

Foreign workers can now seek advice on work issues via help kiosks

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Every Wednesday, from 7pm to 9pm, migrant workers facing issues related to their work will be able to consult full-time MWC specialists and volunteers. Photo: Migrant Workers' Centre

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SINGAPORE — Foreign workers now have more avenues to seek advice when they run into problems with their employment, salary or other workplace issues.

The Migrant Workers' Centre (MWC) yesterday launched a weekly help kiosk for foreign workers at the four recreation centres located at Penjuru, Woodlands, Soon Lee and Kaki Bukit.

Every Wednesday, from 7pm to 9pm, workers facing issues related to their work will be able to consult full-time MWC specialists and volunteers.

Depending on the response, the MWC may run these services more frequently.

In a press release, the MWC said the kiosks will provide workers with "a safe and conducive space where they can consult the MWC's specialists on any employment concerns or issues without fear or apprehension".

These kiosks will also save the migrant workers from having to travel to the MWC help centres located in the city, it added.

On top of the kiosks, the MWC also runs a 24-hour helpline and has a mobile office for outreach.

The help kiosks were launched during a Chinese New Year celebration held at Penjuru Recreation Centre yesterday, where MWC chairman Yeo Guat Kwang and staff handed out mandarin oranges to 500 migrant workers.

Separately, the MWC said it has collaborated with Silver Ribbon (Singapore) to train its specialists on helping with mental-wellness issues.

Last month, its specialists underwent a workshop on identifying migrant workers who show signs and symptoms of mental stress or illness arising from any problems at their workplace.

Silver Ribbon (Singapore) has also partnered with the MWC to set up a protocol for escalating cases of psychological or emotional stress to professional counsellors.

Mr Yeo said it is critical that the MWC continues to improve its capabilities "so that we are always ready to assist" migrant workers.

"The difference we can make by ourselves is limited, but as we have done from the beginning, we will continue to work through partnerships with like-minded organisations and initiatives with a view to creating 'a whole that is greater than the sum of its individual parts' when it comes to safeguarding our migrant workers. Migrant workers have also contributed to building our society today, and we feel strongly that their welfare and well-being must continue to be protected," he added.