



child domestic workers:

A handbook on good practice in programme interventions

Anti-Slavery International 2005



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Child domestic Workers: A handbook on good practice in programme interventions

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Preface

Child domestic workers were for long an invisible group of working children. Today, they are recognised as among the most numerous of all child workers, and certainly the overwhelming category as far as girls are concerned. Previous assumptions - notably that girls brought up in the households of better-off patrons in return for light housework were neither really 'workers' nor 'at risk' - are gradually being dispelled by the greater volume of evidence surrounding their employment. Their own voices, mute for so long because of their isolated and discriminated situation, are now also being heard.

Anti-Slavery International has been in the forefront of work to raise the visibility of child domestic workers, working with partners in Asia, Africa and Latin America to promote their cause and reduce their sufferings. There are many reasons to take up this issue, but in the view of Anti-Slavery International, the servitude of these young employees, their frequent loss of liberty, methods of recruitment which can amount to trafficking, and low rates of pay including its total absence, put them in a category of human rights violation closer to slavery than many other child worker groups. Anti-Slavery International held its first international meeting of non-governmental organisation (NGO) practitioners concerned with child domestic workers in 1996, and subsequently published: *Child Domestic Workers: A handbook for research and action*. A second international meeting was held in 2001 with a larger group of practitioners, out of which came a handbook on advocacy: *Child Domestic Workers: Finding a voice*.

In between these two meetings, the International Labour Organization (ILO) adopted the Worst Forms of Child Labour Convention No. 182 in 1999. From this point onwards, child domestic employment can be seen as having clearly entered international consciousness and begun to attract serious attention in the child labour community. Many of the characteristics which define 'worst forms' of child labour are now seen as applying to child domestic workers. The involvement of the ILO's International Programme on the Elimination of Child Labour (IPEC) in their plight, including by support for a number of in-country programmes, has harnessed wider attention and resources, as well as brought new expertise and professionalism into the struggle.

In 2004, Anti-Slavery International embarked on a three-year project to give new support to the cause, with a network of key project partners in Asia, Africa, and Latin America and the Caribbean* and international assistance from Comic Relief and the Oak Foundation. The overall objective of the project is to identify what practical interventions on behalf of child domestic workers are most useful to them, and which offer them the best chance of protection from abuse and exploitation. By understanding 'what works' and why, it is hoped to improve the quality and scope of services currently provided to them and to those responsible for them (such as parents and employers), and to encourage other NGOs to intervene on their behalf. In current development parlance, 'what works' is often known by the term 'good practice', and this is a term the project has adopted.

In November 2004, Anti-Slavery International convened an international practitioners meeting in Bangkok, Thailand, to exchange views and experiences on 'good practice' among concerned NGOs and others. In the course of baseline surveys conducted earlier in the year, 67 projects were identified in 28 countries; some of the representatives of these projects joined the network and participated in the discussions for the first time. Consultations with almost 500 current and former child domestic workers (CDWs) in nine countries were also conducted during 2004, and the results of these were fed into to the meeting's deliberations. Altogether, more than 40 participants took part, of whom 30 were representatives of NGOs and six of international organisations and networks.

This handbook therefore draws heavily on the presentations, discussions and materials brought to that forum, and its content has been developed with the participation of those present. The range of programme and organisational examples is therefore necessarily circumscribed: the handbook does not pretend to cover all existing CDW-related activity. Some areas, as is indicated in the text, have not been dealt with in detail where the previous handbook on advocacy already dealt with a subject in depth. This handbook is meant to complement the two earlier volumes, and has been produced in a similar style and format. The emphasis is on simplicity and practicality, and the key users of the handbook are expected to be small and medium-sized NGOs seeking ways to

* Asociación Grupo de Trabajo Redes, for Peru and for South America; Defensa de los Niños Internacional, for Costa Rica and Central America/Caribbean; Kivulini, for Tanzania and East Africa; Visayan Forum Foundation, for Philippines and Asia (as Convenor of the CWA Asian Regional Task Force on Child Domestic Workers); WAO-Afrique, for Togo and West Africa.



improve programmes and projects, or add to their existing portfolio of activities on CDWs' behalf.

The approach taken is specific to this particular group of child workers; but it is not prescriptive. Each section articulates 'good practice principles' rather than defines good practices themselves; it should be understood that the term 'good practice' is not used here in a normative sense. Good practices in one setting may not be good practices in another, given the diversity of situations and appropriate responses in different parts of the world and among different groups within the same country. Anti-Slavery International's hope is that the handbook will provide a range of examples and lessons learned during the course of undertaking different types of activity from which all kinds of practitioners can draw value.

Anti-Slavery International and its partners in the field also hope that the publication of the handbook will inspire new partners to come forward, especially from workers' and employers' organisations and relevant government departments and regulatory bodies. Only when those who currently employ children as workers in their homes are sensitized to the many ways in which their childhood and adolescence are being damaged will the necessary changes in attitude and behaviour towards this oppressed group of workers start to take hold.

Anti-Slavery International, November 2005.

Chapter one

Preliminaries: Who are we trying to help?



“Who was that young girl I saw in your household the other day?”

“She’s someone my wife has taken in. She comes from a rural area - her family is very poor.”

“I thought you were deeply opposed to child labour?”

“Of course I am! She isn’t child labour - we don’t pay her to work! My wife took her in out of kindness.”

“I thought I saw her in the kitchen doing the washing-up.”

“Naturally she helps my wife about the house.”

“And does she go to school?”

“Well, no...”

The situation of child domestic workers

In recent years, awareness has grown that, world-wide, millions of children under 18 live in the households of others and undertake domestic work as ‘helpers’ or employees. In many parts of the world, this is a traditional practice of long standing: indeed, every society has always deployed children in domestic tasks around the house as part of their growing up and socialization process, and this has often included children from other households within extended family networks. But increasingly, the practice has metamorphosed from being a means of helping to raise the child of a relative, to a form of unregulated employment and exploitation. Too easily, when such a child worker fails to satisfy an employer or other members of the household, she or he becomes a victim of abuse.

The heightened awareness of children employed as domestic workers and their needs for protection stem from the increase in organisations and researchers concerned with this hidden type of child labour, and from advocacy on their behalf. As a result, the range of potential programme and project actors, from small community-based organisations to larger NGOs and government departments, not forgetting the role of international bodies such as Unicef and ILO/IPEC, has expanded, along with knowledge and practical experience.

Although the growth in concern for child domestic workers is heartening and has helped to highlight their problems, it does not necessarily mean that this kind of child labour is on the decline. On the contrary, prevailing patterns of social and economic development tend to promote the commercialisation of domestic work. Demand for cheap household labour has grown as families become more nucleated, working patterns change, and there are fewer spare hands to do the home chores.

Meanwhile the extreme poverty suffered by many communities in Africa, Asia and Latin America as a consequence of globalisation, or because of acute distress and the insecurity caused by conflict and forced migration, encourage families to fall back on extreme methods of commodifying even their youngest members’ earning potential. Internal and external migration of workers, including girls and women, has also risen world-wide. The shadowy world of exploitative domestic labour absorbs and reflects these trends.



Child domestic work and child domestic labour

In the view of ILO, 'child domestic labour' refers to situations where children perform domestic tasks in the home of a third party or employer under exploitative conditions. Where exploitation is extreme, work hazardous, or conditions are akin to slavery, it is seen as a worst form of child labour. Where a child 'helps about the house' performing light tasks in his or her home, the work undertaken is seen by ILO not as 'labour' but as part of a positive learning process. In this view, the question of whether child domestics of accepted working age can be employed in others' households in non-exploitative conditions is left open. Hence, the more common use of 'child domestic workers' - a less loaded term than 'child domestic labour' - in this publication.

From countries as diverse as Colombia, Thailand, South Africa and India come increasing reports of informal and semi-formal 'placement agencies' running businesses based on these young girls. Recruiters - in reality, many are traffickers - go to rural areas and collect girls from poor families, and then find them jobs in towns. Thus the trade in domestic workers is becoming more organised, commercialized and takes its young workforce ever further from home. And the proportion of these young domestics reached by existing programme interventions is relatively small, as far as we are able to judge.

Many features of child domestic work are similar across all settings. The vast majority of these young workers are girls, and they undertake tasks typically regarded as part of the daily work of women: child care, cleaning, laundry, cooking, fetching water and fuel, tending family pets and livestock, food shopping, running errands, taking care of the elderly, and sometimes helping out with petty trade or businesses. Where boys are employed, they more commonly work outside the house. In most cases pay is meagre, and sometimes there is none or it is withheld. Other common features include long hours, psychological isolation, and lack of free time for education, leisure, or friendship.

Children typically enter domestic work as a means of helping their families, although some do so because they want to escape a miserable home situation, or because they see work in town as a possible step up in life. Their families are invariably poor and in some settings - especially in South-East Asia and Latin America - usually members of an ethnic minority. Frequently the family has some extra problem, such as parental demise, the father's disappearance, alcoholism or joblessness, an abusive step-mother or violence in the home.

The age of child domestic workers tends to be above 12, although many begin work at younger ages. In some social settings, the job precedes permanent occupation as a domestic worker; in others, girl domestics are dismissed when they reach puberty, or when they become old enough to seek higher wages or are less easily swayed to do exactly as they are told. The fact that the vast majority of child domestics are girls mean that their vulnerabilities are compounded by gender considerations, especially sexual pressures from men in the household. Commonly, if a girl domestic worker becomes pregnant, she will be forced onto the street, or sent home.

Despite similarities, a variety of situations

The situation of many child domestic workers is ambiguous. In parts of Africa, especially where HIV/AIDS has reached epidemic proportions, the children concerned may have lost their parents and have genuinely been 'taken in' by relatives or others. A home environment, especially with relatives of the child's family, is undoubtedly a more desirable and protective place for a young girl to live than in an institution or on the street. Many families who raise children who are not their own, and who expect them to shoulder some of the work of the household as a matter of routine, may have the best of intentions. Although many such children suffer deprivation, lack of family resources rather than discrimination may be an important reason.

At the other extreme, there are also frequent reports from parts of West Africa, and from South and South-East Asia, of the trafficking of girls from



poorer areas of a country or from a neighbouring state to supply demand for cheap domestic labour in towns or cities in better-off areas. Effectively, such children - who may be kidnapped or 'sold' by parents who often imagine they are helping their children to a better kind of life - are traded into slavery: they have no means of escape and are prey to whatever terms and conditions a householder imposes.

Where they are later rejected by the employer for any reason, they may end up on the street and in shanty settlements, and are often absorbed into sexual services. Without an intermediary to assist them, there is rarely an opportunity for redress against cruelty or unfair dismissal. Similarly, they have no means of returning home, nor would they know how to get there and frequently fear a poor reception for having 'failed' or because they are unwanted.

Thus, the situations of children in domestic work vary from the relatively benign surrogate family upbringing, to extreme exploitation and discrimination; from loving and protective quasi-familial care, to physical and sexual abuse from which the child worker has no means of protection.

It is obviously the case that instances of bad or brutal treatment are more likely to come to light than others, and these should not be regarded as the definitive norm. However, it is also happens that, as more information emerges from unbiased surveys into the situation of child domestic workers, bad or discriminatory treatment appears very common. In many instances, child domestic work falls under the definition of 'Worst Forms of Child Labour' as set out in ILO Convention 182; but it is less the nature of the actual work which endangers child domestic workers than the circumstances in which they enter the workplace or in which the work is performed.

These owe everything to the employer and his, or usually her, attitude and behaviour towards the young worker. Since the workplace is a private house, it is very difficult to regulate this kind of employment or impose universal standards, even to reach the child workers concerned. Attitudes within society, including among those who are normally opposed to child labour in an organised workplace, may tolerate the practice where it consists of a private arrangement which appears to be in the interests of employers, girls, and families.

There is an assumption by many employers that the child domestic is being looked after, given a nice home and facilities she would otherwise never enjoy, and that she must find this beneficial. Furthermore, to ask such a child or young person to carry out domestic tasks she would certainly undertake in her own home in return for her shelter, board and living in a privileged home, is seen by 'guardians' or employers as normal. This does not accord with the way most child domestic workers themselves view their situation, as far as we are able to tell from consultations with them.

What do child domestic workers say?

Employers may think of themselves as conferring favours on the child domestic, and see punitive discipline as suitable 'parental' behaviour, but from the child's point of view the experience is often oppressive and unhappy. Recent consultations with child domestic workers about their situations indicate a picture of disadvantage and exposure to abuse.

Family hardship is often in the background:

'I started at the age of nine, nearly ten, when, how can I put it... when I began to feel, after my father left us with nothing, my mother and me - that I had to look for something, had to try to bring some help to the house. That is why I left home, with God's blessing I think, I came and started to help the lady.'

(CDW, Peru)

'I was caned one stroke after losing T.sh 200/- [S\$0.20]'

(CDW, Tanzania)

In a local study, 43 per cent of CDWs reported being given corporal punishment, insulted, denied food, fined for damages or forced to remain out of doors.

In Togo, and also in Benin, the strongest sentiment expressed by child domestic workers was that they disliked being treated in a discriminatory way compared to the employer's own children. Many elsewhere echoed the desire to be able to play with the children of the household, eat with the family, play and rest as they did, and go to school; to be consistently treated as a more lowly and inferior human being was very painful.

One Ugandan girl said:

"I appeal to the government to help rescue the domestic workers. The public should also treat them well for they are human beings and deserve being treated like other children. I appeal also to the children in homes where we work to respect us as their fellow children."

In Tanzania, three quarters of the child domestic workers consulted said that they would not do these jobs if they had the choice because the situation they faced was so oppressive.

In Philippines, discussions with current and former child domestic workers revealed that almost all had suffered abuse and maltreatment from employers. They also expressed a keen desire to go to school and complete their education.

In Peru, mistreatment of various kinds - excessive hours of work, discrimination and humiliation, sexual harassment - was reported for most cases. Almost all child workers in Lima were allowed far too little time for rest, only had a day off once every few weeks, and very few opportunities to visit their families.

In India, child domestic workers indicated some positive attitudes towards employers, but also experienced inhuman treatment. What they most disliked about their

When is child domestic employment a 'Worst Form of Child Labour'?

ILO Convention No. 182 sets out four 'worst forms of child labour' to be tackled as a matter of urgency. These are: slavery or practices similar to slavery which include forced labour, bonded labour and being sold or trafficked; child prostitution and pornography; hazardous work such as where the workplace is dangerous by definition; and illicit activities. Child domestic workers can be regarded as falling into one or more of these categories in the following circumstances:

- The child has been sold or trafficked into the household;
- The child is working to help pay the bonded debt of parents;
- The child is under minimum age of employment (usually 14);
- The child works without pay, works excessive hours, in isolation or at night;
- The child is abused, physically beaten, sexually harassed, or suffers cruel or degrading punishment;
- The child undertakes tasks that are hazardous, illicit, or too onerous for her/his size or age.

ILO Convention No.182 is accompanied by a Recommendation (No. 190) which gives guidelines to its implementation. This specifies that hazardous work should be understood to include: 'Work which exposes children to physical, psychological or sexual abuse;' and 'Work in particularly difficult conditions such as work for long hours or during the night or work where the child is unreasonably confined to the premises of the employer'. These are often understood to apply to child domestic workers, among others.

Although 'worst forms of child labour' are not defined by occupation, many countries tackle the elimination of 'WFCL' by identifying occupations they regard as falling under the terms of the Convention. In Cambodia, Indonesia, Nepal, Philippines, Sri Lanka and Uganda child domestic labour is described as a 'worst form'. In some other countries, for example Bhutan and Pakistan, it has been difficult to gain recognition that domestic work is a category of child employment or labour at all, let alone a worst form of child labour.

situation was that if anything went wrong or missing in the household, they were instantly and unjustly accused. The people who mattered most to them in their lives were their mothers, siblings, friends, teachers and social or community workers, not their employers.

In Sri Lanka, the picture that emerged was of employers' arbitrary and unpredictable behaviour, including unnecessary punishment, the isolation of child domestic workers within the employer family and from possible friends outside it, and lack of any written terms or contract. However, 50 per cent of these child workers described having had some good experiences in their jobs or receiving occasional gifts such as new clothes.

