



Spotlight Initiative

# A Guide For Filipino Migrant Domestic Workers In Malaysia

Safe Migration Book



## Book Owner

Name

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Address

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“ Every Migrant Domestic Worker Has The Right to Decent Work and Protection ”



Spotlight Initiative

Part

# 01.

## Information on The Recruitment and Placement of Migrant Domestic Workers in Malaysia

### A. Requirements for candidates of Migrant Domestic Workers (MDWs) to Malaysia

Pass the medical exam

Be at Least **23** Years old

**PASSPORT**  
Have a valid passport

Hold and keep the signed contract

Be willing to undergo a training in TESDA (Technical Education and Skill Development Authority)

### B. Documents Required

- A valid passport
- A signed contract
- Work Permit
- TESDA Certificate
- Medical Certificate

### C. Medical Check-Up

Medical check-up is important to ensure that candidate of migrant domestic workers have no health issues during the process of examination and upon arriving in Malaysia. In the Philippines every domestic worker is required to do medical check – up at clinics recommended by Philippine Overseas Employment Administration (POEA). Any irrelevant medical check-up to the nature of the work is a form of discrimination. To ensure the clinic is accredited by POEA, please visit this link <https://www.poea.gov.ph/clinic/dohclinics.html>.

D.



### Training and Pre – orientation

PEOS (Pre- Employment Orientation Seminar) – **PEOS Online | POEA** PDOS – Pre-Departure Orientation Seminar. After all documents are processed, the agency will advise the candidates of migrant domestic workers to undergo the Pre-departure Orientation Seminar conducted by the Government.

The training is general in nature, but the candidates of migrant domestic workers need to ask any specific situations related to the destination country. For further information and knowledge about the law and policy in both of country of origin and country of destination, please check this website: Recruitment Advisor

<https://www.recruitmentadvisor.org/>

E.



### Social security for Migrant Domestic Workers (MDWs)

In the Philippines it is mandatory for everyone to enroll in the Social Security System <https://www.sss.govph/sss/appmanager/pagesjsp?page=sssmandate>. The benefits under the social security system are sickness, maternity, disability, death, funeral and unemployment. Also, it is mandatory for migrant domestic workers to register for the Pag-Ibig and Phil Health system.

F.



### About the recruitment agency in the Philippines

To ensure your agency is legal or registered under the Philippine Overseas Employment Administration, please check to the link POEA – Philippines Overseas Employment Administration at

<https://www.poea.gov.ph/services/recruiters.html> or the website of Philippines Embassy in Malaysia: <http://www.philembassykl.org.my/>.

Also, the migrant domestic workers can check and get more information on the recruitment advisor by visiting this link <http://www.recruitmentadvisor.org>.

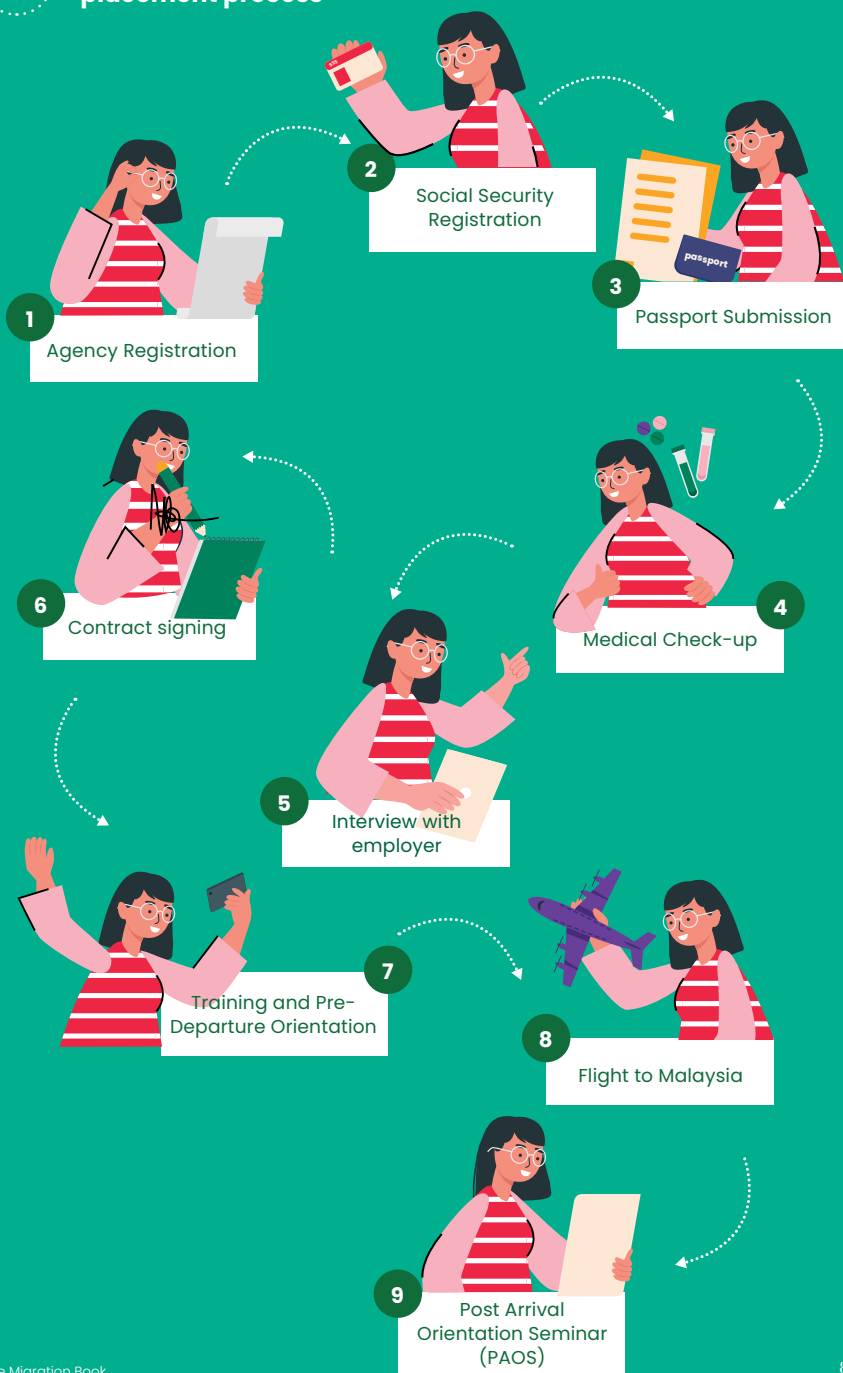
G.



