and
- * private recruitment agency staff.

Try to determine and respond to the specific needs of each visitor.

- * Is the visitor a village chief looking for information to give to villagers? Then provide multiple copies of pamphlets or guides for distribution.
- * Is the visitor a potential migrant? Then provide information about the realities of working abroad, both the positive and negative aspects, so that they can make an informed decision on whether migration is right for them.
- * If the visitor has decided to migrate, provide information on how to migrate in a safe and legal manner, on their rights in the migration process and in the destination country, how to safeguard those rights. The frequently asked questions section has more information about the reality of wages in destination countries. If the client has been offered a job that seems too good to be true, encourage them to ask more questions of their recruiter and to be cautious.
- * Is the visitor a family member of a missing migrant worker? Then help them to understand the steps that can be taken to search for their family member, such as contacting the recruitment agency, NGOs and police. Then follow up! (See section 4 for more on following up.)

Sometimes, visitors to the MRC will have to wait because the staff are busy. Make sure there is a waiting area that has chairs for visitors, drinking water and plenty of material relating to migrant labour available for visitors to read or look at while they wait. A board with information about the MRC and related services should be hung in the waiting area. Displays in the waiting area could include information on:

- * current job vacancies, both local and abroad;
- * a list of documents required for jobs abroad;
- * a list of licensed recruitment agencies operating in the area;
- * warnings about specific abuses in the recruitment process;
- * workers' rights locally and abroad;
- * available vocational and skills training;
- * the importance of budgeting and financial literacy; and
- * the migration process flow chart.

The waiting area should be kept clean and tidy at all times and should be comfortable for visitors – it should not be intimidating. If there is no staff member available to deal with a visitor at a given time, request that the visitor take a seat. Try to let the visitor know how long they will have to wait and why no one is available at that moment – this information helps visitors understand the situation and not feel frustrated by having to wait.

MRC staff will likely encounter family members of people who have already migrated and some will be worried about their family member working overseas. Try to calm down anyone who is reacting emotionally. Speak calmly and quietly, offer them a seat and a drink and help them relax until they are able to talk with a staff member.

Monitoring the visitors

Monitoring is a term for keeping records on the services an MRC provides and to whom they are provided. It's very important for staff and funding partners to assess who uses the MRC and how they are helped. Staff and MRC management should be able to check the monitoring records at any time to see if the MRC is reaching the targeted persons for the area. This manual suggests monitoring by using "client cards", which are simple forms that are completed for every client. A staff member should input the data into an Excel spreadsheet, like the one following, so that it can be analysed easily.

2.1 Receiving visitors

See the sample client card in section 5.10. An example Excel MRC client database spreadsheet is provided on the MRC Operations Manual Resource USB.

	A	B	C	D	E	F	G	H	I	J	K
1	XX Migrant Resource Centre										
2	Reference #										
3	Date of registration										
4											
5	1. Personal Information										
6	a) Potential or current migrant worker details										
7	Name of Client										
8	Male / Female										
9	Date of Birth										
10	Tel. Number										
11	Current address										
12	Family contact number										
13	Number of years of education										
14	Number of months of skills training										
15	Where did the client hear about the MRC?										
16	Already migrated and returned?										
17											
18	b) Family / friend of migrant worker details										
19	Name of Client										
20	Male / Female										
21	Date of Birth										
22	Tel. Number										
23	Current address										
24	Family contact number										
25	Where did the client hear about the MRC?										
26											
27	2. Grievance										
28	Is the family member missing?										
29	If yes, for how long?										
30	Record known information about grievance:										
31	Referral requested:										
32	Referred to / for / on:										
33											
34	3. Migration Intentions										
35	(1) Migration likelihood										
36	(2) Migration timeframe										
37	(3) Intended destination										
38	(4) Intended work sector										
39											
40	4. Safe Migration Awareness										
41	(1) Understands the risks involved in migration:										
42	(2) Knows the requirements for working abroad legally:										
43	(3) Understands the various costs involved in recruitment / migration:										
44	(4) Knows what to expect in terms of wages and working hours:										
45	(5) Knows what to do in case of a rights violation by recruiting agency:										
46	(6) Knows what to do in case of a rights violation by employer:										
47											
48	5. Services Received										
49	Counselling (pre-migration counselling):										
50	Legal assistance (related to claims, complaints, or contract checking):										
51	Information, Education, Training (MRC supported or info event):										
52	Networking (participation with other migrants / migrant association):										
53	Trade Unions:										
54											
55											

All visitors to the MRC will need to be recorded for monitoring purposes. Begin a client registration book the first day you open. Consider combining this registration with client cards so that data can be collected at the same time that you register the visit. Remember, it is fine if a visitor or client wants to remain confidential and prefers not to have their name recorded. Let them know they do not need to give their name if they are not comfortable doing so. Or choose a false name (like Mr X or Ms Y) for completing the registration, if this is the case.

Understanding the different formats for keeping records

Diary: For recording appointments for MRC staff, including outreach activities, client appointments, scheduled meetings with local authorities, and reporting dates.

Client card: This is one client card per client (not all visitors will have a client card) that contains information about the person and a migrant (if it is not the same person). Its purpose is track the history of someone's involvement with the MRC.

<u>MRC client card</u>	
Reference No: _____	Date of Registration: _____
1. Personal Information: a) Potential or current migrant worker details Name of client _____ Male / Female _____ Date of birth _____ Current address _____ Tel. number _____ Family contact number _____ Where did the client hear about the MRC? _____ Number of years of education: _____ Time spent in skills training: _____ Already migrated and returned? Yes / No b) Family / friend of migrant worker details (please also fill 1. a) for migrant worker details) Name of client _____ Male / Female _____ Date of birth _____ Current address _____ Tel. Number _____ Family contact number _____ Where did the client hear about the MRC? _____ 2. Grievance (if would like to lodge complaint, please fill in a Complaints Form) or Referral Request Is the migrant family member missing? Yes / No If yes, for how long? _____ Is the migrant family member facing problems? Yes / No Record known information about grievance – migration method, recruitment agency, type of work, last contact, problem faced etc.: _____ _____ _____ _____ _____ Referral requested _____ _____ _____ _____ Referred to _____ for _____ On _____ (date) _____ (date) _____ (date) _____ (date) 3. Migration Intentions: (1) Migration likelihood: (a) unlikely; (b) possibly; (c) likely (2) Migration timeframe: (a) in the next 6 months; (b) 6-12 months; (c) 12-24 months (3) Intended destination: (a) Thailand; (b) Malaysia; (c) Taiwan; (d) Don't know; (e) Other (specify) _____ (4) Intended work sector: (a) manufacturing; (b) domestic work; (c) construction; (d) agriculture; (e) fishing	

2.2 Disseminating information about migration

Promoting the MRC

To use the MRC, people need to know that it exists, where they can find one, and how to access the services. There are many ways to promote the MRC, and most are very simple. Make sure that the MRC is located in a prominent position in the town and is well marked (with a sign), so that people can find it or will notice it when they walk past.

The first thing to determine is your target group. The previous section highlighted a list of people who may visit the MRC. In your area, there may be a specific group of people who are migrating, such as women, young people or fishermen. When you are promoting the MRC, you must consider how best to reach that target group. For example, if you want to reach school-aged youth, you will need to conduct outreach activities outside school hours. If you want to reach women who may have young children, let them know they can bring them along to events at the MRC; but remember, you then need to make childcare arrangements, if required.

Every MRC should consider creating an MRC communications plan, which is a document that outlines the ways that the MRC is going to be promoted and the key messages that the MRC wants to publicize. A communications plan doesn't have to be long or complicated and can be adapted to suit all levels of funding.

There is a GMS TRIANGLE Regional Communications Plan at the end of section 2 that can guide you in creating your own MRC communications plan that responds more specifically to the situation in your area.

Promote the MRC in a way that is consistent with your communications plan. This could be by radio or television, village loudspeakers, posters, word of mouth, or any other way of getting the message that the MRC is available to help and serve the community (or a target group).

Talk to anyone about the MRC and the work that you do there whenever you have the opportunity. Try to enlist other organizations, including government agencies, to also promote the availability of the MRC.

Word of mouth is the most important way to promote the MRC. Do you remember a time when you received a service that you were especially happy with or even a great meal you had? Did you tell people about it and recommend the service or the restaurant? MRC staff need to consider that word-of-mouth reputation is the best promotion for the MRC – and it doesn't cost anything! To get a good reputation and to have people recommending the MRC, staff need to provide quality service in a polite and timely manner. Remind clients to tell their family and friends about the MRC and the services it offers.

It's especially important to communicate with change-makers. "Change-makers" are people who have an effect on those around them and the way people think. They often are at the forefront of societal change and might have ideas that are considered very progressive. Change-makers typically have a large social and professional circle, so their influence is wide. Think about change-makers in the area where the MRC is located – are they village chiefs? School teachers? Local celebrities?

Change-makers come from all parts of society and can be young or old. Usually they are charismatic or magnetic and can speak in ways that make other people listen or want to imitate them. They are, even though they might not look it, powerful people in society, and the MRC should find and communicate with change-makers as often as possible.

Talking about migration at the MRC

Disseminating information at the MRC is one of the core functions of the MRC. You may be disseminating information with a first-time walk-in visitor or during training sessions with a variety of participants. Information dissemination can take many forms – some people will just want to drop into the MRC and look around, others will want to have long discussions about migrant work and may ask many questions. Others will be looking for information that they can take and disseminate in their own location.

There are many ways to communicate information, and there is no one RIGHT way to do so! Let your personality shine through, but remember to stick to the communications plan for your MRC and make sure your facts are correct. The section on frequently asked questions (section 4) can help you in replying to a variety of questions you may encounter.

Remember that people who visit the MRC trust the information that you provide, so you have a responsibility to them. Above all, if you don't know the answer, don't guess for the sake of "saving face". Admit that you don't know and check with another staff member or your funding partners. Take the client's phone number and call them with the answer, or request they come back to get the information another day if the answer is not easy to find. No one ever knows all the answers – so don't feel embarrassed if you have to admit you don't know something and need to ask around.

Try to make sure that every visitor to the MRC leaves with something, even if it is just your business card or a pamphlet about safe migration. That way, the information is travelling with the person and can reach even more people. Make it a policy that no one should leave your MRC empty-handed.

If you have a follow-up meeting planned with the visitor, make a time for this appointment; record it in the MRC diary and give them a piece of paper with the date and time they are expected. This is best practice for both a follow-up visit to the MRC and also if you are referring the client to another service provider.

See the follow-up checklist template in section 5.12.

Follow Up List

Make an appointment for follow up (by phone)



Or

Make an appointment for follow up (in person)



And

Write down the appointment for the client on a take away card and include it in the MRC diary



Prepare for the follow up appointment – is there any information you need to gather? Staff to appoint?



Record the outcomes of the follow up appointment on the client card



Stick to the plan! The communications plan and consistent messaging

Consistent messaging is important so that clients, potential migrants and change-makers don't get confused about migration information. It also is important to maintain their trust in the quality of the MRC services that are available. The idea of consistent messaging is that everyone who is talking to potential migrants in your area is communicating the same ideas. For example, one key message of the MRC is to ensure that all visitors to the centre understand that there are both positive and negative impacts when migrating for work. Another key message is that legal migration is the safest kind of migration.

You can decide on other key messages with the MRC staff. Use the GMS TRIANGLE Regional Communications Plan (at the end of this section 2) as guidance when determining your key messages.

Remember that it's important that information given out at the MRC is realistic. There's no point recommending action that is impossible for migrant workers (or anyone else visiting the MRC) to take. You need to provide information that can be followed and try to also provide an incentive for following the advice – for example, it's better to be a legal migrant because you have less chance of being cheated when it comes to payment of wages.

Key messages

You can select from the key messages provided the ones which are the most relevant to your particular context, or add extra information to them to make a message more relevant to your community. Or you may add your own message. The key messages for use in the MRC are primarily

1. Be informed

- ✱ THINK: It is possible to earn good money while working overseas, but it also can be risky.
- ✱ THINK: You may need to work long hours.
- ✱ THINK: You might miss your family and feel lonely in a place where you don't understand the language or the customs.
- ✱ THINK: Why are migrants needed – because national workers don't want to take risky, poorly paid or dirty work.
- ✱ THINK: Some migrant workers are kept prisoner in the destination workplace.
- ✱ THINK: Consider experiences of other people (talk to as many people as possible) before deciding to migrate.
- ✱ THINK: It might cost a lot more to live in the destination country, so even if you get paid more

2.2 Disseminating information about migration

money for your salary, you might not be able to save very much.

2. Legal migration has benefits

- * KNOW: All migrants have rights.
- * KNOW: Legal migrants are protected.

3. Migrate legally

- * BE: Be a legal migrant by having the correct documents.
- * BE: Be a legal migrant by using regular border crossings and passing through the immigration checkpoints.
- * BE: Be of the legal age.

4. Be ready for contingencies

- * TALK: Build a support network.
- * TALK: Be aware of support services at home and abroad.
- * TALK: Make a personal communications plan.
- * TALK: Your documents are important and keep you safe.

5. Choose your recruitment agency carefully

- * DO: Use a licensed agency.
- * DO: Use a reputable agency.

6. Understand your contract

- * KNOW: You must sign a contract and be provided with a copy.
- * KNOW: Understand the terms in your contract.
- * KNOW: There are minimum standards for any employment contract.

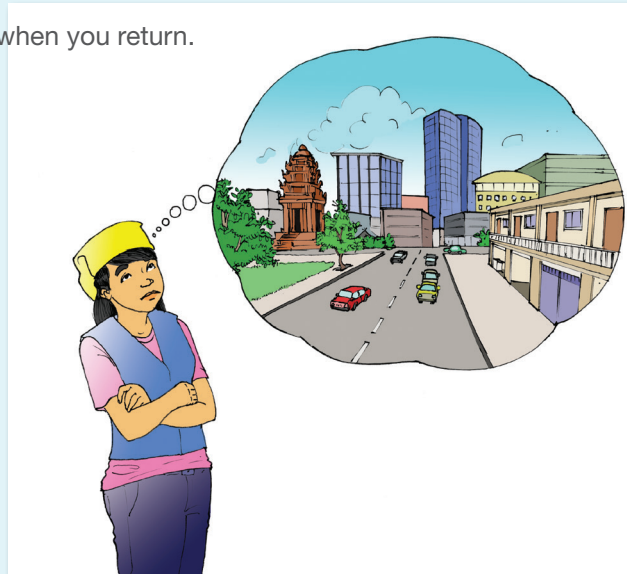
7. Manage your money to benefit from migration

- * CALCULATE: Quantify the cost of migration.
- * CALCULATE: Make a budget.

- * CALCULATE: Make a plan for sending remittances home.

8. Prepare for returning home

- * PLAN: Be aware of support services upon returning home.
- * PLAN: Use your new skills when you return.



The importance of networking for disseminating information

MRC staff cannot visit every person in their province. And yet, the broader the reach of the messages, the more successful the MRC will be. So what to do?

Network!

Get others to help in the goal of communicating with as many people as possible. “Networking” is initiating and maintaining relationships with individuals and groups who can help spread safe migration and decent work messages.

Networking is primarily about communication. Networking means speaking to people to explain what the MRC is, what the MRC does and how it can assist. Networking means communicating regularly with people and organizations interested in the work of the MRC and letting them know what is going on at the MRC.

Write out a list of the people and organizations in the MRC area who share similar goals or values to that of the MRC and make sure you communicate with them regularly, perhaps through a regular meeting or a newsletter. Find out who provides services to migrants in the destination countries and contact them.

Discuss among your team how best to network in your area. Don’t forget to include the funding partner in the networking plan; you should also include consult with the funding partner when drafting the networking plan. Consider including government or commune officials in your networking plans as well because they often use government channels to make sure useful

information is communicated at the village level.

2.3 Counselling and referrals for individuals

The counselling and referral services within the MRC operate on the basis of client-led interventions. This means that anything that happens to the client or the information that the client provides is with the client's permission or request.

For example, many clients who visit the MRC will have issues related to payment of their wages. However, not all clients will want to bring a court case or involve the justice system in recovering their outstanding wages. Some will want to negotiate directly with the recruitment agency. Others will want assistance in talking to their employers in the workplace. Some clients will not want to make any follow-up action to get the money they are owed but may want to know about vocational training or jobs that can help them alleviate their financial hardship. And some people will come to the MRC just to talk about their experience.

So the most important service is to listen to the client. They are in charge. The MRC staff must provide the best support possible so that clients can achieve their goals.

Referrals to other support services should be made only with the consent of the client. For example, information is only given to a referral agency after the client has approved doing so. Be careful with confidentiality issues, especially if the client is involved with a court case or is still in a vulnerable position. Remember to ask the client if they are comfortable with you sharing information with the referral service.

1. Provide information and contact details to clients about organizations that could help them further.
2. Ask clients if they would like to contact these organizations themselves or would like a referral from the MRC.

Make a list of referral agencies in the area that you know about and their projects or service activities. You may need to contact all these organizations and make sure it's okay if the MRC makes referrals to them. If there is a partner agency that you can see using frequently, perhaps a memorandum of understanding (MOU) with that agency should be signed initially (this is probably the case for the legal support that the MRC will offer). Talk to staff and funding partners to see how best to manage the referral network and process and how they would like those relationships to be established.



See the MOU template in section 5.13 and an electronic version on the MRC Operations Manual Resource USB.

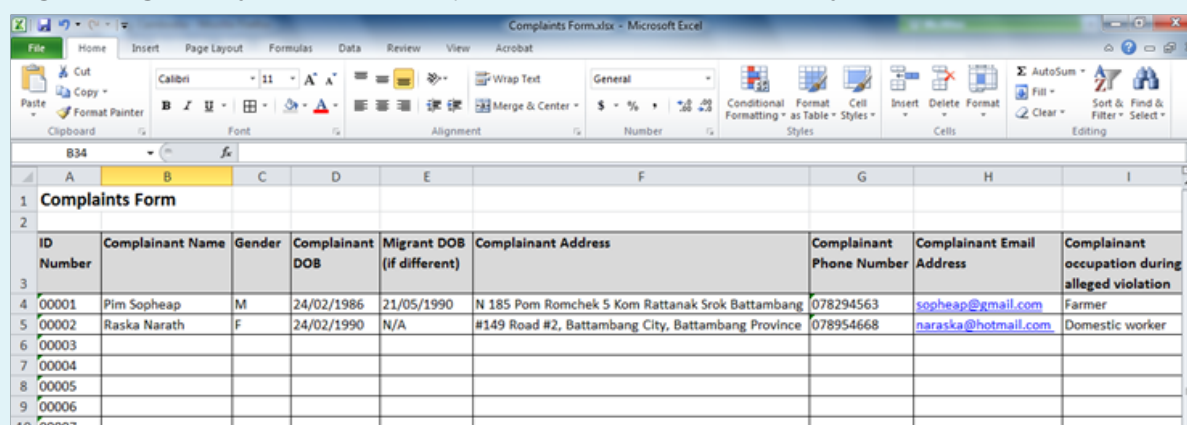
MRC staff as duty bearers

All human beings have rights. And some people also have a responsibility to protect other people's rights. As a representative of the MRC, you are a "duty bearer". This means that you have a duty to rights holders. In this situation, the rights holders are the potential migrants and their families. All information you give must aim to uphold the human rights of potential migrant workers and their families. This means not promoting the interests of certain private or public individuals or institutions but ensuring that the rights holder can make an informed decision for him/herself. Your role when counselling and referring workers is to respect and help protect their human rights.

Remember, there is always a difference between a law (as in something that is legal) and the implementation of that law. For example, while Thailand legally allows Cambodian migrant workers to work in the fishing industry, it can be difficult for migrant workers in these industries to access their rights, such as payment of the minimum wage, or to ensure legal protection. While Thailand allows the employment of migrant workers for fishing, the Government of Cambodia thinks that the fishing industry is too dangerous and has prohibited Cambodians from participating in this work in Thailand. As a duty bearer, it is your responsibility to inform migrant workers of the real conditions of occupations, such as fishing.

2.4 Follow-up services

Follow-up services can be as simple as calling a client and making sure that they are happy with the service they received from the MRC or from the agency that the MRC referred them to. Be aware, though, that it is okay to contact clients later on. Some may prefer to keep their plans to migrate private (for example, if a woman is a victim of domestic violence and would like to migrate to get away from her abuser). You should be able to identify clients who are in these kind



ID Number	Complainant Name	Gender	Complainant DOB	Migrant DOB (if different)	Complainant Address	Complainant Phone Number	Complainant Email Address	Complainant occupation during alleged violation
00001	Pim Sopheap	M	24/02/1986	21/05/1990	N 185 Pom Romchek 5 Kom Rattanak Srok Battambang	078294563	sopheap@gmail.com	Farmer
00002	Raska Narath	F	24/02/1990	N/A	#149 Road #2, Battambang City, Battambang Province	078954668	naraska@hotmail.com	Domestic worker
00003								
00004								
00005								
00006								
00007								

of circumstances based on the initial consultation and assess if it is appropriate to contact them for follow-up.

Keep a diary (either paper or electronic) to remind you to make phone calls to particular clients after certain periods of time (for example, one week after a referral/service, one month after referral/service, and three months after the referral/service was provided). Make the entries in the diary immediately after you refer the client or if you have concluded counselling or information communication with them (at the point when you think that this will be the last time they will visit you or you will visit them) to ensure you don't forget. Record all follow-up activities on the client card so that you keep a complete record of that client or case.

Perhaps the most important follow-up practice is to keep track of workers who decide to migrate – their destinations, which recruitment agency they went with and making sure that the recruitment agency is regularly checking on the migrant worker in the destination country. This task is mandated to the recruitment agency under Sub-Decree 190 and the related prakas. If any irregularities in the work of the recruitment agency or the well-being of the migrant worker are discovered by the MRC staff, a complaint form or report should be filed and shared with funding partners and the appropriate government authority, industry association and NGOs that are working in the fields of human rights, human trafficking, legal aid services or migration issues.

See the migrant worker complaint form in section 5.2 and electronic version on the MRC Operations Manual Resource USB.

Follow-up also can be done directly with the service provider you referred the client to. Request updates on the progress of the client and make sure to record this, but again, be careful of confidentiality issues, especially if a client has an ongoing legal case. Think about who else would be interested in updates on client cases – would legal aid providers find this information useful? Would funding partners like to highlight this case as a success story or as a challenge that others can learn from? If so, share the relevant information from the update with the partners who need to use the information.

Other follow-up services can be much more complex. It is important to keep a record if a service provided to clients is consistently unsatisfactory. For example, you might notice a pattern in which your clients are all unhappy or dissatisfied with the service provided by a vocational training centre, a legal support agency, or a particular government department. Services that the MRC refers clients to should uphold the same high standards of delivery as the MRC. If you are receiving repeated complaints about a referral service, you may need to reconsider your relationship with that provider. Talk to your funding partner if this is happening.

2.5 Outreach activities

“Outreach activities” refer to the work that MRC staff do to spread the safe migration and decent work messages outside the MRC. This is important because many people will not be able to visit the MRC because they don’t have the time, they live too far away, or for other reasons.

Outreach activities will be specific to the area where an MRC is located because the needs of the surrounding community will vary. There are many types of outreach activities that MRC staff could engage, such as:

- * provide safe migration training in a community or village setting;
- * talk about safe migration at schools or other local meeting places;
- * distribute information at a community meeting, temple or festival; and
- * provide training for staff at a government office or an NGO.

You will need to discuss with your team and your supervisor the best model of outreach for your area and make an outreach plan with all the activities the MRC will complete. This will be important for reporting purposes, so make sure you keep a good record of all outreach activities and of all clients who may be beneficiaries of the project during these outreach activities.

When recording the client coverage of outreach activities, a “client” or a “beneficiary” doesn’t mean someone who only receives a pamphlet. Only people who have been assisted towards

2.5 Outreach activities

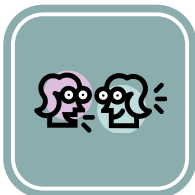
See the outreach activities template in section 5.11.

Planning Outreach Activities

Who? Who are the targets for the outreach activity? Consider age, gender, education levels, sectors for migration



What? What are we trying to communicate? What are the key messages? What does the community already know?



How? What methods will be used to communicate? Consider multiple methods, including something you can leave with the community. How will the outreach be engaging?



When? When is the outreach planned for? What do we know about this time in the community? what about access for women, youth, men – consider the audience



Where? Where will the outreach be held? What opportunities or restrictions does the location offer?



improving their knowledge, attitude or behaviour should be considered a client of the MRC project. Talk to your funding partners if you want more clarification on what constitutes a client and how you should judge if an individual should be counted as a client for reporting purposes.

See the outreach activities template in section 5.11.

2.6 Complaints mechanism

On 16 December 2013, the MOLVT officially signed the *prakas* (ministerial order) on Complaint Receiving Mechanism for Migrant Workers. Under this *prakas*, migrant workers can lodge a complaint with a PDOLVT or the MOLVT. Complaints can be about, but are not limited to, lack of pay for hours or overtime worked, unsuitable food and accommodation, an unsafe working environment, job duties, work days and leave entitlements, insurance, workers' compensation, harassment, exploitation or forced labour, disciplinary actions or termination of employment, delay in deployment or no job provided, contract substitution, and missing migrant workers. If a migrant worker has been treated badly by brokers, recruitment agencies, recruitment agency staff, other individuals associated with the recruitment agency, or the employer, foreman, or manager, they have the grounds to lodge a complaint.

Family and friends of migrant workers can also lodge complaints on behalf of the migrant worker if they are unable to do so. Group complaints can also be lodged if the case has the same subject matter, facts surrounding the case, complainants (people complaining) want the same remedy, and if the complaint is about the same respondent/s (the person or agency you are complaining about).

The MRC is a service provider, so complaints can be made at the MRC with the form from section 5.2 – Migrant worker complaint form.

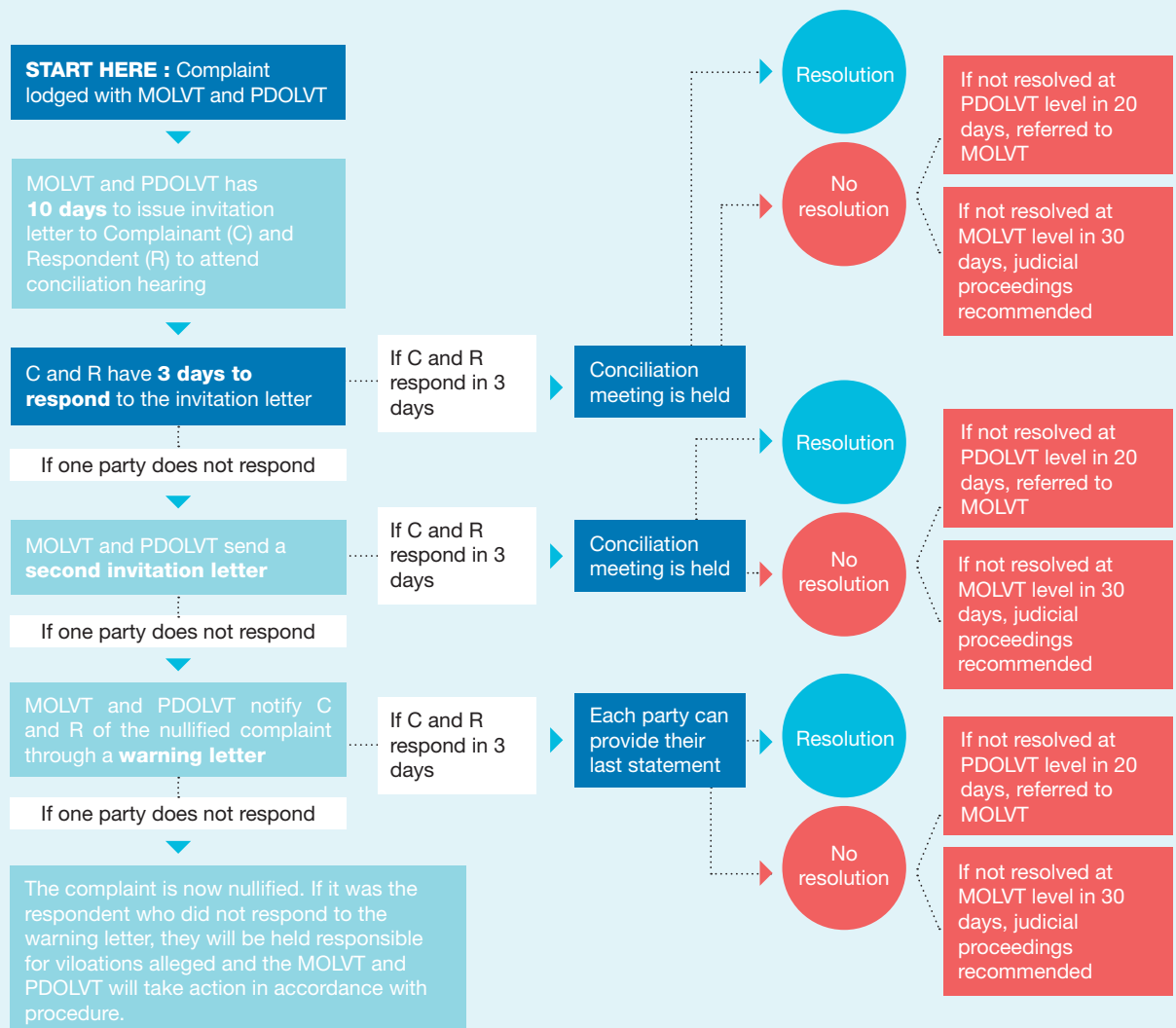
When filling in the form with migrant workers or potential migrant workers, MRC staff should go to a private meeting room where they will not be interrupted. When a complaint is filed, in order to follow up on the claims, the migrant worker's information may be shared. MRC staff should inform migrant workers that they may request for their identity to be kept confidential, and that if there is a need to disclose their identity, their permission will be requested in advance. When questioning workers to complete the form, MRC staff should be mindful that workers may have encountered harassment, abuse or forced labour conditions. If this is the case, then MRC staff should seek worker's approval to refer them to a specialised service provider (details can be found in 5.1- Support Service Contact Details).

Be aware of migrant workers' privacy and what disclosing their complaint may mean for their safety. Never communicate the details of any complaint without the migrant worker's express consent – this may mean asking for permission several times as the complaint progresses through the system.

2.6 Complaints mechanism

- By law, the PDOLVT / MOLVT needs to respond to this request within 10 working days, inviting you (the complainant) and the person you are complaining about (the respondent) to a conciliation meeting to solve the dispute.
- Complainants and respondents must respond to the invitation letter within 3 days. If they do not, another invitation letter will be sent which they also have 3 days to respond to. If they do not respond to the second invitation letter by the deadline, PDOLVT / MOLVT will immediately notify each party on the nullified complaint via a warning letter. Each party has 3 days to respond to the warning letter by providing their last statement to the PDOLVT / MOLVT.
- If complainants do not respond at the third request (the warning letter) without providing information why, the complaint will be nullified. If it was the respondent who did not respond at the third request, the case will be determined as unable to be resolved determining that the respondent is responsible for violations alleged and the PDOLVT / MOLVT will take action in accordance with procedure.
- If a case cannot be resolved by the PDOLVT within 20 working days, the case will be referred to the MOLVT. If the case is still unresolved by the MOLVT within 30 working days, the case will be deemed not able to be resolved and the MOLVT will inform each party on their rights and legal procedures.

Complaints process flowchart



After submitting the complaint to the PDOLVT / MOLVT, MRC staff should follow up the case using the form at 5.14 Legal assistance outcome record.



For use as a guide in developing
your MRC communications plan

Regional Communications Plan for Service Providers in Countries of Origin

Contents

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This Communications Plan can assist service providers in delivering clear messaging that enables potential migrants to make informed decisions about migration, thereby reducing the likelihood that they will be exploited by unscrupulous job brokers, traffickers, recruitment agencies and employers in destination countries. This Communications Plan is a tool for GMS TRIANGLE project’s partners and other organizations in countries of origin that are working towards improving migration experiences to ensure that all methods of dissemination are considered, and that the messaging for potential and current migrant workers is informational, consistent and balanced.

1. Goals and objectives

The goal of the GMS TRIANGLE project is to protect the rights of migrant workers through increasing legal and safe migration and improving labour protection for migrant workers. One of the ways through which the GMS TRIANGLE project aims to reduce labour exploitation is through the dissemination of easy-to-understand, reliable, and up-to-date information on safe and legal migration.

The primary audience for messages within this Communications Plan are potential migrants making the decision to migrate and migrants already in a destination country who require information about their rights at work and how to seek help and/or services. It is important to segment the audience (by sex, age, location, and the stage they are at in the migration process) because not all migrants can be reached through the same channels or require the same information.

The Communications Plan has several objectives:

Objective 1: To increase the knowledge and awareness of migrant workers, their families, and implementing partners to influence their behaviour and decision-making processes, resulting in an increase in migrants choosing to migrate legally and safely.