In Nepal, child domestic workers described how their employers were often very kind to them when the job began, and looked after them well. But as the months passed, they began to be unhappy with these young workers

and abused and punished them. Without any consultation with their parents or with themselves, they would then transfer them to another household. The children, many of whom started work when very young - at 8 or 10 years of age - thereby lost touch with their families, who they saw as unable to have any influence over their all-powerful employers. Those who were survivors of trafficking to India tended to stay in Kathmandu to avoid further victimisation, thus letting their ties with home and family permanently lapse.

In Costa Rica, child and adolescent domestic workers told how poverty and abuse in their own families had pushed them into domestic work. Many came from Nicaragua, and faced discrimination on a daily basis from their Costa Rican employers. Their concerns included the high level of risk they faced of sexual abuse and of exposure to serious accidents. Reflecting the views of many, one participant remarked: **“You appreciate the value of things when you work and you gain experience, but you have to sacrifice a lot of things.”**

It is important to recognise that many child domestic workers - with their lack of education and in-built acceptance of a servile status - do not have the wherewithal to reflect upon their situation until they have been involved in some kind of programme. A girl in a study of a Save the Children (UK) project in Brazil was quoted as follows: **“Before, I felt that domestic workers had no value. Now I know that they do. We have learnt to respect domestic work. We have also learnt that people have the right to be different, to worship according to their own religion, and to have their own tastes in music.”**

Changing perceptions

The process of consultation with child domestic workers carried out by NGOs in different settings under Anti-Slavery International’s instigation* has confirmed some existing assumptions and undermined others. The degree of physical abuse, isolation and discriminatory behaviour that children report, and their desire to lead other kinds of lives if at all possible, implies that the situation of a child domestic is more often a ‘worst form of child labour’ than might have been anticipated.

The notion of child domestic workers being offered care, nurture and a better life in the house of an employer than they would have enjoyed with their family did not generally match their own perceptions. Even though some had experienced abuse or deprivation at home, and that this had led to their leaving home to take on a job, relatively few describe themselves as contented. A high proportion would have preferred not to be employed in their occupation. The risk of sexual harassment was frequently cited as a disincentive. Many accepted their lot only ‘to help their families’ or because they had no choice.

The views of children about the kind of programme responses they value, and what would best respond to their aspirations in life, have made an important contribution to this handbook. It is particularly noteworthy that child domestic workers do not on the whole accept that they can never rise above their existing situation. Despite low self-esteem, many seek above all to go to school and complete their education. Even if they know their prospects of a professional job are slim, they have not given up their dreams

‘At the moment, where our fathers are alcoholics and our mothers are dependent on our income, we have to work to support our families. Where our families are in hectic financial crisis, is it not our responsibility to share the burdens?’
(CDWs, Chennai, India)

* A publication based on consultations with 500 child domestic workers in nine countries, detailing their views on their situation, the kind of service responses they seek, and describing innovative ways of collecting information from them, will be published by Anti-Slavery International in 2006.

of a better life. Thus the idea that domestic work is a useful and sufficient preparation for their future life, and that they are happy in this unskilled and dead end occupation, is not supported by their own testimony.

Child domestic work and child rights

Another important lens through which to examine child domestic work is the perspective of child rights. This analysis reveals that a wide variety of rights identified in the Convention on the Rights of the Child are actually or potentially infringed. The rights perspective - which many organisations now adopt as a guide to the development of programmes - also gives an indication of possible interventions on their behalf. Because of the variety of ways in which child domestic workers suffer deprivation and abuse of their rights, the potential range is very broad, as organisations assisting these young workers have discovered.

The following rights set out in the UN Convention on the Rights of the Child (CRC) are those which child domestic workers do not or may not enjoy:

- **Article 2: non-discrimination, on grounds of ethnic or social origin, birth or other status.** Many child domestic workers in Asian and Latin American countries are members of minority groups or lower castes, and are automatically regarded and treated as inferiors.
- **Article 7: to be cared for by his or her parents.** However caring and kind an employer is, she (or he) can never be a substitute for a parent.
- **Article 8: to preserve identity, nationality, name and family relations.** Some employers re-name their domestics, insist that they only speak in the employer's language, and deprive them of a sense of independent identity. If they have a passport or identity document, it may be taken away and held by the employer to prevent them running away.
- **Article 9: to maintain regular contact with parents if separated from them.** In some cases, child domestic workers lose contact entirely with their homes; in many cases they visit home rarely, perhaps once a year.
- **Article 11: not to be illicitly transferred abroad.** Children and young people recruited as domestics are among the most commonly trafficked groups.
- **Article 12: freedom to express his or her own views in matters affecting the child.** Child domestic workers are rarely consulted in anything that affects them including pay and terms of employment, nor are their views or preferences sought.
- **Article 13: freedom of expression and to give and receive information.** Child domestic workers rarely have any opportunity of this kind.
- **Article 15: freedom of association.** Some child domestic workers are not allowed to make friends or join local associations.
- **Article 16: protection from interference with a child's privacy, and from unlawful attacks on his or her honour or reputation.** Child domestic workers often have no privacy whatsoever, and may be unfairly accused of responsibility for any loss in the household without opportunity of redress.
- **Article 18: to be brought up by parents or guardians whose basic concern is his or her best interests.** An employer is primarily concerned with the employer's best interests.
- **Article 19: protection from physical or mental ill-treatment, neglect or exploitation.** The child domestic rarely has a source of protection; ill-treatment occurs with impunity.
- **Article 24: optimal health care access.** Treatment at time of sickness may not be sought; preventive care may not be provided.
- **Article 26: social security/insurance.** Even where national law and provision is in place, child domestic workers may not have access to it.
- **Article 27: conditions of living necessary for his or her development.** The long hours and isolated living conditions preclude many developmental opportunities.
- **Article 28: education.** Many child domestic workers receive no schooling.



- **Article 31: rest, leisure, play and recreation.** Opportunities are few; some child domestic workers have no hours off during the working day, and no regular day off in the week.
- **Article 32: protection from economic exploitation and from performing any work that interferes with his or her education or is harmful to his or her mental, spiritual or social development.**
- **Article 34: protection from all forms of sexual exploitation and abuse.** In some settings, child domestic workers are seen as sexually available to men in the household as a matter of routine. They are not in a position to refuse sex, and their isolation makes them vulnerable to suggestions of affection. Sexual vulnerability also means vulnerability to HIV/AIDS. If pregnancy results they are often dismissed, losing livelihood and residence at one stroke.
- **Article 35: protection from abduction, sale or trafficking.** Where children are trafficked, it is common for the parents to be persuaded by promises that their children will be given a good domestic job in a nice home and enjoy a better life. Sometimes trafficked children are placed in domestic work, sometimes in sexual work; sometimes the line between the two is blurred.
- **Article 37: protection from cruel or degrading treatment, and arbitrary deprivation of liberty.**

Although it is not recommended that these rights are used as a framework for programme development, the discovery that so many aspects of a child domestic worker's situation are, or can be, contrary to norms internationally accepted as fitting for childhood reinforces the case for practical action on their behalf. This action may be specially required for child workers enduring extreme forms of abuse and exploitation such as trafficking and debt bondage, but it is by no means confined to these groups. Children and young people who may be properly and unexploitatively employed as domestics may still face rights deprivation in such contexts as lack of opportunities for education, health and recreation

Can child domestic workers be regarded as slaves?

Some child domestic workers are treated as if they were slaves and had no independent rights of their own; this is the principal reason why some countries have defined child domestic work as a 'worst form of child labour'. Technically, the definition seems correct, according to the 1956 Supplementary Convention on the Abolition of Slavery, the Slave Trade, and Institutions and Practices Similar to Slavery. Article 1 (d) of this Convention prohibits: '... any institution or practice whereby a child or young person under the age of 18 is delivered by either or both of his natural parents or by his guardian to another person, whether for reward or not, with a view to the exploitation of the child or young person or of his labour.'

The inclusion of this provision in the 1956 Convention was partly inspired by the practice of false adoption of children in East Asia with a view to using them as household servants. The practice of formal false adoption is less common today, but in countries as far apart as Peru, Haiti and Bangladesh a very young girl may be taken into a home as an unofficial 'child of the household', to work for years without pay. Thus the practice of informally 'adopting' children and then using them as domestic workers has not disappeared: far from it. There are today cases in the US and Europe of adoption of young people from overseas where the motivation is suspiciously similar. In developing countries, this is a typical pattern among families who are not well-off and cannot afford an adult domestic.

From basic information to programmes of action

The situation analysis of child domestic work around the world presented here with reference to various international rights and labour instruments is by no means exhaustive. If fuller information is required, reference can be made to the *Helping hands or shackled lives? Understanding child domestic labour and responses to it* (ILO/IPEC 2004) or other relevant publications (see Resources at the back of this handbook).

This handbook has a specific threefold purpose as follows:

- **To provide information about the many kinds of practical activities undertaken by different organisations for child domestic workers, and for child workers more generally;**
- **To identify what is practicable across the spectrum of programme assistance for responding to their various predicaments; and**
- **To provide pointers for ‘good practice’.**

As well as enabling those already responding to the situation of child domestic workers to expand or improve their programmes, it is hoped that this will encourage others concerned about the rights of working children to embark on initiatives of their own.

In the next chapter, the development of an overall programme of action on the basis of ‘good practice’ in programme design is discussed. The many strands of situation analysis, establishing programme objectives, planning and integrating interventions, monitoring and evaluation, are brought together for those who are interested in establishing a major multi-year programme, either as a stand-alone or as part of a larger initiative for child workers or children in distress.

In subsequent chapters, different types of practical interventions are considered. Those organisations which already have programmes under way, but which are looking for new ideas or want to examine ‘good practice’ in the areas of their competence or in new areas, may prefer to go straight to the relevant chapters. In every case, rather than provide prescriptions of what to do, a range of possible actions is reviewed, showing **What works? How?** and **Who are the key actors?** This is followed by a synthesis of policy principles for ‘good practice’ to consider during implementation.

The structure for the handbook and the substance of the good practice principles emerged from the meeting convened by Anti-Slavery International in Bangkok, Thailand in November 2004 to discuss ‘good practice’ in programmes for child domestic workers, and from distilling the experience of organisations working on this issue over many years. The principles are intended as a guide, not as a rule book or pre-determined policy framework. What works, how, and who needs to carry what out varies from setting to setting. It will be up to programme planners and managers to frame their own application of ‘good practice’ principles. If they need detailed descriptions of practice in action, they can contact directly the organisations cited in the text (see Resources for contact details).

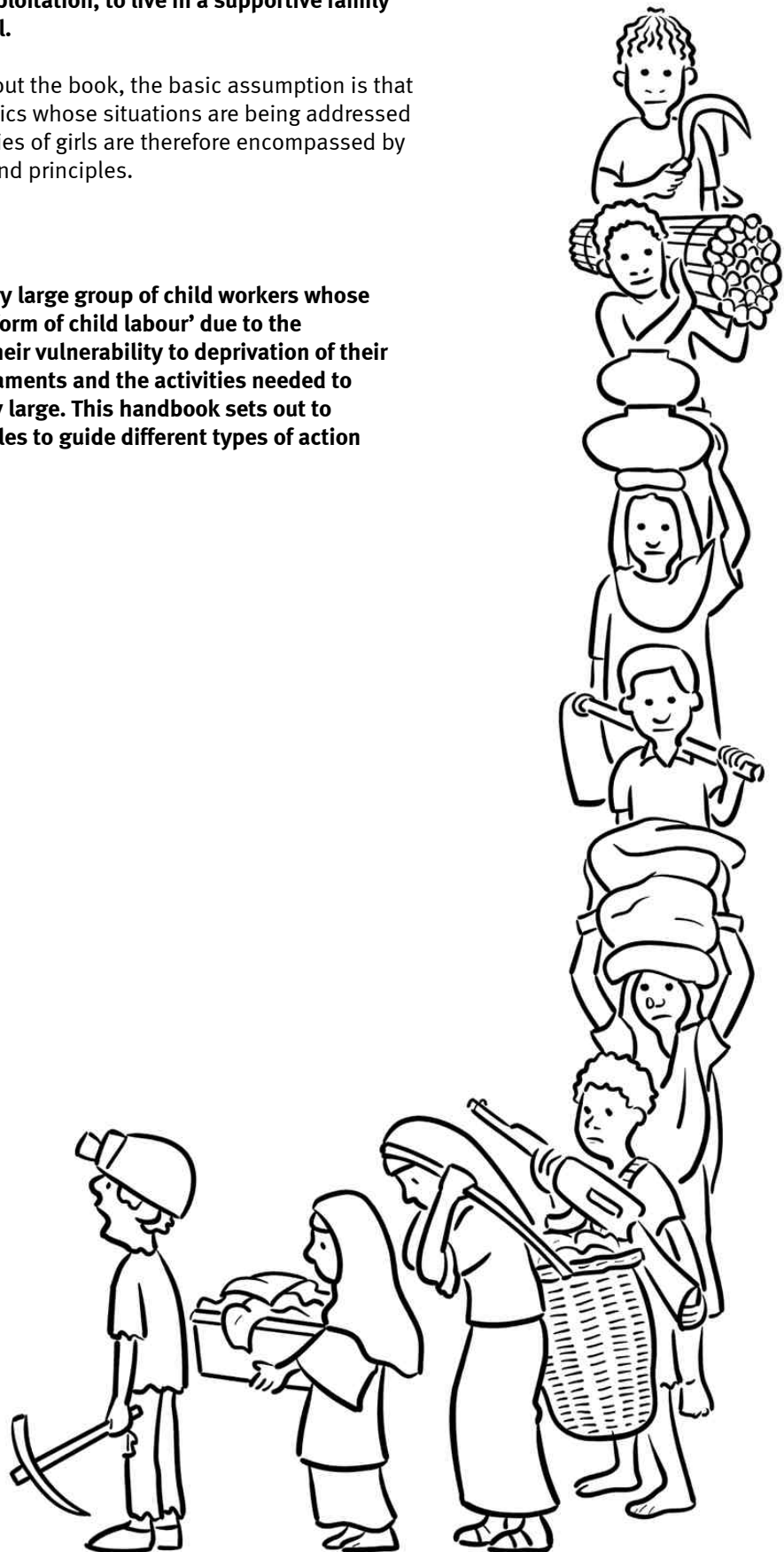
Some policy principles for ‘good practice’ in running programmes for and with child domestic workers can be seen as generic, for example :

All programmes and interventions undertaken on behalf of child domestic workers should respect their right to a childhood, especially their rights to protection from abuse and exploitation, to live in a supportive family environment, and to go to school.

It should be noted that, throughout the book, the basic assumption is that the vast majority of child domestics whose situations are being addressed are girls. The special vulnerabilities of girls are therefore encompassed by the recommended approaches and principles.

Summary

Child domestic workers are a very large group of child workers whose situation is potentially a 'worst form of child labour' due to the discrimination they suffer and their vulnerability to deprivation of their rights. The range of their predicaments and the activities needed to address them is correspondingly large. This handbook sets out to establish 'good practice' principles to guide different types of action on their behalf.



eric jones

Chapter two

Designing programmes based on ‘good practice’



“What exactly do you mean by ‘good practice’ in programmes?”

“We mean programme practices that have been found to work well, how you do them, and the particular features that made them effective.”

“But how do you know that what works in your location will work well in mine? Or that there will be the same possibilities?”

“We don’t know. In fact, you may not be able to copy exactly anyone else’s ‘good practice’ - you’ll have to work out your own.”

“Then what’s the point in telling me what do to?”

“There is no magic prescription. But there are lots of ideas which others have used effectively. And we can follow ‘good practice’ principles - pointers which help us make good decisions about what to do.”

“So that we can avoid making mistakes others made, or doing things which might even be harmful to child domestic workers?”

“Exactly.”

A framework for programming

Before we consider questions of good practice within various types of programme interventions, it is worth spending some time looking at ‘good practice’ in developing an overall programme of action to improve the lives of child domestic workers, or for child workers more generally. Organisations use different approaches to programme planning, but they tend to have similar features.