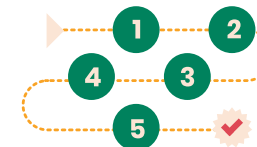
### Flight to Malaysia

The candidates of migrant domestic workers must make sure that a complete set of documents are secured in their possession before the scheduled flight to Malaysia e.g., employment contract, work permit, flight ticket, and the contract document has been read thoroughly before they sign it.

**H. Chart recruitment and placement process**



**I. Prevention Against Illegal Recruitment**



**DO NOT** trust sponsor/broker who gives wrong information;



**MAKE SURE** your recruitment agency is legally certified by the government. Please refer to the MRA (Migrant Recruitment Advisor) information and click this link <https://www.recruitmentadvisor.org/node/20100>.



**DO NOT** allow sponsor/broker/ agency/other party to falsify or alter the personal document, e.g.: name, date of birth, age, address, photo, etc.

**DO NOT** board a flight to Malaysia without any legitimate documents such as: work permit, contract, passport etc. Please have all documents copied to family;



**DO NOT** board a flight to Malaysia with a tourist visa;



**FOLLOW** the the standard procedure of law and policy established by the government;



**REPORT** immediately to authorities or relevant government bodies and law enforcers, such as police, for any abuses during the recruitment and placement process.

Part

# 02.

## About Malaysia and Money Transfer to The Philippines

### Population and geography of Malaysia



**Man**  
14,8 Million



**Non Citizens**  
3,3 Million



**Woman**  
14,5 Million

Malaysia consists of two different geographic locations, namely, Malaysia Peninsula and East Malaysia. It covers 13 states: Kedah, Pahang, Kelantan, Johor, Perak, Perlis, Selangor, Negeri Sembilan, Terengganu, Sarawak, Pinang Island, Sabah, Melaka and 3 federal territories (Kuala Lumpur, Labuan, and Putrajaya). The population of Malaysia in 2019 was 32.6 million people, of which 14.8 million men and 14.5 million women. The rest are non-citizens with the number of 3.3 million people.



Malaysia has a diverse population consisting of Malays, Chinese, Indians, and other native people (*Orang Asli*, Sarawak, and Sabah) which results in different cultural backgrounds. The culture of the Malay, Chinese, Indian, and some others in Malaysia prioritizes the values of courtesy, simplicity, beauty, and harmony of life among family members, neighbours, and societies.

### Religions in Malaysia



Islam is the majority religion adhered to by its inhabitants, especially the Malay. It is recognized as the official religion. The application of Islamic teachings in Malaysia is so strict that any practices which do not comply with the religious law are not tolerated. For example, living together for unmarried couple is prohibited. Islam in Malaysia is based on the Shafi and Sunni. The remainder is accounted for by other faiths including Buddhism, Hinduism, Christianity, Sikhism, Animism, and other belief systems. Religious places of worship are easy to find in Malaysia, such as mosques, temples, shrines, and churches.