This objective will be achieved using a range of behaviour change communication methods that are outlined in more detail in this plan.¹

Objective 2: To ensure consistency and usefulness of information (messages) across programmes and projects working on safe migration.

Specific goals include providing messages for use by relevant partners and other stakeholders. This will ensure that key messages are consistent, accurate and effective and that they guide the development of communications materials by relevant stakeholders in each country context. Consistent messaging helps ensure the coordination and usefulness of communications resources.

Objective 3: To support and generate familiarity with the Migrant Worker Resource Centre model of delivering services and information.

One component of the GMS TRIANGLE project is to build up the provision of services through the MRCs. Hence, the communications goal is to promote and familiarize communities with the MRC and its available services, and to encourage potential migrants and their families to access support services prior to, during, and after migrating. This objective can be fulfilled by ensuring that MRC services are routinely mentioned in the delivery of key safe migration messages and that these services can help migrants.

1) Behaviour change communication is "a research-based consultative process of addressing knowledge, attitudes and practices through identifying, analysing and segmenting audiences and participants in programmes by providing them with relevant information and motivation through well-defined strategies, using an audience-appropriate mix of interpersonal, group and mass-media channels, including participatory methods". The United Nations Children's Fund (UNICEF) Strategic Communication for Behaviour and Social Change (UNICEF Regional Office for South Asia, February 2005).

Objective 4: To promote the rights of migrant workers and a positive image of migrant workers and their contribution to society, both in their home countries and destination countries.

The treatment of migrant workers must be improved in both sending and destination countries to ensure that migrant workers are better protected. Prejudices must be tackled and awareness heightened among the general public on the positive contribution that migrant workers make, especially to the host country's economy and society. A positive image of migrant workers and their rights should be paramount in all communications materials.

2. Guiding principles

Adaptive and targeted messaging

To effectively use this communications plan requires adapting the regional messages (located in section 4 of this plan) to fit the constantly changing migration circumstances in both sending and destination countries. Communication is intended to be responsive to a particular context – not all messages will be of equal relevance in each country or at each stage of the migration process or for each dissemination method. Communication should respond in a timely way to changes in migration frameworks, especially where new trends have emerged or legal changes have occurred.

Rights-based approach²

At the core of this communications plan is the belief that all individuals have the right to migrate and the right to make that decision independently and without coercion. Alternatives to migration may be suggested using the communications messages, but migration is never to be presented as an absolute answer to financial or other burdens nor should it be treated as an entirely negative experience that leads to abuse.

Driven by gender equality

The effect of any message towards promoting gender equality, gender-responsive interventions, and a positive image of female and male migrants should be considered prior to dissemination. Particular attention must be given to the selection of images and the choice of words. It is strongly advised to consult persons working to promote gender equality in the design stages of your communications planning. Funding partners often have gender strategies that you can also use for guidance in your communications.

2) A rights-based approach recognizes that all humans are rights holders with inherent human rights that are universal and indivisible from each other. In a rights-based approach, duty bearers, normally the State but also non-State parties, are accountable for protecting and assisting rights holders to achieve their human rights. Universal Declaration of Human Rights, UN General Assembly, 1948, <http://www.refworld.org/docid/3ae6b3712c.html> [accessed 25 July 2013].

2. Guiding principles

Appropriate and respectful methods of delivery

This communications plan recognizes that methods of dissemination must be targeted to the audience in ways that do not intimidate individuals – by delivering information at too high a level or too fast or through inappropriate technologies that diminish the message due to unfamiliarity with that technology. At the same time, information must not be delivered in ways that undermine individuals' ability to make a decision that responds to their personal circumstance (you need to give people facts and useful information but you can't tell them what to do). To ensure that messages are appropriate for potential migrants who are illiterate and from different education backgrounds, materials should use illustrating graphics and a variety of mediums of communication, such as brochures, radio and television.

Interdependence

The successful communication of messages is dependent on the harmony of the message with the audience and with the dissemination method. Each message delivered in accordance with this communications plan should carefully consider the interplay among these factors. Often, the target audience will be the "known" factor, although, sometimes an opportunity to deliver in a particular medium or at a particular dissemination point is apparent. For instance, you may have an opportunity to speak on television, a radio talk show or at an immigration office – something not planned but that arises and you can use it to further spread the key messages. It is from the known parameters that the other factors should be considered and selected.

Ethical use of migrants' images and stories

If and when used, the lives of migrants and their stories will be represented with dignity and with respect for their privacy. Migrant stories, photos or case studies will be collected for communications purposes only with the informed consent of each individual. Generally, the names and other details of the story will be changed to protect their identity. Photos of victims of exploitation or those involved in pending court cases will not be used in any communications materials. During the consent process, it should be made clear to all participating migrants where and when these images and stories will be used. The donor or funding partner should be consulted when migrant stories or images are going to be used – they may have a specific consent form that is required.

Implementing partners, including those running Migrant Worker Resource Centres, are encouraged to communicate directly with their funding partners regarding this requirement. To get approval for use of the funding partner logos, for example, MRC staff must share the contents of the publication with their National Project Coordinator, who will share it with the funding partner. Staff at the Regional Office will coordinate permission from the donor, but this process could take time, so this delay should be factored into the communications processes and plans. The Regional Office and funding partner require the drafts of all communications materials in English. If this is difficult for MRC staff, they can seek support from their organisation.

3. Audience

The primary audiences for messages contained within this Communications Plan are potential migrants making the decision to migrate and migrants already in a destination country who require information about their rights at work and how to seek help and/or services. It is important to segment the audiences (by sex, age, location or the stage in the migration process they are in) because not all migrants can be reached through the same channels or require the same information.

Audience	Possible characteristics	Possible barriers to behaviour change	Proposed strategies
Young women and men (aged 13–18) – in school	Transitioning to the workforce; limited knowledge and experience; family and peers also migrating	Lack of knowledge about migrating; information comes from their peers, who likely have limited access to accurate and reliable information	- School visits to deliver key messages tailored for young women and men - Distributing posters and information pamphlets in and around schools
Young women and men (aged 15–25) – out of school	Pressure to find work and help support the family; lack of opportunity for work at home	Lack of knowledge about migrating; information comes from their peers, who likely have limited access to accurate and reliable information	Organized and facilitated meetings to deliver key messages tailored for young women and men in appropriate sites at village level (temple and other public places in the village)
Parents and family members	Ability to influence children and relatives who are deciding to migrate or have migrated	May be experiencing financial pressure to promote migration without emphasizing precautionary measures	Group discussions to consider family benefits and disadvantages of migration

3. Audience

Audience	Possible characteristics	Possible barriers to behaviour change	Proposed strategies
Village officials	• Can influence the behaviour of members of their communities; and can provide documentation to migrants and make referrals to recruitment agencies	• Lack of knowledge of laws and procedures; pressure from others to maintain the status quo	• Capacity-building and awareness-building activities, such as workshops on safe migration • Group discussions highlighting the potential outcomes of safe migration into decent work versus irregular or unsafe migration
District and provincial officials with responsibilities for labour and migration issues	• Can influence village officials and enforce laws	• Lack of knowledge of laws and procedures; pressure from others to maintain the status quo	• Capacity-building and awareness-building activities, such as workshops on safe migration
Potential migrants	• In the process of deciding whether or not to migrate and which channels to use	• Lack of knowledge on safe migration and costs; not aware of where to get information	• Group discussions at village level to consider effects of migration • Peer-to peer communication • Direct them to the MRC for assistance
Migrants – en route	• Cannot change trajectory – have already taken the decision to migrate	• Lack of knowledge on safe migration and costs; not aware of where to get information	• Distribute pamphlets/flyers on safe migration and emergency contacts at transit hubs • Information on how to access assistance
Migrants – at destination	• Have reached a destination country, but may be difficult to reach if their mobility is restricted	• Lack of knowledge on rights at work; not aware of where to find support services	• Distribute pamphlets/flyers with emergency contacts and rights at work • Group discussions at communities, hostels and meeting places to consider rights at work issues • Peer-to peer communication • Direct them to the MRC for assistance

4. Key messages at the regional level

The key messages provided in this section are intended to guide all communications from the GMS TRIANGLE project, its partners and organizations that want to align their messaging with a regional approach. The following key messages are the “peak” messages in each communications area – they each have component parts, or sub-messages, that are explained in the following tables.

Each communications activity or material must be predominately aimed to deliver one or more of the below messages. The message should be easily recognizable when reviewing the content of the communication.

1. Be informed
2. Legal migration has benefits
3. Migrate legally
4. Be ready for contingencies
5. Choose your recruitment agency carefully
6. Understand your contract
7. Manage your money to benefit from migration
8. Prepare for returning home

Key regional messages

The following tables lay out the eight key messages and their “component messages”. Delivering one or more of the component messages may help to better target the key message. The creators of communications materials should critically assess their audience and previous communications delivered when selecting a component message. Many of these component messages should be strengthened by including country- or community-specific information. For example, tailoring a message to a particularly popular migrant worker occupation for the target group, or documents required for a certain destination.

4. Key messages at the regional level

Be informed						
THINK: It is possible to earn good money while working overseas, but it also can be risky.	THINK: You may need to work long hours.	THINK: You might miss your family and feel lonely in a place where you don't understand the language or the customs.	THINK: Why are migrants needed – because national workers don't want to take risky, poorly paid or dirty work.	THINK: Some migrant workers are kept prisoner in the destination workplace.	THINK: Consider experiences of other people (talk to as many people as possible) before deciding to migrate.	THINK: It might cost a lot more to live in the destination country, so even if you get paid more money for your salary, you might not be able to save very much.

Legal migration has benefits	
Everyone has the right to migrate.	
KNOW: All migrants have rights.	KNOW: Legal migrants are protected.

4. Key messages at the regional level

Migrate legally									
BE: Be a legal migrant by having the correct documents.					BE: Be a legal migrant by using regular border crossings and going through the immigration checkpoints.			BE: Be of the legal age.	
Work permit	Passport	Visa	Recruitment agency contract	Employment contract	Certificate of pre-departure training	Medical certificate	Ask if you are going through a regular border crossing if travelling overland.	Falsifying documents is illegal.	Using someone else's documents is illegal.
These documents need to be issued by your government and the destination government to you – your recruitment agency should assist with obtaining them.					Conditions in the job service contract and the employment contract should be the same.	Pre-departure training certificate issued by MOLVT.		Falsifying documents is illegal. Fraud is punishable by the Penal Code in Cambodia, with three years in jail.	Helping someone falsify documents is illegal and punishable with jail time of up to 10 years under the Penal Code in Cambodia
You should know your rights and also your responsibilities under the law of the destination country.					Legal migrants are vulnerable to extortion, exploitation and deportation.	If you migrate illegally, there is greater risk of being cheated or not being paid what you were promised.	Legal migrants can access the judicial system more easily if they have a problem.	Legal migrants have easier access to medical care and social security benefits.	

Be ready for contingencies				
TALK: Build a support network.	Join a union	Try to meet other migrants working and living near you.	There are support services available to migrants in countries of origin and destination, including those available upon return to a migrant's home country.	Make a list of emergency contact numbers (NGOs, trade unions, embassies).
	Join a migrant association			
TALK: Be aware of support services at home and abroad.			TALK: Make a personal communications plan.	
TALK: Your documents are important and keep you safe.			TALK: Make a personal communications plan.	
You have the right to join a union in the destination workplace in Thailand and Malaysia.	Join a union	Try to meet other migrants working and living near you.	There are support services available to migrants in countries of origin and destination, including those available upon return to a migrant's home country.	Make a list of emergency contact numbers (NGOs, trade unions, embassies).
	Join a migrant association			
TALK: Be aware of support services at home and abroad.			TALK: Make a personal communications plan.	
TALK: Your documents are important and keep you safe.			TALK: Make a personal communications plan.	
TALK: Be aware of support services at home and abroad.			TALK: Make a personal communications plan.	
TALK: Your documents are important and keep you safe.			TALK: Make a personal communications plan.	

4. Key messages at the regional level

Choose your recruitment agency carefully					
DO: Use a licensed agency.			DO: Use a reputable agency.		
Check a recruitment agency's license with authorities and the MRC by calling MOLVT.	Check the agency facilities (such as training facilities) in person, with authorities, or through photos.	Check if there is an assessment or a ranking of agencies and if your agency is included.	Check a broker's or agent's credentials.	Check a broker's or agent's identification.	Ask your MRC what they know about the agency. What do local migrants or families of migrants know about the agency?

Understand your contract					
KNOW: You must sign a contract and be provided with a copy.			KNOW: Understand the terms in your contract.	KNOW: There is a minimum of standards for any employment contract.	
Sign a contract before you leave home.	Make sure you won't need to sign a new contract on arrival.	Ask for a contract in your language and in the language of the destination.	Seek help from the MRC or a trusted person if you do not read or have trouble understanding your contract.	Minimum requirements include the location of work, benefit entitlement, holidays, pay, leave, hours, work functions, employer's contact details, address of the employer's business and your name.	
Understand the contract before you sign it.	No one else can sign a contract on your behalf.	The MRC or NGO staff can help you with translation if your recruitment agency can't provide a contract in your native language.	Get someone to read the contract to you.	What are your hours each day? Each week?	What is the rate of pay? Per day? Per week? Overtime rates?
Signing a contract must be VOLUNTARY and without coercion.	Ask your recruitment agency if you will be requested to sign another contract on arrival with different terms or conditions.	The MRC or NGO staff can help you with translation if your recruitment agency can't provide a contract in your native language.	The MRC or NGO staff can help you understand your contract.	What are your holidays or rest allowances?	What are your tasks at work?
				Is the address of your workplace included?	

4. Key messages at the regional level

Manage your money to benefit from migration									
CALCULATE: Quantify the cost of migration.				CALCULATE: Make a budget.			CALCULATE: Make a plan for sending remittances home.		
Be aware of the costs of migration.	Be aware of salary deductions are there legal limitations for these deductions? Prepare a notebook beforehand in which you should keep a record of your days and hours of work, the amount of pay you receive, and deductions made.	Understand the terms and repayments of loans.	Have an emergency fund – do not send all your earnings home. Consider opening a bank account in the country of destination to save money for your emergency use. Do not keep large quantities of cash on you or in your room. If you choose to buy gold, remember it is very easy for someone to steal a gold necklace.	Estimate as best as possible your income and expenses at home (family) and abroad (personal) before you go.	Try to inform your family of the amount of remittances they can expect.	Don't send all your money home.	Use a bank or formal channel or trusted method to send remittances.	Understand how much it will cost to send money home.	Understand the risk of sending money home through informal channels.
Flights, training, food, accommodation and placement fees all cost money.	What taxes are expected? What about legal deductions, like levy payments?	Will you have to make payments against a loan?	Is insurance compulsory? Do you or your employer pay it? What about social security payments?	Consider how you will make repayments. What if the loan amount is very large and you want to leave your job?	An emergency fund means that you will not be a burden on your family or employer if there is an emergency.	Stick to your budget and recalculate it periodically to reflect changes in expenses or savings.	Make sure your family can access the remittances if sending through a bank.	Money can and does go missing when using informal channels.	

4. Key messages at the regional level

Prepare for returning home			
Plan: Be aware of support services upon returning home.		Plan: Use your new skills when you return.	
Have a list of support services	Consider what services you might use – medical, psychosocial, financial or education.	Take opportunities to increase your skills while in the destination country, such as work skills, language skills and communication skills. Ask your employer for a letter of reference.	Consider how to invest your money when you return (a business using your skills? an investment property?).

5. Tailoring key messages to the national context

In 2011, the GMS TRIANGLE project conducted baseline surveys in Cambodia, Lao People's Democratic Republic, Malaysia, Thailand and Viet Nam. The surveys looked at current and potential migrants' knowledge and awareness of recruitment channels, costs related to migration, safe migration, and support services available. And they collected information about migrants' working conditions and their employment status. The reports of those findings are hugely useful for designing a communications plans in the national context because they highlight the gaps in knowledge among potential migrants and migrant workers in destination countries. The baseline reports should be consulted in more detail at the national level to ensure that the relevant knowledge gaps are addressed at the country and provincial levels.

Key messages should be based on the research so that migrants and potential migrants receive the information that they actually need or do not already have.

5. Tailoring key messages to the national context

The following is a brief overview of some of the important findings from those baseline surveys.

Migrants in destination countries		
Survey question	Malaysia	Thailand
Legal migrant workers are better protected than irregular workers.	The majority of respondents believed this statement.	Only 43% of migrant workers strongly agreed with this statement.
Are you in the country legally?	Nearly 92% of the respondents were legal migrant workers, while 8% of respondents were irregular migrant workers.	A total of 54% of respondents were registered migrants and thus legally entitled to work.
How much did it cost you to migrate?	As much as 83% of the migrant respondents spent more than US\$500.	A total of 82% of the migrant respondents spent less than US\$500.
What migration process did you use?	Around 71% of the migrant respondents went through a legal recruitment agency.	No information.
Were the recruitment fees you were charged fair?	Around 60% of respondents were not sure if they had paid more than the maximum amount that a recruitment agency can charge.	Most migrants used an irregular channel and so the costs were much lower than an agency's fees. Still, 46% of respondents borrowed money to pay the costs associated with migration; 29% used their own savings; and 13% took a loan from a money lender.
Do you have an employment contract?	Approximately 20% of respondents were not sure or had not signed a contract prior to their departure; 12% signed their contract upon arrival.	A total of 65% of respondents did not have an employment contract. Only 6% signed an employment contract prior to departure from their home country.
Where did you learn about migrants' labour rights?	The main source of information regarding rights at work was through other migrants in all sectors of work surveyed.	The most common sources of information about labour rights were other migrant workers; a quarter of respondents had no sources of information.
Have you experienced a workplace accident?	Around 28% of workers had experienced a workplace accident.	No information.

3) Data collection for the Myanmar baseline study will be collated in 2014.

5. Tailoring key messages to the national context

Migrants in destination countries		
Survey question	Malaysia	Thailand
Have you ever filed a work-related complaint?	Around 38% of Vietnamese migrant workers in the construction and manufacturing sector had filed a complaint; almost no complaints were registered by respondents from Cambodia or Myanmar. And 20% of the respondents who did not file a complaint said that they did not know to whom or where to make a complaint.	The majority of migrants (89%) had never filed a complaint, and 11% of them said it was because they did not know how to do so.
Are you a member of a trade union or workers' association?	Around 10% of respondents had joined a trade union or migrants' association. By nationality, the highest participation rate was by migrant workers from Philippines (only domestic workers), followed by Indonesia and Viet Nam.	Most respondents were not sure whether they could join a trade union or migrants' association.
Were you "allowed" to keep your travel documents?	Most respondents said their employer asked to take their passport and travel documents. For Cambodians entering domestic work, all respondents (100%) said this was the case. And 55% of workers had a proportion of their monthly salary deducted for spurious costs.	No information.
Can you leave your workplace in the off hours?	Nearly 16% of the migrants in domestic work were working more than 15 hours a day, and 37% were not allowed to leave the premises outside of work hours. This is not the case in other sectors, where migrants' freedom of movement is respected.	No information.

Migrants in sending countries			
Survey question	Cambodia	Lao PDR	Viet Nam
Which source of information about migrating will you use?	No information.	A total of 90% of respondents said they were planning to rely on information and support from friends and family members.	The most important information channel was via friends and relatives (49%), the second was from commune and hamlet leaders (46%).
What is your intended migration channel?	Around 32% planned to use a registered agency; 42% planned to use an unregistered broker; and 26% would rely on a friend or a family member.	As much as 90% of respondents planned to rely on a friend or a family member.	In Thanh Hoa Province, 70% of respondents planned to rely on labour dispatch enterprises; 83% in Quang Ngai Province were unsure.

5. Tailoring key messages to the national context

Migrants in sending countries			
Survey question	Cambodia	Lao PDR	Viet Nam
Which is your intended country of destination?	Thailand: 64% of respondents Malaysia: 30% of respondents.	Thailand: 100% of respondents.	Of respondents – Japan: 2% Republic of Korea: 14% Malaysia: 69% Taiwan (China): 11% Other: 1% Not sure: 3%
Do you understand the basic requirements for legal migration (passport, visa, work permit)?	5% of the male and 8% of the female respondents understood the legal requirements.	13% of the male and 5% of the female respondents understood the legal requirements.	None of the respondents understood the legal requirements.
Do you know what should be included in an employment contract?	41% of the male and 30% of the female respondents did not know any of the provisions to be included in an employment contract.	50% of the female and 73% of the male respondents knew at least one provision that should be in a contract.	27% of respondents in Thanh Hoa Province and 93% of respondents in Quang Ngai Province did not know any of the provisions to be included in a contract.
Do you know where to find support while abroad?	49% of the male and 68% of the female respondents knew no channels through which to seek support.	74% of the female respondents knew one or no channels for support abroad; 71% of the male respondents knew two to three channels.	26% of respondents in Thanh Hoa Province and 74% of respondents in Quang Ngai Province knew of no channels through which to seek support.
Do you see any value in joining a trade union or migrants' association?	98% of the female and male respondents said they could see the value in joining a trade union or migrants' association.	83% of the female and 69% of the male respondents said they could see the value in joining a trade union or migrants' association.	60% of respondents in Thanh Hoa Province and none of the respondents in Quang Ngai Province said they could see the value in joining a trade union or migrants' association.
Do you know how to transfer funds (remittances) to your family?	7% of the male and 9% of the female respondents know about channels to remit money.	21% of the female and 32% of the male respondents know about channels to remit money.	27% of respondents in Thanh Hoa Province and none of the respondents in Quang Ngai Province know about channels to remit money.
How much do you expect to be paid?	16% of the female and 27% of the male respondents expected to earn more than US\$200 per month.	39% of the female and 84% of the male respondents expected to earn more than US\$200 per month.	92% of respondents expected to earn more than US\$250 per month; 17% of respondents expected to earn more than US\$500 per month.

6. Methods of dissemination

This section outlines the methods for disseminating messages and indicates the advantages and disadvantages of each medium. When selecting a medium to send a message, several factors must be considered, including the guiding principles as previously highlighted, cost, time available, target audience and information to be conveyed. Mass media, community-based, and interpersonal channels should be used strategically to reinforce one another and maximize the impact. Research has shown that the chance for messages to be heard, understood and acted upon increases with the number and types of channels used to disseminate them.⁴

A. Mass media channels (television, radio, newspaper and internet)

Mass media channels are effective and can reach a large number of people. Formats range from educational to entertainment and advertising, and include television, radio and print media, such as magazines, newspapers, outdoor and mass transit boards and the internet, including websites and social media. These channels can be effective in the local context and are very powerful in reaching audiences.

I) Television	
Advantages	Disadvantages
• Scale and reach are big. • Can target illiterate audiences. • Engaging and influential. • If well developed, education-entertainment programmes can be both commercially viable and create positive behaviour change (that enables migrants to have a better migration experience).	• Difficult to establish a control or comparison group to measure attitude or behaviour change or establish attribution. • Limited access to television among target group. - In Cambodia, the portion of rural households owning a TV set is only 54%.⁵ • High production costs.

Possible uses for the television medium:

- ✳ TV spots and features that focus on recruitment procedures, government policies, risks of irregular migration, host-country policies, host-country culture, rights in the host country, etc. A “jingle” or song with the people or phone numbers to contact if a migrant is in trouble should be considered for inclusion in the TV spots (or programme) so that people will remember the tune and therefore the information.
- ✳ Broadcasted TV panel “discussions”. Note that these will need pre-planning to ensure that panellists are clear on all the issues to be discussed. To guarantee clarity and consistency in messages, a rehearsal with prepared questions and answers from an ILO expert are suggested.

5) General population census of Cambodia 2008. National Institute of Statistics, Government of Cambodia, Phnom Penh, 2008, www.kas.de/wf/doc/kas_6048-1442-1-30.pdf?120228074206 [accessed 12 June 2012]

4) G. A. O'Sullivan, J. A. Yonkier, W. Morgan and A. P. Merritt: A field guide to designing a health communication strategy (Baltimore, MD, Johns Hopkins Bloomberg School of Public Health/Center for Communication Programs, 2003).

6. Methods of dissemination

- ✳ A variety of participants from various stakeholder groups (workers, employers, government in host and/or destination countries, workers' advocates, NGOs, academics and researchers) is recommended to demonstrate the common interests in the well-being and profitability of migration.
- ✳ Consider also the gender, age and racial diversity of the panellists.
- ✳ TV serials or film (such as ILO production "My Name is Saray"). The storyline and the characters should relate to the target group because this can be an effective means of disseminating information and influencing behaviour. Adding migration story lines to popular soap operas is also an option.

II) Radio	
Advantages	Disadvantages
• Wide reach among target populations. - In Son Ha and Bin Son districts of Quang Ngai Province in Viet Nam, where many people migrate from for overseas work, access to provincial television channels is very limited, but the district radio covers 80% of households.⁶ • Can target illiterate populations. • Serial dramas can be entertaining, educational and attract attention. • Low cost. • TV serials or panel discussions can be produced at the same time as radio content to save time and money.	• A serial drama needs to be well-designed to be effective; writing and producing can be challenging, time-consuming and costly. • The design needs to be sustainable, so timely messages might not be possible, given the longevity of the media.

Possible uses for the radio medium:

- ✳ Radio spots, jingles or weekly radio programme broadcasting information on safe migration.
- ✳ Radio programmes with a talk-back or question-and-answer session, with referrals to legal assistance.
- ✳ Panel discussions – guests could include returned migrants, village chiefs, or NGO representatives who can share with the audience their experience on migration and provide advice or tips on safe migration.
- ✳ Information about the radio programme can be disseminated through the distribution of posters and stickers in public places.

6) M. Tunon and N. Baruah: "Public attitudes towards migrant workers in Asia", in Migration and Development (2012, Vol. 1, No. 1), pp. 149–162.

III) Newspapers	
Advantages	Disadvantages
• Low cost for design. • Localized content. • Newspaper clippings can be kept and people might hold on to the information longer, such as phone numbers. • Authoritative voice and respected messaging medium. • Can purchase prominent advertising space.	• Inadequate distribution, illiteracy and a non-reading culture of many migrant workers could diminish its effectiveness. In Thailand, only 25% of the public reads a newspaper every day and readership is mainly limited to the educated class.⁷ • Stories or content can be difficult to control and need to be timely and sensationalist to be picked up by the media – in the case of either free content or editorial content.

Possible uses for the newspaper medium:

- * Publish stories, case studies, opinion pieces or editorial pieces related to migration in the national or local newspapers. Perspectives should include both successful and challenging stories.
- * Purchase advertising space to disseminate important contact numbers, such as for MRCs, embassies or consulates in destination countries.
- * If there are specific newspapers that contain foreign job advertisements, readers can be informed about the correct application procedures through announcements and articles placed with the advertisements.

IV) Billboard and murals	
Advantages	Disadvantages
• Visual tool that can reach both illiterate and literate target groups. • Murals can be done cheaply and used as an outreach activity to attract attention from the community. • Can serve as a community engagement activity.	• Cost and legal requirements to place billboards. • Limited time to reach audience. Because they are targeted to people on the move, people may only spend two or three seconds glancing at a billboard or mural. • It is hard to measure effectiveness. • Limited amount of information is communicated.

Possible use for billboards:

- * Can be placed strategically and prominently in strategic areas, such as border checkpoints, district offices, schools and bus stations.

7) Thailand: In Brief; Mass Media, National Statistical Office and Ministry of Information and Communication Technology, 2013, <http://thailand.prd.go.th/ebook/inbrief/page.php?cid=13> [accessed 11 Jan. 2013].

6. Methods of dissemination

V) Websites	
Advantages	Disadvantages
The internet is the leading source of information for many people worldwide and is often considered a reliable source of information.	- Internet proliferation among target groups is low. -In Cambodia, less than 2% of the population has access to the internet and in Lao PDR it is around 7%.⁸ - Cost and time investment to set up and maintain a website can be high.

Possible use for a website:

- ✱ Government ministries working on labour migration should have up-to-date information on their websites targeted especially at recruitment agencies, migrant workers abroad, and those making the decision to migrate. Both a government and non-government website could include: a list of registered recruitment agencies, information on culture and working conditions in destination countries, tips on safe migration, downloadable information pamphlets, important contact details (phone numbers, websites) of embassies, labour attaches, recruitment agencies or NGOs, and links to other useful websites. (This could be considered in Viet Nam because the Ministry of Labour Invalids and Social Affairs has a website and the portion of people using the Internet is somewhat large, at 28 per cent – certainly much larger than in Cambodia and Lao People's Democratic Republic.⁹)

8) General population census of Cambodia 2008. National Institute of Statistics, Government of Cambodia, Phnom Penh, 2008, www.kas.de/wf/doc/kas_6048-1442-1-30.pdf?120228074206 [accessed 12 June 2012].

9) In Viet Nam, the Department of Overseas Labour and the Vietnam Association of Manpower Supply have established a website that includes:

- Legal documents and legislation: (i) international legislation: relevant international conventions and ILO Conventions; (ii) legal documents and legislation on migrant workers; (iii) contact details of trade unions of countries receiving a high volume of Vietnamese workers.
- Addresses that workers can contact, if necessary: (i) in Viet Nam: related government agencies, Vietnam General Confederation of Labour and its affiliates, Vietnam Association of Manpower Supply; (ii) outside of Vietnam: relevant authorities in the receiving countries; Vietnamese Embassies' labour management sections in the receiving countries; the trade unions in receiving countries with cooperative relations with Vietnam General Confederation of Labour.
- Articles: (i) Produced by officials of the trade unions; (ii) newspaper articles and other trusted sources of information; (iii) answers to readers' letters.

<http://dolab.gov.au> [accessed 11 April 2013].

VI) Social media (including mobile phones, Facebook, Twitter and sites used in the local context)	
Advantages	Disadvantages
• High rates of cell phone use. - In Cambodia: 45%, Lao PDR: 53% and Viet Nam: 100% of the population can access mobile networks.¹⁰ • Can target youth. • Can be regularly and cheaply updated to respond to legislative changes and changes in contact details. • Can be cheap (it's free to set up a Facebook page), with only a time commitment required.	• Facebook proliferation rates are low or Facebook access restricted in some countries. • The information is only visible for a short time before newer messages/posts replace it. • Limited use of smart phones that can access the internet. • Ongoing time and financial commitment to maintain a social media page (if an external agency is contracted to manage the page) and engage the online community

Possible uses for social media:

- ✳ Encourage peer leaders, parents, etc. to use text messaging via mobile phones to network with friends and family to share information on safe migration.
- ✳ Setup a Facebook page or Twitter account that publishes trade union and NGO contact details and updates information in countries of origin and destination on the rights of migrant workers and links to relevant international and ILO Conventions. This social media presence can allow migrant workers to connect with one another in a particular destination country to form a support network.¹¹
- ✳ Consider a text message network if clients want to register for updates on migration. If a client population uses a particular application on smart phones, consider using this as a distribution point.

¹⁰ Statistical Yearbook for Asia and the Pacific 2012 Country Profiles, United National Economic and Social Commission for Asia and the Pacific, (Bangkok, 2011), www.uis.unesco.org/Library/Documents/statistical-yearbook-asia-pacific-education-2011-en.pdf [accessed 11 Jan. 2013].

¹¹ Some Facebook examples include a page set up by the Commission for Filipino Migrant Workers, an NGO that is a support and service institution providing programmes and services in response to the various needs of the overseas Filipino migrant community. The Commission has links with overseas Filipinos and migrant support groups all over Europe. Their Facebook page includes NGO contact details and news stories related to overseas Filipino workers: www.facebook.com/CommissionforFilipinoMigrantWorkers. Another example includes the Facebook page set up by the Filipino Migrant Workers Union in Hong Kong (China): www.facebook.com/pages/Filipino-Migrant-Workers-Union-Hong-Kong/152373401444463 The Indonesian Migrant Workers Union has set up a page for Indonesian migrant workers in Hong Kong (China): www.facebook.com/pages/Indonesian-Migrant-Workers-Union-IMWU/90029379090

6. Methods of dissemination

B. Interpersonal communication at the community level

“Interpersonal communication” refers to face-to-face communication and can be one on one with an outreach facilitator (MRC staff), one-to-group communication, or a peer-to-peer communication process. Interpersonal channels use verbal and visual communication tools. They also focus on spreading information through existing social groups, such as family or community groups.

I) Outreach	
Advantages	Disadvantages
• Although many people receive information from mass media, it is interpersonal communication and personalized information that tends to encourage new behaviour. ¹² • It can result in community-led behaviour change rather than relying on top-down messaging through mass media channels. • ILO GMS TRIANGLE survey findings in countries of origin and destination show that most migrant workers and potential migrants get information from their peers rather than other sources.	• The outreach facilitator needs the right skill set and knowledge to effectively communicate, exchange information, answer questions, and influence other people’s behaviour.