In some cases, an intervention may have begun as a result of a particular experience by an NGO or social worker with a severely abused child, or from contact with a number of child domestic workers in another context, such as a drop-in centre for working children or a rescue home. Such projects usually begin by tackling immediate needs, with emergency shelter and care, or by setting up services. As activities increase and programme locations expand, the role of strategic planning and programming becomes more important. In other cases - which are becoming more common since larger organisations and government departments have taken up the cause - the programme plan may begin from scratch on the drawing board, without existing direct contact with child workers (domestic and other) themselves.

Whatever the circumstances of the programme or project inception, good data collection to assess the situation of the workers on an ongoing basis is essential. This is the case for all programmes, but it is especially important for child domestic work because attitudes in society are currently based on misconceptions about the practice and its effects. A common attitude among officials is to deny that child domestic work is a form of labour or employment at all; or to refuse to acknowledge that it is detrimental to the children and young people concerned. Evidence is therefore needed to correct these false ideas and present a strong and valid case for programmes on their behalf to employers, teachers, government officials, local and international donors, and society at large.

Evidence is also needed to guide the choice of programme interventions and the ‘entry point’: will this consist of a special centre for child workers, for example, and what kind of services will it provide? Will it be an attempt to create an association of domestic workers? Both of these are common ‘entry points’. The overall programme framework



should integrate various kinds of practical intervention with on going activity such as continuous data collection for monitoring and re-assessment, and advocacy.

Ultimately, changes in social attitudes and behaviour, as well as in patterns of employment and their regulation, are the forces most likely to erode the entry of children into domestic work and improve the status and life chances of existing child workers. Thus advocacy has an important role to play*. Practical action and advocacy should be seen as complementing and reinforcing one another - they should not be compartmentalized. Without a practical programme of action, the authenticity of advocacy messages is weakened; without effective advocacy we may only ever reach a small number of child domestic workers with practical help.

There should therefore be a close and interactive relationship between the information base on child domestic workers, practical interventions and advocacy efforts. For an overall view of how these components can fit together in a dynamic and mutually reinforcing way, see the diagram on the following page.

Involving child domestic workers themselves

An important principle needs to be established at the outset of any planning process. In any programme of action to be undertaken on behalf of child workers, they should actively participate in all aspects and at every stage, from the design phase onwards. Not only do children have rights to participation established in the Convention on the Rights of the Child, which helps to legitimise the idea in settings where children's voices are still rarely heard. But their enlistment in programme activities contributes to their personal development and enables programmes to be more appropriate, efficient and cost-effective.

There are many ways in which child domestic workers can become active partners in programmes: 'child participation' takes many forms and is as much the outcome of a child-friendly attitude towards programming as a set of specific activities. There should be meaningful **consultation** with child workers by means of their participation in studies, surveys, and regular assessment sessions with programme staff. They should also be enabled to take part in the **organisation** of services, events and their own clubs or associations, activities that will promote their confidence and personal growth. Finally, child domestic workers should be given a prominent role in **advocacy** as protagonists or spokespeople on their own behalf, to policy makers, employers, sending communities, legislators, media and society at large.

Many organisations working with child domestics have found that, with the appropriate adult support, child domestic workers are extremely effective in these roles. However, younger children, and children who have been treated severely by authority figures (parents, employers or teachers), may initially have difficulty in articulating and expressing their views, but such inhibitions can be gradually overcome.

In fact, many key NGOs with long standing experience in this area - such as Visayan Forum in the Philippines and AGTR-La Casa de Panchita in Peru

'Kivulini has uplifted the knowledge of our rights. All what we are doing now is important, because we are coming together with our employers and it is our hope that they will change their behaviours and their habits.'
(CDW, Tanzania)

* Please see the earlier Anti-Slavery International handbook on advocacy, *Child domestic workers: Finding a voice* (Anti-Slavery International, 2002). For details of how to obtain a copy, see Resources at the back of this handbook.

4. Further Assessment

- Child worker consultations
- Additional survey and focus groups
- New or extra indicators

1. Assessment Initial review of child workers' situation:

- Data collection
- Research
- Studies
- Surveys
- Focus groups
- Child worker consultations

5. Further Analysis

- Refine objectives
- Consider service change or additions
- Repair gaps in data and consultation mechanisms

2. Analysis

Review of data:

- Selection of programme objectives
- Selection of programme interventions
- Selection of key target groups and actors/implementers
- Strategic planning for phasing of interventions
- Establishment of monitoring indicators

3. Action

(integrated programme)

Practical interventions

- hotlines
- education programmes
- health services
- rescue
- rehabilitation
- recreation
- clubs
- associations of child workers
- counselling
- training and capacity building

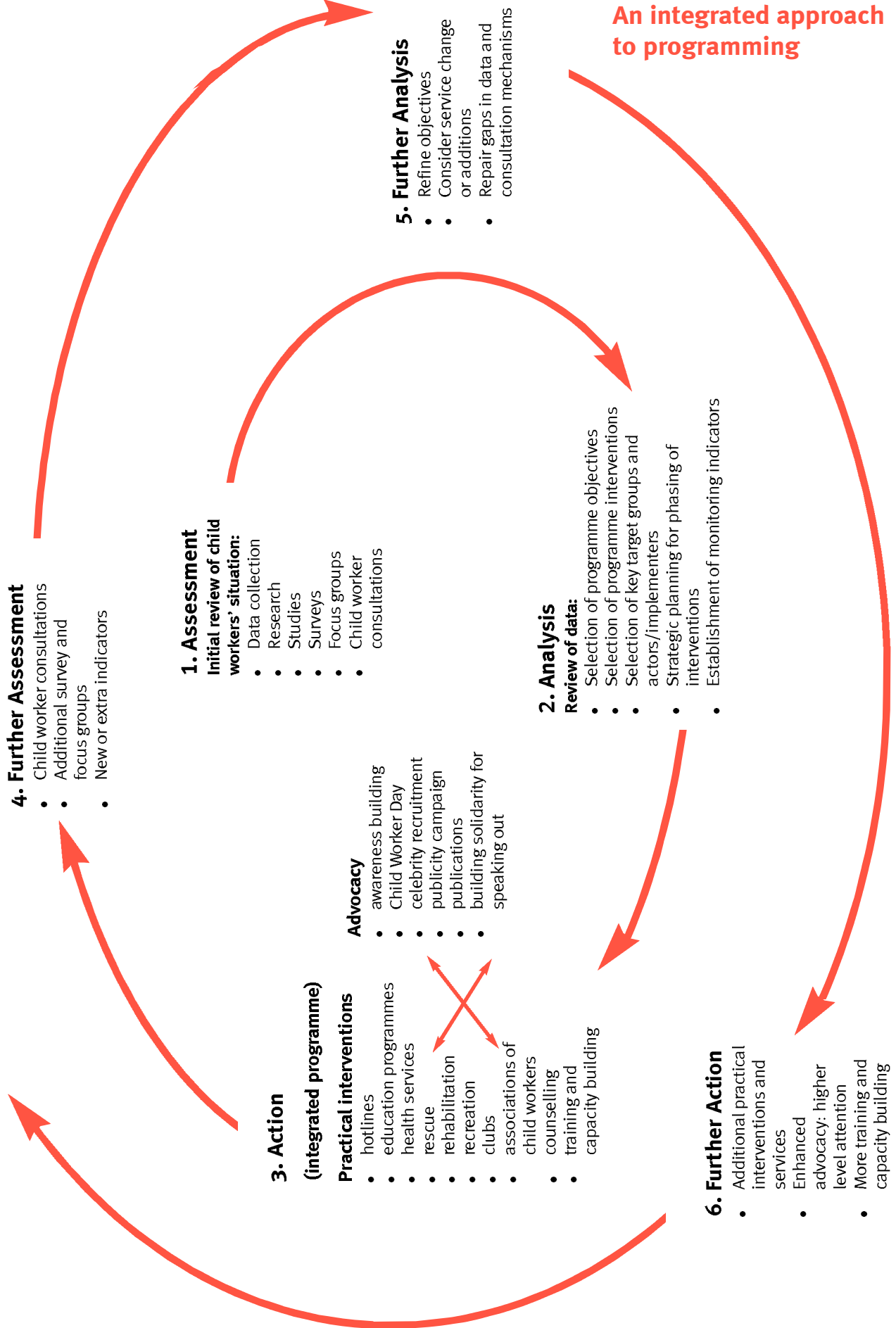
Advocacy

- awareness building
- Child Worker Day
- celebrity recruitment
- publicity campaign
- publications
- building solidarity for speaking out

6. Further Action

- Additional practical interventions and services
- Enhanced advocacy: higher level attention
- More training and capacity building

An integrated approach to programming





- regard an affirmative approach towards active and inclusive participation by beneficiaries as critical to their programme ethics and operational success.

The importance that should be attached to participation in programmes thus gives us another general 'good practice' principle:

Interventions on behalf of child domestic workers should be designed and implemented with their participation. This means that they should be regularly and meaningfully consulted; that they should be helped to organise their own activities; and that they should take part in advocacy.

There is today a large literature about child participation, and you may want to consult organisations such as Save the Children which have extensive experience with participatory learning and research methodologies used with children. However, the most important characteristic of 'participation' is that people are open and respectful to one another and to children, and embrace the principle of democratic and horizontal relationships.

The way people address one another - using formal or informal modes - matters in many languages. So do the words used to describe other groups: they may have been designed to attach lower and higher orders of status. This is especially true with domestic work, an occupation defined by the performance of personal service to other human beings at their command. The notion that every child or person has a right to a point of view, and to its peaceful expression, is fundamental within a rights perspective; but is still far from established in settings where social hierarchy is entrenched.

The kind of thinking and behaviour that reinforces attitudes of superiority and inferiority, and the idea that the 'superiority' enjoyed by the employer confers supreme control over the employee, has to be changed. This part of the struggle to overcome the exploitation of children as domestic workers starts within ourselves.

Establishing programme objectives

At an early stage in programme design, it is important to establish what the overall objectives of the programme consist of, so that corresponding interventions can be selected. Every organisation will need to develop its own framework of objectives, according to what the available information about the situation of child domestic workers has revealed, and given its own capacities and operational possibilities.

The following overall framework of objectives emerges from an analysis of the range of activities currently carried out by organisations working with child domestic workers. These objectives are typically pursued in the sequence in which they are presented below, although there are variations:

- **Removing under-age domestics from the workplace**

Corresponding interventions: Apart from crisis interventions, such as hotlines, rescue, and shelter for abused children, there is a need to seek out under-age child employees and facilitate their removal from the workplace. This may require negotiation with employers, directly or via community mediation; and action to reintegrate child workers into their families where this is desired and does not expose the child to further

'Of course I know La Casa de Panchita. It is a place where they help you. They offer the workers a place to go to, we can read there, or just be there [...] Situations improve because you get to know about your rights. (Did your life improve?) It did in some moments [...] I found work, I found a place.'

(Ex-CDW, now studying in secondary school, Peru)

Hola, compañera trabajadora...

En **ASTRADOMES** te damos la bienvenida.

¿Quiénes somos?
ASTRADOMES es la Asociación de Trabajadoras Domésticas.
Nacimos en 1990 con el apoyo de la Alianza de Mujeres Costarricenses.

En confianza...
¿No te has sentido a veces explotada en tu trabajo porque no te pagan lo justo o porque te quitan derechos, como seguro social, vacaciones, aguinaldo o 50% en especie?

¿Y no te ha pasado que en la casa donde trabajas te presionan con palabras o físicamente?

Pues yo te cuento que eso nos ha pasado a muchas. Por eso es que nos estamos uniendo para luchar por nuestros derechos.

Somos un grupo de mujeres que trabajan por y para las mujeres dedicadas al oficio doméstico remunerado nacionales y extranjeras

Nuestros logros:

- Aumentar el número de afiliadas.
- Reconocimiento por instituciones gubernamentales y no gubernamentales.
- Reconocimiento del salario de las trabajadoras domésticas por El Consejo Superior de Salarios para que cada seis meses gocen de un aumento salarial.

Actualmente:

- Estamos luchando por la reforma del Capítulo 6, art. 104 del Código de Trabajo, para lograr:
 - Un día libre a la semana.
 - 8 horas de trabajo.
 - Feriados completos.

Buscamos:

- Capacitarnos acerca de nuestros derechos y deberes, y también organizarnos para defenderlos.
- Buscar espacios de recreación y esparcimiento para las trabajadoras domésticas.
- Capacitación para mejorar nuestro trabajo y así tener una mejor calidad de vida.
- Representar a las trabajadoras domésticas en instancias públicas y privadas, nacionales y extranjeras.

DETENGAMOS ESTA EXPLOTACIÓN

"El trabajo de las niñas y niños en tareas domésticas fuera de sus casas los aleja de su familia, de la escuela de vivir su infancia..."

risk. It may also include working with the law enforcement and justice system to see that the laws on minimum age of employment are applied.

● **Protecting child domestic workers from abuse and exploitation**

Corresponding interventions: Although this is a key objective for all interventions on their behalf, it is difficult to devise interventions which address it directly. It requires establishing initial contact with child workers and engaging with employers, usually by offering services such as education and health; and moving carefully into familiarisation of workers and employers with rights, and the need for protection from abuse or exploitation. The objective can also be addressed over the longer term, by advocacy, registration, and promoting the application of employer codes of conduct.

● **Enhancing the well-being and capabilities of child domestic workers**

Corresponding interventions: This objective is integral to all efforts on child domestic workers' behalf. It is best tackled in the context of service-type interventions, especially education, training, counselling, and peer group formation. The initial focus is often on non-formal education, offered in convenient locations so that it easy to persuade employers to let their workers attend; or on recreation activities on days off. Health and dental care, vocational training, re-entry into formal schooling, advisory services and legal counselling can be added.

● **Raising the status of domestic workers**

Corresponding interventions: Programme activities to match this objective include the development of codes of conduct for employers and domestics, draft contracts, and legal change; and advocacy to a variety of audiences using a variety of methodologies designed to change public attitudes and behaviour towards domestic workers.

● **Preventing the entry of children into domestic work**

Corresponding interventions: Activity to address this area of concern requires working in areas from which children are sent or trafficked into domestic work to familiarise parents and local authorities with the realities of child domestics' situations. In many cases, this requires city-based organisations to visit and operate in distant and remote rural areas. This objective therefore tends to be taken up at a later stage. It can also be addressed by advocacy campaigns.

From overall objectives to specific programme objectives

The selection of specific objectives for your own programme will depend on the information gathered from child domestic workers and other key actors during the assessment phase, and on a number of other factors related to the social context and features of child domestic employment in your setting, and your own organisation's expertise and capabilities. (For further considerations on the latter, please refer to chapter eight). It is important to select objectives for whose attainment you have existing skills and competence or can call on partners to supplement; and for which measurable indicators are available.

For example, your organisation may be most concerned at present with enhancing the well-being and capabilities of child domestic workers (third in the list above). Your specific objectives therefore might include the following:



- Help child domestic workers to break out of their isolation and interact with others
- Improve the health status of child domestic workers
- Facilitate the personal development of child domestic workers
- Empower child domestic workers to seek their rights to just wages, holidays, and time off to go to classes

Practical interventions to meet these specific objectives might include the following, depending on what kind of facilities you have, what kind of contacts you have with other organisations or professional service providers, and what kind of resources are available to you:

- Establish a space - at a park or in a building - where child domestic workers can meet regularly
- Help them organise their own clubs or groups
- Carry out regular health checks or offer treatment
- Run an educational programme on subjects they select
- Hold a workshop on rights for child domestic workers, and brainstorm on how to fulfil them.

As you can see, the selection of specific objectives and the practical means of reaching them has to be done by each organisation, according to its chosen priorities and available resources. There is no one 'right way' to proceed.

Measuring progress

In all the cases cited above, enrolment and attendance registers will provide monitoring indicators to show how many child domestic workers are being reached with what kind of intervention over time. This will provide a cumulative picture of the programme's progress in quantitative terms: these measurements are 'process indicators' and produce valuable information.