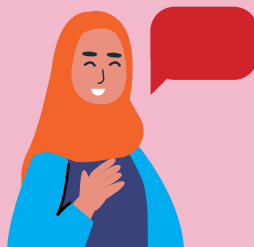
## Languages in Malaysia

Malay is both the national language and the official language in Malaysia. English is the second language and is widely used in big cities in Malaysia. Apart from that, Chinese, Tamil, local languages in East Malaysia and some other languages are also spoken by Malaysians. Therefore, it is important for migrant domestic workers to understand, and eventually master Malay language to communicate well with employers and the local community.



## Community Culture

In general, the people of Malaysia are familiar with Western cultural etiquette, so shaking hands to greet somebody is common. However, the cultural background of the person must be taken into consideration. For example, Malay men and women are not allowed to shake hands one to another because they are considered not *Muhrim*. In greeting, they are only allowed to put their palms together in front of their chest while bending over. Malaysia is also known for the hospitality of its people.



## Food and Culinary

The diversity of the people also influences the diversity of food types in Malaysia. Some famous foods in Malaysia are *Nasi Lemak*, *Roti Canai*, *Tomyam*, and *Nasi Kerabu*. Iced tea, Iced Milo, and *Air Cikong* are variations of the drink most favoured by Malaysians and international tourists. Muslims are not allowed to eat pork, while Hindus are prohibited from eating beef. The concept of halal is also applied in every food and culinary establishment in Malaysia.



## Currency

The currency in Malaysia is the Malaysian Ringgit (MYR). The value of the Philippine Peso (PHP) and Malaysian Ringgit (MYR) changes constantly every day. Currency exchange stalls/kiosks can be found in the nearest city centres. For security and convenience of transactions, migrant domestic workers should have a separate account while working in Malaysia. There is also an application (apps) that can be accessed at this link <https://saverasia.com/send-money-to-philippines/>



## Money Transfer to the Philippines

Migrant domestic workers who do not have a bank account in Malaysia can apply to a bank in Malaysia with the following requirements:



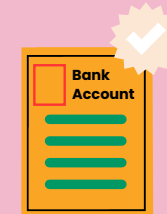
Photocopy of work permit



Photocopy of valid passport



A letter of reference from the employer



The employer should have an account in the same bank where the MDWs apply for their account



Alternatively, the remittance can be transferred from the banks around the residence. In case of no banking kiosk found, the nearest money changer, Western Union (WU) kiosk, or other similar kiosks are also possible. Ensure that the money transfer transaction to the Philippines is undertaken by an authorized/registered money exchange or money transfer agent.

## Part

## 03.

## The Legal Rules As A Domestic Worker in Malaysia

Currently, under the Malaysian labour law (Employment Act 1955), a domestic worker is referred to as “domestic servant” and is excluded from benefits received by other workers. However, as a migrant domestic worker (MDW), you do have the basic rights to:

### Obtain a written contract that includes:

1. Complete identity of the worker and the employer
2. Duration of employment
3. Work Address
4. Duties and responsibilities of the worker and the employer
5. Payment of salary
6. Holidays (rest-day)
7. Contract termination
8. Contract extension
9. General provisions
10. A language understood by the worker from the country of origin



### Minimum Wage

Under the Memorandum of Understanding (MoU) deed between the Malaysian government and the Philippines government, the minimum salary for Filipino migrant domestic workers in Malaysia is USD 400 or the equivalent of MYR 1680 (+- 10%) depending on the exchange rate at the time of payment



### Payroll

Salary must be paid no later than 7 days of each month via bank transfer to the migrant domestic workers' bank account or in cash according to the agreement.

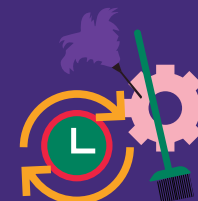


### Communication access

During the contract period, migrant domestic workers must be allowed to hold any communication devices as long as it does not interfere with working time and assignments. Agencies and employers are prohibited from confiscating and detaining any of their communication devices

### Working hours

Working hours must be stated in a written employment contract between the employer and the worker with a work period of 8 hours per day. However, due to the nature of domestic work, working hours are not specifically regulated in law and policy. Notably for Filipino migrant domestic workers, it is written in the contract that they must have continuous 8 hours of rest time every day.



### A safe place to live with privacy

The employer is required to provide an adequate room or living area separated from the employer's room. Employers are prohibited from installing CCTV in the private room and comfort room of migrant domestic workers.



### Healthy and sufficient food

Employers must provide sufficient food, at least 3 times a day, for migrant domestic workers.



### Day off

Migrant domestic workers are entitled to a day off every week and/or employers must pay overtime compensation according to the provisions (minimum wage of 26 working days) multiplied by the number of multiples.