Outreach activities refer to the work that staff do to spread safe migration messages outside the MRC. Outreach activities are specific and different for every MRC because the needs of the surrounding community and profiles of potential migrants are different. There are many types of outreach activities suitable for the MRC, such as:

- ✳ providing training at a government office or an NGO for staff or local leaders;
- ✳ providing safe migration training in a community or village setting;
- ✳ doing talks at schools or other local meeting places; and
- ✳ distributing information at a community meeting or festival.

12) United Nations Children’s Fund (UNICEF), Strategic Communication:For every child Health, Education, Equality, Protection, (Kathmandu, Regional Office for South Asia, 2005) www.unicef.org/rosa/Strategic_Communication_for_Behaviour_and_Social_Change.pdf [accessed 7 Sep. 2012].

II) Community loudspeakers	
Advantages	Disadvantages
• Low cost. • Reach illiterate target populations. • Adaptable and flexible dissemination method.	• Messages cannot be too detailed. • Availability of loudspeakers at the community level. • Need sensitization of community leaders who do the broadcasting.

Oral dissemination of information is a compelling way of reaching potential migrant workers within their home communities.

Possible use for loudspeakers:

- * Loudspeaker announcements can be made within a village or community and can target potential migrant workers and their families. Announcements should be kept simple – perhaps focusing on referring potential migrants to an MRC, job fair, or the local authorities.

C. Printed materials and materials for distribution

I) Posters	
Advantages	Disadvantages
• Economical. • Effective marketing medium. • User- and literacy-friendly, including simple language and pictures. • Doubles as a training tool.	• Limited reach. • Indoor use only. • New designs and printing are required to update information, such as legislative changes and contact details.

Possible uses for posters:

- * Posters can be placed in strategic locations, such as border checkpoints, district offices, schools, bus stations or passport offices, to disseminate safe migration information.
- * Advertise the services of an MRC.

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II) Brochures	
Advantages	Disadvantages
• Low cost to design and print. • Easy to hand out and have available at MRCs, offices of local authorities, passport offices, bus terminals, etc. • User- and literacy-friendly, including use of simple language, pictures and comic strips. • Can provide more comprehensive and detailed information to potential migrant workers. • Longevity of information access (if not discarded).	• New designs and printing are required to update information, such as legislative changes and contact details. • Easily and often discarded.

Possible uses for brochures:

- ✳ Brochures can be disseminated in schools, MRCs and during community mobilizing activities.
- ✳ Two types of brochures could be produced; for example, a Travel Smart, Work Smart brochure has been developed in Thailand, Malaysia and countries of origin to cover the following content:

1. Destination country-specific brochure

- useful details about the country, its culture and people
- facts and figures about migrant workers working in the destination country
- minimum wages
- methods of recruitment
- costs of recruitment
- working and living conditions
- rights in the workplace
- complaints mechanisms

2. Potential migrant-specific brochure

- recruitment procedures
- legal procedures
- pitfalls of irregular migration
- costs of migration
- possible exploitation by recruiters and brokers
- rights in the workplace
- complaints mechanisms

III) Emergency contact details (on cards or fabric)	
Advantages	Disadvantages
• Ensures that migrants have emergency contact details with them at all times. • Low cost. • Small and concealable. • Can be distributed at various dissemination channels.	• Need to ensure contact details or hotlines are active and will respond to migrants' needs. • Consultation with partners and regular updating of information are required. • There have been incidences in which migrants have had materials taken from them.

Possible uses for hand-out material:

- * “Emergency cards” that are pocket-sized and durable (preferably laminated) that migrants can keep with them throughout the migration process. It should be small and discreet to not draw attention but should also contain the necessary contact information of an MRC, embassy, hotlines, etc. A calendar could be printed on one side of the card to make it more practical and worth keeping.
- * The card can be distributed in all places where migrants are likely to pass, including a consular or passport office, an MRC, bus station, etc.
- * The emergency card should be shared with other partners who are working on safe migration or counter-human trafficking issues to distribute to other communities not covered by the project.
- * An easy hand-out could be handkerchiefs or small towels with emergency contact information embroidered or printed on to them. In Cambodia, UN Women provides migrant women with such handkerchiefs because they are easy to conceal and allow women to have information to protect themselves at all times.

Hand-out materials to departing migrants have had reduced effectiveness in some countries where migrants have had their belongings taken from them either before departure or while in transit.

6. Methods of dissemination

Mass media consumption in the Greater Mekong Subregion countries

	Cambodia	Lao PDR	Viet Nam	Thailand	Malaysia
Television (rural population) 2009	54% of households		4 per 100 inhabitants, 2008 ¹³	24 per 100 inhabitants 2008 ¹⁴ 96% of households have TV	45 per 100 inhabitants, 2008; 91% of households have TV
Radio (rural population)	39%				
Cell phone subscribers (2009)¹⁵	45%	53%	113%	96%	108%
Internet users (2009)¹⁶	0.6%	5%	27%	25%	55%
Newspaper				25%*	

7. Dissemination points

Dissemination points are the moments and physical locations at which messages are delivered to audiences. They include a variety of formal and informal approaches – from a dedicated training on safe migration to something as simple as an individual picking up a leaflet outside a resource centre. Because of the time for communicating messages and the resources available at the different dissemination points, the effectiveness of communication at these points varies.

Different target groups (such as youth, parents and potential migrants; see section 3 on the audience of this plan) are reachable at different dissemination points, as the following explains.

- ✳ **Community or youth centres:** These locations can be used to organize village-level meetings with different audiences, such as group discussions, screenings of films (such as “My Name is Saray” or others in collaboration with MTV EXIT) or seminars on issues of migration. Facilitators can use these discussions to disseminate brochures, flyers, posters and cards with emergency contact details.
- ✳ **Village meetings or workshops:** The village authorities will gather participants from target groups to attend a workshop chaired by the district authority from relevant offices, for example, the district Trade Union Office or district Labour and Social Welfare Office.

13) S. Leckner and U. Facht (eds). A sampler of International Media and Communication Statistics 2010(Gothenburg, Sweden, 2010).

14) ibid

15) United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP), Statistical yearbook for Asia and the Pacific 2012 Country Profiles. (Bangkok 2011), www.uis.unesco.org/Library/Documents/statistical-yearbook-asia-pacific-education-2011-en.pdf [Accessed 11 Jan. 2013].

16) ibid

- * **Interest-based group meeting:** Meetings with interest groups, such as counter-human trafficking or child protection groups, may already take place at the provincial, village or commune level. Because migration is a related issue, it would be appropriate to use this meeting to talk about issues of migration and their links with trafficking and human rights and raise the awareness of the interest groups so they can incorporate the message on safe migration to their audience.
- * **School and vocational training centres:** School visits are necessary to ensure that youth who are about to make the transition into the workforce are aware of the realities of labour migration, how to migrate safely, alternatives to migration, etc. A useful part of this training would be to underscore the importance of education and that a migrant with higher education and skills is more likely to have a positive migration experience. Another crucial part of the discussion is to promote peer-to-peer education. School visits need to be discussed in detail with the school administrators before the visit, and materials should be distributed in the teachers' presence because questions from students may arise in the weeks after the visit. Information on the labour market, the process of migration and illegal brokers and recruiters can be provided to young people to help them make informed decisions.
- * **Transport hubs**
 - **Bus stops** (provincial/regional/national) are a dissemination point to reach potential migrant workers. Stickers, flyers, brochures and cards with emergency contacts on safe migration, including information on radio and TV shows, MRC contact information and government website links, can be distributed.
 - **Airports and land border crossings:** Flyers can be made available at departure and arrivals halls at airports that target both departing and returning migrants.
- * **MRC:** Migrant Worker Resource Centres have been established in the GMS TRIANGLE project target provinces. The MRCs have brochures, flyers and posters on safe migration available for potential migrants. Officers are on hand to provide information, counselling and legal assistance. Please contact GMS TRIANGLE if you would like to distribute materials in the MRC.
- * **Recruitment agencies:** Recruitment agencies should contribute to the preparation of migrant workers for safe and legal migration. Safe migration materials should be given to recruitment agencies for broader dissemination. Recruitment agencies should be targeted with information designed for migrants who have already decided to migrate and are already contracted (including labour rights information, contact information, or information about adapting to living and working abroad).
- * **Passport or other authority offices:** Brochures, flyers and posters should be made available to passport offices to target those migrant workers who may have already made the decision to migrate but may need more information on how to migrate legally.

8. Communications tools checklist

The following provides a list of resources and tools for service providers and MRC staff to consider using in their message delivery. Consider how many of these your MRC has and what gaps remain.

Material	
Posters – safe migration	
Posters – advertising MRC services	
Flyers/brochures/other – safe migration	
TV spots (scripts or recordings)	
Radio spots (scripts or recordings)	
Radio broadcasts	
Newspaper advertisements	
<i>Travel Smart, Work Smart</i> brochure	
Presentation outlines and materials for peer-to-peer education and talks at secondary schools or vocational education centres on safe migration. Materials can be in the form of posters, flip chart outlines or suggested talking points.	
Flipchart or training materials for peer-to-peer learning.	
Labour rights and occupational safety and health handbook.	
Announcement boards at MRCs or community bulletin boards.	

9. Monitoring and evaluation

Monitoring and evaluation is important. Monitoring and evaluation of communications products and events will be handled by implementing organizations, with support from GMS TRIANGLE staff. At a minimum, organizations should keep a spreadsheet that records all communications materials or projects and rank them against the following questions.

- * What have been the reactions to the communication? Was it well received? Did it respond to the information needs of the target audience? Did communities receiving the product suggest changes? What changes? Did organizations receive it? (If so, organizations will need to ask these questions after delivering the product.)
- * Who received the product? How did they receive it?
 - a. For publications, keep a distribution list and update it.
 - b. For interpersonal communication, keep a participation list.
 - c. For radio or television, try to determine how many people would have received the messages.
 - d. For website and internet material, track the number of downloads or page views.
- * Has the communication resulted in behaviour change? Has an increase in the number of people visiting an MRC after a particular communication strategy was conducted? What about the local passport office or recruitment agencies – has the number of visits there changed in any way? Or the number of complaints received by authorities?
 - a. Regular monitoring of MRC visits should give this information. Organizations may also request information from the passport office, local authorities and recruitment agencies, although this may not always be accessible.
 - b. Consider taking a survey of the amount of people visiting the MRC, the local passport office, recruitment agencies or the number of complaints received by authorities before disseminating communications materials. After communications materials have been disseminated, conduct this survey again (at intervals worked out in your organization's communications plan). By pre-testing and post-testing in this way, you can gauge what kind of impact the communications material has had on behavioural change.

Other methods for recording communication may include surveys, testing, questionnaires, interviews or focus group discussions.

10. Donor visibility

It is likely that all communications material must include some logo, most often of a development or funding partner or a government ministry or institution. Implementing partners, including those running MRCs, are encouraged to communicate directly with their funding partners relating to this requirement. This communications plan will also be shared with funding partners.

Logo use usually means that the “owner” of the logo will need to approve the material before publication or broadcast. Funding partners need to approve material for diplomacy purposes, for transparency, and to ensure appropriate use of their logo.

For example, to obtain approval for use of the Australian Government aid logo, staff must share the content of the publication with the Australian Government. Staff at the national level should note that the regional approval processes, if they apply to your programme, may take time. This should be factored into communications processes and plans. The regional approvals processes also will probably require text or translation into English. For television or radio, a script would need to be shared and cleared by the funding partner. Some funding partners even have audio logos that must be broadcast at the end of a radio spot. For different funding partners, you will need to check their specific requirements.

17) For further details on visibility guidelines, for example, go to: <http://aid.dfat.gov.au/Publications/Documents/AusAID-visual-identity-guidelines.pdf>



Section 3: **Migrant Worker Resource Centre Management**

This section explains the tasks involved in running an MRC:

- 3.1** Data collection and filing
- 3.2** Reporting and documentation
- 3.3** Budgeting, finance and staffing

3.1 Data collection and filing

Data collection is an important function of the MRC. Although its primary role is to help migrants make informed choices about migration, it is also important to realize that MRC staff are the people with the most information about migration in your area.

Why should the MRC collect data and monitor the migrant situation?

Data collection and monitoring is important for:

- * designing evidence-based interventions (like offering appropriate services at the MRC)
- * determining migration trends
- * advocacy
- * reporting to your funding partner and any other interested bodies, such as government agencies

How should the MRC collect data?

Data collection is best completed by using a client card. A sample client card is included in section 5.10. It is always important to record the client's personal details (such as age, sex and hometown). It is important to have a clear picture of who is visiting the MRC.

What kind of data should the MRC collect?

Data collection should be linked to the indicators that your funding partner has suggested for the MRC. Indicators are ways of measuring what the MRC does and how successful it is. Perhaps you have an indicator that states: “___ Province MRC should receive at least 30 visitors each month”. You would need to collect the data to show how many visitors each month the staff meet. If the MRC is receiving significantly more visitors than the indicator (or significantly less), your funding partner might consider altering your funding or refocusing the MRC activities on outreach, for example. Indicators can be more complex, but the majority of the data you will need can be captured using the client card sample included in section 5.10. Talk to your funding partner about using this sample card before beginning activities at the MRC.

Make sure that the data that you collect can go towards proving the outcomes and indicators you and your funding partner have agreed to work towards. You can alter the client card to include more information; for example, if there is a special group of people that your funding partner would like you to keep records about (maybe ethnic groups, youth, or those wanting to work in a particular destination). If you are not sure about this, check with your funding partner and see what changes to the client card they suggest. Remember that any client card or similar data collection should not take too long – a lengthy process risks taking time away from responding to clients' needs.

3.1 Data collection and filing

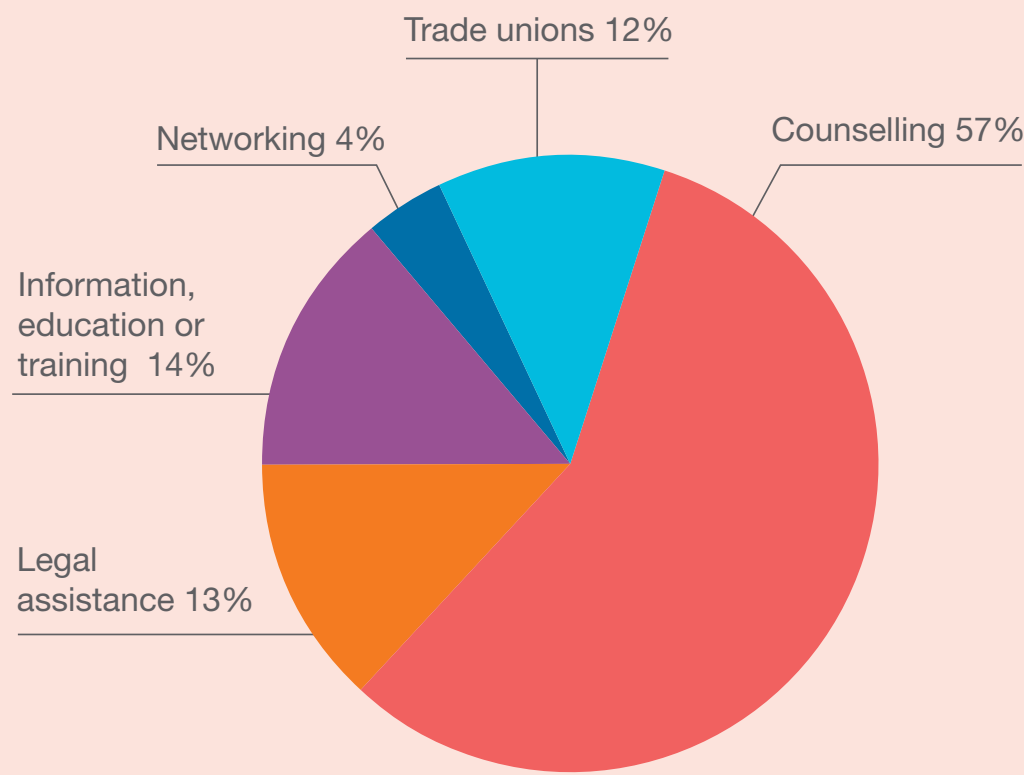
How should the MRC categorize the services it provides?

Guidelines for reporting

Support services: The CLIENT classification system allows the project to categorize beneficiaries as recipients of:

- C – counselling on safe migration, decision-making, and rights at work
- L – legal assistance
- IE – information, education and training
- N – network or association membership
- T – trade union membership

It is important that standard support service categories are defined so that the data can be aggregated from all project partners, providing a clear picture to the donor and other stakeholders about the project’s activities:



With the provisions of training and tools to partners, the goal is that MRC staff can document beneficiaries using this classification system.

Questions that may arise in applying CLIENT:

Q. Does counselling have to be delivered in person and one-on-one to be counted?

A. No. Counselling can be delivered over the phone or the internet as well, as long as substantive information is provided and the necessary beneficiary information is collected. If beneficiaries prefer to receive counselling in a small group, each individual within the group should be counted as a beneficiary.

Q. Counselling and legal assistance are hard categories to distinguish from each other. What is the difference between the two?

A. Counselling involves any support services provided to beneficiaries that doesn't involve assistance with a specific legal violation or process (such as providing counselling on safe migration, rights at work, social problems and immigration procedures). Legal assistance services refer to aid in cases in which beneficiaries' legal rights have been violated or they need assistance to complete a legal process (such as overcharging by a recruitment agency, delays in job placement, non-payment of wages by an employer, filing workers' compensation claims or locating missing persons).

Q. For legal assistance, should I report on the number of cases or the number of plaintiffs involved?

A. Because migrants often feel more comfortable filing complaints as a group, it's best to report on both the number of cases and the number of plaintiffs to provide a clear picture of the services provided (such as 10 cases handled, with 53 plaintiffs involved).

Q. Isn't providing counselling also a form of information, education and training? How do I separate the two in reporting?

A. The main distinction between counselling and information, education and training is that counselling is provided to an individual beneficiary and is tailored to their particular needs, whereas information, education and training is provided to a group of beneficiaries and is not individualized for the recipients.

3.1 Data collection and filing

Q. What qualifies as information, education and training? If outreach or awareness-raising is conducted through a public service announcement, radio show or distribution of flyers, should every person contacted or reached be counted?

A. No. Some level of judgement may be necessary on specific activities, but generally speaking, information, education or training should be more substantial than a mass communication or flyer. It is more along the lines of documented attendance at a group training or workshop, where more sustained increases in knowledge occur.

Q. What should be counted as network or association membership?

A. The term “membership” is broadly defined for the category. Due to the legal obstacles and potential vulnerabilities of formal membership in a migrant association, this service classification refers to participation in any ongoing forum for group discussion or exchange among beneficiaries.

Note:

You should also take note of other important service data that provides more detail or document uncounted beneficiaries. Try to be very selective and only include data here that helps provide a clearer picture of the services delivered (such as impacts like compensation obtained or uncounted activities, mass communication or outreach, or clarification about activities).

Filing

Filing duties can include keeping a copy (electronic or a photocopy) of migrant workers’ passports, work permits, contracts (with a recruitment agency or employer) and visas at the MRC in case anything happens to the migrant worker. This is a service that is recommended for MRCs to offer so that in the event of a dispute or disappearance, all documents are available to MRC staff, who may be requested to follow up. You will need a dedicated filing system for these documents and confidentiality is an issue here; the filing cabinet will need to be secure so that people cannot access these files. You may also need a policy on who can and can’t access these documents and in what circumstances.

3.2 Reporting and documentation

Reporting and documentation has several functions. Reports can be useful for advocacy purposes, especially if case studies can be used to promote policy, legislative or system change. Reports can also be used as a fundraising tool, to demonstrate the efficacy of the service provision and the value for money. It is a condition of most (if not all) funders that agencies managing MRCs must provide narrative and financial reporting periodically. Talk with your funding partners about what type of budget and narrative reporting will be required and how regularly (it is likely that you will need to provide reports either quarterly or biannually).

Budget reporting likely will be a combination of budget projections (what you will be spending in the next period) and budget actuals (what you have actually spent for the reporting period). Some funding partners require receipts be submitted, others require that they just be kept in case of an audit. Funding partners should provide training on budget reporting on their particular requirements, so definitely ask if you can have a staff member trained on budget reporting.

Narrative reporting will be a combination of providing the statistical information from the client cards and also telling stories of lessons learned during your running of the MRC. Again, ask the funding partner to provide a sample narrative report so that you can base your report on it. If you have encountered a remarkable case or something that you have never heard about before, definitely include it in your report. Good reporting is detailed but not wordy and uses tables and other methods to communicate information. Good reporting also acknowledges challenges and difficulties in providing services at the MRC and suggests solutions.

The following would be the kind of writing you would see in a good report:

The Battambang MRC has received 215 visitors and conducted eight outreach activities in eight districts during the past six months. Demographic data on the visitors can be found on page 7 of this report. The Battambang MRC is pleased that more than 50% of the visitors to the MRC were women. The Battambang MRC has focused during the past six months on sending the message that “domestic work is hard work” to all MRC visitors. A study of the attitudes towards domestic work before and after this effort is outlined on page 6 of this report.



3.2 Reporting and documentation

Bad reporting is too long, without engaging with the important questions. Be careful if you are writing sentences like the following; you might be writing a bad report!

On Friday at 9.30 a.m., an old lady came to the MRC and spoke with Mr _____. Mr _____ told her all about the programme at the MRC. This took half an hour. Mr _____ was not sure if she was a potential migrant because she seemed too old to go anywhere. Then she said she was looking for her daughter who went to _____ country but had never come home. Mr _____ told her to go home and that he would contact her later if he could find any information about her daughter, but the old lady doesn't have a phone so Mr _____ will call her neighbour.



3.3 Budgeting, finance and staffing

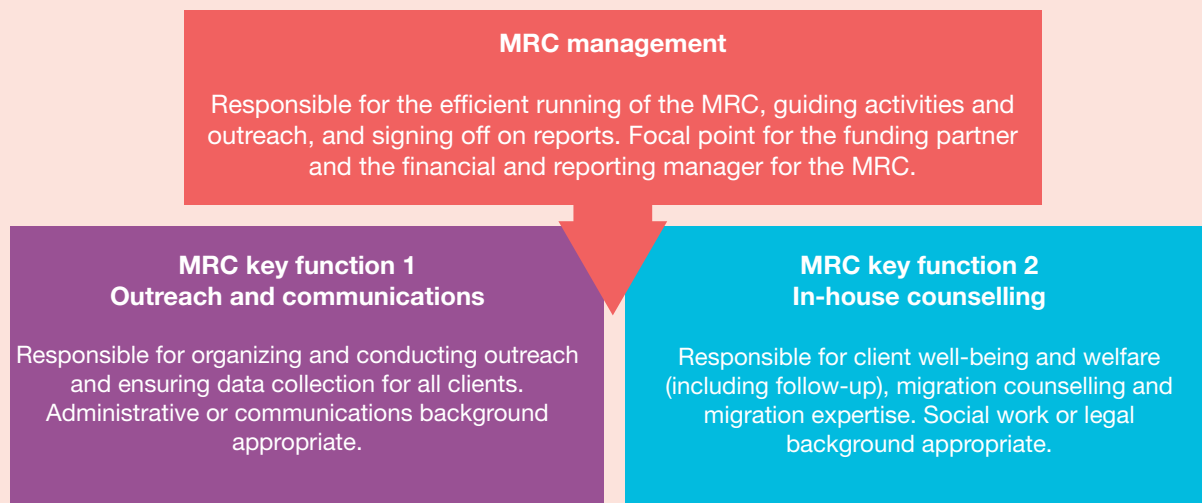
The organization funding the MRC will likely have standards for budget approval and accounting, just as they do for budget reporting. Ask the funders to provide an example of how budgets should be prepared and recorded.

Have a clear policy for staffing guidelines, including job descriptions for all staff at the MRC and the specific tasks each is expected to do. Try to carry out regular performance management for staff. "Performance management" is when a manager provides feedback on a staff member's performance – what they have been doing well and areas they could improve on. This feedback is one-on-one and should be scheduled at regular intervals, such as monthly.

Standard structure of the MRCs

The following structure can be filled by two to five staff members, depending on staffing numbers available (one MRC Manager, plus one to two MRC Officers for each key function or one for both key functions). Preferably, one man and one woman should comprise the minimum staff for any MRC – this will help to ensure that the distinct needs of women and men migrants can be better met. Note that as people become aware of the MRC, the number of visitors and clients is likely to increase. You might need to reflect this in your staffing plan.

3.3 Budgeting, finance and staffing



The two key positions (that are non-negotiable in establishing an MRC) are MRC Manager and MRC Officer.

The following standard job descriptions are designed to guide development partners and implementing agencies on the staffing needs of the MRCs. Please note that these job descriptions can be modified to the extent that all MRC functions can be provided by the staff but are flexible regarding extra staff members being employed at the MRCs or exceptional staff members who display combinations of the job functions.

Job description for MRC Manager

The MRC Manager is primarily responsible for:

- * Financial management of all aspects of the MRC, including appropriately funding outreach activities, payment for rent of the premises and service providers (if required), appropriately funding referral and counselling services, and ensuring the financial transparency of the MRC budget for development and funding partners, including periodic financial reports.
- * All forms of reporting and data collection, ensuring that the MRC Officer is properly documenting the MRC activities, uses appropriate data collection methods, including client cards (or similar tools).
- * Guiding all migration counselling and outreach activities, including planning schedules and activities and staff timetables (in cooperation with the MRC Officer).
- * Acting as the focal point for all development partner communication.
- * Acting as the focal point for all networking and relationship-building activities.
- * Providing the technical expertise to lead the migration counselling efforts and messages, including support to the MRC Officer in difficult or challenging cases.

3.3 Budgeting, finance and staffing

Requirements:

- * A good understanding of service provision.
- * Understanding of migration trends in the local area and internationally.
- * Experience in the administration of programmes and projects and reporting requirements.
- * Familiarity with government processes.
- * An attitude of openness, commitment to gender equality and human rights principles and sharing the values of the funding partner.

Job description for MRC Officer

The MRC Officer is primarily responsible for:

- * Providing migration counselling to a variety of clients who visit and attend the MRC, including initiating and following up on referrals.
- * Providing paralegal advice to pre-departure migrants, returned migrants and members of their families.
- * Running the filing system that tracks the movements of clients who have accessed MRC services and protects copies of documents.
- * Entering data for each client on a regular basis, using the completed client cards (or similar).
- * Organizing and running outreach activities, including training of village officials, commune and district council members, community leaders and trade union branch leaders.
- * Ensuring the MRC waiting area and counselling space is appropriately stocked with materials for potential migrants and their family members and maintaining the library of resources.

Requirements:

- * A good understanding of service delivery and outreach, social work, counselling or a legal background.
- * Understanding of migration and familiarity with government processes.
- * An attitude of openness, commitment to gender equality and human rights principles and sharing the values of the funding partner.



Section 4: **Frequently Asked Questions**

Staff at MRCs will need to provide comprehensive answers to questions frequently asked by clients. In this section, answers to frequently asked questions are outlined for the MRC staff. MRC staff should read all of this section before beginning any kind of counselling tasks at the MRC. This guide should be kept as reference material.

The first lesson for anyone answering client questions at the MRC is:

If you don't know, don't pretend you do!

MRC staff have a responsibility to provide the correct information to clients. If you don't know the answer to a client's question, explain that you don't know and would like to ask another staff member. If the client agrees to this, you can do that straight away. If the question is more complex and no staff person knows how to answer the question (for example, if it relates to a regularly changing situation or government policy or something of that nature), consider contacting the local or central government department, your funding partner, or another recognized expert in labour migration. You can always ask the client to come back another day or call them when you have an answer.

Before starting any communication with a client at the MRC, make sure that the environment in the counselling space room is comfortable, private and there is not too much noise that could disturb your conversation. Introduce yourself, give a brief introduction to the MRC services and ask about their objective in visiting the MRC or accessing the outreach service (depending on where the counselling is taking place).

Some clients may not have specific questions, and you may need to lead the conversation to address some of the most relevant issues in the following section.

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4.1 About the Migrant Worker Resource Centre

4.1.1 What is the MRC? What takes place here?

Your possible response

The MRC refers to Migrant Worker Resource Centre. It's a place where people can come and get information about working abroad.

We can give you information and advice on migrating for work, including the type of jobs available, the potential risks and benefits, the migration process and some tips on how to get the most out of migrating. We can help with understanding contracts and passport and visa applications. We can advise you in finding licensed recruitment agencies and we can discuss with you your rights and responsibilities and those of the recruiting agency, the employers and officials.

If the MRC cannot assist you, we will try to refer you to other organizations that may be able to help you, such as with legal or health issues.

If you are experiencing problems in the migration process or know someone who is, we are here to help. We're here to respond to community needs, so if you have any ideas for other information or services we should provide here, please let us know.

4.1.2 Who runs the MRC? Who funds it? Why?

This section needs to be adapted for each organization that may have to answer this question! The **bold text** or blanks _____ need to be replaced with your MRC's organizational information.

Your possible response

The MRC is an initiative of the ILO GMS TRIANGLE project. Our MRC receives funding from that project to assist with the training and operating costs. The _____ **project** is supported by _____ **programme**.

4.1.3 What do you do here? How do you know so much about migration?

Note:

This section needs to be adapted for each employee who may have to answer the question. The following is a sample conversation.

4.1.3 What do you do here? How do you know so much...

“I am an employee of _____, so I have an understanding of migrant workers’ issues. Since I’ve been with the Migrant Worker Resource Centre, I have been extensively trained by the Ministry of Labour, the International Labour Organization, and other specialists on migrant labour issues.

I have heard many stories from potential and former migrants and I understand clearly their experiences. I also understand the legal processes that can keep you safe as a migrant worker. But you should talk to lots of people (not just me!) before you make the decision to migrate, especially your family and friends. Remember that they are the ones who will be living without you or maybe even benefiting from your migration – if you are planning on sending money home.

At the MRC, my job is to meet with potential migrants and help them understand their options and, if they choose to migrate abroad, help them do it safely and legally.”

4.2 Basic labour migration questions

4.2.1 What is labour migration?

Your possible response

Labour migration is the process of moving from one place to another to work and live, usually temporarily.

Some countries have a shortage of labour and require extra workers; while in other countries, workers are willing to move to another country for better-paid work. If the countries make an agreement to send and receive workers, there is usually a system of recruitment and documentation for people to migrate legally. If workers do not go through this system, they are considered irregular migrants and subject to arrest and deportation. So it is very important to know all the rules and procedures before you migrate.

4.2.2 What is the job recruitment process?

Your possible response

When two countries accept the migration of workers, the governments make an agreement about the process, which should be easy for the public to learn about. Typically in this process, recruitment agencies are approved by the government in the country of origin, and they have the responsibility to recruit workers. They may advertise their services on billboards, in local newspapers, and wherever they can reach people looking for employment. Some recruitment agencies also use local networks (brokers) to recruit workers in rural areas.

Workers interested in working in another country will be told what documents they need by the recruitment agency or broker. These may include an identity card, family book, or house registration. The worker may be required to have a medical examination. The recruitment agency then sends the documents to the government authority for approval.

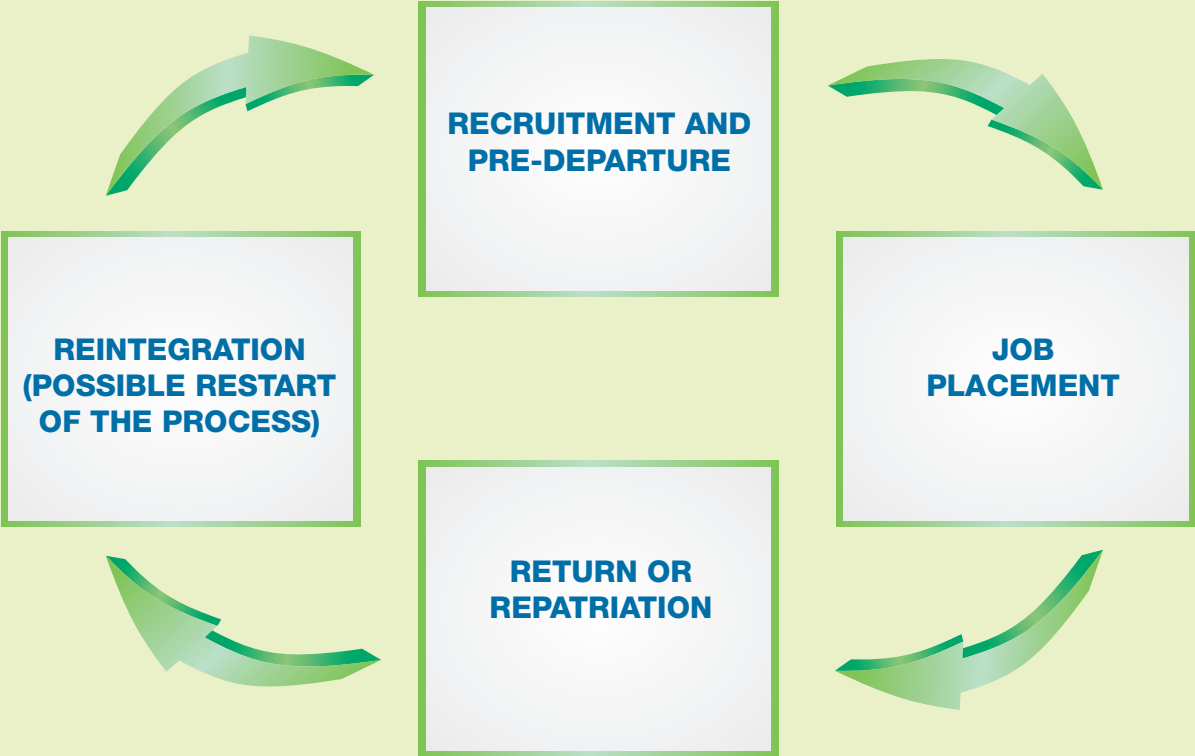
After the private recruitment agency receives all necessary documents, the agent will process the documents for the potential migrant worker. The private recruitment agency will then need to send this application form together with a medical certificate to the Ministry of Labour and Vocational Training (MOLVT). The MOLVT will approve the list of workers and the MOLVT will send this list to the Ministry of Interior (passport department) to request the issuance of a passport for the listed workers.