However, many project reports focus on numbers reached without looking at the outcome of a programme in terms of its impact on children, parents and others. This is even more important as it is possible to reach or enrol people in an activity without necessarily improving their future life. To measure outcomes, regular feedback from child domestic workers and others involved in implementation is necessary. Structured feedback will permit assessment of the value of an intervention to the beneficiaries, its effectiveness in meeting its purpose, and whether and how it could be improved.

'Outcome indicators' are generally more difficult to identify than 'process indicators' since assessment of outcomes includes qualitative judgements as well as quantitative elements. However, where baseline information exists, it should be possible to see rates of school enrolment and completion rise over time, and measure reductions in the numbers of child workers*.



above and facing page: leaflet produced by 'Astradomes' a domestic worker organisation in Costa Rica

* For a fuller description of monitoring progress and evaluating impact see also chapter six of Child Domestic Workers: Finding a voice. For details of how to obtain a copy, see Resources at the back of this handbook.

‘Visayan Forum has helped me through its trainings, such as the art camp. You get to know and you get to help a lot of people, too. You will lose your shyness from talking to different people.’
(CDW, Philippines)

Do we aim to help many child workers, or concentrate on ‘worst cases’ only?

Let us look at another possible area of your concern: removing under-age child domestic workers from the workplace and reintegrating them into their families and, if possible, into school. This is an area where the number of actual cases you might handle is likely to be very small, but the amount of time and effort required in each case is likely to be relatively high.

One of the major considerations for any programme is whether you want to focus on a group or mass approach, or whether you are going to function on a case-by-case social work basis. In effect, many organisations working with child domestic workers cannot avoid some involvement with casework, since runaway children, and sufferers of trauma or abuse, cannot be dealt with in any other way. There is, therefore, bound to be a balance between facilitating group activity or mass interventions, and helping individual cases of distress.

Few organisations manage to reach large numbers of child domestic workers, unless they build up their outreach over time. How to maximise the potential for outreach should be an important consideration at the early planning stages, even if it cannot begin until a nucleus of activity is under way. The capacity of classes, or groups, to be enlarged or extended, and how this could be done and by whom, should be considered in the initial design.

Thus, the objectives for removing under-age child domestic workers from the workplace might be as follows:

- Identify under-age child domestic workers in the locality
- Persuade employers to release under-age child domestic workers from work
- Visit children’s families and attempt reintegration where appropriate
- Undertake follow-up with children who have left work.

When trying to decide on the numbers to be targeted, it is realistic to envisage a process involving relatively small numbers of employers, children and parents. For example, it may be practical to visit households in the locality only on the basis of a few every week. However, it may be possible, over time, to pinpoint areas where visits are more productive and time-efficient in terms of results.

Equally, taking a child back to his or her home area may require a long-distance trip and travel costs. But the opportunity can be used to advantage, for example to talk to local leaders or council members. This suggests a linked objective for the prevention of entry into domestic work:

- Sensitization of community leaders in sending communities to act as monitors and prevent under-age girls and boys being recruited.

This example illustrates the need for an integrated approach. If practical actions are used as the basis for advocacy to bring about legal and attitudinal change, the numbers of child domestic workers requiring case-by-case attention in a time and energy intensive way should gradually decline.

Prioritizing objectives and selecting practical interventions

You may prefer your programme to evolve according to circumstances, needs and capacities. If it is a very small programme that may be fine. But if you want to design a strategic programme and attract significant donor support, you will need to embark on a programme design exercise, setting out your overall objectives, specific objectives, practical interventions, planned activities, and the timetable and deployment of actors over one or more years. This should be integrated with advocacy efforts and assessment (programme process monitoring, including indicators, data collection and structured feedback).

If this sounds daunting, adopt the following process. Hold a workshop or a retreat with colleagues; make sure that a representative group of child domestic workers and project partners are also consulted for inputs. You may want to invite a facilitator, who is familiar with programming exercises using participatory methodologies, to conduct the workshop. Here is one way the exercise could be carried out. First list the five main programme objectives identified earlier; these provide a basic framework for programme activity. Then brainstorm and debate until you arrive at a consensus view of their own order of priority for the programme you want to develop.

Then take each overall objective you intend to pursue and identify some specific objectives within that context for the short and medium term. Example: for removing under-age domestics from the workplace, you might arrive at the following list of specific objectives:

- develop data bank on the problem
- generate more awareness of working children's rights among the general population
- generate media publicity concerning exploitation and abuse of young domestic workers
- foster the development of child domestic worker groups
- promote child domestic workers' participation in recreation/ non-formal education/ vocational training programmes so as to gain contact with employees and employer households
- develop and promulgate a code of conduct for the employment of young domestic workers
- familiarise local government officials and law enforcement agencies with the issue and enlist their co-operation
- raise child domestic workers' self-esteem

List as many objectives as you can think of to begin with, and try to work out whether they are short, medium or long term and whether they are high or low priority.

Then identify the corresponding practical interventions. These can also be listed in full, including all possibilities at first. There will be lots of overlapping, and it will gradually become clear which types of action are likely to correspond to more than one objective and have multiplier effects. If you use a visualization methodology - writing the interventions on cards and matching them to the objectives - this may help you organise your ideas.



Once you have reached a certain stage, you might also want give the different possibilities marks according to cost-efficiency, available expertise, and other selection criteria such as child domestic preference.

As you go through a process of elimination and refinement, it ought to be possible for the group to identify those objectives and practical actions which seem most pressing, most sought after, and which seem to have the most potential for success.

The final stage will be to organise the selected objectives and activities into the finished programme of action with a time-line, answering all the critical questions: What? Why? How? Who? and When? This should take into account the cycle of 'Assessment', 'Analysis' and 'Action' shown diagrammatically earlier in this chapter.

This description of a possible programming exercise is intended to help you think logically about all the elements of the process and how they fit together. The subsequent chapters of this handbook give in-depth information about 'good practice' in implementing practical programme interventions. You may want to have a look at these before developing a programme of action so that you have already thought about a wide range of possibilities before you begin. The other purpose of the chapters is to provide some guidelines for implementation, so that pitfalls and mistakes can be avoided and any risks for child domestic workers themselves anticipated in advance. If you need further guidance for any part of the exercise, consult the Resources section at the end of this handbook.

Summary

An effective programme of action to improve the lives of child domestic workers needs to follow 'good practice' in programme design. This requires developing an integrated programme in which assessment, analysis, and action fit together, and practical programme ingredients and advocacy components complement one other. The choice of programme objectives, both overall goals and specific time-bound objectives, is critical to the selection of activities. During the design process, child domestic workers themselves need to be consulted, and their own potential contribution as programme actors and monitors duly recognised.

below: information sticker produced by the Ministry of Gender, labour and Social Development in conjunction with ANPPCAN Uganda Chapter



Chapter three

Reaching child domestic workers



“I don’t see how to reach child domestic workers, they’re hidden away in private homes.”

“Actually many do go out, to run errands, shop in the market, or go for a stroll on their day off.”

“We don’t have the staff or time to scour the city searching for them.”

“Then you’ll have to make contacts in the most likely places, and ask them to keep a look out.”

“Who are you talking about?”

“Vendors of perishable foodstuffs. Evening school teachers. Parish priests.”

“I see... Maybe it’s not so difficult...”

“Or you could try the employers themselves.”

The number one priority for any intervention

Whatever intervention an organization has in mind, from research into child domestic workers’ situation through practical activity and advocacy on their behalf, reaching child domestic workers to gain their participation is the top priority. This is not an easy task. Unlike children who work in streets or organized workplaces such as factories, their employment is hidden.

They work behind the locked doors of private houses where they are invisible to the outside world, and since they are not part of any formal employment system, their work is not registered with the authorities. There is normally no right of public or official access to a private home.

This characteristic of child domestic employment has meant that some governments, even where child domestic work is a ‘worst form of child labour’, have been reluctant to take it on. Ministries of labour do not monitor or investigate conditions of work in private houses, and programmes addressing child labour may leave out this category of workers because access seems too problematic.

Programmers are also aware that the issue is delicate: officials, professional workers and business people are among child domestic workers’ employers in societies where husband and wife are both going out to work and there is no granny or auntie to mind the children. Even people in NGOs working to combat child labour may have a teenaged girl working in their home.

If you start to make enquiries, you may find that employers obstruct or discourage contact between their workers and people from outside. Unless you are careful, they may see organizations taking up the cause of child domestic workers as interfering troublemakers. They may anticipate difficulties in the form of their girls becoming alienated from them, demanding more money, or challenging their control. Even if the employers are not opposed to the organizations’ activities, they may come to feel implicitly criticized and withdraw their co-operation.

Above all, they will not want their girl to take off more than the minimum amount of time. And they may be unwilling to stick to an agreed timetable, for classes for example. ‘I need you today, you can’t go today’, they may say to their young worker, seeing the child’s attendance at a course as an occasional treat to be enjoyed only if he or she is not

What about the recruiters?

Recruitment of child domestic workers is usually through informal networks - family, community or other domestic workers. However, an increasing number of NGOs from all the regions are reporting the development of semi-formal 'placement agencies' for child/adult domestics. These bodies function openly, collecting girls from rural areas and getting them jobs, even though what they are doing is illegal.

Most contact with these kind of recruiters or traffickers up to now has been to try and have them closed down or arrested. However, the time may have come to try to work with some types of 'placement agency' since this kind of organized operation is likely to increase according to demand. Some will be acting within the law and might be willing to co-operate. This route to child domestic workers needs to be explored further.

needed, not as a matter of right.

However, since most child domestic workers will not be able to enrol in programmes without their employers' approval, it is essential not only to reach the potential clientele, but to try to develop good relations with their employers. There are both direct and indirect routes for making contact with child domestic workers. A number of organizations have managed to reach them effectively, both to offer services and to undertake research. Some have done so through employers.

The various approaches used by different NGOs are examined in this chapter. Answers to the questions: **what works? where? how?** and **who are the key actors?** depend a great deal on local circumstances and possibilities, but some 'good practice' principles can be deduced.

1. Making contact in the park

Some programmes have started out by making informal contact with domestic workers by seeking them out in locations other than the household in which they work. For example, in Philippines domestic workers go to the parks on Sundays to stroll or socialize with others. Visayan Forum began its Kasambahay programme - kasambahay means 'partners at home' - by approaching and engaging with domestic workers in Manila's public parks.

SUMAPI, the 8,000-strong association of domestic workers whose formation grew out of Visayan Forum's activities, follow the adage: 'Go to the people'. They continue to comb the parks regularly for potential new members. Since domestic workers tend to come from particular parts of the country, SUMAPI members can easily spot them. They introduce themselves in their own language and start up a conversation. Although they remember names and find out where the domestics work, nothing is written down in front of them to help put them at ease. They then follow up in the coming days (see box). Newly-contacted recruits are also given a group familiarization in the park with SUMAPI's work, using special visual aids.

In a number of countries besides Philippines, **parks** may be a suitable environment in which to make contact with domestics. Other places of leisure may also be a possibility, such as **tea shops, cafes** and **discos**. So may **bus stations** or **ports/docks**: destinations of long-distance transport, where children may arrive in the company of recruiters.

What other possibilities exist? **Church services** may be attended by child domestic workers, as are **temples, mosques** and anywhere where people go to practise religion. Contact may be possible through asking around within congregations, or by sensitizing priests, sheikhs and imams.

Another alternative is markets, shops or itinerant vendors to which child domestic workers are sent on a regular basis. In Mumbai, contact with child domestic workers by the National Domestic Workers' Movement was made by waiting at the place where **fresh milk vendors** came early every morning. In some societies, **bakeries** might serve a similar purpose. In Bangladesh, **market stallholders** have occasionally been enlisted to identify regular child domestic worker customers.

Some domestic children do go to **school**, so familiarizing **teachers** and those running after-school or non-formal education programmes to be on

the look-out for child domestic workers is another good possibility. Then arrangements can be made for special visits and rapport with students can gradually be developed. Women who are **ex-domestic workers** are good at making contacts on their networks, and at promoting programmes to their intended beneficiaries.

Good practice principle:

When making contact with child domestic workers outside the household, every effort must be made not to appear threatening and to identify yourself as a potential friend. The best person to undertake the task is another young domestic worker or a former CDW.

2. Contact in centres and places of retreat

Some organizations have established centres or places of retreat where child domestic workers are invited to come and participate in activities, or use the space in whatever way they want.

The idea is not to provide a refuge necessarily, but a ‘home-away-from-home’, where child domestic workers will meet other child domestic workers as well as people who will treat them as social equals. They can be offered help and services should they need them, and encouraged to run their own activities. For those who are far from home and have no place they can call their own, this kind of centre can be a godsend. This kind of institution has been set up in Latin America, notably La Casa de Panchita run by the Asociación Grupo de Trabajo Redes in Lima, and Foyers Maurice Sixto in Port-au-Prince. The centre can then become the hub from which a whole range of other programmes and activities can be provided (see Services, chapter five).

In the case of any centre, the initial issue is how to attract children, and how to obtain the co-operation of their employers to let them attend. Some organizations publicise themselves in the environments mentioned above - parks, discos, city centres, religious festivals - and by advocacy and sensitization campaigns. Once the child domestic worker has been attracted to the centre, follow-up can be done with the employer to gain her support. Foyers Maurice Sixto invite the employers to a group meeting at the Centre once every term.

Good practice principles:

A centre which is intended to provide child domestic workers with their own space and attract their participation has to be open to their preferences and needs. In particular, it has to have a welcoming, relaxed and pleasant atmosphere and be a place people enjoy visiting.

Employers of those attending the centre should be followed up in some way, preferably as soon as possible. This is especially important if the domestic is having difficulty being allowed time off to come, or is facing other problems in the workplace.

3. Contact through schools and child-to-child

In many cases, especially in Africa and Asia, child domestic workers do not attend school. Relatively few children (especially girls) from poorer families go to secondary school, and many drop out of primary school or never go at all. So those above primary age will not expect to go to school, and many of

‘Weekly case conferences take place every Monday between SUMAPI outreach workers and VF’s licensed social workers concerning new domestics contacted in the parks. Follow-up is then made by a social worker by phone, letter or visit to the employer, and the advantages of the programme are then explored. More than 1,000 employers have been met in this way to reinforce the importance of treating their child domestics well.’

Presentation by Visayan Forum at International Practitioners Meeting, Bangkok, November 2004.

‘In Quezon City, the park is a haven for domestics. But they would rather dance in the disco area than talk about education or rights. So we arranged with the park authorities that all CDWs could enter the disco free, provided they first registered with the Visayan Forum booth at the entrance.’

From Reaching Out, Visayan Forum, Philippines.

those below primary age may have been forced to drop out to take up a working life instead.

In addition, employers usually do not want their domestics to go to school because the school day, and the demands it imposes, will clash with their work. In some cases, notably in Latin America, it may be accepted that school-going is part of the terms of employment: the child may have come into town to work specifically to gain an education. However, in India, Nepal and Bangladesh, and in much of Africa, regular school-going is not part of the child domestic's expectation of life. She or he may be expected to carry the school bags of the children of the household who do go to school, or undertake other tasks that enable the children of the employer to enjoy an education.

Children living in homes where they expect child domestic workers to wait on them and do not interact with them socially are simply copying the behaviour of their parents. They have been raised to think that attitudes of superiority and discrimination are correct. These children can be introduced in school to another set of ideas. They can be asked to consider the situation of child domestic workers in their households. They can become the medium of contact with these children.

Using 'child-to-child' methods by inviting children in school to consider the lot of children working in their households has been used by organisations such as the Bihar Domestic Women's Welfare Trust in India, and other members of the National Domestic Workers' Movement, for example in Chennai and Mumbai. A number of NGOs, including WAYS (Kampala, Uganda) and Bayti (Morocco), an organisation in Casablanca trying to remove child domestic workers from the workplace, have also run sensitization programmes in schools. WAYS believes that former child domestic workers are the best means of identifying their peers, and at withdrawing them and sensitizing them. 'Their involvement in the identification ensures that genuine cases are targeted.'