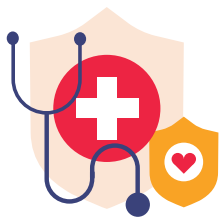


### Hold and keep passport and work permit documents

The Passport Act 1966 prohibits a person from holding the passport of another person. As such, employers are not allowed to withhold the travel documents of migrant domestic workers.







### Health insurance

Employers should register migrant domestic workers in insurance/medical care insurance and outpatient treatments if the worker is sick, including the obligation of the employer to pay medical health costs (FOMEMA) upon arrival and contract extension.



### Get legal assistance

Migrant domestic workers in Malaysia can get legal assistance from their respective embassy and/or any legal aid organizations in Malaysia to deal with any labor or immigration issues.

Malaysia's immigration law 1959/63 regulates migrant workers as follows:

- Every migrant worker (including migrant domestic workers) who enters and works in Malaysia must have a legal work permit
- Migrant domestic workers are not allowed to work for another person other than the employer stated in the work permit. The workers must also work in the house address stated in the work permit.
- Migrant domestic workers are not allowed to carry out any trading or commercial activities related to other businesses.

## Part

# 04.

## About The Work Exploitation And Human Trafficking

A migrant domestic worker must be aware of the following **abuses** at workplace:



- The employer hires migrant domestic workers **to do any other types of work outside the scope of work in the contract**, including hiring for multiple jobs such as guarding a kiosk, shop, salon, or working in the employer's factory.
- Migrant domestic workers are **prohibited from talking to other people** and are prohibited from going out on holidays.
- Migrant domestic workers work more than 8 hours a day with **no rest or overtime compensation**.
- **Employers and agencies take away the cell phone** and prohibit migrant domestic workers from communicating with anyone.
- **Wage is deducted** whenever migrant domestic workers make a mistake or break something accidentally.
- Employers provide **improper bedrooms**, for example: along with pets, CCTV surveillance installed inside the room, not adequately ventilated or suitably furnished.
- **Sexual abuse and harassment**, for examples, hugging, kissing, touching, rape, any sexual misconduct or being asked to carry out sexual acts by an employer, employer's family member, or anyone against migrant domestic workers' consent or free will.



- **To provide massage work** is not an area of work for domestic workers, but in many practices male employers ask and take advantage of it sexually for example by grabbing, kissing, stripping, or rubbing migrant domestic workers' body parts as a form of sexual harassment.
- **Agencies and employers cut your wages excessively (overcharging)** on the grounds of placement costs / debt.
- **Unpaid salary** with an excuse that the salary is saved until the contract is completed;
- **Confiscation of passport and work permit due to the fear** of migrant domestic workers to run away;
- **Salary is deducted** with the reason of paying for medical check-ups, work permits or hospital fees.
- Employers give **unsuitable food**, for examples leftovers, stale food or food against the religion or medical condition of migrant domestic workers.
- **Excessive workloads** where migrant domestic workers have to clean, cook, babysit, care for the elderly, wash cars and maintain the garden at the same time.
- **Physical and verbal violence**, such as insults, harsh words, and even physical violence such as beating and torture.
- Migrant domestic workers are **forced to care for pets** against their religion or free will.



**The following is the definition of trafficking in persons (TIP) according to the Philippine law "The Expanded Anti Trafficking in Persons Act of 2012":**

Element of process/ activity/ action	Element of Procedure	Element of Purpose
recruitment transportation, shelter, delivery, transfer, acceptance of someone;	threats, violence, use of force, kidnapping, confinement, forgery, fraud, abuse of power or vulnerable position, debt bondage or payment or benefits, thereby obtaining approval from the person who has control over the other person;	The purpose of trafficking is to physically, economically and sexually exploit the victim for profit.



### What should you do when you face any problems similar to what have been mentioned above?

In a case of **abuse and sexual harassment**, you should:

- “Be calm”, dial the emergency line 999/112 immediately and wait for assistance to arrive. If you do not have a communication device, try to leave the premises and seek help from your respective embassy or police.
- Report the situation to the “One Stop Crisis Centre” (OSCC) at government hospitals, police stations or the labour department nearby.
- If rape happened, don’t change your clothes, don’t take a shower, don’t clean up the place where the case happened, and collect all related items stained with sperm/body liquid such as tissue paper, cloth, or other items that could be evidence;
- Try to record, take pictures, and collect any relevant information and documents as much as you can, because you and your testimony to tell what happened are evidence as well.

In a case of **labour violation**, you should:

1. Talk to your employer about the problem clearly. Find the best time when the employer is not busy and relaxed for having a negotiation. If the problem cannot be resolved through the negotiation with the employer, then you can consult and report your problem to the trade unions, community organization, labor office, embassy and even the police.
2. Collect evidence that supports the situation you are facing, for example any proof of salary deductions, complete records of the date and time when the salary was not paid or deducted, as well as supporting recordings or videos about conditions at work.