When the passport is issued, the recruitment agency will need to obtain an employment commitment letter from the employers in the receiving country. This process will be done through the Ministry of Labour in the destination country; then the application will be made to the embassy in Phnom Penh for the issuance of a working visa.

All these procedures can take time, you should always ask how long you are expected to wait – sometimes for extra payment, applications can be expedited. Potential migrant workers should not be forced to stay in a training centre or similar housing while waiting for their documents to be completed and their job placement arranged.

When the documents are ready and complete, the recruitment agency will arrange for travel to the country of destination.

Migration process flowchart



4.2.3 If I was going to migrate for work, what kind of work would I probably be doing

Your possible response

Typically, migrants work in jobs that nationals do not want to do – so the work may be difficult, dirty and/or dangerous. You may be expected to work long hours, sometimes in working and living environments that you are not accustomed to.

For a male client:

Most Cambodian male migrant workers go to Malaysia, Thailand or the Republic of Korea. Male migrants work in construction, factories, on fishing boats, in agriculture and in the service industry.

Currently, the Royal Government of Cambodia does not permit recruitment agencies to place Cambodians on fishing boats in Thailand because it is considered too dangerous. It is thus not possible to be a documented Cambodian migrant on a fishing boat in Thailand. If you are offered a job on a fishing boat, you must know that you will be an undocumented migrant.

For a female client:

Female migrant workers tend to work as domestic workers; in manufacturing factories producing garments; food processing and canning factories; or sorting fish in the fishing industry. Female workers also do agricultural work or take jobs in the service industry or in construction in Thailand.

Currently, the Royal Government of Cambodia does not permit recruitment agencies to place Cambodians as domestic workers in Malaysia because there have been too many cases of abuse. It is thus not possible to be a documented Cambodian migrant domestic worker in Malaysia. If you are offered a job as a domestic worker, you must know that you will be undocumented.

4.2.4 How much do migrant workers typically earn while working abroad?

Your possible response

The amount a migrant worker earns can differ significantly. It depends on the job, the destination country, your skill levels, the agreement reached with your recruiter and the employers – and whether they honour that agreement.

4.2.4 How much do migrant workers typically earn while working abroad?

General information about wages

Your employment and service contract should tell you how much money you will make each pay period. The pay period could be each week, every two weeks or each month. The Cambodian Ministry of Labour and Vocational Training has agreed to a standard employment contract. Check the terms of your contract against this standard contract – the MRC can help with this if you can't do it yourself.

It is important to remember that migrants also have many costs to pay – to the recruiter, the employer or a moneylender (see more discussion on this further on). These costs always should be documented in writing, and every worker should keep a copy of the documentation on those costs. In addition, there are more costs in the destination country that may be deducted from your salary, possibly for food, accommodation, electricity, water and health care or social security schemes.

The recruiter and employer should explain to you what deductions, if any, will be taken from your salary. The deductions should be stated clearly in your contract with the recruiter and with the employer. If you are not clear on the deductions from your wage, you should ask. The employer or recruiter can only make deductions that have been previously agreed upon.

Factoring in the deductions from your salary will let you calculate your “take-home” pay. This is the amount of money that you should receive in your bank account or pay packet each week. We can help you with this calculation if you would like.

You may be planning on sending some of your pay home to your family. If so, have a think about how much you can afford to send. Deducting your likely expenses (food or travel costs that are not deducted from your salary before you receive it) will give you an idea of what you will have left each pay period and how much you can afford to send to your family. We can help you to calculate this amount.

Note:

The MRC could arrange a display of items priced according to the country of destination to help migrants understand the difference in costs.

You should tell your family what this amount is, how often they can expect to receive payments and how to collect the money.

Remember that it's important to keep some money with you in case of emergencies, so don't send all your money home.

4.2.4 How much do migrant workers typically earn while working abroad?

Wages in Thailand

In Thailand, the minimum wage is set at 300 Thai baht (THB), approximately US\$10 at the time of writing. The minimum wage applies for eight working hours (for general types of work) and seven working hours (for hazardous work).

Only workers protected by the labour laws of Thailand are entitled to the minimum wage. This includes migrant workers but excludes some sectors of work, such as domestic work, agricultural work, and fishing. The amount of payment should be included in the employment contract and should be in line with the minimum wage.

In reality, many migrants are paid less than the minimum wage. For jobs in which migrants are legally entitled to the minimum wage, the employer is breaking the law by not paying the minimum wage. Some work does not have a legally enforceable minimum wage, like fishing or agricultural and domestic work.

**Wages in Malaysia**

In January 2013, the minimum wage for private sector employees was set at 900 Malaysian ringgit (MYR) (in the peninsula areas) and MYR800 (Sabah and Sarawak states). It covers employees in all economic sectors, including migrant workers – except those in the domestic service, such as domestic workers and gardeners.

Wages in Taiwan (China)

In January 2011, the Council of Labour Affairs of Taiwan announced a new minimum wage for industrial, agricultural, and institution-based workers that took effect in 2013. The minimum salary is 17,880 New Taiwan dollar (TWD) (US\$641); and the hourly minimum rate is TWD98 (US\$3.30). The minimum wage does not cover domestic work or caregiving.

Wages in the Republic of Korea

The minimum wage applicable to migrant and nationals is approximately US\$800 per month.

See part 4.5.11 of the Frequently Asked Questions section for more information about sending remittances.

4.2.5 How would I go abroad? With a recruitment agency? What does a recruitment agency actually do?

Your possible response



In Cambodia, there are two ways of migrating for work – irregularly (if you do not have the correct documents that permit you to migrate for work) or regularly (you or your recruitment agency obtain the correct documents and you migrate through the processes outlined in an agreement between the Royal Government of Cambodia and the destination government).

To work in Thailand and Malaysia, you should register with a government-licensed

(by the MOLVT) private recruitment agency. There is no special requirement for skills or knowledge to go through this process. The recruitment agency will provide job placement service to you, such as preparing documents, providing pre-departure orientation, monitoring your situation while you are in your employment, and assisting with your return to Cambodia. There will be some costs that you need to pay in advance and/or the agency will deduct these costs from your pay. This must be arranged jointly. You must know how much will be deducted over how many months.

To work in the Republic of Korea, you must go through the Employment Permit System. This system allows only the Royal Government of Cambodia to legally send migrant workers to the Republic of Korea – private recruitment agencies cannot be involved. There is a special requirement for migrant workers who want to work in the Republic of Korea because they need to go through Korean language testing. When you pass this test, your name will be sent to the Korean Government agency, and a Korean employer may select you to work for them. Potential migrant workers need to pay US\$30 for taking the language test and securing their traveling documents.

Note that even if you pass the language test, this does not ensure that you will be given a job in the Republic of Korea.

A recruitment agency is a specialized agency that sends people overseas to work. They are businesses, so they need to make a profit. This means that they have competing interests – both to send and care for migrant workers but also to ensure that their business remains profitable.

Most often, activities by recruitment agencies are regulated by governments. In Cambodia, the MOLVT regulates those activities as does the Association of Cambodian Recruitment Agencies (ACRA). Reliable agencies will be a member of ACRA, which has its own code of conduct for member agencies. It is a good idea to travel with an agency that is implementing this code of conduct to protect workers.

4.2.5 How would I go abroad? With a recruitment agency? What does a recruitment agency actually do?

There are requirements for recruitment agencies to have before being licensed by the MOLVT. These are:

- * an office with clear address and sufficient staff, office materials, communication and transportation means;
- * a training centre of an appropriate size, including a building equipped with materials and equipment for vocational and language training, proper accommodation and dining areas that ensure good health, sanitation and safety and internal rules;
- * language teachers to provide language training;
- * a contract with the MOLVT on the duty and procedures of job placement service operation; and
- * a permanent representative in the receiving country.

New *prakas* (ministerial orders) passed by the MOLVT in 2013 outline private recruitment agencies' responsibility to workers for care during pre-departure orientation, whilst working abroad, and for repatriating workers, and the minimum standards around this. For more information see *prakas* 047/13 on Private Recruitment Agency, *prakas* 046/13 on Recruitment Process and Pre-Departure Orientation Training, *prakas* 253 on Promulgation of Minimum Standards of Job Placement Service Contract, and *prakas* 252 on On site service of the Private Recruitment Agency and repatriation.

MRC staff should not recommend private recruitment agencies to migrant workers that do not adhere to standards outlined in the *prakas*. Recruitment agencies are to be ranked by the MOLVT as to their operational standards – see if you can obtain these rankings and provide them to potential migrant workers.

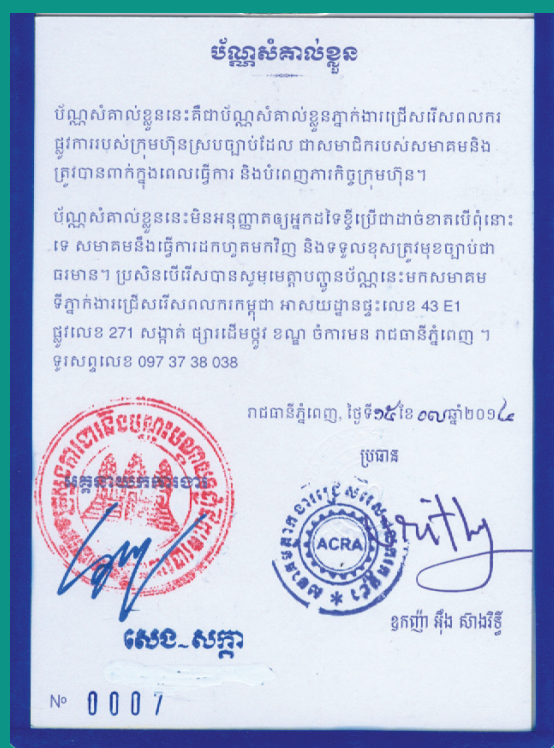
Some important things to consider before mentioning any private recruitment agency is the MRC duty of care towards its migrant worker clients – how would you feel if you recommended an agency that ended up cheating a client?

According to the *prakas*, private recruitment agencies (PRAs) must:

- **sign an agreement** with the MOLVT stating the duties and procedures for recruitment, pre-departure orientation training, sending, and proper management of Khmer migrant workers.
- **deposit US\$100,000 to MOLVT** as a guarantee deposit, if they do not, MOLVT can withdraw their permission to operate.
- **report on a monthly, quarterly, semesterly and yearly basis** on the activities of recruitment, pre-departure orientation, sending and management of Khmer migrant workers to MOLVT. They must immediately report to MOLVT when any problem is encountered by workers so MOLVT can take action.

4.2.5 How would I go abroad? With a recruitment agency? What does a recruitment agency actually do?

- **be responsible for migrant workers during pre-departure orientation, whilst working abroad, and for repatriating workers.** PRAs must coordinate with relevant authorities in the destination country to ensure migrant workers receive social insurance in accordance with the regulations of their destination country.
- **ensure that each Khmer worker is accessing legal work,** and has clearly understood their responsibilities, rights, benefits, ways of working, discipline, vocational skills, language of work place, way of living, laws and cultural traditions of the receiving country.
- **in public advertisements promote only true and real information about employment,** working conditions, and benefits to be received by workers. The messages of advertisements must be approved by the MOLVT.
- **use their own staff** who have been recruited, trained and appointed to work in accordance with Cambodian Labour Law. **The Department General of Labour will issue an official ID card (PRA Staff Pass below)** for each recruitment agent who has successfully completed their training course.



4.2.5 How would I go abroad? With a recruitment agency? What does a recruitment agency actually do?

- staff must be dressed in the below uniform – blue shirt with “ACRA logo” above the left front pocket, “Legal Recruitment Agency” written on their left sleeve, and “Ung Rithy Group Co., Ltd” written on their right sleeve and the back of their shirt.



- in the selection process of each migrant worker (including selecting from local areas and placing workers in pre-departure orientation centres) **PRA must provide information and good cooperation with the competent authority in each local area.**
- ensure that when a worker requests to work in a place in any country, **the worker has clearly understood the work required and voluntarily registered with no force or coercion**, either directly or indirectly.
- **not recruit workers under 18 years of age.** When it is suspected that the applicant worker is under 18, PRAs must cooperate with local authorities to certify the real age of each worker.
- assist every applicant worker to access **a medical check-up** (physical and mental).
- prepare applicant migrant workers to sign the **job placement service contract** and **employment contract** voluntarily, and ensure that each worker understands the conditions of each contract, and that the conditions in the employment contract are reflected in the job placement service contract.
- **ensure that the employment contract between the worker and employer is in Khmer language** as well as the language of destination country.
- check and complete the package of documents for each worker, including assisting the worker to **request and obtain legal documents for travelling within the destination country, entry to work, living and receiving benefits** such as;

- employment entry visa

4.2.5 How would I go abroad? With a recruitment agency? What does a recruitment agency actually do?

- work permit
- employment contract
- job placement service contract
- travel ticket

As per MOLVT Ministerial Order 034 on employment abroad (24 February 2014), the following 49 private recruitment agencies are licensed by MOLVT to send Cambodian workers abroad to the following countries:

Company name	Thailand	Malaysia	Japan	Singapore
Cambodia Labour Supply Pty Ltd	✓	✓	✓	
Human Resources Development Co., Ltd	✓	✓		
Philimore Cambodia Co., Ltd	✓	✓	✓	✓
Human Power Co., Ltd	✓	✓		
Mey Yom Service Co., Ltd	✓	✓		
Top Manpower Co., Ltd	✓	✓	✓	
CDM Trading Manpower Co., Ltd	✓		✓	
Chhun Hong Manpower Co., Ltd	✓	✓	✓	
Ung Rithy Group Co., Ltd	✓	✓		✓
STP International Cambodia Public Co., Ltd	✓		✓	
Success Manpower Services Co., Ltd	✓	✓	✓	
C-Pro Co., Ltd	✓		✓	
VC Manpower Co., Ltd		✓		
Pro Cast (Cambodia) Co., Ltd			✓	
MALCAM Co., Ltd	✓	✓		
168 Manpower Supply Co., Ltd	✓	✓		
CECH (Cambodia) Co., Ltd	✓	✓		
AJC Co., Ltd			✓	
A.P.T.S.E&C (Cambodia) Resources Co., Ltd	✓	✓		
Job Asian (Cambodia) Co., Ltd	✓	✓	✓	
Master Cam Human Resource Co., Ltd	✓	✓		
Unicorn Manpower Co., Ltd	✓	✓		
SKMM Investment Group Co., Ltd	✓	✓	✓	
N.A.S Manpower Co., Ltd	✓	✓		
I I S Company Ltd	✓	✓	✓	
Buruh Cambodian Co., Ltd	✓	✓	✓	
Century (Cambodia) Manpower Co., Ltd	✓	✓	✓	

4.2.5 How would I go abroad? With a recruitment agency? What does a recruitment agency actually do?

Company name	Thailand	Malaysia	Japan	Singapore
I.G Consultant Co., Ltd	✓	✓	✓	
K.L.M Manpower	✓	✓		
C.T Asia Labour Co., Ltd	✓	✓	✓	
PITT Cambodia	✓	✓	✓	
Touch Manak Manpower Supply Co., Ltd	✓	✓	✓	
Phnom Penh Labour Supply Co., Ltd	✓	✓	✓	
Rice Natural Co., Ltd	✓	✓	✓	
Anny Rita Best Manpower Co., Ltd	✓	✓	✓	
Sok Chamnol Co., Ltd	✓	✓	✓	
C.J.T.T Trading Co., Ltd	✓	✓	✓	
B.S.R.O Best Manpower Co., Ltd	✓	✓	✓	
I-CEP Phnom Penh Co., Ltd			✓	
Big Bi Imex Group Co., Ltd	✓	✓	✓	
Kizuna HR-Asia Co., Ltd			✓	
Sok Leap Metrey Co., Ltd	✓	✓	✓	✓
The Seaboard Cambodian Development Construction Co., Ltd	✓	✓	✓	
Kobe Human Service (Cambodia) Co., Ltd	✓		✓	
C A T M Asia Manpower Cooperation Co., Ltd	✓	✓	✓	
Kei Kei (Cambodia) Human Resource Co., Ltd	✓	✓	✓	
NGO ALC			✓	
NGO GCHCC			✓	

4.2.6 What are the costs involved in migration?

Your possible response

There are various costs involved in migration: some are standard costs and other fees vary considerably, depending on the recruitment agency. You will be expected to pay a fee to the recruitment agency for facilitating the migration process. There also may be fees for training at the training centre. This could include costs for obtaining the necessary documents (passport, visa and work permit) to exit Cambodia and enter a destination country.



4.2.6 What are the costs involved in migration?

You will likely have to pay for the flight ticket and other transportation costs. There are also likely to be costs for the accommodation and food during the training period.

At the moment, the Royal Government of Cambodia has not yet established standard costs for the migration process, so the overall cost varies from one agency to another.

Obtain an outline of these costs (in writing, if possible) before you agree to any contract. Make sure that you understand all the fees that will be charged to you and work out the total cost before signing a contract.

Fees in Malaysia

There are five fees involved in going to Malaysia: i) the levy; ii) a guarantee deposit (which should be given back once a worker returns home); iii) processing; iv) entry visa; and v) work permit. According to government policy, the employer is solely responsible for all payments of the deposit, visa and levy to the Immigration Department of Malaysia, but workers may need to pay the levy fee if they receive the mandated minimum wage.

There is no published figure for the processing, entry visa, and work permit fees, thus what is charged may vary. As a migrant worker, you shouldn't need to worry because the employer must pay these fees; some employers, however, will pass these charges on to the migrant workers, so it is worth asking if your wage will be reduced to pay for these fees.

The levy fee is paid to the Immigration Department when hiring Cambodian workers. Proof of payment is required as a reference when applying for a visa. Cambodian workers should receive their "stay visa" at the Malaysian airport when they arrive. The "stay visa" is valid for one year only and will need to be renewed if the work contract is for longer than a year.

Levy rates, in Malaysian ringgit (MYR) (June 2014)

Sector	Peninsula Malaysia	Sabah and Sarawak
Manufacturing and construction	1,250	1,010
Services	1,850	1,490
Plantation	590	590
Agriculture and domestic work	410	410

The recruitment agent's service fee for placement must not be more than 20 per cent of the first month's pay.

4.2.6 What are the costs involved in migration?

Fees in Thailand

Costs for migration to Thailand vary. According to the available research, the average cost for migrants going to Thailand through regular channels for work is US\$700 (as at June 2014).

For the registration process, costs will include the registration fee, health insurance, and the work permit application fee. For workers who migrate via the MOU agreement between the Royal Governments of Cambodia and Thailand, fees will include passport costs, work permit, visa fees, health examination and health care fees, and social security contributions. The employer may pay the costs up front and may then deduct them from the worker's salary. This should also be agreed beforehand and the amount and method of deductions should also be agreed. The employer should also have some responsibility in paying for the recruitment of workers.

Fees in the Republic of Korea

The average cost for a migrant going to the Republic of Korea is about US\$900, according to the available research (as at June 2014).

4.2.7 What if I cannot afford to pay these costs? Can I take out a loan?

Your possible response

You will have to decide whether you borrow money from a money lender or whether you allow the recruitment agency and employer to pay in advance and then deduct from your salary.

In both cases, make sure that you fully understand the costs and the terms of any loan. It is essential that these are documented in writing. If you get into a dispute in the future and have no written evidence, it will be difficult for you to get compensated.

There is also a risk that if you are in debt to the recruitment agency or employer, you may not have the freedom to leave your job before you have paid back the loan. This can mean that you are essentially trapped in a job that you might not like.

According to a 2011 MOLVT announcement, the Royal Cambodian Government does not allow private recruitment agencies to provide excessive loans (loans that are so big that they take months to repay) or other benefits to migrant workers as an incentive for recruitment.

4.2.8 What about my family? Can my spouse or children come with me?

Your possible response

Most temporary labour schemes do not allow dependants to travel and stay with the workers.

The agreement between Cambodia and Thailand is for temporary labour migration and does not allow workers to migrate with their family.

You will be given a two-year visa for working in Thailand. If you want to visit your family in Cambodia, you will need to ask permission from the employer for time off from work and you will need to apply for and pay for a re-entry visa.

Cambodia has not yet signed any official labour agreement with Malaysia. In practice, migrant workers cannot take their family to Malaysia.

4.2.9 Where would I live if I work overseas?

Your possible response

Typically, where you live as a migrant worker depends on the type of job you have. Some employers provide accommodation (domestic work, for example, often includes accommodation) and others do not. Make sure that you ask your recruiter if your workplace has somewhere for you to live or if you are expected to find accommodation yourself. Sometimes, even though accommodation is provided, you may be expected to pay for it. This means that you are paying for the costs of staying in the employer-provided accommodation, which can include food, electricity and other expenses associated with you living in that place. Sometimes, employers on fishing boats charge for the food and shelter on the boat – the “boarding” costs.

Sometimes, accommodation provided by an employer is not as good as you expect. Living spaces tend to be small because it is in the interests of the employer to fit as many workers as possible into the accommodation. You may have to live in close contact with people whom you do not know and may not be able to communicate with (if you don’t speak their language). Bathroom facilities may also be small, and you may not get much, if any, privacy.

4.2.10 How would I get to the destination country?

Your possible response

Depending on which country you are going to, you will either travel overland (by car or by bus) or by air (in an airplane). Either way, you will have to travel through a border checkpoint. This will be at the airport or at the physical border of a country.

For migration to Thailand, most migrant workers will travel overland by bus or car. For Malaysia and the Republic of Korea, migrant workers will travel by plane.



At the border or when you arrive at the airport of the destination country, you will be checked for your identity (passport) and for the right to enter the destination country (your visa and/or work permit). Officials at the border might ask you several questions. Answer truthfully and politely. If officials ask to search you, you have the right to request an official of the same gender perform the search. If the search is requested in private, ask if you can take a travelling companion with you as a witness to the search procedure.

4.2.11 Migration may not be best for me, but I'm desperate for work. Where else can I get a job if I decide not to migrate?

Your possible response

To find a job in your home country, you can contact government or private recruitment agencies that can help you to find a job within the country. Those agencies are the central information point that collect information about job opportunities and assist employers in Cambodia to find workers. You may need to migrate within the country to find suitable work. To migrate internally you also need to prepare yourself and your family.

Try contacting the National Employment Agency (NEA) of Cambodia. This is a government agency that provides employment and labour market information services.

The NEA provides employment and labour market information services to clients through two convenient options:

- * online services through the NEA website (www.nea.gov.kh)
- * services through Job Centres located in Phnom Penh and several provinces.
Each Job Centre provides the following:

4.2.11 Migration may not be best for me, but I'm desperate for work...

- job-net service
- library service
- advisory and labour market information services.

There are five job centres in Cambodia:

NEA Job Centre in Phnom Penh

Building No 3, Russian Federation Boulevard

Toek Laak I, Phnom Penh

Tel. +855 (0) 16 786 655 (toll free for +15 016 081 087)

Tel. +855 (0) 23 633 6002, +855 (0) 077 232 378, +855 (0) 16 786 655

Email: jc_pp@nea.gov.kh

NEA Job Centre in Battambang

Polytechnic Institute in Battambang

Prek Mohartep village

Sangkat Svay Pao, Battambang Province

Tel. +855 (0) 16016016 926 655 (toll free: +15 016 081 087)

Tel. +855 (0) 53 733 111

Email: jc_battambang@nea.gov.kh

NEA Job Centre in Siem Reap

Siem Reap Provincial Training Center

Bunteaychas village, Sangkat Slor Krom

Siem Reap Province

Tel. +855 (0) 16 536 655 (toll free: +15 016 081 087)

Tel. +855 (0) 63 210 277

Email: jc_siemreap@nea.gov.kh

NEA Job Centre in Kampot

Kampot Institute of Polytechnic

1 Ousakphea village, Kampong Kandal commune

Kampongbay District, Kampot Province

Tel. +855 (0) 16 506 655 (Toll free: +15 016 081 087)

Tel. +855 (0) 33 210 277

Email: jc_kampot@nea.gov.kh

NEA Job Centre in Svayrieng

Technical Training Institute in Svayrieng

Mephleung village, Svayrieng commune

Svayrieng District, Svayrieng Province

Tel. +855 (0) 16 646 655 (Toll free: +15 016 081 087)

Tel. +855 (0) 44 715 277

Email: jc_svayrieng@nea.gov.kh

4.3 Risks involved in migration

4.3.1 How can I check that the job offered here is a legitimate job offer?

Your possible response

Sometimes recruitment agencies or employers place migrants in a job other than the one that they agreed to take. For example, a male migrant may expect to work in a factory but along the way is sent to work on a fishing boat or on a construction site. A female migrant worker may be recruited for domestic work but is sent instead to a sex work venue.

Women are at higher risk of being tricked into sex work than men. Make sure you understand every part of your contract and be very careful if you are contracted to be a waitress or an entertainer – sometimes employers expect women contracted to these positions to also perform sex work. For Thailand, working as a waitress or an entertainer is prohibited for migrant workers, so be careful taking these jobs if you are offered them! Migrants who take jobs that are technically not allowed for migrant workers have less protection under the law – it makes it even more important to completely understand your work contract.

Be certain that you understand exactly what your contract says and where your workplace will be – the address of your workplace should be on your contract and you can possibly check through the internet if it really is a factory or a farm. Our staff can help you with this, if you are not sure how to do this.

When you arrive in the destination, if the work is not in line with what is in your contract, you should contact your family to inform them of where you are. Then, contact the recruitment agency and a service provider (trade union, government authorities, NGO) in Cambodia or the country of employment.

See the contact details for support services in Cambodia, Malaysia and Thailand in section 5.1.



4.3.2 I'm [14/15/16/17] years old [OR] My family member is [14/15/16/17] years old and wants to migrate. What should I do? What should they do?

Your possible response

In Cambodia, the Government does not allow recruitment agencies to send migrant workers abroad if they are younger than 18 years.

The Royal Government of Cambodia has set this minimum age to ensure that migrants are able to consent to (agree and understand) the challenges of living and working away from home. Labour migration is not easy and requires a certain maturity to make it beneficial and to manage the risks involved.

If you are being pressured by your family to migrate, explain to them that it is against the law and that you would be at risk. Let them know that you can migrate after you turn the legal age (18), but that you would like to discuss the family's options – no one can force you to migrate and you do have the right to refuse. Remember also that it is a requirement in Cambodia to be in school until you finish grade 9, or secondary school. You have a much better chance of finding well-paid employment in the future if you stay in school and even more if you can go on to further education and skills training.

It's also illegal to change your identity documents, such as your family book, to show that you are older than you actually are. Doing this could put you, your parents, and the village chief in danger of being prosecuted for fraud. Even if you travel with documents that say you are of legal age, you will not be a legal migrant if you have falsified your identity document.

It's also illegal to use someone else's identity document, even if they are a part of your family. For example, you can't use an older sibling's identity document even if they give you permission. Again, you and your sibling could be prosecuted for fraud. In Cambodia, fraud is punishable by up to three years in jail, so it's a serious offence. Using another person's documents is a crime and could even be considered more dangerous than having no documents at all.

If you are underage and you want to migrate for work, the best thing that you can do is to continue your education or get skills training. When you are older than 18 years, you can migrate legally.

4.3.3 What are labour rights abuses? How do they relate to migrant work?

Your possible response

Labour rights abuses include any form of unfair or unjust treatment at work. This covers many things. It is not uncommon for migrants to work long hours for low pay. Migrants may work in dangerous conditions, where their safety and health is compromised. They may be subjected to physical abuse or sexual harassment. Some workers may be dismissed unfairly, such as if they request better conditions or if the employer decides to close the workplace without giving enough notice or paying severance pay. Migrant workers are more at risk than national workers, and irregular migrant workers are at an even greater risk of experiencing labour rights abuses.

4.3.4 What is exploitation? How do I know if I’m being exploited?

Your possible response

Exploitation can be understood as any situation in which an employer abuses their power and harmfully uses an employee for their own benefit. For example, if in your employment contract your employer has stated that they will pay you a certain amount or that you will work a certain number of hours but they refuse to pay you this amount or require you to work longer hours, this is exploitation.

The following nine indicators of labour exploitation have been defined by the European Commission and the International Labour Organization:

Strong indicators	1. Excessive working days or hours
Medium indicators	2. Bad living conditions 3. Hazardous work 4. Low or no salary 5. No respect of labour laws or contract signed 6. No social protection (health care insurance etc.) 7. Very bad working conditions 8. Wage manipulation

If you are experiencing any of these indicators, you should consider talking to someone who can help you – a local NGO or your embassy representative. If you are experiencing two or more of these indicators, then your employer most likely is exploiting (abusing) you.

4.3.4 What is exploitation? How do I know if I'm being exploited?

Exploitation becomes forced labour when an exploitive situation becomes a regular occurrence, and any agreement originally made is void by imposing a penalty or threat. Indicators for forced labour are:

- * abuse of vulnerability
- * deception
- * restriction of movement
- * isolation
- * physical or sexual violence
- * intimidation and threats or confiscation of identity documents
- * withholding of wages or debt bondage
- * abusive working or living conditions
- * excessive overtime



If you are experiencing one or more of these indicators, then you may be in a situation of forced labour and you should seek help.

Labour rights abuses, exploitation, and forced labour are illegal under national and international law.

4.3.5 Even though it's exploitive, does it make a difference if I initially agreed to the working situation?

Your possible response

No agreement justifies exploitation.

If the law says you are entitled to minimum wage, no one should make an agreement with you to be paid less than the minimum wage for a full day of work. It is important to know the laws before you go, so you do not sign anything that is offering conditions which are not standard.

4.3.6 What can I do to protect myself against labour rights abuses, exploitation and forced labour?

Your possible response

There are many things that you can do to protect yourself from labour rights abuses, including:

1. If you migrate legally, you are more likely to be protected against such abuses (see part 4 on the requirements for legal migration for more information about legal status), though being an irregular migrant is never an excuse for any kind of abuse.
2. You should sign an employment contract and job placement service contract and keep copies of both. Leave another copy of the contracts with the MRC and also with family and/or friends (see part 4.7 of the Frequently Asked Questions on employment contracts).
3. Find out about the laws and policies. Keep yourself informed.
4. Be responsible in your job but do not tolerate abuse.
5. If you are in a workplace with other workers, arrange regular meetings, elect representatives to negotiate with the employer and contact other workers' groups. If you are alone in your workplace (such as a domestic worker), try to make contact with other domestic workers at the market or on your day off and compare your conditions.
6. Build up a network of support in the country of destination. Find out who you can turn to for assistance and ask for help (see section 5.1 on support service contact details in Cambodia, Malaysia and Thailand).

4.3.7 What can I do if I, my friend or family, have encountered a labour rights abuse, exploitation, forced labour, or have had any other problems during the migration process?

Your possible response

If you or your family or friend has encountered any kind of problem at any stage of the migration process, you are entitled to lodge a complaint with the PDOLVT in any Cambodian province or the MOLVT in Phnom Penh. Complaints could be about lack of pay for overtime worked, unsuitable food and accommodation, an unsafe working environment, job duties, work days and leave entitlements, insurance, workers' compensation, harassment, exploitation or forced labour, disciplinary actions or termination of employment, delay in deployment or no job provided, contract substitution, and missing migrant workers. If you have encountered any of these things, or have been treated badly by brokers, recruitment agencies, recruitment agency staff, other individuals associated with the recruitment agency, or the employer, foreman, or manager, you have the grounds to lodge a complaint.

4.3.7 What can I do if I, my friend or family, have encountered a labour rights...

If one of these things has happened to your family or friend and they are unable to lodge a complaint, you can do so on their behalf. Group complaints can also be lodged if the case has the same subject matter, facts surrounding the case, complainants (people complaining) want the same remedy, and the complaint is about the same respondent/s (people you are complaining about).

