**Annex A**

**Media Factsheet**

**Migrant Workers’ Centre’s Support for Migrant Worker Community**

Since 2009, the Migrant Workers' Centre (MWC) has been dedicated to improving the lives of migrant workers (MW) in Singapore. Established with a mission to champion fair employment practices and the well-being of MW, MWC has made significant strides in improving their lives in the areas of work, live and play. As a bipartite initiative under the National Trades Union Congress (NTUC) and Singapore National Employers Federation, MWC has not only addressed immediate needs but has also laid the groundwork for long-term improvements in the lives of MWs. The six key foci of MWC are:

**1) Advocacy and Protection**

MWC champions the welfare and protection of MWs, mainly on employment-related matters like handling cases related to owed salaries, unfair dismissal, employer-employee dispute/mediation and workplace injuries. On the welfare aspect, MWC also helps with other adjacent issues, such as providing humanitarian aid, accommodation/shelter and other essential items in times of crisis.

**2) MWC Ambassador Network**

In September 2013, MWC launched its Ambassador Network. This Network provides real-time ground sensing capabilities and plays an important role in smoothing the integration of newly arrived MWs. By offering more experienced mentors – who are MWs themselves – the Network helps guide and support new MWs in assimilating into our society.

**3) Comprehensive Support Services**

MWC has established several touchpoints across Singapore, offering a range of essential services. From legal aid and counseling to humanitarian assistance for workers in distress, MWC has created a robust support network that MWs can rely on.

**4) Foreign Worker Settling-In Programme (FWSIP)**

Since October 2018, MWC has been conducting the one-day orientation Foreign Worker Settling-In Programme (FWSIP)at the MWCRC @ Soon Lee. The programme seeks to educate MWs on Singapore’s social norms, their employment rights and responsibilities, Singapore laws, and where and how to seek assistance. Additionally, we use the FWSIP platform to raise scam awareness, providing protection for MWs beyond the employment context. Through the FWSIP, MWs are assured that they can approach MWC for any assistance should they face any issues such as well-being and salary disputes while in Singapore.

**5) Social and Recreational Integration**

In the last quarter of 2018, MWC launched the Migrant Workers’ Centre Recreation Club (MWCRC @ Soon Lee) to support the social and recreational needs of the MW community. The MWCRC @ Soon Lee houses essential services such as grocery shopping, telecommunication, banking, and sporting and other social and recreational activities. Regular variety entertainment, as well as recreational and educational programmes, are organised to engage MWs after their working hours and on weekends.

**6) MWC Membership**

Under the Work Injury Compensation Act, MWs are covered for work-related injuries or diseases. The mandatory medical insurance that employers are required to purchase for their MWs helps cover any hospital and surgical expenses incurred by MWs. However, MWs remain uninsured against non-work related accidents resulting in death, total and permanent disability, as well as critical illnesses.

To address this gap, MWC launched the MWC Associate Membership in July 2022 to further protect and strengthen support for MWs. Aligned with NTUC's aspirations, this membership offers a range of benefits, including training and upgrading opportunities, telco, medical, and employment agency services, as well as insurance against critical illness or accidental death. A fully digital membership app reflects NTUC’s continued commitment to helping MWs, ensuring they receive comprehensive support and protection.

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