### What if you do not have any access to cell phone?

1. Ask your neighbours or people outside for help, for examples by sending a message in writing or having a short and quick talk while taking children to school, throwing garbage outside, or going shopping at the market.
2. In case of no access at all and you have to leave your employer’s house, make sure you go to any of the following to make a complaint: Philippine Embassy, the Malaysian Labour Department (JTK), trade union or any NGO/Social Organization that you know.

**\*Interpretation of sexual harassment under Employment Act 1955 Section Two “sexual harassment” means any unwanted conduct of a sexual nature, whether verbal, non-verbal, visual, gestural or physical, directed at a person which is offensive or humiliating or is a threat to his well-being, arising out of and in the course of his employment;**

Part

# 05. Procedures For Complaints/Report



- Prepare identity documents of you and your employer. Make a copy of your passport and work permit, and if any, a copy of your employer's IC (*identity card*).



- Find the information by referring to your employment contract where the employer and worker data is listed. If no written employment contract is available, collect the information from other sources such as electricity and/or water bills or from a postal address that you know.



- Record all information in a book or on paper so that it is not forgotten or lost;



- Reports can be made by visiting the nearest labour department, the Philippine Embassy, NGOs in Malaysia, Malaysian trade unions and workers' organizations that you know.



- For any cases of sexual harassment, rape and indecent assault, you can directly report to the "One Stop Crisis Centre" (OSCC) at government hospital and to the police station;



- Please contact the organization, community or closest friends to assist or provide some advice before you make a report if you feel the need for a companion;
- Apart from coming directly to the location for a complaint, you can also use email, WhatsApp, Facebook and other social media to connect with the labour department and other agencies.

## The following is the list of important contact and address of domestic worker association that you can refer to file complaints/reports:

Asosasyon ng mga Makabayang Manggagawang Pilipino Overseas (AMMPO-SENTRO)	Email : ammposentromalaysia@gmail.com
	Telephone : +601121805561/0182580242
	Facebook : Ammpo Sentro Malaysia

## The following is the list of important contacts and addresses of the Philippine embassy and Malaysia labor department that you can refer to file complaints/reports:

Embassy of The Republic of The Philippines	No. 1 Changkat Kia Peng, 50450 Kuala Lumpur, Malaysia
	Telephone : +(603) 2148 4233
	Emergency : +(6017) 347 5487 (for non-office hours, weekends and holidays)
	Fax No. : +(603) 2148 3576
	Facebook : <a href="https://www.facebook.com/PHinMalaysia">https://www.facebook.com/PHinMalaysia</a>

Philippine Overseas Labor Office (POLO)	Telephone : +(603) 2181 7299 / +(603) 2161 2222
	Hotline : +(6017) 8837 089
	E-mail : polo_kualalumpur@yahoo.com

Consular Section	Trunkline (connecting all units) : +(603) 2148 4233
	Passport Renewal
	Ext. 119
	Email : klpe.passportrenewal@dfa.gov.ph
	Passport Extension
	Ext. 119
	Weblink : Online Request for Passport Extension
Passport Status Unit	
Ext. 103	
Email : klpe.passportstatus@dfa.gov.ph	

**Department of Labor  
Peninsular Malaysia**

Level 5, Block D3, Complex D  
Pusat Pentadbiran Kerajaan Persekutuan, 62530,  
Putrajaya – Malaysia  
Telephone : 603-8000-8000  
Customer Service: 603-88865192  
Fax : 603-88892368  
Email : jtksm@mohr.gov.my

If you need labor department contact in each state, please click the link  
<http://jtksm.mohr.gov.my/en/hubungi-kami/alamat/negeri>

### NGOs and Trade Union Contacts in Malaysia:

**Malaysian Trade  
Union Congress  
(MTUC)**

Wisma MTUC, 10-5, Jalan USJ 9/5T, 47620  
Subang Jaya, Selangor  
Telephone : 03-80242953  
Fax : 03-80243225,  
Email : sgmtuc@gmail.com  
Website : www.mtuc.org.my

**TENAGANITA Sdn. Bhd.**

12, Jalan 6/11, 46000 Petaling Jaya  
Selangor Darul Ehsan, Malaysia  
Email : general@tenaganita.net  
Hotlines : +603 7770 3671 / 3691  
+6012 335 0512, +6012 339 5350