- We can assist you in lodging a complaint here at the MRC with the form at **5.2 Migrant worker complaint form**.
- After filling in this form, it will be delivered in person to either your local PDOLVT office or the MOLVT office in Phnom Penh. By law, the PDOLVT / MOLVT needs to respond to this request within ten working days, inviting you (the complainant) and the person you are complaining about (the respondent) to a conciliation meeting to solve the dispute.
- Complainants and respondents must respond to the invitation letter within three days. If they do not, another invitation letter will be sent which they also have three days to respond to. If they do not respond to the second invitation letter by the deadline, PDOLVT / MOLVT will immediately notify each party on the nullified complaint via a warning letter. Each party has three days to respond to the warning letter by providing their last statement to the PDOLVT / MOLVT.
- If complainants did not respond at the third request without providing information why, the complaint will be nullified. If respondents do not respond at the third request, the case will be determined as unable to be resolved determining that the respondent is responsible for violations alleged and the PDOLVT / MOLVT will take action in accordance with procedure.
- If a case cannot be resolved by the PDOLVT within 20 working days, the case will be referred to the MOLVT. If the case is still unresolved by the MOLVT within 30 working days, the case will be deemed not able to be resolved and the MOLVT will inform each party on their rights and legal procedures.

4.4 Requirements for legal migration

4.4.1 What is the advantage of migrating through legal channels? I know people who have gone to work abroad through their own networks.

Your possible response

Travelling without documents or irregularly to work in another country is very risky. You will be an irregular migrant – which means that you don't have the necessary documents (a valid visa or work permit) that allow you to be in the country. An irregular migrant can be arrested, detained in the destination country and deported. It is very difficult for an irregular migrant to access legal services and justice. All migrants have the right to access justice, but the immigration authority also has the right to deport you before the case is completed.



As a regular migrant, you will get more protection from the authorities in your home country and the country of destination. It is easier for a regular migrant to seek assistance. It is easier for a regular migrant to access services and, in particular, legal services and justice.

4.4.2 What is a passport and why do I need one?

Your possible response

All citizens can apply for a passport in their country. A passport authorizes travel to foreign countries and authenticates the bearer's identity, age, citizenship, the right to protection while abroad and the right to re-enter his/her native country. Basically, a passport is a little book that proves to the authorities and others who you are, where you are from, and how old you are.

Note to MRC staff –

have a picture of a Cambodian passport (or an actual passport) to show to migrant workers.

4.4.3 How do I get a passport? How much does it cost?

Your possible response

You will need to apply for a passport. After you apply, the authorities may do some background checks to make sure that you are actually who you say you are and born on the date you stated in your passport application.

According to the Inter-Ministerial *prakas* 2574 (14 July 2014) on format and procedure for issuance of normal passport for Cambodian workers to work legally abroad, you can apply for a passport in Phnom Penh at the Passport Department in the office of the Ministry of Interior and provincial passport offices. As at July 2014 there was one provincial passport office in Battambang. The *prakas* state that four one-window services would be set up in Poipet in Banteay Meanchey province, Chrok Prum in Pailin province, Chamyeam in Koh Kong province, O'Smach in Oudor Meanchey province.

According to Sub-Decree 205 (20 June 2014), passports for migrant workers are paid for by the Government, and migrant workers must only pay US\$4 for the passport photo. According to the *prakas* 2574, the application for a passport will be processed within 15 working days after workers submission of documents – but may take longer in reality. All migrant workers should be issued with a receipt when they receive their passport.

You must have a legal document to show to the department official, such as a family book, identity card, family residence document, or birth certificate. All applicants must submit their application form together with the identity card or birth certificate and family record book. The passport office will make a copy of these documents but will also need to view the original document, so you will need to take it with you. In case you do not have your family record book, you can go to the administrative police (commune police) to get one. For your birth certificate, you can obtain this also at the commune level. Both these processes take time and money.

Previously, migrant workers were assisted by a recruitment agency to obtain a passport, however, according to *prakas* 2574, Cambodian workers are now required to go to the Passport Department in Phnom Penh or one of the Provincial Passport Offices themselves.

4.4.4 What is a visa and why do I need one?

Your possible response

A visa permits the passport holder entry into or transit through the country issuing the visa. It is stamped into your passport.

There are many types of visas. Most migrant workers receive a temporary visa that allows them to stay in the country for the period of time that they are employed. If you do not have a visa or if you are in violation of the conditions of the visa, you have no right to be in that country. Often, if you leave a workplace that is specified on your visa, you become an undocumented (or irregular) immigrant – and you may be punished for being in the country without a valid visa.

4.4.4 What is a visa and why do I need one?

Usually there are conditions that need to be fulfilled before the visa is issued. For example, a Thai visa should be issued to a Cambodian migrant worker before the worker enters Thailand. Cambodian migrant workers should be issued a NON L-A visa for work in Thailand. These visas are valid for two years. After two years, you must reapply for another two-year visa. This can be done in Thailand at the Ministry of Foreign Affairs or back in Cambodia. After a period of four years, Cambodian migrant workers must return to Cambodia. If they would like to return to Thailand to work, then must wait in Cambodia for one month, and then can reapply for another two-year visa according to the Thai-Cambodian technical working group meeting (7 December 2012).

4.4.5 How do I get a visa? How much does it cost?

Your possible response

The process for acquiring a visa is different for each country. It is likely that the recruitment agency will prepare the documents for you. This is part of the service you are paying for.

Visa for Malaysia

You or your recruitment agency needs to apply for the visa from the Malaysian Embassy in Phnom Penh.

When you travel to Malaysia for more than one month, you need to apply for a visa to allow you to enter Malaysia. The visa fee (both for tourists and workers) is US\$7 and the process takes about three working days. This visa is only valid for a single entry and for only three months. When you arrive in Malaysia, you need to get a Pass (Stay Permit). This pass is valid for only one year, but you can renew it for another year.

You need to pay MYR450 (US\$150) to obtain the Work Permit and Stay Permit (Pass) (as at June 2014).

Visa for Thailand

The Thai visa is obtained at the Royal Thai Embassy in Phnom Penh by migrant workers themselves and costs US\$20 (as at June 2014).

Visa for the Republic of Korea

The Korean visa is obtained from the Embassy of the Republic of Korea in Phnom Penh after the Embassy receives the Certificate of Confirmation for Visa Issuance. The cost is US\$50 (as at June 2014).

4.4.6 What is a work permit?

Your possible response

A work permit is an authorization to work in the country of destination. This is important because some visas allow the individual the right to enter the country but not the right to work. A work permit is your permission to work.

A work permit may be issued for a fee. Make sure to ask the recruitment agent if this cost will be paid by the migrant worker and how much it will be. A work permit can have some conditions relating to employment. Sometimes, a condition of the work permit is that a migrant worker cannot change jobs during their stay in the country.

Migrant workers in Malaysia are required to carry their work permit or IKad (identity card) with them at all times to prove they are legally in the country. If their documents are confiscated by the recruitment agency or employer, many workers remain reluctant to go outside or even attempt to escape an abusive situation out of fear they are breaking the law and will be detained if stopped by the police.

4.4.7 What is an employment contract? What is a job placement service contract? Why are they important?

Your possible response

An **employment contract** is an agreement between a worker and an employer about the nature of their relationship. It legally binds the employer and the worker into honouring the actions specified in the contract. For example, a worker agrees to do a particular kind of work and, in recognition of this, an employer agrees to pay the worker a certain amount. Because it is a legal agreement, breaches of contract can be litigated in court. A contract protects the rights of both the worker and the employer by recording what has been agreed by both parties.

Your contract should explain where you are going to work, what duties you will be expected to perform, how much you will be paid and what holidays or time off you will receive. Your contract should also include the contact details of your workplace (like the address and phone number).

The employer should provide you with a copy of the contract to take away before you sign it or agree to anything. If they cannot, this is a warning sign that they may not be an ethical employer. All employees need time to consider the terms in their contract and to fully understand what the employer will expect of them in the workplace.

Your contract should be in your native language. If it is not, please be careful! No responsible employer would ask a potential employee to sign something in a language that they can't understand. You should request a copy of the contract in your native language and ask your potential employer to explain the document to you.

4.4.7 How do What is an employment contract? What is a job...

If you would like us to explain the terms of the contract in more detail, please bring in your contract and we can help go through the terms with you.

A **job placement service contract** is a legal agreement between the private recruitment agency and the Cambodian migrant worker. The job placement service contract must be available to the migrant worker in Khmer and in accordance with the applicable laws and regulations of Cambodia.

4.4.8 What should be included in an employment contract and job placement service contract?

Your possible response

At a minimum, contracts need to include:

- * names – your name and the employer's name or recruitment agency name
- * work location or recruitment agency address
- * start and termination date
- * an outline of the type of work you will be doing
- * how much you will be paid (including details of any deductions or portion of the salary that is automatically sent to your family) and the pay period
- * which holidays or days off you are entitled to (you are entitled to at least one day of rest a week)
- * responsibilities of each party to the contract, you and the recruiting agent or the employer
- * social security
- * termination conditions
- * accommodation, food, clothing, medical care
- * insurance costs
- * transportation of workers to and from work location
- * expenses of transport to and from your home country
- * provisions for repatriating workers

4.4.8 What should be included in an employment contract and job...

All these pieces of information should be correct and as specific as possible. You don't have to agree to everything in the contract – you have the right to ask for changes to the contract and you have the right to refuse to sign the contract also. The employment contract must also be written in Khmer, English and the language of the destination country complying with all applicable laws and regulations of the destination country. The employment contract must be forwarded to the Cambodian Embassy or representative mission in the destination country through the Ministry of Foreign Affairs and International Cooperation.

The job placement contract should include all the responsibilities of the private recruitment agency in care of the migrant worker throughout the entire migration process, such as:

- * in pre-departure orientation: ensuring that migrant workers have adequate training on working and living conditions abroad, language, technical work skills, and safety and protection mechanisms. Private recruitment agencies must organize all legal documents for the worker to live and work in the destination country, and ensure they have a physical and mental health check.
- * during migrant workers placement aboard: private recruitment agencies must monitor the worker and intervene in any conflicts with the employer by facilitating dispute resolution and protecting the worker.
- * in repatriation: private recruitment agencies must make proper arrangements for the safe repatriation of workers and facilitate access to rights and benefits in accordance with all laws and regulations.

For more information see section 5.7 the *prakas* on Promulgation of Minimum Standards of Job Placement Service Contract.

4.4.9 My new employer says that we don't need to have a contract. Is that right?

Your possible response

No, absolutely not! You need to have a contract to protect your rights as an employee. The employer also needs a contract to protect his/her rights. If your recruiter or employer is asking you to work without a contract, it should be considered a warning sign that your employer does not want to host a migrant worker in the legal way and may be planning to take advantage of you.

4.5 Support services in the destination countries

4.5.1 What if I get there and I do not like the work? Who would I talk to? What would I do?

Your possible response

Living in a different country is always difficult, and it will take some time to adapt to the new environment. The first thing to do would be to talk to other migrants or other workers. They may have gone through similar challenges and will be able to advise you on how to get through it. Try to make friends and establish a support network.

If you cannot handle the work, you may want to first talk to your supervisor or manager. There may be a way to change your duties slightly. Talk to others in your workplace about how they handle the issue – perhaps others have experienced the same problems you are experiencing.

If this does not work, you have some options. Many people work just to earn the money, so have a think about what is most important to you. Ask yourself how much you need this job or how much you dislike the work. Consider also the consequences of leaving, including financial commitments you have made, like paying back loans.

If you are still really unhappy in your work, you should contact your recruitment agency, the Cambodian Embassy, a trade union, or an NGO. They may be able to help you to return home.



4.5.2 What if I get there and the work is not in line with what is in the contract?

Your possible response

The first thing to do would be to talk to other migrants or other workers. They may have gone through similar challenges and can advise you on how to address grievances. Try to make friends and establish a support network.

You may want to first talk to your supervisor or to the recruitment agency. They may be able to resolve the problem. If the problem is not resolved satisfactorily, you should contact the Cambodian Embassy, the government authorities, a trade union or an NGO.

We can provide a list of these contact details prior to your departure. See the support services in Cambodia, Malaysia and Thailand in section 5.1.

4.5.3 Who can I seek assistance from if I encounter difficulties at work?

Your possible response

As stated in the Universal Declaration of Human Rights, everyone is a rights holder with inherent human rights that are universal and apply to everyone equally. In the Universal Declaration, human rights include the right to work in fair conditions free from discrimination, the right to rest and leisure time, and the right to a good standard of living.

Unfortunately, not all situations in life allow everyone those guaranteed human rights. Because the Thai, Cambodian and Malaysian governments have signed international human rights treaties, the respective government officials are duty bearers who are accountable for protecting and assisting rights holders to achieve their human rights. Staff of non-state agencies working in related fields also can be duty bearers.

Rights holders often have little power to control their lives and need protection from duty bearers who are in positions of power or positions to assist rights holders achieve their human rights.

In the labour migration situation, this means that migrant workers are rights holders, and all employers, MRC staff, NGO staff, trade union leaders and everyone working for the government, such as embassy staff, labour attachés, provincial officers and labour inspectors are duty bearers who have an obligation under international law to ensure that migrant workers' rights are respected and protected.

In Thailand, if an employer violates the Labour Protection Act, such as not paying their employees, unfairly dismissing them from work or not granting them leave, the workers – including migrant workers – are entitled to file a complaint at the Thai Provincial Office of Labour Protection and Welfare (there is one located in all 76 Thai provinces, see section 5.1 for details) or the Bangkok Metropolitan Area Office of Labour Protection and Welfare. All workers, regular or irregular, are entitled to file a complaint at these offices.

4.5.3 Who can I seek assistance from if I encounter difficulties at work?

To file a complaint at the Office of Labour Protection and Welfare, migrant workers need to bring:

- * their ID card, work permit and passport;
- * information about their employer – address, name, identifiable features of the workplace (to enable an officer to inspect the premises rapidly) and the telephone number of the company;
- * relevant evidence for the complaint in hard copy, such as proof of wages, pay slip, an employment agreement or an employee identification card; and,
- * you should try to keep a record of days worked, wages paid, overtime and holidays and bring this with you.

Migrant workers will then meet with an officer and fill in a complaint form – these forms are in Thai, although some forms may be available in your native language, so ask! Some Provincial Offices of Labour Protection and Welfare have interpreters; but if you can, take someone with you who can read and speak Thai who can translate for you. If there is no interpreter, you should tell the officer that you cannot fill in the form. Some offices can call a local NGO to send someone who can help interpret. You should give the authority as much information as you can. After completing the complaint form, the officer will request your thumbprint.

See the list of the Provincial Offices of Labour Protection and Welfare, along with a list of MRCs, trade unions and embassies in Cambodia, Thailand and Malaysia in section 5.1.

4.5.4 What is an embassy? What is a labour attaché? How can they help?

Your possible response

The embassy is the government representative of a country in another country. It is an office that is devoted to maintaining relationships between the two countries. It also has a role to protect its citizens who reside in that country.

The embassy's function is to represent its government in the host country and protect the State's interests and its nationals within the limits permitted by international law. Embassy officials negotiate with the host government (often on trade issues), promote friendly relations between the two countries, and develop their economic, cultural and scientific relations.

The embassy has a responsibility to assist its citizens and may be able to help migrant workers who find themselves in trouble. However, they will not be able to find work for a migrant worker who has left their job, fix papers, or correct irregular migrant status. The embassy is bound by the laws of the country in which it is operating, so they cannot fix everything. They especially cannot intervene in cases in which a migrant worker has committed a crime, though they may be able to provide help in finding a lawyer.

4.5.4 What is an embassy? What is a labour attaché? How can they help?

Currently, Cambodia does not send labour attachés (embassy officials mandated to look after migrant workers) to destination countries. Embassy staff handle migration issues. The recruitment agency should also have a representative in the destination country to assist workers. You should get the contact details for that recruitment agency representative before you leave Cambodia.

4.5.5 What is a trade union? How can they help?

Your possible response

A trade union is an organization of workers who have joined together to achieve common goals, like better working conditions or higher pay. The trade union can likely bargain with the employer on behalf of union members. The most common purpose of the organization is to improve conditions of employment, but trade unions often have other purposes as well. They might also negotiate wages, work rules, complaint procedures, hiring and firing policies, benefits, workplace safety and other policies related to work. The agreements negotiated by union leaders are binding on all members of the union and the employer.

Trade unions operate by gathering members who pay dues. It is the payment of these dues that allows each trade union to carry out its work. Often, a union becomes an independent legal entity or a “legal person” with a mandate to negotiate with employers for the workers it represents. In such cases, unions have certain legal rights, most importantly the right to engage in collective bargaining over wages, working hours and other terms of employment (collective bargaining means that conditions are negotiated for all union members – not on an individual basis, with the idea that together, the power of the workers to negotiate is stronger). The inability of the union and employer to reach an agreement may lead to industrial action or strike action.

In Thailand and Malaysia, there are trade unions that accept migrant workers as members. Please find contact information for trade unions in section 5.1 of this manual.

According to international law, everyone is allowed to join a trade union. Some countries, however, try to restrict workers from joining trade unions. Sometimes, there will be a condition in your contract that says you cannot join a trade union or sometimes it will be in the MOU or similar governing instrument that determines the conditions in which migrants live and work.

If you are going to Thailand for work, you are allowed to join an existing trade union when you are there. But you are not allowed to be on any committee of that union. Make sure you check the legal regulations around your involvement in trade unions when you arrive. You are not allowed to form a union for migrants. You have several options to ensure that you are represented and have some collective bargaining power: you can join a Thai trade union, you can set up a migrant association, or you can do both.

4.5.6 What is an NGO? How can they help?

Your possible response

An NGO, or non-governmental organization, is an organization that operates independently of a government. NGOs do not usually work for profit. They may provide services, such as health, education or legal services, or they may focus on advocacy, such as human rights or the environment.

Some NGOs support migrants and their families. Some NGOs operate shelter homes for migrant workers, while others provide legal support, information or assistance with repatriation. All NGOs have different goals and aims, and these goals will determine the kind of support they provide to migrant workers.

See the list of NGOs that can provide assistance to Cambodian migrant workers both in Cambodia and outside the country in section 5.1.

4.5.7 What is a migrants' association? How can they help?

Your possible response

As the name suggests, a migrants' association is a group of migrant workers who have joined together to offer support to other migrant workers. The migrants' association may be a kind of NGO or it may be even more informal. A migrants' association should understand the issues that migrant workers experience and will have a programme designed to respond to the needs of migrant workers.

These programmes could be skills training, legal support or even social occasions for migrant workers to get together and spend time with others of the same nationality or job group. Migrants' associations are also often active when there are big holidays or celebrations that are especially important to a group of migrant workers.

4.5.8 My relative [or friend] migrated some time ago and I have not heard from them. I am worried. Who should I contact?

Your possible response

First, you need to collect all the information you have about the relative or friend, including a photo, the date of departure, the details of where he/she went, with which company and recruitment agency, for which type of work, and any details of contact with that person, especially the last contact.

If your relative or friend migrated through the regular channel, then you can contact the recruitment agency or the Department of Labour.

4.5.8 My relative [or friend] migrated some time ago and I have not heard from them...

If your relative or friend migrated through an irregular channel or if you cannot get any information from the recruitment agency or the Department of Labour, then you may want to contact the police or an NGO that specializes in finding missing persons. The MRC can help you do this.

We would recommend contacting NGOs or trade unions listed in section 5.1 if you can't get a response from the recruitment agency.

4.5.9 I migrated and now I am back home, but I did not get paid. What should I do to get my money?

Your possible response

The first thing is to record all the details. Write down the dates you worked, the hours for each day and the place (the company, the neighbourhood, and the city/town) where you worked – or get someone to help you to record this information. You need to note for which days you were paid and which days you did not receive proper payment. If you have pay slips, you need to copy them. You need to record the details of why you left the workplace and why you think the employer did not pay you. Take this information to talk to the recruitment agency. If the recruitment agency does not do anything, take the information to an NGO, trade union or the Department of Labour. If you go to more than one place, tell them where else you have been or are going.

It may be difficult or take a long time to get your money. You may not be successful. You need to talk to a lawyer to find out about your options. We can put you in touch with a lawyer.

4.5.10 I think a crime was committed against me while I was working overseas. Who should I speak to about finding justice?

Your possible response

We can refer you to a legal assistance centre for advice.

Different crimes have different statutes of limitations, which is the deadline by which you must report. For example, in Thailand, a rape must be reported within three months; however, if it is the rape of a child, a gang rape, or a rape with a weapon, then it can be reported any time within ten years. Of course, the longer time passes, the more difficult it is to find evidence and to get justice. All criminal cases must be reported to the police; they usually take a long time to be resolved, with many visits to the court. This will be difficult if you are not in the country. In some cases, such as crimes that involve both countries, for example, trafficking, there are NGOs that will facilitate the pursuit of a criminal case.

4.5.11 How would I send money home to my family? Do I need a bank account?

Your possible response

There are many ways that you can send money back to your family. Some employers claim that they will send the money to your family for you, but it is probably better to be in charge of this yourself. After all, it's your money!

Often the safest way to send money is via a bank – and usually the bigger banks are the most responsible and safest. You will need a bank account if you are planning on doing this, and you might need to arrange access to your account for your family or a separate account at a local bank for family members. Please consider which bank or method you trust to send money home. You can talk to your recruitment agency or a trusted person to find the best way of sending money home.

Many migrant workers prefer to use recruitment agency channels or brokers or buy gold and wear it or carry the cash home when returning. Remember that if you are carrying cash, wearing gold or giving money to someone else to carry, there is always a risk of being robbed or losing the money. It is very unsafe to send your money in cash to your family. Imagine how tempting a large amount of cash would be to a courier or a postman!

Other ways to transfer money include Western Union, MoneyGram and similar businesses. Although these methods may be convenient for you and your family, they can be more expensive than sending money via the bank.



4.6 Job-specific questions

4.6.1 I want to migrate. I am an adult woman and I will probably do domestic work. What can you tell me about it?

Your possible response

Domestic work is doing household work for another person or family in the destination country. Domestic work is usually expected to include cooking, cleaning, washing the clothes and dishes, tidying and shopping. It may also include washing the car, watering the garden and sweeping the yard, although in some larger households, a gardener will do this. Some employers also ask domestic workers to look after the family pets; you should ask about this if you do not like animals or do not want to do this. In some countries, caring for children or for the elderly is considered a different job – as the job of a caregiver is usually more highly paid. But in other countries, it is also included in the work of a domestic worker. If you are taking care of people, you should be receiving higher pay. It is a lot of responsibility to take care of someone else's relatives or children.

You may work in a large house or in an apartment. Many domestic workers also live in with their employer. Some apartments are quite small, but you should still have a private space to sleep and keep your things. Some apartments are very high above the ground. You should not lean out of the windows to clean the windows or step out on any ledge. If your employer asks you to do this, you must refuse. There are special window cleaners for high-rise apartments.

Your employer will probably have various types of equipment, such as a machine to wash and to dry clothes, a vacuum cleaner to clean carpets, a coffee machine to make coffee, a microwave oven to heat up food and many more.

Your recruitment agency should give you training on how to use machines like these so that you are familiar with them before you reach your workplace. But each machine is different, so always ask your employer how to use them. It is better to ask many times than to break the equipment. After a while, you will get used to the equipment, and it will make your work easier.

Essential language that you will need to know to operate the equipment includes: stop, start, hot, cold, open, close, press, push, pull, turn, switch, do and don't. Try to learn these words before you go.

If you are in a large household, there may be other workers too, such as a gardener, caregiver and driver. In a smaller household, you may be the only worker. It can be lonely. Try to make friends when you go to the market or find out where other domestic workers in the area meet, such as in a park on their day off or at the temple or church.

4.6.1 I want to migrate. I am an adult woman and I will probably do domestic work...

Living in someone else's house sometimes can be awkward. You and your employer need to make agreements about the times of your work, what you can use in the house and any other "rules". Remember that relations between men and women may be very different in your destination workplace. In some cultures, there are many restrictions placed on how women can dress or behave. You should find out about these before you travel. You can ask your recruitment agency, and you can ask other migrants who have returned from that country. If you think that you will not be able to adapt to these restrictions, you should ask to go to a different country.

Some domestic workers experience abuse from their employers. It may be physical abuse, verbal abuse or sexual abuse. All types of abuse are unacceptable. You should keep the telephone number of NGOs that can help you with you at all times and call them immediately – but secretly – if you have been abused.



4.6.2 I want to migrate. I am an adult and I will probably do factory work. What can you tell me about it?

Your possible response

There are many types of factories. There are large factories with 5,000 workers and there are small factories with just 30 workers. There are factories that make such items as clothes, furniture, canned or processed food, cars or electronics.

Each factory is different. But generally, the working hours are long and the work is repetitive. You may be asked to work overtime. You should be paid extra for overtime. You have the right to refuse to do overtime. There may also be slow periods, when there is no work. You need to ask about this. If you are being paid a daily wage, you will not receive any wage for the days you do not work. Therefore, your usual daily wage must be higher to cover these periods.

Some of the dangers in factories include breathing in fumes or dust, dangerous equipment, noise, poor lighting, aches and serious physical disorders from repetitive actions.

You should receive training on how to use the equipment. You should be provided with safety equipment, such as a mask or goggles and maybe gloves. You should be told what to do in the case of fire and the location of the exits and the fire extinguishers. There should be regular fire drills to practise what to do in case of fire.

Working in a factory gives you the opportunity to make friends with your co-workers. You can enjoy your free time together. You may want to play football or volleyball after work or eat and chat with your friends.

You can also organize meetings with your co-workers to discuss your working conditions and choose representatives. If there are problems with the working conditions, you can ask your representatives to negotiate with the employer.

Factories are often located in areas that are not well serviced by markets or shopping centres, medical facilities, or other essential services. Housing that is attached to factories or made available for factory workers is usually small and may not have enough facilities, like cooking and bathroom spaces. You may have very little privacy and have to share your living space with many people from other countries. You may not be able to communicate well with the people you live with, and it is likely to be a stressful living situation.

4.6.3 I want to migrate. I am an adult man and I will probably do fishing work. What can you tell me about it?

Your possible response

Fishing is dangerous work. The Royal Government of Cambodia has forbidden recruitment agencies from placing Cambodian citizens on fishing boats because abuses are so common. The work on a fishing boat is very physical and you could be injured. Some fishing boats do not dock on land for several months, so you could be on the sea for a long time. You may have difficulties contacting your family. It will be difficult to take a break when you are at sea.

You will depend on the supply boats for your food. There may be periods when there are no longer any fresh vegetables or fruit. It is a good idea to take a bottle of Vitamin C or multivitamin tablets with you for those periods.

Be sure to ask about holidays and leave time before you sign any contract. Insist on a written contract, and make sure you contact your family before you leave the port. Tell them the name of the port, the boat's name and registration number and the captain's name. This way, they might be able to help if you get into trouble. Some returned migrants have reported exploitation and extreme cruelty by the captain of their fishing boat.

4.7 Cultural differences and challenges

4.7.1 What can you tell me about living in Thailand?

Your possible response

Thailand is also a constitutional monarchy. It has a population of 69 million people; 95 per cent of the population are Theravada Buddhists, and this influences the pattern of life in Thailand. About 4 per cent of the population practise Islam, with smaller numbers practising Hinduism, Christianity and Animism. Central Thai language is taught in schools, but people speak different dialects in each region of Thailand. Life expectancy is longer and is now 73 years.

When you travel to another country, it is good to have some tips about how to behave. If you do not know such cultural practices, you can offend people without meaning to. Here are some tips for how to behave and enjoy Thailand:

- * Thais have a deep respect for their Royal Family – never tell a joke or jest about the Royal Family; even pictures or portraits of them must be respected. Some comments about the Royal Family are punishable by jail time.
- * If you enter a temple, cover your shoulders and legs. Women may be forbidden to enter some areas. If you do not see any women in one area, do not go there.
- * To greet each other, Thais *wai* (press the palms together in a prayer gesture, like the Cambodian *sompeah*). Generally, younger people wai to the older people.
- * If you enter any house or office, leave your shoes or slippers outside.
- * Touching someone's head or pointing with the feet is unacceptable.
- * Thais love to eat and love to eat with friends. You may make friends more easily if you try Thai food. Be careful though, it can be very spicy!
- * Street food is generally safe in Thailand.
- * Most Thai food is eaten with a fork and spoon; noodles are eaten with chopsticks. Only sticky rice is eaten with the hands.
- * It is not acceptable to spit in public in Thailand. Only older people in rural areas chew betel nut – it is not accepted in cities or public places. Smoking is generally banned in public places.
- * A smile is very important in Thailand, so smile when you can.

4.7.2 What do I need to know about living and working in Thailand?



Your possible response

Make sure that you have applied to work through the regular channels and have a work permit and visa to work in Thailand. If you are not documented correctly, you can be arrested and deported.

When you have your visa, you must report to the nearest immigration office every 90 days. The immigration officer will give you a piece of paper with the next date that you must report. You can report within 15 days before that date or up to seven days after that date. If you report later than that period, you will be fined THB500 a day, up to a maximum fine of THB2,000.

You are only allowed to work with the employer named on your work permit. It is difficult to change employers while still working - trying to do so can lead to losing your documents. If you are being exploited or abused and want to change your employer, go straight to the Labour Protection and Welfare Office to report.

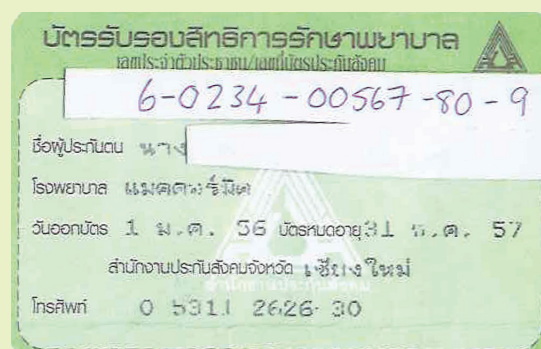
All workers need access to health care. Your employer should organize for you to be part of the social security system. Under this system, you will contribute 5 per cent of your wages to the social security fund; for example, if you are earning the minimum wage of THB300 a day and working 26 days a month, you should earn THB7,800. The Government will deduct five per cent of your salary (THB390) for the social security contribution, so you will only receive THB7,410. Your employer should also pay THB390 each month to the Government for you. Your employer should give you your Thai social security card. The card will tell you at which hospital you can seek free health care.

The social security system has a range of other benefits, but some may be difficult for migrants to access. You may be able to get a refund when you leave for some of the benefits. Keep yourself informed on the social security benefits.

4.7.2 What do I need to know about living and working in Thailand?

If your employer does not enrol you in the social security system, then go to the hospital and enrol in the THB30 health care scheme. You will need to pay THB600 for a health check-up and THB1,300 for the year, and then you will be able to get health care for THB30 a hospital visit (note that this information is correct as at June 2014).

As a migrant worker, you are allowed to join a trade union, but you are not allowed to start or establish a trade union. Consider joining a trade union. You will have more protection and support available to you if you are a trade union member.



Thai social security card

As a migrant of any age and regardless of whether you are legally registered or irregular, you have the right to complain and seek protection if any of your rights are violated or you have been abused by your employer.

If you feel you have been cheated, wronged, or treated in a way that discriminates against you because you are not Thai, your rights may have been abused – seek assistance.

As a migrant worker, you are entitled to the same labour protection laws as well as other laws as Thai workers. Some of these are outlined here.

- * **You have the right to keep your documents.** Keep your passport, visa, work permit and employment documents with you all the time. Do not give them to your employer or your recruitment agents, even if they say they are for safekeeping. If you must give your documents to your employer, ask for them occasionally to make sure that you still have access to them. Make sure you photocopy all the documents and send the copies to your family back home. Also keep spare copies with you.
- * **You have the right to take medical leave** in accordance with the actual extent of illness. For medical leave of three working days or more, you must get a medical certificate from a registered doctor.
- * **You have the right to receive your income during a period of illness**, up to a maximum of 30 days, if you are being paid on a monthly basis.
- * **You have the right to one day off each week.** You can refuse to work on your day off. If you agree to work on your day off, your employer must pay you twice the rate you would normally receive.
- * **You have the right to at least 13 working days off each year** – these are the official Thai public holidays.
- * **You have the right to go out of the workplace on your day off.**
If you are a domestic worker, a fisher, or an agricultural worker, some of the following rights *may not* apply to you.

4.7.2 What do I need to know about living and working in Thailand?

- * **You have the right to the minimum wage in Thailand.** The minimum wage is now THB300 per day. You are entitled to the same wage as Thai nationals doing the same job.
- * **You have the right to refuse to work overtime.** The maximum working time is 48 hours per week. If you agree to work more than the normal working hours, your employer is required to pay you overtime (1.5 times your normal working wage, but total working time should not exceed 12 hours per day).
- * **You have the right to rest time** of at least one hour per day during your shift. This rest time must be offered not more than five hours after you started work.
- * **You have the right to refuse work on a Thai public holiday.** Working on a public holiday is paid at twice the rate of a normal working day. If you work overtime on a public holiday, you are entitled to three times the hourly wage normally paid. This right does apply to domestic workers.
- * **You have the right to pay for work completed even if you are arrested, if you quit your job or if you are fired.** Your employer cannot withhold your wages under any circumstances. If in doubt, contact one of the groups listed in this manual for more help.