Good practice principle:

Enlisting the involvement of children in receiving households and inviting them to consider children working in their homes in a different and less discriminatory light can be an entry point to enlisting support from employers themselves.



"I have come to ask about the girl you are employing in your household."

"How do you know I employ a girl in my household?"

"She visits our centre at week-ends."

"So what do you want to know about her?"

"Whether she has your permission to come to the centre on a regular basis."

"Certainly not! If I'd known, I would have stopped her!"

"Then maybe we can reassure you."

"Maybe you can..."

4. Contact via local government officials and community members

A number of organisations in African countries have directly enlisted local officials and community leaders to enable them to reach child domestic workers. Bayti has regular contact with local associations and authorities in the main region of origin for child domestic workers in Casablanca to discourage their recruitment. WAYS in Kampala maintains contacts with community groups, including parish development committees and women's groups, as a way of identifying child domestic workers at risk of abuse.

Kivulini, an organization based in Mwanza, Tanzania, whose primary target is to reduce physical, emotional and sexual violence within the home especially against women, works closely with leaders at the lowest structure of the local government. These are the 'ward executive officers' and 'street leaders'. Street leaders are those elected within the smallest neighbourhood unit, by community members. The advantage of working through street-level functionaries is that these have right of access to people's homes - no special permit is necessary. Since they know all the local households, they know where young domestics are employed, and whether there is conflict in the household. They are trusted by both employers and domestics.

In Phnom Penh, Cambodia, the ILO-IPEC programme to eliminate child domestic labour has worked with government functionaries and partner NGOs in a number of ways. VCAO, the Vulnerable Children Assistance Organization, is one of the groups to run awareness-raising sessions for local leaders, police representatives, householders and children. These community members are then sensitized to report any instance they come across where a child domestic worker is particularly at risk (see also Prevention, chapter seven).

Good practice principle:

Where people are being sensitized to bring cases of under-age child domestic employment or abusive treatment to the attention of the authorities, it is important that every effort is made to undertake the task sensitively and retain the co-operation of employers. They will respond best to officials they already know and trust.

5. Making contact by going door-to-door

WAO Afrique based in Lomé, Togo, has developed a methodology for door-to-door contact to identify households with child domestic workers. The first visit by WAO social workers simply involves giving out information on child trafficking, child labour and child rights. Discussion is informal, and includes questions concerning the composition of the household. If it is clear that children are employed, they are invited to come to the centre. If the child worker is under age, a follow-up visit with official inspectors is conducted to persuade the employer to release the child.

What have been the results of door-to-door activity of this kind? During a 12-month period, during which counsellors were able to visit three households each per week, 458 houses were visited and 575 housemaids encountered, of whom 53% were under 15 years old. Of these, one third were taken into the centre and most reintegrated with their families. Although the centre staff said that after a time they began to meet resistance from employers to their visits, the programme was successful in making effective contact with

'One of the roles of street leaders is to oversee peace and harmony in the street, including in the households. The skills Kivulini has given these leaders on prevention of domestic violence help them in protecting CDWs. The trust on all sides made it possible for them to identify CDWs and organise consultations with them.'

Presentation by Kivulini at International Practitioners Meeting, Bangkok, November 2004.

child domestic workers. Even though door-to-door activity is time-consuming and resource-intensive, and may seem too small-scale an intervention to make a difference, the WAO Afrique experience indicates that it can be successful.

There are cases where direct door-to-door contact with employers to seek their co-operation to allow child domestic workers to attend classes or other programmes has been successful. In Dhaka, Bangladesh, the occupants of blocks of apartments were asked to release their young domestics to attend weekly classes conducted in the basement by a local NGO. Employers can therefore actually provide the point of first contact, with a programme or service presented as an opportunity to provide their workers with better education, health or skills and thereby be a more useful and contented employee.

Good practice principle:

It is important not to alienate employers, but to enlist them on the side of the programme, or the child domestic workers in their care may suffer. Therefore, any attempt to reach child domestic workers through employers must be positive and friendly.

6. Open door, hotlines

Finally, there are ways in which child domestic workers themselves may be the ones to make contact. In these cases, the need is to advertise the existence of a hotline or centre in places frequented by potential clients, or advertise the name of a person running a service who the distressed child worker can contact by phone. Some organizations run drop-in centres for working children, where domestics on the run from abusive employers may fetch up. Kiwohede in Dar-es-Salaam, Tanzania, began to focus on the abuse suffered by child domestic workers as a consequence of running a centre for working children in a particular part of the city, and finding many runaway or abused domestics among their clientele. They now run sensitization campaigns in these city wards to encourage employers to allow children to attend the centre and to discourage mistreatment and abuse.

As in the case of refugees, drop-in centres for working children become known by word of mouth. To begin with, it may take time to build up a clientele, and overcome child domestic workers' natural reserve. But once the centre is established and beginning to meet their needs, the need for publicity may decline. However, new children are always arriving in the city, and some may not be able to reach a centre from more distant areas. Whether to expand a centre, or open satellites in another part of town, may have to be constantly reviewed.

Hotlines need sustained publicity. In Cambodia, VCAO organizes a wide distribution of cards with singers' and pop-stars' pictures on the front, and telephone numbers and addresses of centres they could go to on the reverse. These are distributed in phone booths, bars, markets, discos: anywhere the children and young workers are likely to attend.

Good practice principle:

Creating the widest possible number of opportunities for contact with child domestic workers requires imagination, determination, sensitivity and the use of effective information, education and communications (IEC) techniques.

Summary

A surprising number of opportunities exist for reaching child domestic workers, outside the household as well as within it, in the places they frequent such as parks and discos and via community members and local officials. Providing a service and making contact can go hand-in-hand: drop-in centres and refuges can be a starting point for both. Some approaches to employers have also been successful, showing that care and sensitivity can overcome barriers. Many child domestic workers make contact with centres themselves; where these are welcoming, helpful and popular, their clients will pass information about them by word of mouth.



left: Star cards are laminated cards with singers and pop-stars pictures on the front, and the hotline number and other useful telephone numbers and addresses of centres that CDWs could go to on the reverse. These are distributed in phone booths, markets, discos: anywhere the children are likely to attend.

Chapter four

Crisis interventions: rescue, rehabilitation, reintegration



“Our organisation is concerned with group activities - classes, public health, club formation. We can’t deal with individual cases.”

“Whatever else you do, you have to deal with individual cases. ”

“Why?”

“Because as a result of what you do, a child domestic who is suffering torture in her job may decide to run away and seek your help.”

“But I can’t start running a lost girls’ home.”

“No, but you have to have some way of dealing with child domestic workers in crisis. Otherwise you can’t legitimately claim to be helping them.”

Dealing with emergency cases

In some cases, the development of interventions for child domestic workers stems from contact with a case where a child domestic has fled her employer’s home as a consequence of serious abuse. All organisations working with child domestic workers come into contact with cases from time to time. In Bangladesh, it was reported during one research study that asking child domestic workers questions caused them in some cases to reflect fully on their situation for the first time. When they became disturbed, they sometimes attempted to escape.

Since the place of work and the place of residence are one and the same, and since she is often very far from her family home, when a child domestic runs away from an abusive employer, she may have very limited options as to where to go. Thus, at least temporarily, child domestic workers in abused situations may need shelter or a refuge where they can be well taken care of. All organisations addressing the issue of child domestic work have to be prepared to respond effectively and caringly to the child seeking refuge from serious abuse, either by providing the appropriate service themselves or by referral to trained professionals elsewhere.

Where a case of injury or physical harm has been inflicted on a child domestic, the case may come to light when she is taken to hospital, or even may be reported in the newspaper: the press in Dhaka, Bangladesh are notable for seeking out and reporting such incidents. Cases such as these may be referred to NGOs or social welfare institutions looking after vulnerable or abandoned children. In some cases, for example where a case of serious abuse is reported by a community member, it may be necessary to effect a rescue of the child, with police help. The NDWM in Mumbai, India, have developed procedures for those within their network to follow, depending on the seriousness of the case (see box). In Cambodia, the hotline number given out by VCAO has been used to report cases of serious abuse, precipitating rescue by the organisation with the aid of the local police.

Children who have fled their employers without first seeking help from a dedicated organisation often end up on the street, at police stations, or housed in shelters for the homeless where facilities are inappropriate. In Haiti, Foyers Maurice Sixto are usually housing a handful of crisis cases - children who have fled or been evicted by an employer - at any one time. The same is true of other organisations running centre-based services, including VCAO.

Procedures for rescuing CDWs in distress in India

The following procedures have been worked out by the NDWM in Mumbai for rescuing CDWs where cases of abuse are reported. However, the NDWM emphasizes that each situation is different and care should be taken to adjust procedures accordingly.

**From: Domestic Child Labour: A CHILDLINE Overview
 (CHILDLINE India Foundation, 2004)**

The following flow chart demonstrates the process of intervention



Equally, children who have been trafficked and subsequently rescued, or children at risk of being sold or 'recruited' into domestic or commercial sex work, need some kind of protective shelter and home environment from NGOs or social services. Careful review of each case will be needed to identify the most appropriate line of action for the young person's temporary care and reintegration into society, and to decide whether legal action against an employer is appropriate.

Thus organisations need to be prepared either to provide, or to organise in co-operation with others, temporary emergency care, advice and counselling. Where returning home is the domestics' preferred option, they will need money for any long-distance fare. Where possible, returnees should be accompanied (see next section). If such children are returned to their families without proper attention to their social reintegration, they may shortly be trafficked or recruited by 'domestic employment agents' all over again. The short and medium term care strategy for rescued or runaway domestics therefore needs to be thoroughly mapped out in advance. It should include counselling with the domestic, both to plan his or her future and any claim for compensation, and may well include mediation with parents, employers, and community members.

In the case of child domestic workers attending a drop-in centre over time, and gradually revealing a story of mild-to-serious harassment, exploitation or abuse, it will be necessary to adopt a sensitive approach based as closely as possible on the course of action the domestic herself (or himself) supports. If the girl is under age for employment, removal from the workplace is indicated. Other options include visiting the household and discussing the situation with the employer; assisting the girl (or boy) to leave work and reintegrate with their family; assisting the child to find alternative employment in a better household; assisting the child to go to boarding school or some other residential learning centre.

All such situations are intensive in terms of staff time and resources, but individual case work is the only option. This is an important reason why programmes for child domestic workers tend to handle relatively small numbers of children, except in the contexts of surveys and advocacy.

Good practice principle:

Those involved with any kind of interventions with child domestic workers should always be in a position to offer appropriate emergency care to a child in distress, or immediate referral to some person or institution who can.

Rescue operation in Athlone, Cape Town.

In early 2004, Anex-CDW began to receive many referrals of girls and women who had run away from an agency called 'Excellent Domestic' and ended up in Athlone police station. This followed a discussion forum organized by Anex on the plight of abused domestic servants, in which the police had been involved. Excellent Domestic was bringing girls in from the countryside, housing them, and finding them jobs. When Anex visited the premises, they found inadequate and unhealthy living facilities, some under-age girls, and many cases of workers not being given their due salaries by the proprietors. They duly reported their findings to the Department of Labour. After a report in the newspaper some weeks later about a girl trapped at the agency, the Department of Labour finally intervened. The agency was found to be operating illegally and closed. The 20 women, girls and boys at the premises were traumatized and all expressed misery and wanted to return to their rural homes, even when offered the opportunity of skills training in town. The police captain and Anex found them temporary shelter and food, while the Department of Labour provided free train tickets home. The case against the proprietors is still outstanding.

Report from Anex-CDW (South Africa) presented at International Practitioners Meeting, Bangkok, November 2004.



‘My employer accused me of stealing. I didn’t know anybody in Manila and they did not allow me to leave the house. I asked for help from the Barangay and the Police. They raided my employer’s house.’

(Rescued CDW, Philippines)

1. Hotlines

Where children in need of emergency assistance are encouraged to use hotlines to seek help, it is very important to have a really effective and professional system of handling cases. Staff and volunteers need to be trained in how to respond to calls; and rescue systems - in partnership with the police, social work departments, and other relevant services - need to be in place. It may be very difficult for a domestic worker living in really oppressive circumstances to make a telephone call to seek help; and her language skills may be limited. Consideration has to be given to making sure in advance that, having made the call, support will be available.

Visayan Forum has 24-hour hotlines to receive reports of child domestic abuse, and facilitate rescues and referrals. When a distressed CDW calls the hotline, the SUMAPI volunteer or VF social worker takes down notes on intake sheets: name of caller, name of employer, address, contact number, nature of abuse. The information is then passed to local government Quick Action Team partners, and after checking data and holding a quick planning session, rescue operations are conducted by police and/or social services. The rescued child is then placed in the custody of a child-care institution.

For a number of reasons, including difficulties with manning the lines with good respondents, and with the question of should the hotline be open for 24 hours and what to do when it is not manned, hotlines are not an easy option. They may be a useful way to attract child domestic workers to make contact with a centre or service being run on their behalf, but there is always need to have in place a system to handle crisis calls quickly and effectively - even if they are relatively few.

Visayan Forum has found that rescuing abused child domestic workers can open up the organisation to harassment and legal suits from employers; it therefore carries risks. Every process has to be meticulously followed and carefully documented to shield the organisation and strengthen its own legal case, should one be filed against an abusive employer.

Another organisation with a hotline operation is VCAO in Cambodia. VCAO published thousands of cards with pictures of singers and celebrities on one side, and hotline information on the other. These were distributed to students, garment factory workers, and local authorities in seven districts of Phnom Penh. As a result, child domestic workers have been rescued. In one case, VCAO filed a case against an employer and obtained both the girl’s release and compensation from the householder for physical abuse.

Good practice principle:

Care should be taken when opening a hotline, to consider all the ramifications of training people to run it, operating it round the clock, and having support systems in place. It is unethical to run a hotline and then be unable to offer effective help to children in distress.

2. Shelters, transit centres, residential care

Some organisations, such as The Foundation for Child Development (FCD) in Thailand are focused primarily on protecting children who have been rescued from domestic work, either because they are very young, because



they have been abused, or because they have been trafficked or ‘recruited’ from distant areas. In West Africa and other areas where trafficking is common, providing temporary shelter or a home as a prelude to rehabilitation and reintegration with families is seen as a necessary component of services.

WAO Afrique set up its ‘Centre de l’Esperance’ (Centre of Hope) or transit centre in 2002 to give protection to girl victims of trafficking, most of whom are former child domestic workers. The centre is a place where children can stay and recover from their experience, while waiting for their parents to be identified, and allows WAO personnel to ascertain that their reception at home will be favourable. Normally, the distance between the village of origin and the employer is considerable, so the transit centre is a key component of reintegration. Children usually stay for around three weeks, although in exceptional cases they may stay for much longer.

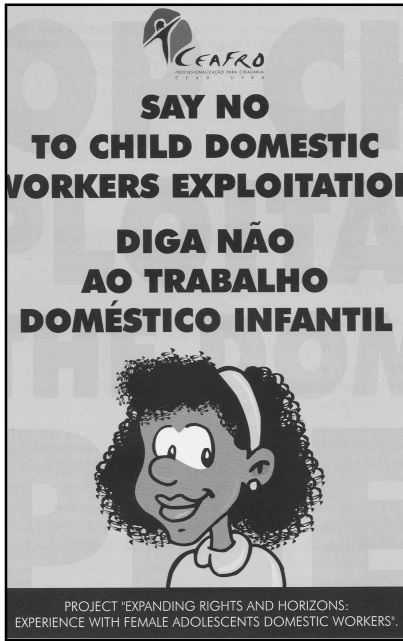
A centre of this kind focuses primarily on children in its residential care, but some also undertake outreach activities. WAO Afrique’s centre is staffed by four counsellors who carry out activities for the children at the centre, including medical care, psychological counselling, informal education including about their rights. The staff also visit houses in the neighbourhood (see previous chapter), handle referrals, and undertake follow-up with children reintegrated with their families. The children at the centre have also participated in advocacy action by WAO, presenting their views and experiences of their work to wider audiences.