**NORTH SOUTH  
INITIATIVE**

Pusat Perdagangan, A-2-7, Jalan Sungai Jernih 8/1,  
Seksyen 8 Petaling Jaya, 46050 Petaling Jaya,  
Selangor, Malaysia  
Executive Director : Adrian Pereira  
[liberationx@gmail.com]  
+60122900756(hp)  
Director of Programmes : Anne Beatrice  
[ns.initiative@gmail.com]  
+60142498003(hp)  
Telephone : +6037931 0741(o) /  
+60122900756(hp)

**OUR JOURNEY**

Wisma Paradise, 28 Jalan Ampang,  
Kuala Lumpur, Malaysia  
Fan Page : Our Journey  
Telephone : +60195122852

**Women Aid's  
Organization**

P.O.Box 493  
Jalan Sultan, 46760 Petaling Jaya, Selangor, Malaysia  
Email : info@wao.org.my  
Telephone : +603 7957 5636 / 0636  
(general enquiries)

### NGOs and Trade Union Contacts in the Philippine:

**Sentro ng mga  
Nagkakaisa at  
Progresibong  
Manggagawa  
(SENTRO)/Center  
of United and  
Progressive Workers**

Deldago St., Bgy. Laging Handa, Quezon City, 1103  
Phillippines  
Telephone : +63 286663545  
Website : <http://www.sentro.org/>  
<https://www.facebook.com/sentrolabor/>

**LEARN –LABOR  
EDUCATION AND  
RESEARCH NETWORK  
LEARN Workers’ House  
94 Sct.**

Deldago St., Bgy. Laging Handa, Quezon City, 1103  
Phillippines  
Email : learnpilipinas@gmail.com  
Fax : (+632) 376-6735  
Website : [https://www.facebook.com/  
LEARNPilipinas](https://www.facebook.com/LEARNPilipinas)  
<https://twitter.com/LEARNPilipinas>  
[https://www.instagram.com/  
learnpilipinas](https://www.instagram.com/learnpilipinas)

**Akbayan- Party**

Office Address : #61 Mahabagin St. Teachers  
Village Quezon City  
Secretary General: Blenda Rodriguez  
Telephone : 02-7913709  
Email : akbayarhq@gmail.com

**Center for Migrant  
Advocacy, Philippines  
(CMA-Phils)**

Room 5& 6, Philippine Cooperative Center (PCC)  
Agapito “Butz”Aquino Building, 90 Balete Drive  
Extension,  
Brgy. KristongHari, Quezon City Philippines 6000  
Telefax : (+632) (254-2332;  
Telephone : +63 928 795 2222;  
email : [cma@cmaphils.net](mailto:cma@cmaphils.net);  
Website : [www.centerformigrantadvocacy.  
com](http://www.centerformigrantadvocacy.com)  
[https://www.facebook.com/  
centerformigrantadvocacyph](https://www.facebook.com/centerformigrantadvocacyph)

**What is the ILO  
Convention 189?**

ILO Convention 189 is  
an International Labour  
Convention on Decent Work  
for All DOMESTIC WORKERS  
in the world.

**Who is the regulator?**

International Labour  
Organization (ILO),  
a United Nation agency.



**ILO Convention 189 is to ensure and protect the domestic worker rights:**



Rights to join **UNION** and/or other **ASSOCIATION** of Workers and the effective recognition of the right to collective bargaining. (article 3;)



Rights **TO BE PROTECTED** against all forms of abuse, harassment and violence (article 5).



Rights to **HAVE WRITTEN EMPLOYMENT CONTRACT** (article 8;)



**ONE DAY OFF** (24 hours) in a **WEEK** (article 10;)



Rights **TO BE INFORMED** of their terms and conditions of employment in an easily understandable manner, preferably through a written contract (article 7)



Rights to **HOLD** and **KEEP** Personal Documents, PASSPORT, VISA and other relevant documents; (article 9;)



Rights to **HAVE A MINIMUM WAGE PROTECTION**; Or Follow the **STANDARD CONTRACT** Whichever level **IS HIGHER** (article 11;)



Rights to **receive and to be paid directly the payment in cash of the wages**, and at regular intervals of no longer than one month. Payment by cheque or bank transfer – when allowed by law or collective agreements, or with worker's consent (article 12;)



Rights **TO ANNUAL LEAVE** with **PAY**; (article 10;)



**ALLOWED TO SOCIAL SECURITY** regarding: health insurance, pension, accident in the work place and childbirth insurance; (article 14;)



**ACCOMMODATION** with **PRIVACY** and **ADEQUATE FOOD**; (article 6;)



Rights to **COMPLAIN** and **ACCESS to JUSTICE**. (article 17;)

**An association by and for migrant domestic workers that support you:**



**AMMPO Malaysia**

Asosasyon ng mga Makabayang Manggagawang Pilipino Overseas (AMMPO)

Email : ammposentromalaysia@gmail.com  
Telephone : +601121805561/0182580242  
Facebook : Ammpo Sentro Malaysia