4.7.3 What can you tell me about living in Malaysia?



Your possible response

If you are a legal migrant worker, Malaysian regulations state that your employer must provide suitable housing, however, you may be required to contribute a maximum of MYR50 each month to cover housing costs.

4.7.3 What can you tell me about living in Malaysia?

According to regulations, the migrant worker must pay for the flight to Malaysia and the employer will cover the return flight. Migrant workers are also provided with health care, although at a higher rate than for Malaysian nationals.

Malaysia is composed of two main land masses, the Malay Peninsula and a portion of the island of Borneo, which are separated by the South China Sea. Kuala Lumpur is the capital city of Malaysia and is located in the state of Selangor in the Malay Peninsula, with a population of 7.2 million people. The population of Malaysia is approximately 29 million.

Malaysia is hot and humid throughout the year, with temperatures averaging 30°C. The monsoon season runs from September through to December, but sudden showers occur all year long.

The three main ethnic groups are: Malay, which comprise 53 per cent of the population; Chinese, which form the second largest population group, at 25 per cent; and Indian, which constitute the smallest group, at 10 per cent of the population. Islam is the official religion, comprising 60 per cent of the population. All Malays are required to embrace Islam, as written in the country's Constitution. The Chinese and Indians who marry a Muslim (believer of Islam) are supposed to adopt Islam as their religion. Other large religions include Buddhism, Hinduism and Christianity.

Malays speak the Malay language. In fact, the term "Malay" refers to a person who practises Islam and speaks Malay. Malay, or Bahasa Malaysia, is the official language. Chinese people speak Cantonese or Mandarin, while Indian people speak Hindi. Hindi English is also used in education and business, and most Malaysians in urban areas speak some English.

Malaysia is a parliamentary democracy as well as a constitutional monarchy. His Majesty the Yang di-Pertuan Agong is the King. The currency in Malaysia is the ringgit.

The working week is Monday through Friday. Although most Malays are Muslim, not all of Malaysia follows the traditional Islamic work week in which Friday is the Islamic holy day and the weekend takes place on Thursday and Friday. Only four Malaysian states follow the Islamic work week of Saturday through Wednesday (Perlis, Kedah, Kelantan and Terengganu).

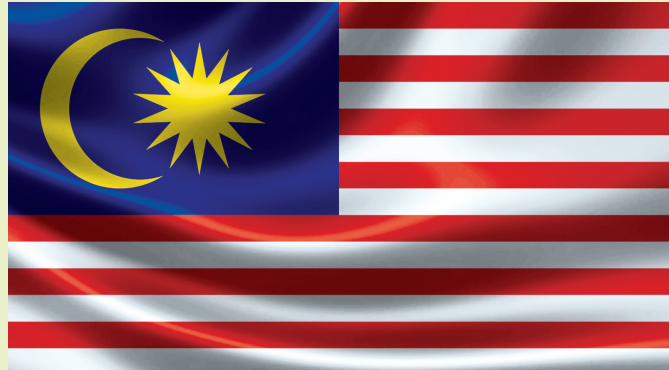
The following highlights things you should know about the culture in Malaysia:

- * **Family oriented:** Malaysians are family-oriented people and members of their extended families live with their immediate family. Recreational activities are done with the members of the family, including elderly relatives.
- * **High respect for elders:** Elderly people have to be respected. Extended families live together with the family household.
- * **The importance of "saving one's face":** It is part of Asian culture to give high regard to another person's dignity. You should not put a person to shame by openly criticizing or challenging someone in authority, showing disgust or anger to another person, refusing a request, not keeping one's promise, or disagreeing with someone in public. These can put down a person and affect their dignity, or cause them to "lose face".

4.7.3 What can you tell me about living in Malaysia?

* **Respect for the Government:**

The Government is highly respected in Malaysian society. Avoid criticizing the Government or its officials. You are expected to remain neutral or unbiased if you hear someone criticize the Government or express opposition against their officials.

* **High regard to the religious and ethnic traditions:**

Malaysia is a multicultural society, with significant proportions of Muslims, Chinese and Hindus. The basic Islamic creed is that Allah is the one true God and Prophet, and Mohammad is the only true prophet. Allah and Mohammad have to be revered, and you should not say or do anything offensive against Allah and Mohammad. You should not disrespect any mosque. Muslims practise these things in their everyday life.

* **Prayer:** Muslims pray at least five times a day; at dawn, noon, mid-afternoon, sunset and at night. Included in this ritual is the purification rite in which, before prayers, Muslims are expected to wash their hands, face, arms and feet. If you see somebody bowing down and praying, do not stare at them or walk in front of them, as this is considered offensive.

* **Fasting:** Many Hindus fast on certain days. Muslims are required to abstain from eating and drinking from dawn to sunset during Ramadan. Ramadan lasts for about 29 or 30 days, based on the cycle of the moon. It is a time of solemn self-examination that ends with a celebration and a national holiday. You should be careful not to eat in front of Muslims when they are fasting or even offer them food, as this may be seen as offensive.

* **Not eating certain foods:** Pork is prohibited in the diet of Muslims. Beef is prohibited for some Hindus. You should be careful not to prepare these foods unless you are sure they are acceptable to eat. If you are preparing food for a religious family, be sure that you don't use the same utensils you used in cooking prohibited foods with the food that you will prepare for them. You should check the dietary restrictions of those around you.

* **Worship:** Friday is the worship day for Muslims. Government offices and banks are closed two hours every Friday so Muslims can do their Friday worship in mosques.

* **Dress code:** Muslim women dress modestly. In public places, Muslims should cover their heads and wear loose clothes. In the same way, non-Muslim women who go to public places should also dress modestly because tight-fitting or revealing clothes may seem offensive, though they are not required to dress the same way Muslim women do. Blouses should cover at least their upper arms, and skirts should be knee-length or longer. Men should avoid wearing shorts. Avoid wearing yellow because it is the colour reserved for Malaysian Royalty.

You should show respect for the cultural traditions of Malaysia by keeping the following points in mind:

4.7.3 What can you tell me about living in Malaysia?

- * Never point at someone directly with your finger. This is considered rude. When you must indicate something or someone, use the entire right hand with your palm out. You can also point with your right thumb, as long as all four fingers are curled down.
- * Use your right hand when eating or when giving and receiving objects. The left hand is considered unclean and should not be used in contact with others to eat or to pass things.
- * Feet are also believed to be unclean. Never move or touch anything with your feet. Never point your feet at another person.
- * Do not touch others and keep your hands by your side. Keep your hands out of your pockets when in public.
- * Women should try to avoid walking through and with a large group of men.
- * Ignore the whistling and hooting of young men and boys.
- * Never refuse or ignore drinks or snacks offered to you when you are in someone else's house. Malaysian families usually offer drinks or snacks to guests, and refusing may be considered offensive.
- * Do not offer alcohol to Muslims. Muslims are not allowed to drink alcohol, so it is offensive to offer them any alcoholic drink, even for friendship sake.
- * Do not gamble.

4.7.4 What can you tell me about working conditions in Malaysia?

Your possible response

The law permits migrant workers to always hold their own passport. It is illegal in Malaysia for employers to withhold a migrant worker's passport.

If you are a legal migrant worker, Malaysian regulations state that your employer must provide suitable housing. However, you may be required to contribute a maximum of MYR50 each month to cover housing costs

According to regulations, the migrant worker must pay for the flight to Malaysia, and the employer will cover the return flight. Migrant workers are also provided with health care, though at a higher rate than for Malaysian nationals.

Migrant workers are only allowed to be recruited into plantation work and jobs in the agriculture, manufacturing, services and construction sectors. If you have been offered a job in a sector not listed here, be very careful because your recruitment may be illegal!

4.7.4 What can you tell me about working conditions in Malaysia?

The work permit for Malaysia is valid for one year and is renewable annually for up to five years. This permit includes the following conditions:

- * that you are at least 21 years old;
- * that your employment is for two years and limited to a maximum of five years;
- * that the employer is responsible for your return to Cambodia;
- * that you are provided with suitable accommodation, with males and females separated from each other;
- * that you are allowed to work only with the employer who brought you to Malaysia; conditions of the work permit restrict free movement between employers – if you quit the position specified in the permit, you become a migrant of illegal status;
- * that the work permit is valid only for one year and renewable every year for three years;
- * that the work permit should be renewed by the employer, three months before it expires;
- * the permit is valid only in respect of the particular employer and sector specified in the permit and it is not transferable; and
- * that your employment can be terminated and the work permit cancelled anytime, subject to the law.

While your basic rights are assured under the Malaysian Constitution, there are a few things that you should bear in mind:

- * Do not change employers or accept offers of work while your employment contract is in effect. According to Article 57 of the 1955 Employment Act, a domestic worker or the employer can terminate the contract with 14 days notice of termination.
- * The labour law states that if you are absent from your work for more than two consecutive days for whatever reason without telling your employer, your contract automatically will be terminated.
- * You are not permitted to marry a Malaysian or any other person with a different nationality while your contract is in effect – you will be deported.
- * Foreign workers are required to have a mandatory medical examination, which includes HIV testing, before obtaining a work permit for Malaysia. If a worker is found to be HIV-positive or is pregnant, the work permit will not be issued. Similarly, if a migrant worker either becomes pregnant or contracts HIV while in Malaysia, the permit will be revoked.
- * Once your visa, employment contract or work permit expires, you have to leave Malaysia or else you will be considered an illegal alien.

4.7.4 What can you tell me about working conditions in Malaysia?

- * Strikes in Malaysia are generally illegal. There is a very complicated process before you can legally go on strike. Unless you are prepared to risk arrest and deportation, it is advisable to seek an alternative approach to solving your problems at work.

Domestic workers in Malaysia have limited rights because domestic work is not covered under the labour law. At the time of this writing, there was still a ban on private recruitment agencies sending migrant workers to Malaysia to work in domestic work. It is expected that this ban will be lifted in the future, but currently, any private recruitment agency recruiting for domestic work in Malaysia is doing so illegally and the work placement could be very risky for migrant workers.

Domestic workers have rights relating to termination of employment (with 14 days' notice), unpaid wages (which means you can file a complaint to the labour court), and Malaysian regulations require that employers pay wages into domestic workers' bank accounts. You should not be asked to work anywhere else but the home of the person who has employed you. You cannot be asked to work in restaurants, shops or other commercial workplaces. As for a day of rest, check this with your embassy. Such provision is based on country agreements, and the Cambodian and Malaysian governments have not yet made a provision for a rest day (at the time of writing this).

Statement of Understanding

The Statement of Understanding is a document that the employer or a placement agency may ask a domestic worker to sign upon arrival in Malaysia. This agreement places several restrictions on the domestic worker, including:

- * that their presence in Malaysia is strictly for the purpose of employment as a domestic worker;
- * that they will not seek a change of employment or employer;
- * that they will not engage in immoral activities and always maintain good conduct while in Malaysia;
- * that they will not marry any Malaysian or any permanent resident in Malaysia;
- * that upon termination of their employment under any circumstances, they will immediately surrender their passport and Stay Permit card to their employer for cancellation of their pass by the immigration department;
- * that they will return to their country of origin as soon as possible after the termination of their employment;
- * that they will ask their employer for permission before leaving the house to go somewhere; and,
- * that they will not participate in any organizational activities or try to establish any organization or group in this country.

4.7.4 What can you tell me about working conditions in Malaysia?

It is important for you to understand that you do not need to sign this document for employment. Signing this document may lead to the violation of your rights, as it may restrict you from transferring to another employer if you are exposed to abuse. And it may restrict your right to freedom of movement.

If you become a migrant with illegal status in Malaysia (for example, by quitting your job), you may be detained. Conditions in detention are reportedly very poor, and there is little support available. Often, the cost of getting home from these centres will be yours to pay as well, so you will need to be careful about maintaining your legal status at all times. There is even corporal punishment for unlawful entry into Malaysia

Migrant workers have access to courts. In the event of a breach of terms and conditions of employment, the migrant worker can file a complaint with the Provincial Office of Labour Protection and Welfare for adjudication. In cases of unlawful dismissal, the migrant worker can file a complaint with the Industrial Relations Department through a trade union.

The law permits migrant workers to join a trade union. Migrant workers are entitled to the same rights as local workers stipulated in any collective bargaining agreement.

Insurance and deductions

It is mandatory (at June 2014) for employers to insure foreign contract workers for industrial accidents and thus enrolling them into the Foreign Workers' Compensation Scheme, which provides compensation for death, injuries, lost wages and, to a limited extent, hospitalization caused by an accident in or outside working hours. The employer is required to pay the premium (MYR72 per year). If you have been injured in an accident and have been treated in a hospital, the employer is required to report it to the Provincial Office of Labour Protection and Welfare, which will then process the insurance claim. Claims under the Foreign Workers' Compensation Scheme take a long time to process, so be prepared to wait.

Every worker should receive an insurance card that serves as proof that the worker is insured under this scheme. If you have not received this card, request it from your employer. If an employer does not give you this card despite several requests, there is a possibility that the employer has not purchased this compulsory insurance for you. Go in person to the nearest Provincial Office of Labour Protection and Welfare and file a complaint.

SPIKPA is a mandatory medical insurance scheme for domestic and plantation workers. The parties may decide on maximum coverage. The employer is responsible for the premium payment.



Section 5: Tools and Templates

This section provides tools and templates highlighted in the manual that can be used in the establishment and management of an MRC.

5.1 Support service contact details in Cambodia, Malaysia and Thailand

5.2 Migrant worker complaint form

5.3 Minute of respondent meeting

5.4 Minute of complainant meeting

5.5 Minute of labour dispute reconciliation

5.6 Agreement between complainant and respondent

5.7 *Prakas* on Promulgation of Minimum Standards of Job Placement Service Abroad Contract

5.8 Sample technical progress report

5.9 Financial report template

5.10 Sample client card

5.11 Outreach activities template

5.12 Follow-up checklist template

5.13 MOU template between MRC and referral agency

5.14 Legal assistance outcome record

Communications materials:

5.15 Sample business cards– front

5.16 Sample business cards– back

5.17 A4 and A5 flyer template

5.18 Letterhead template

5.19 A4 poster event template

5.20 Brochure template

5.21 Sample stickers

5.1 Support service contact details in Cambodia, Malaysia and Thailand

Who to contact?

- In Cambodia

Legal Support for Children and Women

24/7 HOTLINE – +855 (0)77 455 516

LICADHO

24/7 Assistance – +855 (0)23 727 102

For further referral services, such as legal assistance, skills training and job placement, medical services, recovery and psychosocial services, coordination and networking services in Cambodia, see the online:

Cambodian Referral Directory 2012

www.chabdai.org/download_files/Chab%20Dai%20-%20Booklet%202012%20%28En%29_approved.pdf

Migrant Worker Resource Centres

Phnom Srey Organization for Development

No. 126, St Pheah Monivong, Kampong Cham City
 Ms Hany Fiya – +855 (0) 12 440 808
 Mr Se Sareoun – +855 (0) 88 711 5590
 Email: se.sareoun@yahoo.com

Cambodian Labour Confederation

No. 190, Village No. 4, Prey Veng City
 Mr Tep Sopheap – +855 (0) 97 776 5858, +855 (0) 12 267 302
 Email: Sopheaptph88@gmail.com

5.1 Support service contact details in Cambodia, Malaysia and Thailand

Battambang Job Centre

Polytechnic Institute of Battambang Province, Battambang
 Mr Mom Pov – +855 (0) 92 450 405, 053 733 111
 HOTLINE – +855 (0) 97 369 7779
 Toll free Job Centre number – +855 (0)16 926 555
 Email: Pov_mom@yahoo.com or Jc_battambang@nea.gov.kh

Ministry of Labour and Vocational Training (Phnom Penh Migrant Resource Centre)

Building No 3, Russian Federation Boulevard, Sangkat Teklaork 2
 Khan Toulkok, Phnom Penh
 Tel. +855 23 880 474
 Tel. +855 23 881 291

National Union Alliance Chambers of Cambodia Organization (NACC)

#18MG, Street K4A ,Sangkat Teuk Thla Khan Sen Sok
 Phnom Penh
 Tel. +855 (0) 23 65 09 607
 Mr Neak Heang – +855 (0) 12 853 254
 Email: nacc007cambodia@gmail.com

• In Malaysia

Royal Embassy of Cambodia

No. 46, Jalan U-Thant, 55000
 Kuala Lumpur
 Tel. +603 42 571 150 OR +603 42 573 711
 Email: Camemb.mys@mfa.gov.kh

Migrant Worker Resource Centres

Malaysian Trades Union Congress – Selangor & Kuala Lumpur

Wisma MTUC, 10-5, Jalan USJ 9/5T
 47620 Subang Jaya, Selangor
 Tel. +603 80 242 953

5.1 Support service contact details in Cambodia, Malaysia and Thailand

Malaysian Trades Union Congress – Penang

2958 Jalan Prai Taman Indrawasih
 13600 Prai, Penang
 Tel. +604 3 981 175, +601 94 756 897

Kuala Lumpur Legal Aid Centre

Tingkat 9, Wisma Kraftangan
 No.9, Jalan Tun Perak
 50050 Kuala Lumpur
 Tel. +603 26 913 005, +603 26 932 072
 Fax: +603 26 930 527
 Email: lacklb@klbar.org.my

• **In Thailand****Royal Embassy of Cambodia**

518/4 Pracha Uthit Road (Soi Ramkamheang 39)
 Wangtonglang, Bangkok 10310
 Tel. +66 (0) 2 957 5851/2
 Email: Camemb.tha@mfa.gov.kh

Human Rights and Development Foundation (HRDF)

87 Soi Sithichon, Suthisarnwinichai Road
 Samsennok, Huaykwang, Bangkok 10310
 Tel. +66 (0) 2 277 6882, +66 (0) 2 277 6887
 Fax: +66 (0) 2 275 4261

Labour Law Clinic

14/12 Prasartwitheederm Road
 Mae Sot, Mae Sot District
 Tak Province 63110
 Tel. +66 (055) 535 994
 Fax: +66 (055) 536 015

5.1 Support service contact details in Cambodia, Malaysia and Thailand

MAP Foundation

63/30 Umong Soi 4 Moo 8A
Moung, Chiang Mai 50202
Tel. +66 (0) 53 811 202

MAP Foundation (Mae Sot)

No. 1/5, Amina Uchit Road
Mae Sot, Tak Province 63110
Tel. +66 (055) 536 381

Labour Rights Promotion Network (LPN)

Samut Sakhon Office
25/17–18 Mahachai Muangthong Village
Sahakhon Road, Bang Yah Praek Subdistrict
Muang District, Samut Sakhon Province 74000
Tel. +66 (034) 434 726, +66 (0) 86 1631390,
Tel. +66 (0) 84 12111609, +66 (0) 90 893 0766

Home Net

677/6 Soi Ladphrao 5/1
Chompon, Ladphrao Road
Chatujak, Bangkok 10900
Tel. +66 (0) 2 513 9242, +66 (0) 2 513 8959
Email: center@homenetthailand.org

Migrant Workers' Rights Network (MWRN)

Samut Sakhon Office and Learning Center
93/260, Soi 9, Moo 7, Tambon Thasai,
Amphur Muaeng, Samut Sakhon
Samut Sakhn 74000
Email: mwrn@gmail.com
Tel. +66 (0) 86 755 5337

Thai trade unions

420/393 – 4 Tippawan 1 Tepharak Rd, Muang, Samut Prakarn
Tel. +66 (0) 2 384 0438

5.1 Support service contact details in Cambodia, Malaysia and Thailand

Thai Provincial Offices of Labour Protection and Welfare –
there is one in each of the 76 provinces

www.labour.go.th/en/index.php/contact/2011-06-03-07-16-05

Migrant Worker Resource Centres

Foundation for AIDS Rights (FAR)

25/64 Wuttisarnsopon Road
Cheung Nern, Muang, Rayong Province
Tel. +66 (0) 3 887 1236

59 Term Sap Village, Nern Phra, Muang
Rayong Province
Tel: +66 (0) 3 899 3242
HOTLINE – +66 (0) 835 5433 608

The following numbers are available 24 hours a day but are only in Thai:

Ministry of Social Development and Human Security
for immediate help for victims of trafficking

HOTLINE – 1300

Department of Labour Protection and Welfare
Ministry of Labour – for labour rights violations

HOTLINE – 1546

Ministry of Labour – for work permit issues

HOTLINE – 1694

5.2 Migrant worker complaint form

Kingdom of Cambodia

Nation Religion King

**Migrant Worker Complaint Form
to Department of Employment and Manpower of the Ministry of Labour /
Provincial Department of Labour and Vocational Training**

Individual Complainant

My name sex age ID card No date of issuance
Address,village..... commune district province/town
Contact No Migrant worker's representative name:
Contact number:

Group Complainants

My name sex age ID card No date of issuance
Address,village..... commune district province/town
Contact Norepresenting persons whose name list attached to complaint form.

Complainants from other sources

Complaint from source No Date of issuance.....
Address,village..... commune district province/town
Contact No

Subject matter of the complaint is (tick all that apply):

☐ Remuneration	☐ Workers' Compensation
☐ Claim money that paid to PRA	☐ Harassment
☐ Food and Accommodation	☐ Disciplinary Actions / Termination of Employment
☐ Occupational Safety and Health	☐ Delay in Deployment/ Job Not Provided
☐ Job Duties	☐ Contract Substitution
☐ Work Hours	☐ Missing Migrant Worker-Want migrant worker return home country
☐ Days Off	☐ Missing Migrant Worker-Want to know information about migrant worker
☐ Leave	☐ Forced Labour
☐ Insurance	☐ Other

Other facts of the complaint including place and date or period of time and destination country (if more space needed please attach):

5.2 Migrant worker complaint form

Address:
Contact Number:

Remedy you are seeking for the complaint (check all that apply, more details beside):

- ☐ Monetary Compensation
 - Amount owed (if known).....
 - How calculated (hours / days):
- ☐ Reimbursement
 - Amount owed (if known)
 - How calculated (hours / days):
- ☐ Find migrant worker to return home
- ☐ Want to know information of the migrant worker
- ☐ Want to get passport and other documents
- ☐ Ask the PRA to clearly determine the date of departure to work abroad
- ☐ Better Working Conditions
- ☐ Better Living Conditions
- ☐ Changes in Company Policies and Practices.....
- ☐ Re-instatement of Job Lost.....
- ☐ Employment as Promised
- ☐ Deployment to Destination Country.....
- ☐ Enforcement of Original Contract.....
- ☐ Apology
- ☐ Locate Missing Migrant Worker
- ☐ Other (Explain)

If you would like to pursue compensation, PDOLVT/MOLVT can assist by holding a reconciliation with the respondent to reclaim it. If you would like to pursue a criminal case, PDOLVT/MOLVT can refer you to an individual within a relevant department or NGO.

5.2 Migrant worker complaint form

Please attach **photocopies** of the following documents if you have them:

☐ passport / ID card photocopy ☐ certification of employment/training Original ☐ Yes ☐ No ☐ work permit Original ☐ Yes ☐ No ☐ visas; ☐ resident cards	☐ pay slips; time sheets ☐ “foreign workers’ affidavits”; ☐ letters/declarations from witnesses or others who can corroborate your claims ☐ any other evidence of abuse (e.g. hospital receipts)
---	---

If you are not attaching copies of your contract or any of these documents, please explain why (e.g. you were not provided copies, or you did not sign a contract):

.....

.....

.....

.....

.....

.....

Please contact ☐ migrant worker ☐ migrant worker’s representative when following up this case.

Made Day..... Month..... Year 20.....

Signature or thumb print

Name:.....

5.3 Minute of respondent meeting

Kingdom of Cambodia

Nation Religion King

Minute of a meeting with respondent

On statement of year two thousand..... day.....
month.....at (hour)
Referring to invitation letter No..... dated
invitation by call No.....
of the department of employment and manpower to inform about

Information of Employer:

- 1- Name
- 2- Sex.....Nationality
- 3- Position
- 4- Address of company #..... St.....village.....
- 5- Commune..... Districtprovince/town
- 6- Company’s contact number
- 7- Address St..... village..... commune.....
district Province/town.....
- 8- **Information of Employer’s representative:**
 - 1- Name
 - 2- Sex..... Nationality
 - 3- Position
 - 4- Address of company #..... St.....village.....
 - 5- Commune..... Districtprovince/town
 - 6- Company’s contact number

Attendants:

- 1- Representatives of the Ministry of Labour and Vocational Training:
.....
.....
.....
.....
- 2- Respondents or their representatives:
.....
.....

5.3 Minute of respondent meeting

After thanking the respondents or their representatives and the government's personnel who were attending the meeting, a dispute resolution staff introduced roles and responsibilities of the department of employment and manpower and labor dispute resolution procedure which is in accordance with the existing labor law, sub decree and ministry's parkas.

It was followed by the respondent who was asked by the dispute resolution official to provide the following information:

1- Facts of the case

.....

.....

2- Respondents response to remedy requested.....

.....

.....

.....

3- Recommendation for outcome from resolution officials

.....

.....

.....

This meeting ended at.....of the same date.

Phnom Penh, Date:

Minute taker

Seen and agreed

Dispute resolution official

.....

.....

.....

Employer or their representative

.....

.....

.....

5.4 Minute of complainant meeting

Kingdom of Cambodia
Nation Religion King

Minute of a meeting with complainant

On statement of year two thousand
day..... monthat (hour).....

Referring to invitation letter No..... dated invitation by
call No..... of the department of employment and
manpower to inform about.....

Information of Worker:

- 1. Name
- 2. Sex.....Nationality
- 3. Position.....
- 4. Address#.....St..... village.....
Commune..... district province/town.....
- 5. Place of Birth.....
- 6. Contact number
- 7. ID card No.....date of issuance.....

Information of Worker’s representative:

- 1. Name
- 2. Sex.....Nationality
- 3. Position
- 4. Address#.....St..... village.....
Commune..... district province/town.....
- 5. Place of Birth
- 6. Contact number
- 7. ID card No.....date of issuance.....

Attendants:

- 1- Representatives of the Ministry of Labor and Vocational Training:
.....
.....
.....
- 2- Worker or their representatives:
.....
.....
.....

5.4 Minute of complainant meeting

After thanking the worker or their representatives and the government personnel who were attending the meeting, a dispute resolution staff introduced roles and responsibilities of the department of employment and manpower and labor dispute resolution procedure which is in accordance with the existing labor law, sub decree and ministry's parkas.

It was followed by (the complainant) who was asked by the dispute resolution official to provide the following information:

1. Facts of the case
.....
.....
.....
.....
2. Complaint and remedy requested.....
.....
.....
.....
.....
- 3- Recommendation for outcome from resolution officials
.....
.....
.....

This meeting ended at.....of the same date.

Phnom Penh, date:.....,

Minute taker

Seen and agreed

Dispute resolution official

Worker or their representative

.....

.....

.....

.....

.....

.....

5.5 Minute of labour dispute reconciliation

Kingdom of Cambodia

Nation Religion King

Minute of Labour Dispute Reconciliation

Private recruitment agency's name

1- Process of labour dispute reconciliation: Date of dispute/...../.....

2- Information of meeting: Date/...../..... at (hour)
Meeting was held in the department of employment and manpower

3- Information of worker:

- 1. Name
- 2. Sex..... Nationality Date of birth.....
- 3. Position.....
- 4. Address St. village..... commune
District..... province/town
- 5. Place of birth
- 6. Contact number family's
- 7. ID card No..... date of issuance

4- Information of worker's representative:

- 1. Name
- 2. Sex..... Nationality Date of birth.....
- 3. Position.....
- 4. Address St. village..... commune
District..... province/town
- 5. Place of birth
- 6. Contact number family's
- 7. ID card No..... date of issuance

5- Information of employer:

- 1. Name
- 2. Sex..... Nationality Date of birth.....
- 3. Position.....
- 4. Company's address: St village..... commune
District..... Province/town.....
- 5. Contact number
- 6. House No..... St..... village..... commune.....
District..... province/town

6- Information of employer's representative:

- 1. Name
- 2. Sex..... Nationality Date of birth.....
- 3. Position.....
- 4. Company's address: St village..... commune
District..... Province/town.....

5.5 Minute of labour dispute reconciliation

5. Contact number

6. House No..... St..... village..... commune.....
District..... province/town.....

7- Reconciler:

1. Name:

2. Name

3. Name:

4. Name:

5. Name:

The other attendants in the meeting

Name..... Position

Name..... Position

Name..... Position

8- Meeting opened by reconciliation official

.....

.....

.....

9- Claims of both sides:

Worker

.....

Employer

.....

10- Reconciler's recommendations for the two sides

.....

.....

.....

11- The two sides' agreed points

.....

.....

.....

12- Outcome of the complaint (check all that apply):

☐ Monetary Compensation
Amount owed (if known)
How calculated (hours / days):

☐ Reimbursement
Amount owed (if known)
How calculated (hours / days):

☐ Find migrant worker to return home

☐ Want to know information of the migrant worker.....

☐ Want to get passport and other documents

☐ Ask the PRA to clearly determine the date of departure to work abroad

☐ Better Working Conditions.....

☐ Better Living Conditions

☐ Changes in Company Policies and Practices

☐ Re-instatement of Job Lost

5.5 Minute of labour dispute reconciliation

- ☐ Employment as Promised
- ☐ Deployment to Destination Country
- ☐ Enforcement of Original Contract
- ☐ Apology
- ☐ Locate Missing Migrant Worker
- ☐ Other (Explain)

13- Case resolved: Yes ☐, if no continue to question 14 and 15 ☐

14- Not yet agreed points

.....

.....

.....

15- Non agreed points

.....

.....

.....

16- Action to be followed up on// (date)

.....

.....

.....

17- The parties attended the reconciliation meeting and signed.

The meeting ended at//

After agreeing together as mentioned in 11 of this minute, the two parties shall implement and use it.

If required by law, the department of employment and manpower of MoLVT will help prepare this minute to the court or any competent authority.

This minute indicated real and accurate information on reconciliation agreed and signed by the following parties.

Reconciler	Complainant	Defendant
Signature	Signature or thumb print	Signature or thumb print

Attachment:

- Annex 1, record on worker’s statement;
- Annex 2, record on employer’s statement.

Nation Religion King

**The agreement made between by the Employer With
Number of Workerpersons**

Both parties of the labour dispute have agreed (resolved) on the number ofpoints including:

[illegible]

5.6 Agreement between complainant and respondent

This agreement was made in 3 copies: 1 copy for company party, 1 copy for worker and 1 copy for Department of Employment and Manpower and this agreement is equal value by law.

Both parties should respect the agreement which was agreed above. If any party do not respect this agreement, this party should be responsible by law.

We sign or print thumb print in front of the Labour Dispute Resolution Officers of the Department of Employment and Manpower with promising that will not create any other dispute or problem.

Made Day..... Month..... Year 20.....

Signature or thumb print (Dispute parties)

Party (Company)

.....
.....
.....
.....

Party (Worker)

.....
.....
.....
.....

Signature (Labour Dispute Resolution Officers

.....
.....
.....

5.7 Prakas on Promulgation of Minimum Standards of Job Placement Service Abroad Contract

KINGDOM OF CAMBODIA

Nation Religion King



Minimum Standards of Job Placement Services Abroad Contract

This contract is made between

Recruitment Agency
Address No.: Street: Commune:
District: Province: Kingdom of Cambodia which was
authorized by prakas No. on
representative by Mrs./Mr., hereby “Private Recruitment
Agency”.

And

Miss/Mrs./Mr. Age:
Cambodian Nationality which have as identification documents.
Recent address No.: Street: Commune:
District: Province: Kingdom of Cambodia, hereby
“Worker”.

The both parties have agreed as following:

Part I General Provisions

Article 1.-

Job Placement Service Abroad is a service in which the “Private Recruitment Agency” is responsible to guarantee that the “Worker” who uses the services will be offered **DECENT WORK** such as better working conditions, at (destination country) in accordance with the regulations and laws of Kingdom of Cambodia and (destination country). The work that will be done by the “Worker” is with the amount of (Number and letter currency of destination country) per month. This basic wage shall not less than minimum wage of the destination country.

Article 2.-

For the Job Placement Services Abroad provided, the “Private Recruitment Agency” promises to adhere to the provisions of the Sub-Decree No. 190 issued on 17 August, 2011 by the Royal Government of Cambodia on “The Management of the Sending of Cambodian “Workers” Abroad Through Private Recruitment Agencies” and a contract between the “Private Recruitment Agency” and Ministry of Labor and Vocational Training on

5.7 Prakas on Promulgation of Minimum Standards of Job Placement...

Article 3.-

For the Job Placement Services Abroad received, the “Worker” promises to respect all applicable regulations of the Job Placement Services Abroad Contract signed by the “Worker” and to provide all payments which are the “Worker”’s duty according to the following articles. At the time that the Job Placement Services Abroad Contract is signed, the “Worker” has clearly understood and agreed to all of the conditions of the Employment Contract that will apply during the period of employment in the destination country. This contract will be available in Khmer and language of the destination country with exactly the same contents.