WAYS in Kampala, Uganda, also runs a crisis centre where children who have run away, or who have been withdrawn from domestic work, can stay before the process of rehabilitation, reintegration with their families, or some other solution to their situation has been worked out. Usually they are referred by a local councillor or WAYS volunteer, who may provide the bus fare and other help needed to leave their employment. Rehabilitative services at the centre include counseling, medical care, and nutrition; recreation, skills training, peer group work and school placement are also provided (see next chapter). A similar programme is run by Kiwohede in Dar-es-Salaam, Tanzania, with two crisis centres offering a broad range of services. Bayti in Casablanca began its programme for children in domestic work in 2002, and has since set up three ‘foyers d’accueil’ or reception centres for young housemaids in crisis situations. Their approach was to reinforce and help existing centres which could be appropriate reception points for such children, or set up such centres where they did not exist, in the three city zones where they believed the problem was most acute: Rabat-Salé, Casablanca and Marrakech. They provided the necessary support and linked up with the Association of Social Assistants to involve them in the management of the centres. In Bayti’s case, shelter is a prelude to family reintegration on the one hand and schooling and vocational training on the other.

CWISH in Nepal have adopted a new approach, having found that children who spend time in centres may become used to facilities of a standard which discourages their return home. They have therefore adopted a ‘community rehabilitation’ strategy which involves placing children with another family in a similar income bracket as their own for a time, until the case is worked out and they can go home. The families are trained in advance and sensitized to child domestic workers’ issues. The advantages are that community responsibility towards children is enhanced, low-income families strengthened, and the programme is more cost-effective and sustainable.

‘I was taken away from my village in Benin when I was nine years old by a friend of my father, and we went to Côte d’Ivoire to work. There I worked with another girl to sell water and lollipops. For three years, I only ate maize paste’.

(CDW, Benin)



above: Front page of an advocacy leaflet from Brazil

Good practice principle:

Children who have suffered from abuse, violence or gross exploitation need a wide range of service responses, including temporary shelter in a caring setting, professional counselling, legal advice, and longer-term assistance with family and social reintegration.

3. Contacting families and reintegration

A number of organisations' primary activity is to remove children from domestic slavery and reintegrate them with their families. The difficulty of accomplishing this task depends on the source of origin of the child, the method of recruitment, the distance from the home village, and a number of other factors.

It is a common observation, especially from Africa, that many families and community members in areas of origin are not aware that children employed in domestic service are frequently exploited, and that physical abuse and sexual harassment are common. The situation of poverty or familial breakdown which led them to send children into town for work, or encouraged them to believe in the false promises of recruiters, acted as a powerful incentive. To the girls themselves, acute family want or violence can also act as powerful drivers. When confronted with the reality of the lives endured by their children, many parents' previous illusions were shattered and they were happy to reconsider their earlier decision (see Prevention, chapter seven). Many young domestics wanted nothing more than to return home.

WAYS in Kampala has had a notable success in resettling over 300 former domestic workers with their families and relatives. They regarded counselling of the families in advance of resettlement and reunification as essential. This is because many of the original situations of the children were oppressive or abusive, involving broken homes, violence, HIV/AIDS deaths of parents, and other problems. Counselling families and enabling relationships to be improved was necessary if the children were not to run away again. WAYS provided the children with resettlement kits, which included a mattress, blanket, basin, cups and plates. They have also supported the re-entry of children into school and vocational programmes in their villages. Income generation for parents has also been pursued. Follow-up and monitoring is regarded as essential.

Bayti has also reintegrated child domestic workers with their families, but the majority are taken in charge by the programme in Casablanca to enable them to become educated and trained. Bayti also emphasises follow-up with the families where children have been returned, ensuring that they go to school and that local associations keep an eye on them. Some parents need to be given parenting skills, taught the importance of education, and especially to learn to listen to their child and not to use violence as an educational tool or means of upbringing.

WAO-Afrique emphasises the value of family reintegration, rather than residence in an institution, for under age child workers even where on-the-job training might be to their advantage in other ways. The main difficulty faced in reintegrating trafficked child domestic workers with their families was in maintaining contact with parents and persuading them to send their children to school.



Organisations working with child domestic workers believe that it is always important to contact the family, but not to force the child to return if she or he does not want to. This may not be the best option for the child, but is only one of many.

Good practice principle:

Reintegration of a young domestic worker into her (or his) family requires contact and counselling with the relatives and full acquiescence by the child. It may also require material support to the child and/or family, and continued monitoring by community leaders or other appropriate third parties.

4. Legal action against abusers

Some organisations have links to lawyers, especially to human rights lawyers concerned with cases of child abuse. Where it is necessary to confront employers with responsibility for crimes - such as physical cuts, wounds, and serious burns - a decision has to be made about whether legal action should be undertaken.

In some environments, such an undertaking might be futile and not to be pursued. In such cases, the organisation itself, in the form of a senior person or of a member of the Executive Board who carries considerable status, needs to take up the issue of criminal abuse with the employer, and negotiate some form of reparation along with a commitment not to indulge in such behaviour towards any domestic worker in the future.

In settings where litigation to defend even the most vulnerable members of society is established and respected, as in much of Asia and Latin America, it may be worth bringing cases to court. Such a decision has to take into account the best interests of the child domestic in question. Other factors will include expense, the time it will take for the case to arrive in court during which the child and family may be in limbo waiting for the outcome; the deployment of organisational resources; and the general viability of the case. Some child domestic workers will not want the personal exposure, nor respond well to a continuation of the trauma of the original offence. The attitude of the police and their involvement in the prosecution will be other important considerations.

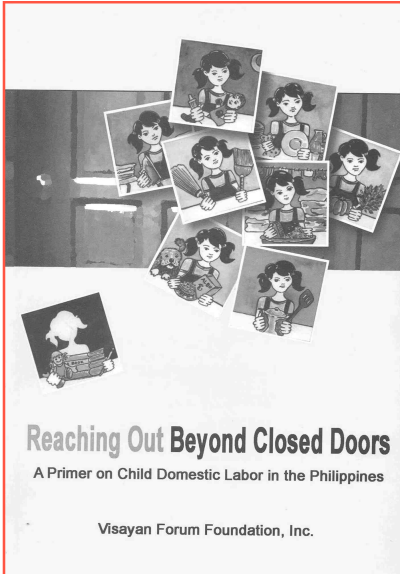
There may also be instances where trafficking gangs or illegal 'recruitment agencies' need to be closed down by reference to the police. It is important in the context of advocacy programmes that questions of how the law is to be used or enforced where cases of gross abuse, slavery, cruelty or torture, all of which are against the law everywhere, are to be handled. This is particularly relevant in the case of cross-border trafficking, where children may be rescued or escape from traffickers, and where legal action is needed to establish their identity and obtain their passage back to their country.

Where cases do reach court and receive press publicity, this is a powerful advocacy tool. The rest of society becomes alerted to such cases and people will be more inclined to report them to concerned NGOs, police or other authorities. However, the desire for publicity for their cause should not eclipse the best interests and views of the children concerned.

A judicial decision

A Cambodian widow found herself unable to pay off a debt to a householder in Phnom Penh. Accordingly, the householder took the widow's 10-year-old daughter to her home and used her as a domestic slave. Subsequently the widow contacted LICADHO (the Cambodian League for the Promotion and Defence of Human Rights), complaining that she had not been allowed access to her daughter and that the girl was being grossly exploited. LICADHO then took up the case, first with the local commune authority and, when this failed to get the girl released, with the Phnom Penh municipal court. The judge returned the girl - now 13 - to her mother and declared the debt wiped out by her service. LICADHO has since enabled the girl to return to school, and provided assistance to her mother.

Case study supplied by LICADHO, Cambodia.



Good practice principle:

In the case of rescued children who have suffered abuse, it is important that the abuse be taken up with the employer and compensation secured. Careful consultation with the child, his or her family, the police and other advisors should be undertaken before bringing a case to court.

Summary

Planning and provision for crisis interventions must be part of any programme of action concerning child domestic workers. Since the place of work is usually also the child's residence, a child who runs away or is rescued from traffickers or an abusive household needs temporary shelter in a caring environment. Reintegration with the family is desirable, but should not be forced on the child. Successful reintegration requires counselling with parents and follow-up in the community. The abused child domestic worker is also entitled to compensation, for which intervention - sometimes including legal advice and assistance - will be needed.

Chapter five

Providing services and facilitating service access



“Surely a house-girl is much better off doing her job and earning money than wasting time in school?”

“Every child in the world has the right to go to school and should go to school!”

“That’s all very well, but passing school exams isn’t going to help her much, given her occupation.”

“Even if she is a domestic worker, she may hope for a better job one day. Why should she be prevented from having her chance?”

“Well, our local school is not very good so I doubt she’d get much benefit.”

“That’s a different matter altogether. Why don’t you join the school committee or local education board - and try to improve it?”

What kind of services do child domestic workers want?

Except in a very few cases, all child domestic workers express the desire to go to school, and gain more learning and education. This was one of the most important findings of the consultation exercise carried out under Anti-Slavery International’s auspices (see Annexe A). The only exceptions are cases where young domestic workers had a very negative experience of school. This is usually because teachers have practised discrimination in the classroom against children from poor homes, encouraging classmates to do the same, making their school life a misery. This is reported from settings where schools are low quality, teachers poorly trained and attitudes about social background entrenched.

Since learning and knowledge are basic to making a success of life, the importance of education cannot be overstated. The assimilation of skills and understanding also has important psychosocial attributes since they impart confidence to a child. This in turn feeds into the sense of being someone with an independent identity who can influence his or her path in life. Group experience also teaches a child how to get on with others and make friends. A teacher or counsellor can also be a mentor and role model; since many child domestic workers hear only orders and admonitions from their employer, loving contact with this kind of figure is something they yearn for.

Thus educational activities, in the form of courses, workshops, scholarships, assistance with school fees or other costs, skills training, and vocational training, rank high as services that child domestic workers value. Some indeed, as is reported in Latin America, have bravely left the countryside for town to seek work primarily as a means of gaining an education not accessible in their home village. Similarly in Tamil Nadu, India, child domestic workers recognised that their families might desperately need the income they earned, but they asserted that between the ages of 14 and 18 all children should go to school even if they were working, and that at no stage should their studies be sacrificed for work. They objected strongly to the way in which their future was put at risk by long working hours and employers’ unremitting demands on their time.

Child domestic workers also report that they value the indirect benefits of education opportunities: contacts with other domestics, gaining friends, receiving friendly advice and counselling, learning how to communicate with others, and losing their shyness. ‘We have learned how to manage our own lives and solve our own problems,’ is a common observation.

‘The best time in my life was when my employers agreed to send me to school.’
(CDW, Nepal)

‘When I was working for the San Juan people they didn’t let me study. I could see their point of view, I was on my own in the house, and I had to look after it. That was when I was 16.’
(Ex-CDW, now in secondary school, Peru)

Other services given a high value by child domestic workers are those which help deal with abuse from employers. These include training in better negotiation and communication skills; education on child rights; counselling from social workers or lawyers who take up their case with the employer concerned. Training and advice in the area of rights and protection was very important to children in Nepal, the Philippines, and in West Africa. In Africa, however, the law was not thought to be a practicable means of obtaining redress.

In Nepal, an effective complaints procedure and a counsellor in every school were requested, but the involvement of the police was rejected as they were thought to be inclined to support the violent and abusive behaviour of the employers. In Cape Town, South Africa, the police were definitely seen as allies against abusive recruiters and employers. Services designed to offer protection therefore need to consider the local environment: seeking application of the law and employment standards is more feasible in Latin America and South Africa than in the rest of Africa and in some Asian settings.

Health services are also valued by child domestic workers. In particular, when they have suffered injury they need assistance in obtaining emergency care, and financial help to defray the costs.

1. Non-formal education and going back to school

Non-formal education (NFE) is the most common form of educational service offered to child domestic workers; the term is used here to cover all sorts of learning, including academic subjects, especially basic reading, writing, and numeracy where they have missed out by not attending school, but also complementary subjects. Life skills are one example, as well as creative activity, communications, and other subjects not necessarily covered in a formal curriculum.

A child-friendly learning environment is important. Old-fashioned didactic methods which simply drill information into children are off-putting, and unsuccessful in enabling children who have had a poor experience of school to flourish. Education offered to the child domestic needs to captivate and encourage a desire to learn; energy and aptitude in many cases may not initially be high. The child domestic’s learning environment needs to be the opposite of the household-workplace in which everyone, even other children, are ‘superior’ to the domestic and hold power over her. If the learning atmosphere replicates this environment or is oppressive, there will be a tendency for child domestic workers to drop out.

The following issues have to be considered in preparing any programme:

- Child domestic workers are likely to be very behind in their schooling, and some may never have been to school at all.
- It may be difficult for child domestic workers who are working to attend regularly, even where employers’ permission has been obtained.
- Schedules should fit the working requirements of those in employment.
- It is very important to discuss the timing, content and venue of educational activities with the child workers.
- The content of classes needs to be adjusted to ages, preferences, gender, and the outcomes in life they expect for themselves.



- Some children will need special help and extra motivation. Individual counselling should be routinely provided.
- Employers and, where possible, parents should be invited on a regular basis to give feedback on the impact on the young workers of their learning.

Centres operate many different practices regarding educational programmes for their child domestic customers. Some offer classes for a few hours two or three times a week; sometimes formal classes are conducted on a daily basis, as at Foyers Maurice Sixto where they take place five days a week for three hours at a time; yet others are offered temporarily to residential crisis cases. In other cases, centres hold supplementary workshops on non-academic subjects, but arrange for child domestic workers in their programme to attend classes at schools or other institutions, depending on their stage of development and aspirations.

Children working as domestics, given their background and situation, often have a very limited understanding of the world. Thus, they may gain a great deal from organised visits to such places as post offices, banks, police stations, council offices or health centres. If the personnel give them a friendly reception and explain their services well, they will be encouraged to go to these places or authorities in the future if they need to; and the effect may be beneficial on the service personnel as well. The development of a programme of such outings came about in one scheme in India where working children were asked to identify what they would find most useful.

There are also many subjects which young people want to know about. Often child domestic workers have few mentors and confidants to ask, or may be too shy. How the body functions, for example, and how it changes during adolescence; how babies are conceived, what happens during pregnancy and birth; common illnesses and how to avoid them; how to say 'no' to sexual advances; what the effects are of drugs and alcohol on a person's mind and body. These are subjects over which many young people have difficulty obtaining information, but, in their isolation and vulnerability, child domestic workers are worse off than most.

Many children want to catch up with their education and go to a formal primary school. Some projects have as a principal aim to reintegrate children in the formal education system. However, for many child domestic workers who have lost a lot of schooling time, this may be difficult. Bayti in Casablanca, for example, found it very difficult to reintegrate child domestic workers into regular school, and, instead, created an à la carte teaching programme jointly with the students: flexibility was the only way to avoid educational failure.

One successful approach is to develop contacts with the educational system and work out with teachers prepared to co-operate how vulnerable children can be recuperated into formal schooling. They may need 'bridge courses' or catch-up classes, as well as special attention from primary school teachers and classmates. Where they are able to reintegrate, educational grants or scholarships may be needed, and continuing after-school classes to help them keep up with the formal curriculum and remain motivated. Their employers and parents will also have to be motivated to support the children's attendance at school.

'Though we initially accept to work after school hours, when a crisis occurs in the household, it is our future that becomes a prey. Governments and parents should ensure quality education to all children especially girls. Girls should not be taken out at puberty, or for marriage.'

(CDWs, Chennai, India)

‘I have suffered a lot with this work. I can’t let my kids pass through the same path while I know the pro and cons of the work. Because in Tanzania primary education is now free, I will send them to school. And I will cultivate, and use what I will be earning for the education of my kids.’
(CDW, Tanzania)

Some centres which are functioning primarily as refuges offer the child domestic workers in their charge educational classes, as a preliminary to their return to school. Kiwohede in Dar-es-Salaam, Tanzania, for example, provides a number of services including education, life skills, health, recreation, counseling, and practical cooking and tailoring to girls who stay for around three months. After this, they expect the girls to reintegrate with their families and re-enter school.