**AMMPO is also affiliated to IDWF - the International Domestic Workers Federation which organizes domestic workers around the world. Up to date, IDWF has 81 affiliates in 63 countries.**



**IDWF**

International Domestic Workers Federation

Website : www.idwfed.org  
Facebook : International Domestic Workers Federation  
Twitter : @IDWFED  
Telephone : +60146087509

# About AMMPO





### AMMPO story

The Asosasyon ng mga Makabayang Manggagawang Pilipino Overseas (AMMPO-SENTRO) is an association of overseas Filipino workers in Malaysia. It is an affiliate of SENTRO, a Philippine labour centre. AMMPO was established in April 2015 and, by the end of 2020, it gathered 300 formal members, all of them women migrant domestic workers in Malaysia. It has 7- member Executive Committee that has a term of office of 2 years. AMMPO has attained formal recognition from the Philippine Embassy and from the Malaysian labour and immigration authorities in 2017. AMMPO successfully pushed for improvements to the Philippine Government's Standard Employment Contract for migrant domestic worker in Malaysia to include additional provisions to protect the rights of migrant workers. This includes provisions that allow minimum wage adjustments following fluctuations in currency exchange rates, and stipulations for payment of MYR 65 for each rest day that Filipino migrant domestic worker asked to work.

AMMPO collaborates with the Malaysian Trade Union Congress as well as various civil society organizations tackling the issues of migrant workers in Malaysia. It is also co-organizer of the Ke Arah 189 Coalition where it leads advocacies on migrant domestic worker in cooperation with other civil societies which share common concern to the welfare of the domestic workers.

# AMMPO Objectives



To <b>foster growth of faith</b> of all the members of the organization;	To <b>explore and develop the capacity</b> of the members through training and in organization activities;	To <b>train members how to discipline themselves</b> to prevent physical and psychological illness through education, exercise and simple lifestyle;	To <b>provide counseling,</b> shelter and visitation to distress members;	To <b>provide members any legal support</b> and assistance related to their employment;
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To <b>promote the spirit of mutual respect</b> and understanding between and among the members;	To <b>provide for members in circumstances any support</b> to their families and such others as the General Meeting may decide;	To <b>promote material, cultural, social, educational and recreational</b> welfare of the members and their families with the provision of educational facilities, clinics and other undertakings;	To <b>get involve and participate in community</b> affairs affecting the interests of the members;	To <b>do such other things that are incidental or conducive</b> to the attainment of any or all of the above objects.
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# Program and Service AMMPO

## Post Arrival Orientation and Seminar (PAOS)

The association successfully conducted 12 PAOS (as of September 2017 - May 2019) in partnership with the Philippine Overseas Labour Office (POLO) of the Embassy of Philippine in Malaysia to newly Filipino Domestic Workers in Malaysia.

## Partnership with POLO

AMMPO through SENTRO, a labour centre in the Philippines inked a Memorandum of Understanding (MoU) between AMMPO-Sentro and the POLO.

## Organizing

The association continues to increase its members by encouraging membership.

## Capacity Building Programme

The association conduct trainings and seminars among the members aimed at developing and enhancing skills of domestic workers.

## Advocacy

The association continues to lobby and advocate policies that affects the domestic workers in solidarity with ALL workers in Malaysia

### Case Referral

AMMPO facilities cases of Filipino Domestic Workers in distressed situation to the appropriate agencies and/or services provider.

### Alliance

AMMPO continues to establish alliance with other Civil Society Organization (CSO) to gain to give support to the effort made for workers.

### Psychosocial

AMMPO conducts regular psychosocial activities promoting well-being among its members.

#### How to join and become AMMPO member?



1. Contact AMMPO organizer/leaders at +601121805561/0182580242;
2. Go through the basic orientation seminar (BOS) given by the organizer/leaders
3. Fill up the registration form;
4. Pay the registration fee RM 50, and RM 20 for the following monthly dues:

# AMMPO Documentations



**Photo 1**  
The first AMMPO Annual General Meeting (AGM) in June, 2017



**Photo 2**  
Signing MoU between POLO and SENTRO on Implementation of PAOS in June 2017



**Photo 3**  
AMMPO conducted Post Arrival Orientation Seminar (PAOS) in partnership with the POLO in 2017



**Photo 4**  
Dialogue on Back for Good Program with Malaysia  
Government Representative in 2019



**Photo 5**  
AMMPO attend and involved on the ILO Meeting on  
Standard Contract of Migrant Domestic Workers, in 2019



**Photo 6**  
AMMPO prepared and distributed food aid program for  
members are affected COVID-19 pandemic in May 2020



**Photo 7**  
AMMPO conducted training on organizer in April 2021

# Quotes by Members



For me as AMMPO member and now as one of the leader, I just very happy to serve and help my fellow domestic worker's in Malaysia, by sharing my knowledge about our rights as migrant domestic worker. We must learn and understand our rights, so we can avoid experiencing from our employers such us; harassments, abuses and etc. To maintain reaching our goals, I encourage everyone to stick in our team, do our part, spread our love and cooperation with each other. The FIGHT of ONE is a FIGHT FOR ALL.