Part II

Duties of “Private Recruitment Agency”

Article 4.-

“Private Recruitment Agency” shall have the following duties:

- Shall provide correctly and fully any information related to the working conditions and living conditions of the “Worker” abroad including positive elements and challenges.
- Shall arrange and organize communication with the family, accommodation, food and uniform (as defined by individual companies) as well as protect the “Worker”’s health, safety and basic human rights , which are internationally recognized, especially for women, during Pre-Departure Orientation and Training.
- Shall provide Pre-Departure Orientation and Training to the “Worker” fully and clearly, including languages, traditions, work conditions, skills, the Employment Contract and Labor Laws and other laws related to health and work safety, health and the protection and prevention of communicable diseases, such as HIV, in accordance with the guideline of the Ministry of Labor and Vocational Training. All pre-departure training must be gender-responsive.
- During the training period, the “Private Recruitment Agency” must provide the agency’s address and the “Worker” has full rights and freedoms including right to freedom of movement.
- Shall provide important contact details to the “Worker”, including the Cambodian Embassy or Cambodian Representative Institution in the receiving country, Ministry of Labor and Vocational Training, Private Recruitment Agency and Partners, authorities and important relevant partners in the destination country, as well as provide clear information in order that “Worker”’s have a good understanding of the procedure to resolve disputes when they occur.
- Shall organize for the “Worker” a medical check in accordance with the provisions of Ministry of Labor and Vocational Training and the authorities of the destination country. Any findings of the health check should be treated with confidentiality.

5.7 Prakas on Promulgation of Minimum Standards of Job Placement...

- Shall arrange all legal documents for the “Worker” to live and work in destination country, such as the Employment Contract, Work Permit, Passport, Working Visa, and travel documents and copy all these documents for the “Worker”. Due consideration should be given by the recruitment agency to ensure that the documents are understood by the “Worker”’s during pre departure orientation.
- Shall be responsible for sending the “Worker” to the employer whom the “Worker” has signed a contract with at the destination country according to the destination country’s labor contract and laws and the terms of the Employment Contract.
- Shall be responsible for the expenses and care, especially for women, of the “Worker” while they are waiting to reach the working place in the destination country, which is not more than 5 working days. After 5 working days the “Worker” must receive a wage from the “Private Recruitment Agency” in addition to expenses. Such wages and expenses should not be later deducted from the “Worker”
- Shall arrange for the “Worker” to receive their wage and other payments regularly as stated in the Employment Contract and provisions of the laws and regulations of the receiving country by arranging for saving and transferring system.
- Shall observe the working conditions, vocational communication, living conditions and other issues which may occur for the “Worker” during the period of the Employment Contract, paying special attention to “Worker”’s who are working in isolated conditions. In the case where the “Worker” has problems, such as a work accident, serious illness, disappearance or dispute, the agency must seek the intervention from the authorities or expert institutions in destination countries in order to resolve the issue on time and effectively.
- Shall do all necessary to protect the “Worker”, resolve disputes and/or seek legal aid where the “Worker” makes a claim that they have been abused, exploited, trafficked or disappears during employment or Pre-departure training.
- Shall also seek legal aid for the “Worker” when there is a dispute during the period of the Employment Contract and the dispute cannot be resolved by negotiation or reconciliation or facilitation.
- Shall intervene in the case that the “Worker”’s personal documents are pulled out illegally.
- Shall facilitate to renew the Employment Contract in the case that the “Worker” wants to renew their Employment Contract.
- Shall give back to the “Worker” all of their original documents once the “Private Recruitment Agency” has arranged their legal documents.

- Shall make proper arrangements for the safe repatriation of “Worker”s and access to rights and benefits in accordance with all law and regulation.

Part III

Duties of the “Worker”

Article 5.-

The “Worker” has the following duties:

- The “Worker” must be 18 years-old or over according to their official personal documents provided to the “Private Recruitment Agency” in order to arrange the legal documents and other regulations of the authorities of Kingdom of Cambodia and the destination country.
- Shall understand clearly the meaning of the Job Placement Service Contract and Employment Contract, such as living conditions, working conditions, working situation, kind of work, benefits and address for communication before agreeing to and signing those contracts. The “Worker” has the right to choose a competent person to verify the Job Placement Service Contract and Employment Contract.
- Shall work only for the employer with whom the “Worker” signs a contract, and not work for other employers during the period of the Employment Contract. If the “Worker” wants to change employer, this must be discussed and agreed with the “Private Recruitment Agency” in accordance with the provision of the laws and regulations of the receiving country.
- Shall report to the company or Cambodian Embassy or Representative in the receiving country within 30 days if the “Worker” has a dispute.
- Shall be responsible for the costs of the documents, flight ticket or repatriation fee if the “Worker” finishes the Employment Contract prematurely due to personal reasons.
- Shall inform the recruitment agency if they want to renew the Employment Contract with the employer in order for the recruitment agency to arrange the legal documents for this and the “Worker” has to pay all their responsible expenses.
- Shall pay tax and do other duties according to the laws and regulations of the receiving country.
- Shall pay all expenses for their own documents. This expense shall not include the service provided by the Private Recruitment Agency.
- Shall respect the laws and regulations of the receiving country.

Part IV Practice of the Contract

Article 6.-

If the “Worker” does not respect the contract and creates a liability for damages to the “Private Recruitment Agency”, the “Worker” will be responsible for compensation to the “Private Recruitment Agency”.

Article 7.-

If the “Private Recruitment Agency” does not respect the contract and creates a liability for damages to the “Worker”, the “Private Recruitment Agency” will be responsible for compensation to the “Worker”.

Article 8.-

In case there is a dispute relating to the Job Placement Contract, all parties should resolve the dispute by reconciliation first in compliance with the procedure on dispute resolution. However, if the reconciliation does not resolve the dispute, each party can complain to the authorities or court.

Article 9.-

In case either party wants to withdraw from this contract, the party must inform the other party and compensate for the damage from their contract’s withdrawal.

Part V Final Provision

Article 10.-

All provisions of the contract shall not be changed unless there is a written agreement of the both parties and approve by Department of Manpower, Ministry of Labor and Vocational Training.

Article 11.-

If the parties cannot adhere to the contract in case of natural disaster, the contract shall be nullified and the parties shall not have any duties.

Article 12.-

In case the parties have a serious problem and cannot continue the contract or renew or change the contract, the parties shall inform each other in order to discuss changing or renewing officially and on time.

Article 13.-

This contract is made in Khmer and 03 copies will be made to be kept with the “Private Recruitment Agency” (01 copy), the “Worker” (01 copy), and Department, Ministry of Labor and Vocational Training (01 copy).

5.7 Prakas on Promulgation of Minimum Standards of Job Placement...

In witness to the contract, both parties have checked and read all of the articles of the **Job Placement Service Contract** and the Employment Contract and agree to sign or affix their fingerprint without force on
Each party has one witness who has also signed or affixed their fingerprint.

Signature and Seal
Private Recruitment Agency

Finger print
“Worker”

Witness
of Private Recruitment Agency

Witness
of “Worker”

Registration of
.....Department
Ministry of Labor and Vocational Training

5.8 Sample technical progress report

Another Migrant Worker Resource Centre (AMRC)

Technical Progress Report

Implementing agency contact details	Another Migrant Worker Resource Centre (AMRC) Ms _____, Executive Director , Tel: (855) 55 555 555555555
Reporting to	_____ Project
Project title	Migrant Worker Resource Centre and Support Services, A Province (MRC-AAA Province)
Project duration	Day Month 20____ – Day Month 20____
Reporting period	Day Month 20____ – Day Month 20____
Project location	A Province
Project budget	US\$ ____,000

5.8 Sample technical progress report

1. Progress made towards the achievement of the overall objective and specific objectives (impact)

1.1 Objectives activities

Objectives/activities	Achievement	Comments
Objective 1: Establish and manage an MRC to disseminate information on safe and legal migration, provide counselling and support services, coordinate with relevant stakeholders and strengthen the knowledge base.		
1.1 Consult with Provincial Department of Labour and Vocational Training (PDOLVT) and Legal Support for Migrants and Potential Migrants (LSMPM) on the establishment of an MRC in A Province City.	Completed	
1.2 Set up office of AMRC, including staff, office equipment, telephone and information board.	Completed	
1.3 Adapt simple MRC management guidelines and systems (including database management for beneficiaries), based on technical support from ILO, consultations with TWG-MRCM and approval by the PDOLVT Director and the AMRC Director.	Completed	

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments
Objective 1: Establish and manage an MRC to disseminate information on safe and legal migration, provide counselling and support services, coordinate with relevant stakeholders and strengthen the knowledge base.		
1.4 Train staff on MRC administration (management guidelines and systems), functions (information communications, counselling services, receiving complaints, outreach, networking and referral services) and broader knowledge on labour migration regulations, challenges and trends.	- On 1–2 March 2012, four AMRC staff persons participated in a two-day training workshop on the management of an MRC. This training organized by PDOLVT at Cosy Hotel in A Province. The training topics: - admission of migrant workers and working conditions of migrant workers in destination countries (Thailand and Malaysia); - better knowledge on networking with relevant agencies; - better knowledge on counselling services to migrant workers and potential migrant workers. - On 26–27 July 2012, two AMRC staff persons participated in a two-day training workshop on paralegal skills, organized by LSMPPM and ILO GMS TRIANGLE project in Phnom Penh. The training focused on: - rights of migrant workers under international law - case management and referral system - contract law - service contracts.	Basic understanding of working conditions of migrant workers in destination countries (Thailand and Malaysia) and sharing experiences on providing counselling services.
1.5 Participate in regular TWG-MRCM meetings and share information and developments related to MRC activities and labour migration trends more generally.	- On 6 August 2012, AMRC staff participated in a meeting with the Technical Working Group, organized by PDOLVT on sharing information and experiences to improve the MRC activities and understand labour migration trends in general. The Technical Working Group has six members nominated from: - Provincial Department of Labour and Vocational Training - Provincial Department of Women's Affairs - Provincial Department of Information - Provincial Department of Social Affairs Veterans and Youth - Police Commission - AMRC.	- Department of Labour and Vocational Training led this meeting with AMRC staff as participants. - Valuable exercises that demonstrated how government departments are a good source of information in dealing with migrant labour issues.

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments
Objective 1: Establish and manage an MRC to disseminate information on safe and legal migration, provide counselling and support services, coordinate with relevant stakeholders and strengthen the knowledge base.		
1.6 Promote AMRC services among NGO network, commune councils and village chiefs/volunteers, schools and training institutions, etc.	- First NGO meeting was conducted on 10 August 2012 by AMRC at the AMRC office. Agenda: presentation of the main activities of the AMRC and the need to increase collaboration and sharing information with members of NGO network to promote the AMRC activities in the target villages of NGO network. There were nine participants in the meeting, including three women. - A second NGO meeting was organized on 10 October 2012 by AMRC at the AMRC office. AMRC staff shared the results of their activities so far. The film "My name is Saray" on safe migration was presented as part of the training on safe migration to participants. DVDs of the film were distributed to members of the NGO network, who were encouraged to use it as a training material for people in communities. There were 25 participants in the meeting, including 6 women. - AMRC staff organized monthly meetings with 121 persons in target villages, including 24 women from three districts and six target communes. The key persons were commune chiefs, members of commune councils, chiefs and deputy chiefs of target villages, commune police officers and members of the Community Mobilization Committee. The monthly agenda focused on promoting the AMRC interventions, including objectives and services (counselling, dissemination of information, receiving information on complaints and cases of conflict). Participants were asked to encourage potential migrant workers to use the AMRC professional services. The 121 persons were from: A District: - Y commune: total participants – 15 (F: 3; M: 12) - Z commune: total participants – 28 (F: 4; M: 24) B District: - J commune: total participants – 15 (F: 6; M: 9) - K commune: total participants – 20 (F: 4; M: 16) - L commune: total participants – 25 (F: 5; M: 20) C District: - D commune: total participants – 18 (F: 2; M: 16).	The story on the DVD film is good for explaining about the importance of following the process in becoming a migrant worker. But the target villages have limited technology to see the DVD without the participation of the AMRC.
1.7 Build up the knowledge base on labour migration in A Province, specifically on the number of migrants leaving the province for other countries, the number of recruitment actors in the province, emerging trends, etc.	- AMRC staff connected with 1,667 potential migrant workers and people in communities, including 1,028 women. Among them, there were 300 potential migrant workers and 1,367 people from target communes and other target areas. - The AMRC staff discussed education on safe migration, information needs before leaving for abroad and what to expect in terms of working conditions as migrant workers in destination countries. - The AMRC staff advised potential migrant workers to take with them contact information for providing assistance when in a destination country in case a problem arises.	After receiving outreach awareness raising, the potential migrant workers had a better understanding of safe migration and how to prepare before leaving from their communities.

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments										
Objective 2: Train 150 advocates for safe and legal migration, including 120 village leaders and village volunteers, and 30 members of commune councils.												
2.1 Conduct training needs assessment and select key persons through consultation with district, commune and village authorities.	Completed											
2.2 Prepare training, based on materials for service providers developed at the national level.	Completed											
2.3 Organize two training workshops (1 day/workshop) for 30 members of commune councils on the role of commune councils and the functions of the AMRC to promote safe migration and protect migrants from labour exploitation.	AMRC organized two training workshops for the commune councils. First workshop on 11 May 2012 • AMRC and the PDOLVT conducted the training workshop for 27 members of commune councils at the AMRC office, including 12 women 9 staff from AMRC and PDOLVT participated). • The training focused on the roles and responsibilities of commune councils in the protection of migrant workers from labour exploitation and how to advise on safe migration and the AMRC services. Specific topics: - rights of migrant workers - policy of labour in Malaysia and Thailand - employee contracts - role of the MRC - questions to considering before making a decision to migrate - government involvement in migrant workers' affairs - national legal framework. • The results of pre- and post-tests are below:<table><tr><td>Pre-testing participants - 27</td><td>Post-testing participants - 27</td></tr><tr><td>Score = 18-24 Excellent: 1</td><td>Score = 18-24 Excellent: 3</td></tr><tr><td>Score = 12-17 Good: 3</td><td>Score = 12-17 Good: 11</td></tr><tr><td>Score = 6-11 Average: 5</td><td>Score = 6-11 Average: 10</td></tr><tr><td>Score = 0-5 Poor: 18</td><td>Score = 0-5 Poor: 3</td></tr></table> • As many as 80% of the participants improved their score in understanding the issues of the training.	Pre-testing participants - 27	Post-testing participants - 27	Score = 18-24 Excellent: 1	Score = 18-24 Excellent: 3	Score = 12-17 Good: 3	Score = 12-17 Good: 11	Score = 6-11 Average: 5	Score = 6-11 Average: 10	Score = 0-5 Poor: 18	Score = 0-5 Poor: 3	• The knowledge and skills of the members of commune councils, who are leaders and advisers in the community, has improved. This knowledge will enable commune councils to better help and to advise their community about migration. • Refresher training is important because village volunteers are working closely with the communities; they can easily contact and build trust with community members.
Pre-testing participants - 27	Post-testing participants - 27											
Score = 18-24 Excellent: 1	Score = 18-24 Excellent: 3											
Score = 12-17 Good: 3	Score = 12-17 Good: 11											
Score = 6-11 Average: 5	Score = 6-11 Average: 10											
Score = 0-5 Poor: 18	Score = 0-5 Poor: 3											

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments										
Objective 2: Train 150 advocates for safe and legal migration, including 120 village leaders and village volunteers, and 30 members of commune councils.												
2.3 > Continued	Second training workshop on 30 July 2012 • AMRC and PDOLVT organized the training workshop 29 members of commune councils, including ten women (six staff of AMRC and PDOLVT participated). • Training agenda focused on how to change the attitude of migrant workers, potential migrant workers and other community members to protect migrant workers/potential migrant workers from labour exploitation by themselves and how to use the AMRC services. • The participants received knowledge and skills as follows: - how to use DVD film as training tool (“My Name is Saray”) - working conditions of migrant workers in destination countries (Thailand and Malaysia) - rights of migrant workers under Thai labour law - reintegration of migrants. • The results of pre- and post-tests are below: <table><tr><td>Pre-testing participants 29</td><td>Post-testing participants 29</td></tr><tr><td>Score = 18–24 Excellent: 2</td><td>Score = 18–24 Excellent: 3</td></tr><tr><td>Score = 12–17 Good: 4</td><td>Score = 12–17 Good: 11</td></tr><tr><td>Score = 6–11 Average: 9</td><td>Score = 6–11 Average: 14</td></tr><tr><td>Score = 0–5 Poor: 14</td><td>Score = 0–5 Poor: 1</td></tr></table> • As many as 90% of the participants improved their score in understanding the issues of the training. Refresher training on 9 August 2012 • AMRC organized a refresher training course for 40 village volunteers and 3 AMRC staff, including 36 women, at the AMRC office. • The participants received more skill development on the protection of migrant workers from labour exploitation, including: - community information dissemination methods - human trafficking and smuggling issues - communication and speaking skills - how to network to improve safe migration - how to use DVD film as training tool (“My Name is Saray”) - promoting the AMRC services.	Pre-testing participants 29	Post-testing participants 29	Score = 18–24 Excellent: 2	Score = 18–24 Excellent: 3	Score = 12–17 Good: 4	Score = 12–17 Good: 11	Score = 6–11 Average: 9	Score = 6–11 Average: 14	Score = 0–5 Poor: 14	Score = 0–5 Poor: 1	
Pre-testing participants 29	Post-testing participants 29											
Score = 18–24 Excellent: 2	Score = 18–24 Excellent: 3											
Score = 12–17 Good: 4	Score = 12–17 Good: 11											
Score = 6–11 Average: 9	Score = 6–11 Average: 14											
Score = 0–5 Poor: 14	Score = 0–5 Poor: 1											

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments
Objective 2: Train 150 advocates for safe and legal migration, including 120 village leaders and village volunteers, and 30 members of commune councils.		
2.3 > Continued	Pre-testing participants 40 Score = 18–24 Excellent: 2 Score = 12–17 Good: 5 Score = 6–11 Average: 7 Score = 0–5 Poor: 26 Post-testing participants 40 Score = 18–24 Excellent: 3 Score = 12–17 Good: 10 Score = 6–11 Average: 25 Score = 0–5 Poor: 2 • The result of pre- and post-tests are below: • many as 90% of the participants improved their score in understanding the issues of the training.	
2.4 Organize three meetings for 150 village leaders and village volunteers in 6 target communes. Meetings 1 and 2 are to inform them about safe and legal migration, their role in protecting potential migrant workers in their communities, and the functions of the AMRC. Meeting 3 is on assessing the level of safe and legal migration in their communities.	AMRC organized three training meetings for a total of 150 village leaders and village volunteers in six target communes. First training on 23–25 April 2012 • AMRC and PDOLVT provided training to 152 village leaders and village volunteers in six target communes and four staff of AMRC and PDOLVT, including 64 women. The training focused on safe and legal migration, their role in protecting potential migrant workers in their communities and the function of the AMRC. • The participants received training on: - what do they do to ensure safe migration - advantage and disadvantage of safe migration - national mechanism to protect migrant workers - arrival procedures in destination country. • The results of pre- and post-tests are below: • A many as 88% of the participants improved their score in understanding the issues of the training.	Pre-testing participants 152 Score = 18–24 Excellent: 5 Score = 12–17 Good: 15 Score = 6–11 Average: 45 Score = 0–5 Poor: 87 Post-testing participants 152 Score = 18–24 Excellent: 8 Score = 12–17 Good: 31 Score = 6–11 Average: 96 Score = 0–5 Poor: 17

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments
Objective 2: Train 150 advocates for safe and legal migration, including 120 village leaders and village volunteers, and 30 members of commune councils.		
2.5 The advocates (village leaders/ volunteers and members of commune councils) will disseminate this information on safe and legal migration and the AMRC services in 64 target villages.	• Fifty-six village leader/village volunteers and Community Mobilization Committee members in target areas regularly promote the AMRC services, safe migration and the importance of visiting an MRC for information that relates to safe migration. They disseminate information through the AMRC meetings in communities. • Thirty advocates (member of commune councils in target area) regularly meet with potential migrant workers and migrant workers and promote the AMRC services, safe migration and other critical information to consider before going abroad and challenges faced by migrant workers.	
2.6 Follow up with the trained advocates to encourage potential migrant workers, migrant workers and community members to communicate and village leader with the AMRC for information or services.	• On 25 May 2012, AMRC staff discussed with village leaders and members of three commune councils (Prek Bak, Mien and Krouck communes) to follow up on their understanding of the issues and to motivate them to promote AMRC services and disseminate information to people through other commune meetings. • The trained key persons shared information to people in communities and advised them on safe migration abroad.	

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments
Objective 3: Provide assistance and support services to 500 women and men migrants and potential migrants.		
3.1 Disseminate information to potential migrant workers, migrant workers and community members who visit the AMRC, through outreach activities, through a hotline service and other communication platforms (radio, posters, flyers, etc.).	• From March to October 2012, AMRC staff advertised the AMRC services to potential migrant worker, migrant workers and communities through radio stations in A Province. • AMRC staff disseminated leaflets to students at Somdech Chuo Nath High School and Stung Trang High School and disseminated information to people at other target areas through meetings: - On 30 April 2012, the AMRC staff promoted the AMRC services to 109 potential migrant worker, family of migrant worker and people including 50 women at O Rang Ov district in A Province. - 542 of the family members of migrant workers and potential migrant workers (females: 216) aged from 18 and above including 396 potential migrants worker and 146 family members have received knowledge from the AMRC services on safe migration through dissemination information and counselling services.	• Before advertising, AMRC received one to two inquiries per day. • After advertising, AMRC received two to four inquiries per day.
3.2 Provide counselling services to potential migrant workers and migrant workers who visit the AMRC through outreach activities (in target communities and possibly other communities, as requested by NGO partners), and through a hotline service.	• 396 potential migrant workers and migrant workers, including 140 women, received counselling services from the AMRC counselling officer in either the AMRC office or in target villages. The data of each person was completed in client card (see the statistical table on beneficiaries receiving AMRC service in the No. 2 beneficiary report). • 237 potential migrant workers and family members of migrant workers received counselling service through the AMRC mobile phone service. • 65 family members of migrant workers received counselling service at the AMRC office.	• Three quarters of the beneficiaries received counselling services in AMRC office and the other in their village. • One half of them received counselling service through mobile phone. • AMRC will coordinate with key persons in communities to provide counselling to potential migrant workers.

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments
Objective 3: Provide assistance and support services to 500 women and men migrants and potential migrants.		
3.3 Receive complaints from individuals and civil society organizations and consult with PDOLVT and LSMPPM to resolve disputes through mediation or pursue claims (against recruitment actors or others) through the courts.	• AMRC staff received 29 cases (26 of them involving a female worker) of complaints from people in communities (target commune and non-target communes) and two case from village leaders. • A total of 69 cases were referred to LSMPPM to assist in solving the issue. • The victims and their family members complained about the following companies: - X company - X company - X company • LSMPPM solved 15 cases. - List cases by name of complainant - List cases by name of complainant - List cases by name of complainant (see the detailed statistics in No. 2 beneficiary report)	• LSMPPM has had limited success in dealing with complaints.
3.4 Develop a referral mechanism with other service providers, including through the TWG-MRCM.	• AMRC staff developed a referral mechanism for complaints beyond our ability. Referral services were sent to LSMPPM and PDOLVT.	• It is good that AMRC has shared resources (financial and human) with experienced agencies to resolve the reported cases.
3.5 Monitor the number of beneficiaries (potential migrant workers and migrant workers that receive assistance) and the type of assistance they receive.	• A total of 76 migrants of the 396 potential migrants receiving counselling services were followed up and they have migrated to work legally in Thailand through private recruitment agencies (COMPANY NAMES). To the best of our knowledge, no one migrated illegally.	It is important to recognize the benefits from our training in reducing potential harm to migrant workers who might otherwise have migrated illegally.

5.8 Sample technical progress report

Objectives/activities	Achievement	Comments
Objective 3: Provide assistance and support services to 500 women and men migrants and potential migrants.		
3.6 Follow up on the beneficiaries to determine the impact of the support provided.	• AMRC staff met with beneficiaries and others in communities to follow up on the impact of AMRC services, including information, counselling service and referral service on complaint cases. • The impact on beneficiaries was positive in two ways: First, the people who migrated did so in an informed and knowledgeable way. Thus they did so in a safe and protected way. Second, the service helped people decide not to migrate illegally, thus preventing them from being hurt in the future.	

Other activities

- AMRC staff participated in a training workshop for Greater Mekong Subregion countries on “Review of the GMS Countries’ Existing Reproductive Health Legislation, Policies and Services for Women and Women Migrant Workers”. The workshop purpose:
 - provide a forum for discussion among stakeholders from different countries on their country situations and gaps in existing reproductive legislation, policies and services for female populations, including migrant workers living in those countries;
 - explore potential advocacy opportunities, including relevant mechanisms in countries of the Association of Southeast Nations (ASEAN).
- AMRC was elected as the NGO representative to the ASEAN Labour Forum on 9–10 October 2012, Siem Reap Province, Cambodia on “Protection and Promotion of the Rights of Migrant Workers”.

5.8 Sample technical progress report

1.2 Progress towards objectives (impact)

Indicators	Progress made	Comments
Level of awareness and understanding of safe migration and rights at work among 150 advocates.	- Two refresher training workshops on the role of commune councils and the function of the AMRC to promote safe migration and protect migrants from labour exploitation were organized for members of the commune councils and commune chiefs. - Thirty members of commune councils were trained and they can now assist in the commune on disseminating information and on the protection of migrant workers from abuse. - Three training meetings for 152 village volunteers in target villages were organized to help them inform villagers on safe and legal migration, their role in protecting potential migrant workers in their community and the function of the AMRC.	AMRC staff successfully completed building up the capacity of advocates and themselves on providing services in the AMRC office, through telephone hotline and in villages. The following reflects the results, compared with the work plan: AMRC staff were trained on safe migration and are able to provide training on safe migration in communities and also serve as resource persons in training courses. 150 advocates were planned but 182 advocates were trained on safe migration and were assembled as a community network to assist the AMRC services in target villages.
A total of 500 potential migrant workers, including 250 girls/women, received counselling services at the AMRC, through outreach in communities or on the hotline.	- During the reporting period, there were 698 persons (potential migrant workers, migrant workers and family members of migrant workers) who received counselling services at the AMRC office, in their village or through the telephone hotline: - 396 potential migrant workers and migrant workers (140 females) received counselling services from the counselling officer at the AMRC office and in the target villages. - 237 potential migrant workers and family members of migrant workers received counselling service through mobile phone from AMRC staff. - 65 family members of migrant workers received counselling service at the AMRC office. - In the first reporting period, 121 potential migrant workers (40 females) received the counselling service.	500 potential migrant workers were targeted for project interventions. The AMRC provided counselling services to 819 persons. Thus: - The achievement was about 164%, compared with the target. - Communities reported trust in the SMRC services. - Migrant workers, potential migrant workers and family members of migrant workers now prefer to work abroad legally.

5.8 Sample technical progress report

Indicators	Progress made	Comments
At least four people (two women and two men) visit the AMRC per working day (on average, about 800 people per year).	- During the reporting period, around 300 people visited the AMRC, including: - those who visited plus counselling: 246 (76 females) - students, workers in informal sectors, NGO staff, government officers and others in general: 430 (315, or 73% female). - More potential migrant workers report they trust the AMRC services. - The AMRC services were recognized by people, especially in the target communities. - Radio programmes are a good way to inform communities about the AMRC services and to encourage people to seek out the counselling services at the AMRC office rather than in their community.	- The number of potential migrant workers and family members of migrants who visited and received counselling in semester 1 was 60 persons and in semester 2 was 246 persons for a total of 306 persons. - The number of general inquiries by students, workers in informal sectors, NGO staff, government officers and others in semester 1 was 240 persons and in semester 2 was 430 persons, for a total of 670 persons. - Total visitors (potential migrant workers, family members of migrants, students, workers in informal sectors, NGO staff, government officers, etc.) reached 976 persons. The plan targeted 800 people/visitors per year. Thus the achievement was 100%. - The number of visitors increased and they trust the AMRC services.
Thirty cases referred to Legal Services were resolved through mediation or court procedure.	- A total of 69 complaint cases were received and 15 of them were resolved by Legal Services, with the other cases pending. - The people in communities report they trust the AMRC services and they submitted complaints to the AMRC and have communicated with the AMRC staff when following up on the cases.	- Number of cases referred to Legal Services (semester 1: 5 cases and semester 2: 69 cases; total 74 cases) - One case was resolved by AMRC. - Fifteen cases were resolved by Legal Services.
Increased interventions on safe migration with the participation or contribution (technical, financial resources) from provincial departments, police, NGO network members, commune councils, village chiefs and volunteers.	There has been good support from the PDOLVT, Governor's Office and NGOs to help protect migrant workers from abuse.	- Need to mobilize resources (human and financial) to protect migrant workers from abuse. - Need to continue to build the network of NGOs in A Province to protect migrants from labour exploitation. - Lessons learned and good practice should be documented for replication in other target communities.

5.8 Sample technical progress report

2. Beneficiary report – submission and analysis of client card spreadsheet to identify the number and profile of beneficiaries reached (disaggregated by age, sex, education level, country, nationality, sector, legal status, support provided, etc.)

The number of beneficiaries receiving AMRC service:

Age			Education level		Intended destination country				Migration intentions		Intended work sector					
Age	Total	Male	Female	Level 1–6	Level 6-12	Thailand	Malaysia	Rep. Korea	other	Possibly	Likely	Manufacture	Construction	Agriculture	Domestic worker	Fishing
18–25	152	99	53	101	51	147	0	5	0	20	132	129	22	1	0	0
25–30	119	79	40	81	38	112	0	7	0	5	114	92	25	1	0	0
30–35	86	55	31	67	19	81	0	5	0	2	84	71	13	2	0	0
35–40	20	12	8	18	2	20	0	0	0	0	20	15	5	0	0	0
40–45	15	8	7	14	1	15	0	0	0	0	15	11	4	0	0	0
45–50	4	3	1	4	0	4	0	0	0	0	4	4	1	0	0	0
Total	396	256	140	285	111	379	0	17	0	27	369	322	70	4	0	0

The number of victims or victims' families filing a complaint with the AMRC:

No	Register	Code	Name complainer	Sex	Address	Reason of complaint	Name of victim	Tel of complainer
1	04/02/2012	0017	INCLUDE NAMES	F	INCLUDE ADDRESS	GIVE REASONS	INCLUDE NAMES	INCLUDE TELEPHONE NUMBERS
2	16/02/2012	0018		M				

3. Usefulness of results in meeting the needs of women and men migrants (relevance)

The AMRC services have responded to the needs of potential migrant workers, migrant workers and communities, including:

- Communities need the AMRC services before leaving to work in other countries.
- Building trust between the communities and the AMRC.
- Regular communication with communities.
- Improving the network to promote AMRC services.

4. The results obtained justify the costs incurred and alternative ways or modalities of implementation (efficiency)

- The AMRC effectively used the funds for this programme, although the funds were limited but the achievement was good.
- The AMRC staff are strongly committed to using the funds effectively for each activity to reach its objectives.
- Promoting the AMRC services through radio programmes is one option to increase the impact within A Province.

5. Durability of the programme's results after its completion (sustainability)

- Staff of AMRC have capacity to deliver the AMRC services and can be resource persons for training workshops organized by other agencies in other provinces, especially in A Province.
- Key persons in communities who were trained on safe migration can continue to protect migrant workers from labour exploitation in their communities.
- People in target communities have participated in the programme and they will continue to protect migrants from labour exploitation in their communities.

6. Constraints or problems faced and remedial action taken or planned

There some difficulties and challenges happened during the reporting period as following:

- AMRC staff had difficulty to field visit at communities due to the lack of funds; also the budget for promotion activity through radio programmes was limited.
- Potential migrant workers and their families are too poor and they cannot afford the transport to the AMRC office; they requested travel assistance from the AMRC office.
- The lack of budget inhibited the telephone calling to destination countries to assist in resolving a problem or difficulty reported by migrant workers.

7. Lessons learned for improving future programming and replication in other target areas

- Sharing information with commune, district and provincial authorities was effective.
- Awareness-raising on safe migration through radio programme was an important strategy to encourage communities to visit and get AMRC services at AMRC office.
- Community network and capacity building should be documented for replication.
- Cases management and counselling services should be documented.