It is worth noting however that where girls’ families tend to be far distant, as in Togo, the subsequent school drop-out rate among returnees may be high. This may be to do with the poor quality of education, but it may also be because the child is not able to keep up. Reinserting children in the formal school system and sustaining their presence takes considerable effort.

Good practice principles:

Educational programmes should be designed to match child domestic workers’ capabilities, outlook on life, interests, and the practical requirements of the working life. Classes should be conducted in a child-friendly manner so that learning is seen as a useful and desirable activity. Employers need to be motivated to allow their young workers to attend.

It is important to establish goals for educational programmes, and ensure these are attainable. These goals may include reintegration into formal schooling, but alternatively may be geared towards life skills, self-reliance and personal growth in non-academic areas.

2. Community centres or special ‘spaces’

This type of centre often overlaps in terms of service provision with those whose primary aim is educational, or which provide temporary residential care to children who have escaped from employers or recruiters.

As part of an integrated strategy towards young domestic workers in Central America, Defence for Children International (DNI) in Costa Rica has opened two ‘care centres’, whose main purpose is to provide educational support. Child domestic workers in Costa Rica may well begin Basic General Education, but are often expelled from school due to poor performance and difficulty in completing the academic year. DNI encourages the reintegration of this vulnerable group into the education system, and their retention in school, by giving educational reinforcement such as individual help and advice with studies and vocational assessment and guidance. The CDWs also therefore have their own space for personal development, and make gains in self-confidence, interpersonal engagement, self-protection from abuse, and a number of other life skills. They also are taught about their own rights and how to attain them.

This initiative, called ‘The Books and Games Project’, places emphasis on innovative interactive teaching methods, for teachers as well as students. Local community members are encouraged to visit the centres, and help to maintain and promote the project’s activities. However, up to now there has been a weak response from government. Such a model, even if it has all the apparent hallmarks of social policy success, needs substantial resources and cannot be sustained over the long term without support from the authorities.



The Lima-based organisation, Asociación Grupo de Trabajo Redes (AGTR), has as its goal to address the lack of educational opportunities faced by many children, young people and women, and its main activity is to provide support for domestic workers, especially those under 18. The first action of AGTR in 1998 was to publish a story book about a girl called Panchita who came from the countryside to Lima to gain a better life by working as a domestic and studying. When domestics read the book, they asked if Panchita could have a home. La Casa de Panchita - Panchita's House - was subsequently opened in a working class area of Lima.

Every Sunday, domestic workers came to La Casa de Panchita for recreational and self-improvement activities. Although it was originally envisaged that AGTR-La Casa de Panchita would conduct workshops on labour rights, it was quickly realised that what the domestics most wanted was a place where they could relax, cook a meal together, and enjoy time out. Dealing with questions relating to their occupation and rights had to wait. The programme has since rapidly expanded into these and other areas.

La Casa de Panchita practises the democratic ideal that everyone should be valued at the same level. They aim to provide domestic workers with their own protected place where their cultural identity is respected, and where they can develop their own programmes and decide what they want to do. Complementary educational services are offered: tutoring on school subjects, computer skills, English language classes, leadership workshops, cultural and recreation activities, negotiation skills. They also help to keep domestics in touch with their families in the countryside, by use of free phone calls and mail services.

The overall programme has many other elements, including campaigning and defending domestic workers' rights. However, La Casa de Panchita is the hub of this programme, and its character has been created by the domestic workers themselves, making their own space into what they want it to be.

Drop-in centres in different settings have many different characters and components - there is no one formula, and services they provide change over time according to expressions of need and desire from the domestic worker or child worker users. The key to attracting customers and making the centre a success is to provide an open, friendly and mutually respecting environment, where trust and safety are guaranteed, and personal growth can flourish.

Good practice principles:

A centre which is meant to respond to the needs of child and older domestic workers should take their wishes and needs as its starting-point. It is best if a programme can grow naturally, rather than create a centre which is trying to be all things to everyone, or is fully-fledged in its design and methodology before it has recruited its customers or gained their support.

It is important to offer opportunities for rest and recreation, sporting activities, and outings to dances and cinemas. These are often the activities domestic workers have least opportunity to enjoy, and are what they yearn for. Emphasizing rights and education first may be counter-productive.

'I would like to get from a programme some advice about life.'

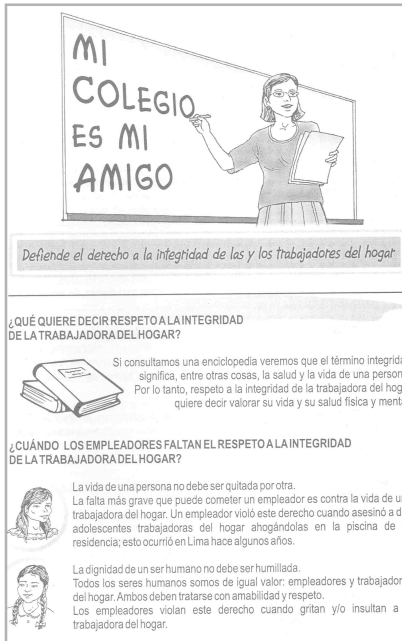
(Such as what?)

'How to live well, to study and to be responsible [...]

I'd like to get some help by talking things over

with someone knowledgeable.

(CDW, Peru)



above: information leaflet produced by la Casa de Panchita for domestic workers , explaining their rights.

3. Vocational and other kinds of training

Training in vocational skills is seen as desirable by many child domestic workers. Where these skills are connected to their working life - for example, cooking, child-care, laundry, marketing - the availability of such classes may also provide an incentive to employers to view their workers' attendance at a centre favourably. The Sinaga Centre in Nairobi, Kenya, which offers bakery, tailoring and embroidery to child domestic workers, reports that the girls appreciate these skills because if fired or subjected to gross abuse by an employer, they expect to be able to seek alternative employment without being forced onto the street.

Many child domestic workers look upon vocational training as an opportunity to upgrade their prospects and seek better remunerated types of employment. This may well appear to be the case to programme managers as well, given that the academic prospects for most domestics are not very high. Many centres offer classes in tailoring and food preparation, and these skills may provide openings to run small businesses. However, care has to be taken in selecting vocational courses or facilitating entry. Vocational training is not always the panacea for future employment sometimes depicted, especially for girls.

Where organisations such as Child Workers in Nepal (CWIN) are running well-established vocational training centres as part of larger programmes for working children, domestic workers who have been rescued from the workplace can be referred to these courses. This is the pattern with other organisations, notably Bayti in Morocco and Rumpun Gema Perempuan in Indonesia. However, it is worth pointing out that vocational courses, especially where they lead to a recognised qualification to practise a trade, are expensive. Where children are enrolled in institutional courses, they may need considerable financial and other support; and they usually need to stay away from home. Apprenticeships in local workshops may be an alternative; however, in these cases there must be a clear training structure, and monitoring from NGOs, or the children may again become vulnerable to exploitation.

In the case of non-formal courses, in IT or tailoring for example, it is worth assessing the real possibilities for future employment or small business ventures in advance. In countries where there are many low-grade jobs for women in garments or other types of manufacturing, it may be best to try and equip girls with the necessary attributes and qualifications for these.

Another consideration is that children who have had little schooling may not be able to perform well on training courses which require such skills as measurement, reading instructions, and other elements of basic education. Courses suitable for girls can also be problematic in countries where occupations are regarded as either male or female and restricted in the latter case; and where adolescent girls' movement outside the home is curtailed. However, tailoring and other skills can raise girls' status even if they do not lead to formal occupations of higher value. New skills give people self-esteem and raise self-worth.

In East Africa, WAYS in Uganda is one of the organisations promoting vocational training as an alternative for girls removed from domestic service. During an evaluation of this programme, the provision of start-up capital for small businesses for graduates of vocational schemes who are reintegrated with their families was proposed. Too often, girls who were reintegrated with their families failed to find earning opportunities when they returned home.



Their new skills rarely translated into new occupations, often because they were unable to get started and people in their own environment were not sufficiently helpful.

In Yogyakarta, Indonesia, a special school for domestic workers - Rumpun Tjoet Njak Dien - was set up in 1995 by a Yogyakarta women's forum. The members felt that domestic workers were a very oppressed group whose rights were often violated. Since they were often subjected to violence, they needed empowerment to protect themselves, and they also needed educational chances for self-improvement. Their wider programme also set out to improve their social position and gain them union recognition and employment rights (see chapter six).

The domestic workers' school offers training in **critical awareness**, and in certain occupational skills: home-based nursing, driving, household affairs, and baby sitting. Those attending the course are domestic workers and candidates for domestic jobs, and duration is from three to five months. They attend both from their places of origin, and from the workplace. The idea of special domestic worker centres using this model of 'alternative education' and skills training has been accepted and approved by the Yogyakarta manpower department and the national education ministry, in the latter case for replication in five provinces.

Meanwhile since 2002 the YKAI - Indonesian Child Welfare Foundation - has been imparting skills to child domestic workers in their drop-in centre. Training in handicrafts - needlework, ornaments, embroidery - has enabled them to produce goods to a high quality and gain income from sales.

Good practice principles:

Given the limited occupations open to women, care needs to be taken in identifying useful vocational training alternatives, with a view to linking new skills to available jobs or business opportunities.

Training in skills linked to the existing workplace, such as baking, needlework, embroidery, and early childhood care give young domestic workers confidence and equip them with extra options which may make it possible to leave an abusive employer or seek better pay.

4. Health and trauma counselling services

Many organisations report that child domestic workers are often in a poor state of health and not well-nourished. This is because they work very long hours, may be denied meals or eat irregularly and not very nutritiously; and because employers may be reluctant to arrange for medical care, or pay for it, in the event of illness. They are prone to anaemia, tuberculosis, skin infections or irritations, and also to accidents such as burns or knocks. Some are also regularly beaten.

The Bihar Domestic Workers' Welfare Trust places a strong emphasis on health care, and organises medical health camps for domestic workers where doctors and staff from local facilities give their time free of charge. The Trust has experience of cases where untreated problems led to chronic illness, because the girl was afraid that if she told her employer about it she would be fired.

At the medical camp, domestic workers were medically registered and given check-ups, including blood and eye tests and gynaecological examination

'Our employers do not care about our diseases. So this free check-up was very useful to us. I felt delighted as doctors talked to us. We really felt that there are some doctors who can help us when we have problems. They also gave us lessons useful to our lives'.

From Grihrakshika, Voice of Domestic Workers, Patna, India.

‘Counselling is very nice for us. It has supported us morally and psychologically to solve our problems ourselves.’

(CDW, Nepal)

‘A lawyer was able to help me because I was imprisoned. My employer accused me of stealing jewellery. We had to face charges. We asked for help from Visayan Forum Foundation.’

(CDW, Philippines)

where indicated. The girls were encouraged to tell doctors about all their minor ailments. The camps are held at six-monthly intervals, and there has been a marked reduction in dermatitis and gains in health awareness. In the case of most drop-in centres or refuges for child domestic workers, links with local health care facilities are well-established, and cases are referred when necessary. Assistance with medical and hospital costs is a frequent concern, especially where a worker has been seriously injured.

An increasing number of organisations have **social workers** and **counsellors** on their staff to provide ongoing psychological and occupational counselling, and to deal effectively with trauma cases. This kind of professional care should be treated as a priority, given the high proportion of child domestic workers to have suffered abuse, or to have been psychologically oppressed by isolation and discrimination within the employer’s household. Crisis centres such as those run by Kiwohede in Dar-es-Salaam attach importance to counselling. They use cultural activities such as writing and performing songs and plays based on their own experiences as a means whereby the girls can express their problems, share them and talk about them. These performances are also a powerful advocacy tool.

Good practice principle:

Organising regular health and dental check-ups for child domestic workers is important as they often hide symptoms of disease for fear of dismissal. Psychological and emotional health are also important: regular counselling for child domestic workers and ex-child domestics is advised.

5. Rights counselling and legal services

Most programmes for child domestic workers place a strong emphasis on rights education, and on protection and redress of rights abuse. Child workers themselves, once they are aware that they have rights, are often anxious to find ways of reporting employer mistreatment and bringing abusers to book. Whether the law is the best means of redress is something programmes in different settings have to address. Many organisations develop links with human rights lawyers or others willing to give free services who can offer advice when required.

In countries where registration is required in order to access health or social services, organisations can provide assistance to child domestic workers who have no IDs. The idea of a legal identity is an important one, and unfamiliar to many child domestic workers who have therefore no sense of their human or employment rights. Work in this area includes familiarisation of child domestics with codes of conducts for employers, where these have been developed; and with the idea of contracts between employers and workers. However all these require initiatives with policy-makers, legislators, and the judicial system (see following chapters).

AGTR-La Casa de Panchita in Lima places a strong emphasis on domestic workers’ labour rights, providing information on these in public places such as streets, parks and markets. AGTR also goes into schools to provide talks and information on human and labour rights. A training methodology on rights has been developed using interactive role-play techniques which has proved successful with domestic workers. Domestics can also receive counselling on job-related issues at La Casa de Panchita, and follow-up on violations of rights is offered.

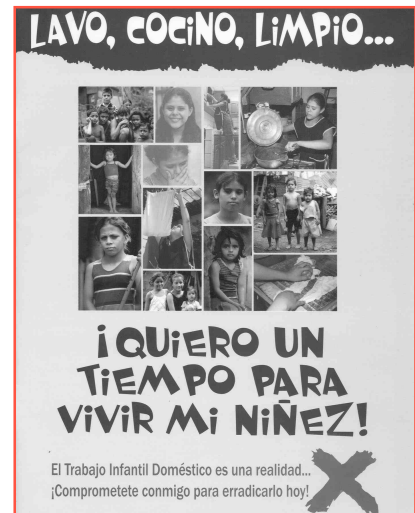
Except in cases of violent abuse and gross physical harm to child domestic workers, the possibility of prosecuting employers for maltreatment is limited. Compensation in the form of money or goods may be all that can be obtained, together with a promise of good future behaviour. Where under-age children are employed, the chances of a successful prosecution on that basis are remote. The situation of child domestic workers is rarely adequately covered by law due to the unwillingness of many governments to recognise that child domestics are in employment, and that their terms of employment should be governed by contractual obligation. Accordingly, most concerned organisations are focusing on legal change and recognition of domestic workers' status as a priority in their advocacy programmes (see chapter eight, institution building).

Good practice principle:

Building rights awareness and enabling child domestic workers to report abuse and obtain redress with the assistance of social workers or NGO intermediaries are important programme ingredients. The issue of protection is important to child domestic workers, who need to feel that the authorities are on their side both in spirit and in practice.

Summary

Services for child domestic workers are often the vital means of attracting their participation in programmes, and are highly valued by them where they meet their own aspirations. Educational services, as long as they are conducted in a child-friendly way, are universally valued, as are recreation and sports activities, skills training, health care and personal and job-related counselling. Services to support the redress of rights violation should also be given attention as protection from abuse is a high priority for child domestic workers.



Chapter six

Enabling child domestic workers to improve their situation



“We need some better employment legislation so that child domestic workers can protect their own employment rights!”

“Yes, we do. But lots of things are needed to make that work.”

“We’ll have to talk to the unions and to the legislators, and do some campaigning to assert child domestic workers’ rights to proper treatment, set working hours...”

“All that is important but you haven’t mentioned what the domestics themselves will need.” “Won’t the new laws be enough?”

“What if the workers don’t know about the laws, don’t know about their rights and don’t have the confidence to talk to their employers about them if they do know?”

“I suppose nothing much will change.” “Exactly.”

Creating a supportive environment for change

When looking at educational and training approaches in the last chapter, the main emphasis was on imparting new knowledge and skills to children. These enable them to leave work and re-enter school; or train for alternative occupations; or gain information or skills to improve their existing situation and hopefully become happier and more positive about the future. The types of programme that lead in the latter direction are also often designed to help child domestic workers build their own supporting networks.