**-Maribel Onte**

When I become an AMMPO leader, I felt I have a responsibility. Before, I just do things as I wished, but being a leader pushed me to do something, I have to keep moving and I have to achieve something for my association. Knowledge was also widened because of the opportunity given for me, for the leaders and members to go for trainings and meetings. And the benefit as a leader can use to educate others domestic workers. Thank you.

**-Zarah Lauron**



Bilang isang manggagawa at isa sa mga lider ng Ammpo-Sentro Malaysia, I know that its not easy to be away from our family, working in a foriegn country. Pinapasa DIOS na lang natin ang ating kapalaran. Kaya dito sa AMMPO ang aming pangunahing advice “ MAG-ARAL NG LUMAWAK ANG KAALAMAN SA IYONG KARAPATAN BILANG MANGGAGAWA SA KABILANG IBAYO AT MAGTURO SA KAPWA MANGGAGAWA NG MAIPASA ANG NALAMAN AT NG MABAWASAN ANG NAAAPI AT NAAABUSO. Dahil ang pagkakaisa ay malaking sandata para marinig ang boses para makamit ang tamang benepisyo para sa ating mga Domestic Worker. Mabuhay Ammpo-Sentro Malaysia.

**-Donna Mae Custodio**

Hinde madali na maging isang lider, dapat magkaisa sa lahat ng Gawain, ngayong panahon ng pandemic dapat I reach out natin ang ating mga kababayan ng malaman natin ang kanilang kalagayan, hinde nman tayo mag promise na masulosityunan ang kanilang problema peru kung may magagawa tayo na mabigyan sila ng tulong ay ating pagtulongang gawin. Bilang isang lider at myembro ng Ammpo marami akong natutunan lalo na sa pag assert ng aking rights bilang manggagawa dito sa Malaysia, at I share din ang aking mga natutunan sa aking kapwa Domestic worker. At ang masasabi ko lang sa mga member at sa maging member pa ng Ammpo na please share what you learn para mas malawak pa ang maaabot ng ating asosasyon at mas maraming maturuan na mga kababayan.

**-Jeana Payas**



As ammpo leader; Masaya ako dahil marami akung natutunan bilang isang leader dito sa Ammpo, na di ko natutunan sa nakaraan ko as leader ng community; Gusto kong e-share sa mga kapwa kung migrant workers kung anu ang na tutunan ko dito sa Ammpo, tulad ng good relationship between the employer & employee, tulad ko minsan may bagay na hindi kami magkaintindihan ng boss ko na kailangan talaga na meron tayong good communication ( employee & employer).. Honest sa bawat salitang binibitawan sa mga taong nasa paligid... Karapatan mo alamin mo para may laban until the end.. TEAM WORK TOGETHER.. MABUHAY: AMMPO SENTRO MALAYSIA.

**-Rosegenie Asuncion**



As part of this organization as one of the leaders of AMMPO-MALAYSIA. I encourage every FILIPINO DOMESTIC WORKERS, working here in Malaysia to join this organization because we have a good GOAL TO UNITE each and everyone for us to FIGHT AND ASSERT our RIGHTS as a migrant domestic worker. As an example, i had an experienced with my employer before. They violated some rights written in our standard contract but through @Ammpo Sentro I had the courage to fight and assert it Through this organization kailangan nating magpadami ng myembro, magkaisa, magtulungan, kooperasyon ng bawat isa na hikayatin at pangaralan ang mga FILIPINO MIGRANT DOMESTIC WORKERS na sumanib sa organisasyong ito (AMMPO) nang sa ganon mas malakas ang boses natin na iparating ang mga hinaing natin sa ating gobyerno at sa gobyerno ng bansang pinagtatrabahuan natin na kailangan ang pagbabago sa pagtatrato nila sa atin bilang isang MALIIT NA URI NG MANGGAGAWA. For me ,the first GOAL OF AMMPO -Malaysia organization are:

1. To educate, respect, fight and assert for the rights of all migrant domestic workers.
2. To assist in their concerns and problems with those abusive employers.
3. To promote beneficial reforms, policies and legislation for the protection and welfare for the rights of all migrant domestic workers.

MY MOTTO IS: One goal, One spirit, One family lets unite and fight, fight, fight!!!

**-Juvilyn Aquino**

**For consultation and complaints, please contact us:**

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