8. Work plan for next two months (1 September to 31 October 2012)

Completed

5.9 Financial report template

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Department of Labour and Training

BALANCE SHEET STATEMENT

1	Balance (in Bank and Cash) Fund Received for 1st	\$12.07
2	Fund received for 2nd payment from ILO	\$880.00
Sub-total:		\$892.07

3	Total 2nd expenditures from Day-Month-Year to Day-Month-Year	\$541.45
Sub-total:		\$541.45

4	Balance	\$350.62
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5	Request for final payment	\$641.23
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Prepared by:

Name:

Title :

Date:

Approved by:

Name:

Title:

Date:

Service Contract No:
Period covered by this report:
From: DAY-MONTH-YEAR

Country:

To: DAY-MONTH-YEAR

All figures are in US\$

Entry No.	Date	Description of Transaction	Closing Balance at the end of the previous reporting period*: =>				Receipt	Expenditure	Receipt	Expenditure
			Paid to	Input Item						
01		Funds received from donor, ILO-MRC	Funder				880.00			
02		Bank service charges for TRF	Bank	6			2.00	-		
03		Balance forwards								
04		Exp. Organize meeting on Advisory Committee	Administrator	3			12.07	-		
05		Exp. Coordinator for Advisory Committee meeting	Administrator	2			-	-		10.00
06		Exp. Advisory Committee meeting	Administrator	1			-	-		15.00
07		Exp. Phone card for communication	Administrator	5			-	-		10.00
08		Exp. Gasoline/taxi for meeting/workshop	Driver	1						30.00
09		Exp. Phone card for communication	Administrator	5			-	-		10.00
010		Exp. Gasoline/taxi for meeting/workshop	Driver	1			-	-		30.00
011		Exp. Organize meeting to enhance the capacity of the Provincial Committee	NPC	3						
012		Exp. Coordinator for meeting to enhance the capacity of the Provincial Committee	NPC	2						
013		Exp. Presenter for meeting to enhance the capacity of the Provincial Committee	NPC	4						
014		Exp. Organize meeting with NGO network	Consultant	3						
015		Exp. Coordinator for meeting with NGO network	Consultant	2						
016		Exp. Presenter for meeting with NGO network	Consultant	4						
017		Exp. Meeting with NGOs at hotel	Consultant	1.5						100.00
018		Exp. Organize meeting for Advisory Committee	Administrator	3			-	-		10.00
019		Exp. Coordinator for meeting for Advisory Committee	Administrator	2			-	-		10.00
020		Exp. Meeting of the Advisory Committee	Administrator	1.2			-	-		15.00
021		Exp. Resolve complaint (in ___ District)	Consultant	3.3						20.00
022		Exp. Phone card for communication	Administrator	5			-	-		10.00
023		Exp. Gasoline/taxi for meeting/workshop	Driver	1			-	-		30.00
024		Exp. Phone card for meetings	Administrator	5			-	-		10.00
025		Exp. Stationary	Administrator	6						10.00
026		Exp. Organize meeting	Administrator	3			-	-		10.00
027		Exp. Coordinator for meeting	Administrator	2						10.00
028		Exp. Presenter for meeting	Administrator	4			-	-		20.00
029		Exp. Meeting	Administrator	3.2						20.83
030		Exp. Resolve complaint (in ___ District)	Consultant	3.3						20.00
			Grand Total				892.07	2.00		539.45
			Balance				(350.62)			541.45

Prepared by:

Name:

Position:

Date:

Approved by:

Name:

Position:

Date:

5.9 Financial report template

Budget Monitoring Sheet

Department of Labour and Training

INSERT YOUR
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Name of Partner
Address
Project Name
Report Period

Item No	Description	Unit	Number	Quantity	Unit Price (USD)	Total (USD)	Expenditure to date (USD)	Balance to date (USD)
	Administration							
	Management Cost							
1	Taxi for meeting/workshop arrangement (16 meetings = 8 days)	per day	8		30	240	225	-
2	Facilitator (16 meetings = 8 days)	per day	8		20	160	160	15
3	Organiser (16 meetings = 8 days)	per day	8		20	160	150	-
4	Resource people (16 meetings = 8 days)	per day	8		20	160	160	10
5	Communication including telephone, email, invitation letters, organizing meetings and follow up with participants (14 meetings/ workshops)	meeting/ workshop	16		10	160	160	-
6	Stationary	months	12		10	120	119	1
	Activity Costs							
	Objective 1: To coordinate the relevant key stakeholders working in ___ Province on the protection of migrant workers from labour exploitation							
	Activities:							
1.1	Establish a Technical Working Group (TWG) on the Protection of Migrant Workers from Labour Exploitation, based on the local context and guidance provided by the Ministry at the central level. Identify the tasks and members of the TWG.							
1.2	Organize 6 meetings (regular meeting every 2 months) for the TWG, with a specific agenda distributed in advance to invited members;							
	Snacks	meeting	6	8 person	2	72	56	16
	Materials for participants	meeting	6		3	18	34	(16)
1.3	Actively participate in meetings of the Labour and Anti-Trafficking Committee, and provide inputs on the protection of migrant workers from labour exploitation							

5.9 Financial report template

2.4	Deliver training workshops to local officers and relevant agencies working on the protection of migrant workers from labour exploitation based on the Manual for Migrant Workers and government proclamations (Pre and post-testing will be carried out to evaluate the training).	meeting	1	23	person	2	35	53	(18)
	- Snack	meeting	1	23		5	115	206	(91)
	- Travel	meeting	1	23		2	46	15	31
	- Materials for participants	meeting	1			90	90	25	65
	- Meeting room	meeting	1			15	15	7	8
	- Miscellaneous								
	Objective 3: To monitor the practices of private recruitment agencies and assist in handling migration-related complaints in ____ Province								
	Activities:								
3.1	3.1 Develop and maintain an updated list of private recruitment agencies conducting activities in ____ province;								
3.2	3.2 Organize individual and group meetings with private recruitment agencies, sub-agents and brokers to inform them about the laws on sending migrant workers overseas and the recruitment agency Code of Conduct, and to encourage them to report the number of migrant workers recruited in ____ Province.								
	- Snacks	meeting	3	10	person	2	45	39	6
	- Materials for participants and miscellaneous	meeting	3			5	15	21	(6)
3.3	3.3 Assist migrant workers and members of their families in resolving disputes, pursuing claims or gaining access to justice on migration-related grievances. Work closely with the MRC, and other government and NGO actors to collect information on cases, provide referrals, provide follow up support.								
	Travel costs and food for complainants, snacks for meetings with complainants at Labour Training office and in communities, copying of documents for case reports (On average, 1 case will cover 3 persons).	Cases	10		person	20	200	200	-
	Total						2,200.00	2,181.23	18.77

Approved by:

Name:

Position:

Date:

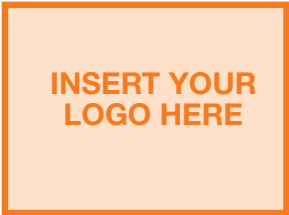
Prepared by:

Name:

Position:

Date:

5.9 Financial report template


 INSERT YOUR
LOGO HERE

Department of Labour and Training

 Service Contract Number:
Implementing Agency:

Duration: 12 months (01 June 2012-31 May 2013)

	INPUT ITEM	Quantity		Unit price	TOTAL (USD)
Management Costs					
01	Taxi for meeting/ workshop arrangement (16 meetings = 8 days)	8	Per day	30.00	240.00
02	Facilitator (16 meetings = 8 days)	8	Per day	20.00	160.00
03	Organiser (16 meetings = 8 days)	8	Per day	20.00	160.00
04	Resource staff (16 meetings = 8 days)	8	Per day	20.00	160.00
05	Communication including telephone, email, sending invitation letters for organizing meetings/workshops and follow up participants (14 meetings/ workshops)	16	meeting/ workshop	10.00	160.00
06	Stationary	12	months	10.00	120.00
Sub-total of management cost					1,000.00
Activity Costs					
	Objective 1: To coordinate the relevant key stakeholders working in _____ Province on the protection of migrant workers from labour exploitation				
	Activities:				
1.1	Establish a Technical Working Group on the Protection of Migrant Workers from Labour Exploitation, based on the local context and guidance provided by the Ministry at the central level. Identify the tasks and members of the TWG.				
1.2	Organize 6 meetings (Regular meeting every 2 months) for the TWG, with a specific agenda distributed in advance to invited members				
	Snacks	8	pers	1.50	12.00
	Materials for participants				3.00
		Sub total: 1 meeting			15.00
		Sub total: 6 meeting			90.00
1.3	Actively participate in meetings of the Labour and Anti-Trafficking Committee, and provide inputs on the protection of migrant workers from labour exploitation				
1.4	Organize meeting to enhance the capacity of members of the Labour and Anti-Trafficking Committee on the situation of migrant workers and efforts to enhance their protection, in cooperation with Secretariat of Provincial Committee on Labour and Anti-Trafficking				
	Snacks	24	pers	1.50	36.00

5.9 Financial report template

	Travel	24	pers	5.00	120.00
	Materials for participants	24	pers	3.50	84.00
	Meeting room hire				90.00
	Miscellaneous				20.00
	NB: Additional cost can be mobilized from other agencies	Sub total:			350.00
1.5	Organize 2 half-day meetings with about 30 members of NGO network in _____ Province. Meeting 1 is on improving their understanding on safe migration and MRC's activities and Meeting 2 is on the challenges and responses to the protection of migrants in target communities				
	Snacks	30	pers	1.50	45.00
	Transportation costs (far from city)	8		5.00	40.00
	Materials for participants				15.00
		Sub total: 1 meeting			100.00
		Sub total: 2 meeting			200.00
1.6	Submit 2 reports on labour migration trends in _____ province to the labour ministry and TRIANGLE staff (one at three months into the project, one at the conclusion of the project) and with a copy to the Provincial Committee on Labour and Anti-Trafficking				
1.7	Share information on provincial coordination and protection activities with other government departments				
	Objective 2: To provide training for local officers and relevant agencies on the protection of migrant workers based on the existing Manual on Migrant Workers and the proclamations for the protection of migrant workers' rights				
	Activities:				
2.1	Select participants to attend national level training on the Manual on Migrant Workers and government proclamations, who will be responsible for delivering training at the provincial level				
2.2	Identify and select participants for the provincial training;				
2.3	Review training agenda and training materials developed at the national level for applicability to the provincial context;				
2.4	Deliver training workshops to local officers and relevant agencies working on the protection of migrant workers from labour exploitation based Manual on Migrant Workers and government proclamations (Pre- and post-testing will be carried out to evaluate the training).				
	Snack	23	pers	1.50	34.50
	Travel	23	pers	5.00	115.00
	Materials for participants	23	pers	2.00	46.00
	Meeting room hire				90.00
	Miscellaneous				14.50
		Sub total:			300.00
	Objective 3: To monitor the practices of private recruitment agencies and assist in handling migration-related complaints in _____ Province.				

5.9 Financial report template

	Activities:			
3.1	3.1 Develop and maintain an updated list of private recruitment agencies conducting activities in _____ Province;			
3.2	3.2 Organize individual and group meetings with private recruitment agencies, sub-agents and brokers to inform them about the laws on sending migrant workers overseas and the recruitment agency Code of Conduct, and to encourage them to report the number of migrant workers recruited in _____ Province.			
	Snack	10 pers	1.50	15.00
	Materials for participants and miscellaneous			5.00
		Sub total: 1 meeting		20.00
		Sub total: 3 meeting		60.00
3.3	3.3 Assist migrant workers and members of their families in resolving disputes, pursuing claims or gaining access to justice on migration-related grievances. Work closely with the MRC, and other government and NGO actors to collect information on cases, provide referrals, provide follow up support, etc.			
	Travel costs and food for complainants, snacks for meetings with complainants at government ministry offices and in communities, copying of documents for case reports. (On average, 1 case will cover 3 persons).	10 case	20.00	200.00
		Sub-total:		200.00
Sub total of activity cost				1,200.00
GRAND TOTAL				2,200.00

Payment No 1:	30%	Payment 660.00
Payment No 2:	40%	880.00
Payment No 3 or Final:	30%	660.00
Verify		2,200.00

5.10 Sample client card

MRC client card

Reference No: _____	Date of Registration: _____
---------------------	-----------------------------

1. Personal Information:**a) Potential or current migrant worker details**

Name of client _____ Male / Female _____

Date of birth _____ Current address _____

Tel. number _____ Family contact number _____

Where did the client hear about the MRC? _____

Number of years of education: _____ Time spent in skills training: _____

Already migrated and returned? Yes / No

b) Family / friend of migrant worker details (please also fill 1. a) for migrant worker details)

Name of client _____ Male / Female _____

Date of birth _____ Current address _____

Tel. Number _____ Family contact number _____

Where did the client hear about the MRC? _____

2. Grievance (if would like to lodge complaint, please fill in a Complaints Form) or Referral Request

Is the migrant family member missing? Yes / No If yes, for how long? _____

Is the migrant family member facing problems? Yes / No

Record known information about grievance – migration method, recruitment agency, type of work, last contact, problem faced etc.:

Referral requested

Referred to _____ for _____

On _____ (date) _____ (date) _____ (date) _____ (date)

3. Migration Intentions:

(1) Migration likelihood: (a) unlikely; (b) possibly; (c) likely

(2) Migration timeframe: (a) in the next 6 months; (b) 6-12 months; (c) 12-24 months

(3) Intended destination: (a) Thailand; (b) Malaysia; (c) Taiwan; (d) Don't know; (e) Other (specify) _____

(4) Intended work sector: (a) manufacturing; (b) domestic work; (c) construction; (d) agriculture; (e) fishing

5.10 Sample client card

4. Safe Migration Awareness (measured against set criteria):

- (1) Understands the risks involved in migration: (a) yes; (b) no; (c) somewhat
- (2) Knows the requirements for working abroad legally: (a) yes; (b) no; (c) somewhat
- (3) Understands the various costs involved in recruitment / migration: (a) yes; (b) no; (c) somewhat
- (4) Knows what to expect in terms of wages and working hours: (a) yes; (b) no; (c) somewhat
- (5) Knows what to do in case of a rights violation by recruiting agency: (a) yes; (b) no; (c) somewhat
- (6) Knows what to do in case of a rights violation by employer: (a) yes; (b) no; (c) somewhat

5. Services Received:

Type of Service	Date received	Date received	Date received	Date received
Counselling (pre-migration counselling)				
Legal Assistance (related to claims, complaints or contract checking)				
Information, Education, Training (MRC run or supported training or information event)				
Networking (participation in any group discussion with migrants or other related parties, including joining a migrant association)				
Trade Unions (joining a trade union)				

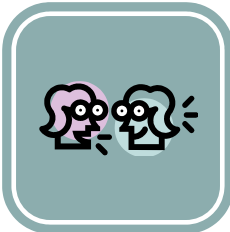
5.11 Outreach activities template

Planning outreach activities

Who? Who are the targets for the outreach activity? Consider age, gender, education levels, sectors for migration



What? What are we trying to communicate? What are the key messages? What does the community already know?



How? What methods will be used to communicate? Consider multiple methods, including something you can leave with the community. How will the outreach be engaging?



When? When is the outreach planned for? What do we know about this time in the community? what about access for women, youth, men – consider the audience



Where? Where will the outreach be held? What opportunities or restrictions does the location offer?



5.12 Follow-up checklist template

Follow up list

Make an appointment for follow up (by phone)



☐	
☐	
☐	
☐	
☐	

Or

Make an appointment for follow up (in person)



☐	
☐	
☐	
☐	
☐	

And

Write down the appointment for the client on a take away card and include it in the MRC diary



☐	
☐	
☐	
☐	
☐	

Prepare for the follow up appointment – is there any information you need to gather? Staff to appoint?



☐	
☐	
☐	
☐	
☐	

Record the outcomes of the follow up appointment on the client card



☐	
☐	
☐	
☐	
☐	

5.13 MOU template between MRC and referral agency

Memorandum of Understanding

Between MRC ____ and [Partner name]

[Date]

1. Purpose

The purpose of this memorandum of understanding (MOU) is to outline the commitments made by MRC ____ and [Partner name] to work together on the [name of the initiative] in [Date].

2. Duration of the MOU

This MOU will commence when it has been signed by both parties and will remain in force until [Date].

3. Nature of the relationship

The relationship between MRC ____ and [Partner name] is [description of nature of relationship].

4. Aim of initiative

The parties agree that their common aim is to [description of aim of initiative]. The parties agree to work together to achieve this aim, committing to actions described below.

5. Roles and responsibilities of parties

5.1 The role of MRC ____ is to [description of role].

5.2 The responsibilities of MRC ____ in undertaking their role are to [description of responsibilities].

5.3 The role of [Partner name] is to [description of role].

5.4 The responsibilities of [Partner name] in undertaking their role are to [description of responsibilities].

6. Commitments

6.1 MRC ____ agrees to [description of commitments].

6.2 [Partner name] agrees to [description of commitments].

7. Learning and dissemination of evaluation results

Both parties agree to share the results of evaluations or reviews of the initiative undertaken by either or both parties for the purpose of mutual learning. Publication or dissemination of the results will be mutually agreed by both parties at the conclusion of the initiative.

8. Amendments to this agreement

These terms can be altered on written agreement by both parties.

5.13 MOU template between MRC and referral agency

9. Authorization

Both parties agree to work together in a spirit of cooperation to achieve the above stated aims.

Signed:

Signed:

Name and position:

Name and position:

MRC ____

[Partner]

Date:

Date:

5.14 Legal assistance outcome record

LEGAL ASSISTANCE OUTCOME RECORD

1. Number of complainants? ____ Men / Women
2. Subject of the assistance provided? (Select all that apply)

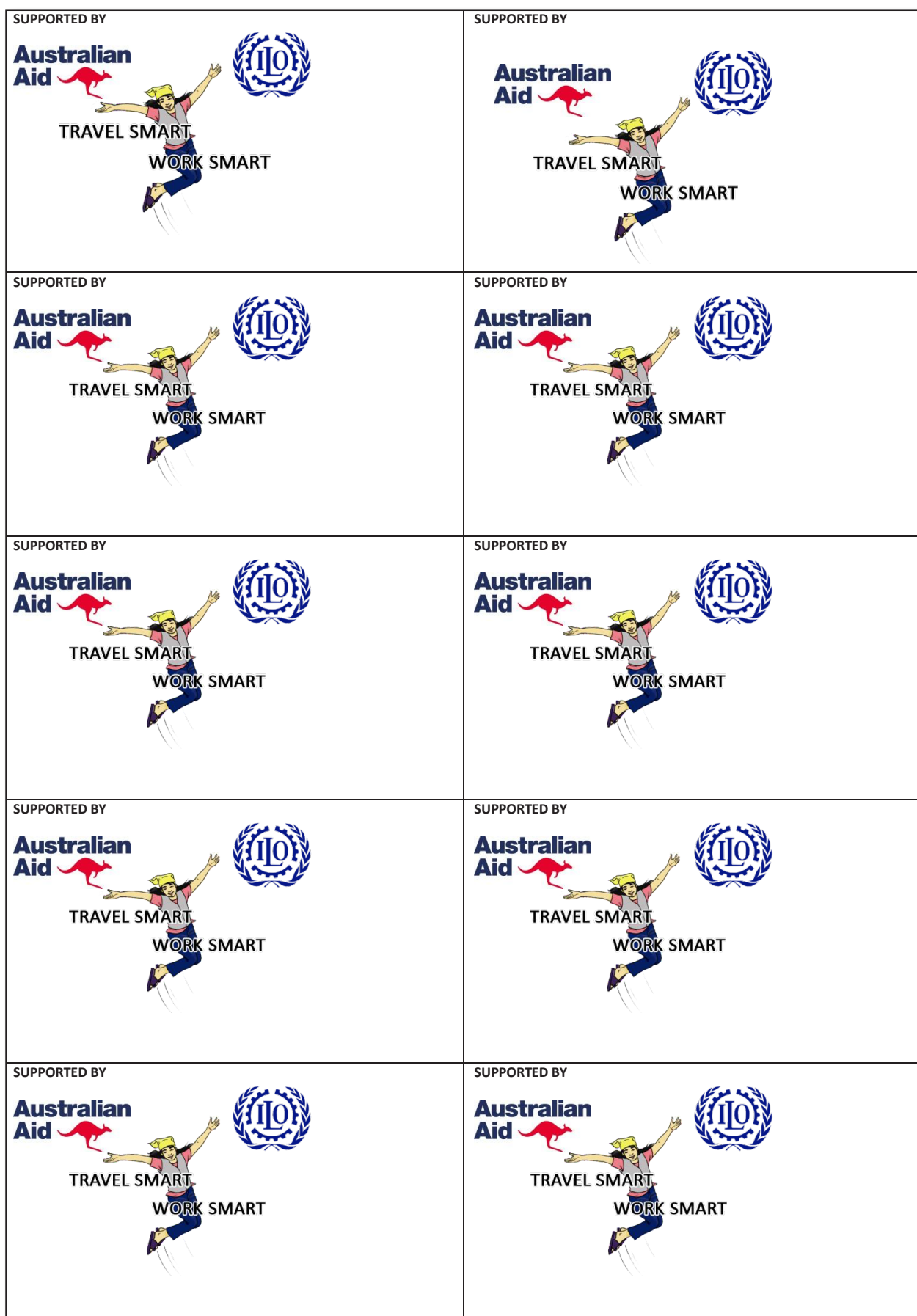
☐ Non-payment of wages	☐ Harassment
☐ Wages below legal minimum	☐ Retention of identification documents/work permit
☐ Living conditions	☐ Disciplinary action/termination of employment
☐ Occupational safety and health	☐ Delay in deployment/job not provided
☐ Job duties	☐ Contract substitution
☐ Work hours	☐ Missing persons
☐ Leave	☐ Stranded/detained in receiving country
☐ Insurance	☐ Forced work
☐ Workers' compensation	
☐ Other (specify) _____	
3. Total amount of monetary compensation/reimbursement _____
4. Duration of the case?
 - ☐ Less than 1 month
 - ☐ 1-3 months
 - ☐ 4-6 months
 - ☐ 7-12 months
 - ☐ More than 1 year
5. Case resolved through?
 - ☐ Court hearing
 - ☐ Administrative process
 - ☐ Informal mediation
 - ☐ Case dropped (specify why) _____
6. Remedy obtained? (Select all that apply)
 - ☐ Monetary compensation/reimbursement
 - ☐ Better working conditions
 - ☐ Better living conditions
 - ☐ Reinstatement to work
 - ☐ Deployment to destination country
 - ☐ Missing person located
 - ☐ Return/provision of identification documents/work permit
 - ☐ Return to country of origin
 - ☐ None
 - ☐ Other (specify) _____
7. Total amount of monetary compensation/reimbursement received? _____
8. Sanction applied to offender?
 - ☐ Prison sentence
 - ☐ Administrative penalty
 - ☐ Monetary fine
 - ☐ Warning
 - ☐ None

Communications Materials:

5.15 Sample business cards – front

LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com	LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com
LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com	LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com
LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com	LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com
LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com	LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com
LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com	LOGO Hotline: OFFICE NAME First And Last Name Job Title Street Address City State Zip Code Phone: 000 000 0000 name@company.com

5.16 Sample business cards – back



5.17 A4 and A5 flyer template

TRAVEL SMART WORK SMART



LOREM IPSUM DOLOR sit amet, consectetur adipiscing
elit. Maecenas porttitor congue massa. Fusce posuere.

Australian
Aid



LOGO



5.18 Letterhead template

TRAVEL SMART WORK SMART	LOGO
DEAR MASSAFUSCE POSUERE, Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna. Nunc viverra imperdiet enim. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna. Nunc viverra imperdiet enim. Fusce est. Fusce est. Vivamus a tellus. Pellentesque habitant morbi tristique senectus et netus et malesuada fames ac turpis egestas. Proin pharetra nonummy pede. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna. Nunc viverra imperdiet enim. Fusce est. Mauris et orci. Aenean nec lorem. In porttitor. Donec laoreet nonummy augue.	
Kind regards, Director OFFICE NAME Office details Office Number, Office Email	
	SUPPORTED BY 

5.19 A4 poster event template

“TRAVEL SMART EVENT”

EVENT NAME

DATE: DATE

VENUE: VENUE

DESCRIPTION:

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero, sit amet commodo magna eros quis urna. Nunc viverra



EVENT TOPIC

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Maecenas porttitor

EVENT TOPIC

congue massa. Fusce posuere, magna sed pulvinar ultricies, purus lectus malesuada libero,

WELCOME

ADDRESS:

TIME:

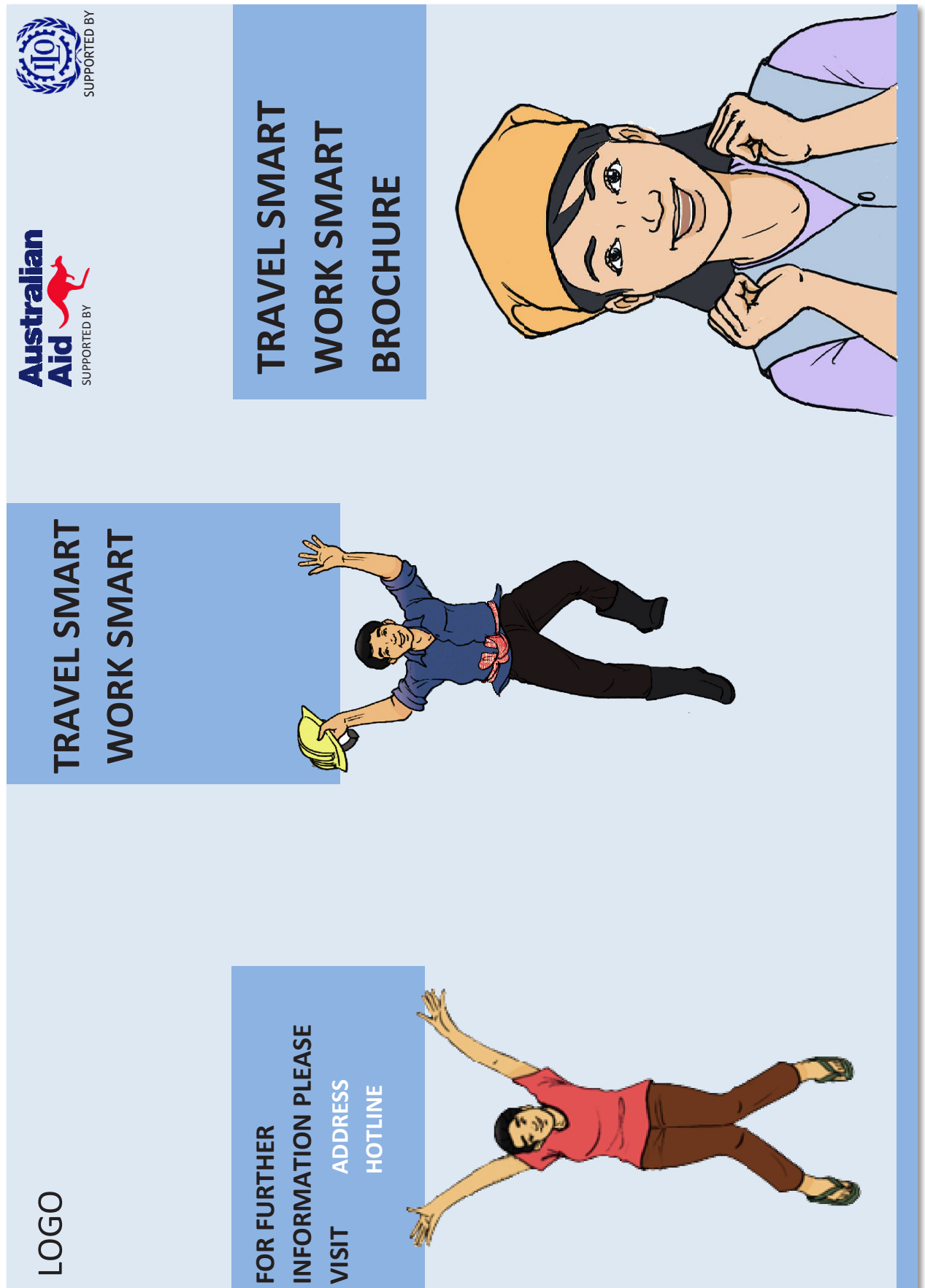


Australian Aid 

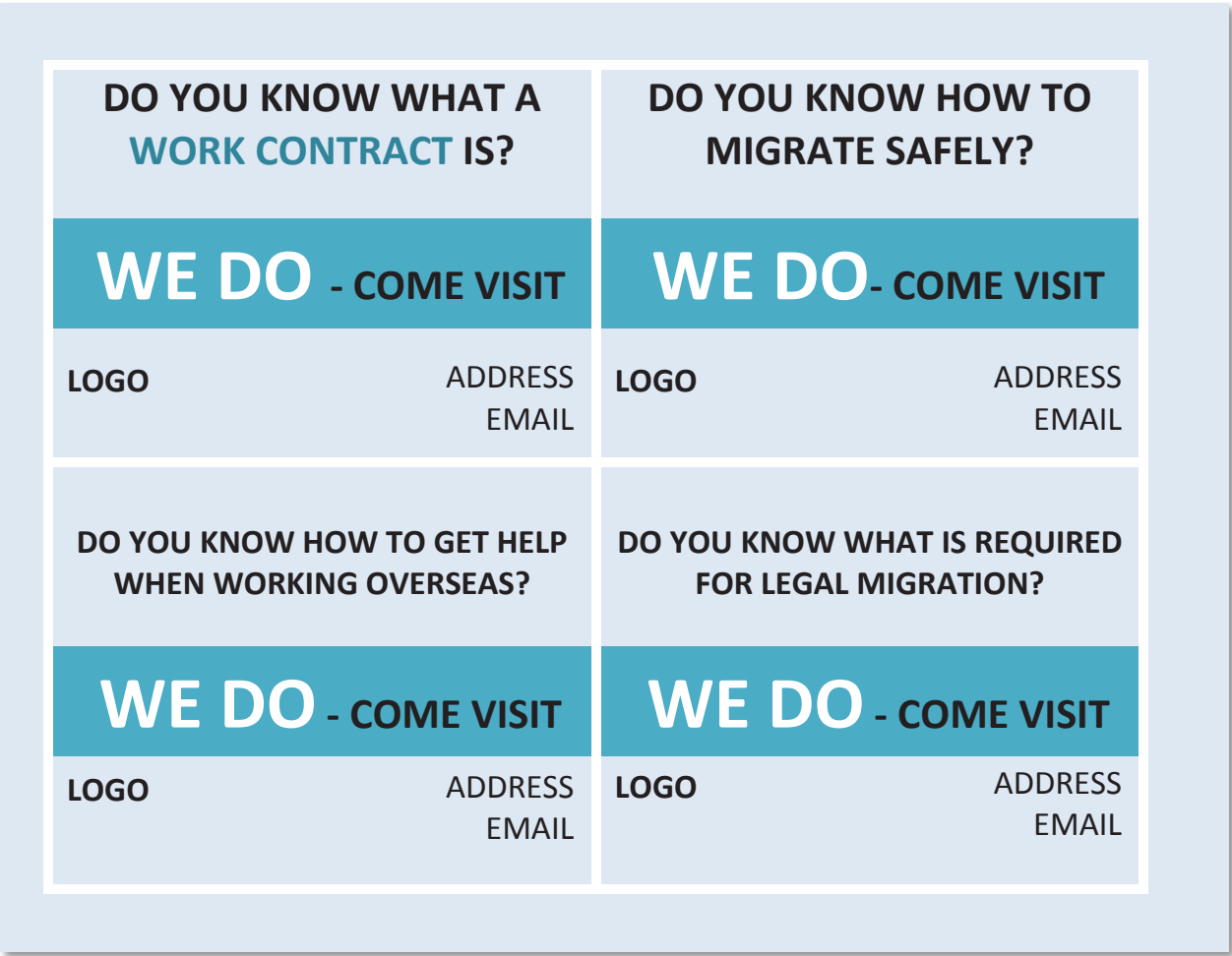
LOGO



5.20 Brochure template



5.21 Sample stickers





Australian Government

Department of Foreign Affairs and Trade



Migrant Worker Resource Centre operations manual

A manual on establishing and operating a resource centre for migrant workers including information for potential migrants

The Migrant Worker Resource Centre operations manual has been developed and tested with service providers, trade unions and government officials and key stakeholders under the ILO GMS TRIANGLE project.

This Migrant Worker Resource Centre operations manual is intended for any organization that provides, or wants to provide, services to migrant workers. The manual provides clear guidance on the establishment of a Migrant Worker Resource Centre and services to potential and returned migrants, and members of their families. The manual includes practical tools and templates for everyday use when providing and tracking services.

The manual also includes suggested answers to questions frequently asked by potential and returned migrants and members of their families and service providers, about Cambodian workers' rights and responsibilities and other aspects of living and working abroad. The manual discusses risks involved in migration, requirements for legal migration, questions about specific sectors, sending money home, culture, laws and policies, and accessing support services and complaints mechanisms in Cambodia and destination countries.

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