This is an important goal for all programmes working on behalf of child domestic workers. In the first place, their degree of isolation from potential friends and social peers in their daily lives means that their lack of social companionship is one of their most severe deprivations. In providing an environment where they can make friends and enjoy social life with others in the same situation, their personalities and identities can emerge. From this, further potential is unleashed. They can learn how to organise outings to the theatre, how to cater for a large group, how to put on entertainments, how to negotiate, and above all how to help each other. Gradually, their capacities extend to mutual support services, and in course of time they may decide to use their association as a vehicle for making a wider impact on the employer and employee environment.

For any organisation helping to encourage child workers in this direction, the process cannot easily be hurried. Experienced organisations such as Visayan Forum and AGTR-La Casa de Panchita know that young workers’ first priority is to relax, enjoy themselves and socialise with friends after the relentless grind and loneliness of the workplace. Self-improvement, through learning and education, are usually their other priority, and only gradually do their interests extend to something more ‘serious’. This tends to happen when they get involved with the organisation itself, by becoming volunteers or outreach workers, or taking part in advocacy campaigns to promote employment rights and legal change.

In the meantime, many programmes and NGOs have already begun to engage in advocacy campaigns directed at bringing about respect for domestic workers’ rights via the law and the exertion of social pressure. So these two strands of programmatic activity tend to merge and link up with one another. On the one hand is the promotion of associations and organisations of child and older domestics, so that they can develop their own voice and platform;



and on the other the development of advocacy efforts with legislators, the media and society at large, in which the domestic workers' associations themselves begin to play an ever-increasing role.

This chapter will examine therefore the ways in which organisations give practical support to the development of child domestic workers' own capacity for organisation and leadership within their own movements; and the practical side of advocacy work in terms of reaching out to other partners and stakeholders to create a supportive environment for self-improvement and change.

1. Building connections and solidarity among child domestic workers

Some organisations run programmes under the heading of 'education for social change' whose main purpose is to build life skills, self-awareness, personal growth and the qualities often described as 'empowerment'. Protagonists of empowerment try to remain neutral about what the end-product is supposed to be: the children, young people, or women who participate should themselves decide on their priorities and actions when they have reached a suitable point in the process.

In the case of empowering young people, to facilitate learning and skills enhancement but to leave the initiative in the participants' hands requires a delicate balance. The decisions they take should not expose them to risks they were unable to anticipate because of lack of maturity. Adult guidance of the non-obtrusive, least-directional kind is necessary. Their leaders need time to develop the abilities and experience to champion workers' rights in ways that do not jeopardise members' jobs or safety and are effective in reaching out to society.

In some cases, child domestic workers may take part in general associations of child workers or of children's groups. In projects for child workers in parts of India, for example, the idea of *bal panchayats* - children's associations or councils - has become familiar. In Nepal, CWIN (Child Workers in Nepal) supports a network of 270 Child Rights Forums with 50,000 child members, which includes a special Forum of workers and survivors of abuse and exploitation, including child domestic workers.

Where domestic workers have their own associations, the common pattern is to foster the development of organisations in which older and younger domestics take part side by side. For certain sporting and leisure activities, the younger people will prefer to stay separate from their older working 'peers'. But the advantages of solidarity across the profession, which faces very different problems from most others, are considerable.

Sporting and cultural programmes are among the recreational activities which help bring young adult domestics together and assist them to make friends. These are encouraged at many centres; the Sri Lanka Interactive Media Group has a special emphasis on the arts as part of 'total development of the child': dancing, drama, English language writing and elocution, art, and performances for festivals and National Days. AGTR-La Casa de Panchita holds theatre workshops, and has a video club which meets on Sundays to watch interesting movies and discuss them. It also organises cultural and recreational activities for CDWs in schools. TERAS, an organisation for child domestic workers set up by YKAI (Indonesian Child Welfare Foundation), encourages members' creativity by publishing

'We don't think our parents can play a significant role in influencing changes. Employers already dominate parents, by the jobs they do on their land. At the same time, parents do not know where their children are working or in what conditions. Employers and NGOs can have real change on our lives. Teachers and friends too, but we should not forget employer as major change maker.'
(CDW, Nepal)

a newsletter and a wall magazine.

Recreation and cultural shows may be the stepping stone to creating mutual help associations and organising a domestic workers' movement or union. In the Philippines, the successful promotion of a domestic workers' association by Visayan Forum - the Samahan at Ugnayan ng mga Manggagawang Pantahanan sa Pilipinas or SUMAPI - has led to the recruitment of 8,000 domestic workers. SUMAPI has its own programme of activity, as well as taking part in the practical services run directly by Visayan Forum. Its officers and key members are ex-child domestic workers who came into contact with VF's programme some years ago, and have since been trained as social workers, or to conduct peer counseling and outreach work. Some leading members have managed to gain college degrees.

In Guatemala, the Conrado de la Cruz Association has paid special attention to artistic and cultural activities which form part of the girl workers' roots. In 2004, they were encouraged to participate in the annual Santiago de Sacatepequez kite competition on 1 November - All Souls' Day. Each participating group makes a kite, attaches a special message, and flies it, which - according to tradition - is a way of bringing contact and harmony between the living and the dead. With the support of Conrado, the child workers designated a team to design and co-ordinate the kite's creation. The message they attached focused on the issues they see as critical: education, recreation, cultural identity and family support. They won first prize in the competition and therefore managed to get their message to hundreds of people.

'SUMAPI leaders work alongside VF staff to build the relationship with the child, and her employer. With details they collect in the part, they are able to build up information about her situation. As a group they help each other find hope in the face of despair, laughter amid pain, inner strength against coercive environments - in short, resiliency.'

From *Initiatives by Child Domestic Workers*, presentation by Visayan Forum, International Practitioners Meeting, Bangkok, November 2004.

WAYS in Kampala strongly emphasises the importance of involving children in activities such as awareness seminars, media campaigns, dance, music and drama, and the formation of child clubs. 'Their active involvement builds their capacity to become change agents in the struggle against their plight.' The children are also invited to express their views on the kind of activities that will make them self-reliant, and have become instrumental - as in many programmes - in the mobilisation and identification of their peers. The African Network for the Prevention and Protection Against Child Abuse and Neglect (ANPPCAN) in Kenya has established child rights clubs in 11 districts, to report cases of child exploitation and abuse. ANPPCAN began its work with dramas and cultural events to build awareness of child domestic workers' plight.

Good practice principle:

Young domestic workers need space to relax and develop friendships; this is often a starting-point for developing their own associations. A balance is needed between guidance, encouragement, and standing back. It is important to go at their own pace, and not push too early for them to extend beyond social activities and entertainment.

2. Rights education: a key step in CDW empowerment

Information and education about domestic workers' rights, as children, women and as employees, is regarded by all organisations working on behalf of child domestic workers as an important part of the work they undertake among working and non-working children. This can be seen as an educational intervention, and as a key step in CDW empowerment. Crisis and drop-in centres for child domestic workers and other working children invariably include programmes of this kind. In some cases, rights

education is a central focus.

AGTR-La Casa de Panchita in Lima, for example, sees its overall mission as the promotion and defence of children's rights; therefore it actively sets out to inform domestic workers about their rights as employees, and give them the skills and methods for defending those rights. It also takes rights education into schools, and disseminates information on rights to a number of audiences in which child domestic workers or their employers are likely to be found. When carried out effectively, 'rights education' opens child workers' eyes to their situation and enables them to reflect on how to attain their rights, or at least move towards better protection in the future. They may also feel emboldened to leave an abusive employer, or take out a complaint against harsh or cruel treatment.

The concept of rights is likely to be unfamiliar to children and young adolescents in certain settings, especially those who have very little education and have not been conditioned to assert their own individuality. It needs to be put across imaginatively. In-depth exploration of the kinds of situations which represent gross violations of child rights should also be undertaken with sensitivity to the potential distress it may unlock.

A number of organisations have long experience in child rights education, including CWIN in Nepal, ANPPCAN in Kenya, and most of the organisations whose work is cited in detail in this handbook. The Rumpun Tjoet Njak Dien or Domestic Workers' School in Yogyakarta has placed a strong emphasis on working rights and union recognition; these aims are echoed in the rights initiatives of many Latin American organisations assisting child domestic workers.

There is a need to adapt information to the local situation and the routes whereby redress against rights abuse is most likely to be obtained. AGTR-La Casa de Panchita emphasises the importance of participatory methodologies: 'We have developed a training methodology on rights through interactive role-play techniques, that has proved very successful when working with domestic workers.' For example, in the area of defence from sexual exploitation by male household members, facilitators act out the male predator and the female domestic, and the audience is invited to suggest effective strategies for the domestic to resist his sexual advances.

Good practice principle:

Child domestic workers need to be informed about their rights, as children, as women, and as workers. Rights education should be conducted in a participatory, easy-to-understand, and sensitive manner, leading to positive personal growth and empowerment.

3. Working with allies, including employers

The promotion of child rights provides a basis on which to reach out to the community. Not only do child domestic workers need to be aware of their rights and empowered to fulfill them, but employers and other community members need to be brought onto their side. Chapter three described the experience of WAO Afrique in going door-to-door in the neighbourhood to identify households with under-age domestics and persuading employers to allow the girls to come to the WAO Centre. This is one method of outreach to employers.

WAO-Afrique reinforced this activity by establishing a group of women who

**A song by Freedom Cake:
'A child is our future. If a child leaves the family and works, if a child is not educated, the family will have a problem in the future. If a child leaves the country and is trafficked as a domestic worker, the county will have a problem in the future.'**

From presentation by
WAO-Afrique at
International
Practitioners Meeting,
Bangkok, November,
2004

used to be employers of child domestic workers, but have now become their guardians instead. WAO set out to alter their views towards child employment, not only so that they would abandon the practice themselves, but that they would become change-agents in the community, actively campaigning for others to stop. Micro-credit grants have been provided, and with the money they received, the women have started small businesses and saved money to send the former child domestic workers to school. This is better than sending the children back home to their villages in cases where there is no village school, and reintegration is not likely to favour the child.

Within the households, the ex-domestic now goes to school with the employer's own children, and household chores are shared equitably between the children when they come home. The sense of discrimination is removed, and the cycle of exploitation from one generation to another is broken. The women's group call themselves 'Freedom Cake', and they have organised themselves as a folk song group and actively participate in awareness-raising activity with WAO.

The special circumstances of Togo, where the informal sector is very productive and women are actively involved, helps this approach. The key is the change in the women's approach to their past employees: they now truly do act as surrogate parents, not as employers, although the girls remain living in their households.

Another organisation which uses its two centres as a base for outreach into the community is Kiwohede (the Kiota Women's Health and Development Organisation) in Dar-es-Salaam, Tanzania. Their policy has been to hold meetings and training workshops with community leaders, community members and influential people on child rights and child protection issues. As a result of establishing these contacts, Kiwohede has managed to form a task force for child rights, protection and advocacy in each neighbouring ward. These work hand in hand with the staff of their own centres to identify and withdraw children in hazardous domestic work. Each community now has its own counsellors and peer educators, and an association of responsible employers has also been set up.

Kivulini in Mwanza, Tanzania, works with community members and street leaders in Community Action Groups and End Violence Groups. These are focused on reducing domestic violence between couples or in the household. Over 1,800 members take the lead in organising community dialogues, community theatre, video shows, and public discussions in their own streets and communities.

In Pandacan, Manila, a 500-strong group of parents, youths and children have organised themselves into a child watch network, the Bantay Bata sa Komunidad (BBK). The organisation is supported by Visayan Forum and an external donor and tasked with finding ways of ending child abuse and exploitation. It shares an office with the Pandacan chapter of SUMAPI, and together with Visayan Forum social workers, BBK identifies and monitors child domestic workers in the neighbourhood.

Other organisations, such as Foyers Maurice Sixto, invite employers to regular meetings at their centre. In the Reyes Irene project, Honduras, as soon as a domestic worker joins the project a note is sent to his or her employer explaining the project and inviting him or her to participate. Although few accept the invitation some do, and they take part in training sessions dealing with the rights of domestic workers, along with their duties



and obligations as employers. At Foyers Maurice Sixto they have found it to run their meetings once a term, and invite them in smaller groups, rather than have a large employers' meeting once a year. Ongoing contact provides a better chance of building constructive relationships.

Good practice principle:

Mechanisms for productive engagement with employers are important. Centre-based programmes should establish community networks to monitor child rights abuses in the neighbourhood and promote changed attitudes towards child employment and a reduction of violence in the home.

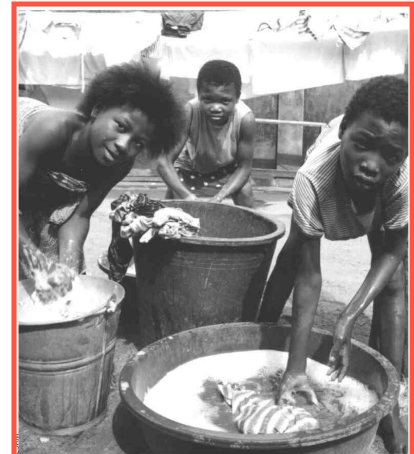
4. Raising child domestic workers' status via laws and codes of conduct

Many initiatives in Latin America have focused on the need for written contracts for domestic workers, for granting full employment rights, and fulfilling obligations according to the labour laws. Proper terms of employment include the legal minimum salary, days off on Sundays and Festivals, and stipulations for holidays and visits home. Taller Abierto, at the Centre for the Protection of Women and the Family in Santiago de Cali, Colombia, has brought out a guide to all aspects of domestic employment, including pensions, social security, and health care entitlements.

Efforts to professionalize domestic work are an important part of raising child domestic workers' status. There is still in many settings a misapprehension that a child or young person who is not a family member and whose presence in a household is determined by her or his working contribution can simply be seen as an inferior member of the family rather than as an employee. The servility suffered by many child domestic workers proceeds from this perception, which has to be eroded and supplanted with the consciousness that the relationship is one of employer and employee, not of substitute parent and child (see also next chapter). Even where teenagers above the age of employment are involved, in most settings outside Latin America and parts of Asia, employment law is not sufficiently developed or sufficiently enforceable to protect child domestic workers.

In India, the National Domestic Workers' Movement and its branches in 13 states promote the registration of child domestic workers. They also issue child domestic workers with an identity card. In Lomé, WAO Afrique has developed a voluntary Code of Conduct concerning the employment of child domestic workers containing five key areas. These are as follows:

- Minimum age: No working child should be under the age of 14 years.
- Working conditions, hazardous work and working environment: There should be a contract which stipulate tasks, hours, wages and conditions that will provide a healthy working environment.
- Methods of recruitment, responsibility of parents and communities: The necessity that parents should understand that traffickers' promises concerning their children are false, and that employment far from home without family contact will hurt their children.
- Education and vocational training of the child: All employment of children must compulsorily include the education of children of school-going age and professional training for those who have finished school.



Sub Regional Project on Eradicating Child Domestic Work and Child Trafficking in West and Central Africa

Code of Conduct

Sri Lankan effort to change laws

The National Child Protection Authority (NCPA) recently conducted a study into child domestic work, and, as part of the outcome, a task force then developed a Code of Conduct for employment of young domestics. The Code covers such issues as occupational hazards from which young employees should be protected; working hours; holidays and leave; registration of employees, including their consent and that of their parents to the employment; the obligations of employers; and terms of payment including right to a minimum salary. Two lawyers also worked on a proposed amendment to the law governing the employment of persons aged between 14 and 18 years.

From a study conducted by the NCPA Sri Lanka, sponsored and published by ILO/IPEC.

The Code of Conduct was launched in Togo in 2004, and will successively be launched in the capital cities of each of the country's administrative regions, by the governors. Wide coverage on TV and radio has already been obtained, and local language materials - posters and leaflets - are being developed. Six other countries in the region are also committed to using the Code as a guiding principle for programme actions. A Code of Conduct for the employment of child domestic workers has been approved by the Ministry of Labour and Youth Development in Tanzania, at the initiative of Kuleana, an organisation working on behalf of CDWs; there has been a similar attempt in Sri Lanka (see box).

In the Philippines, considerable effort is given to the objective of raising domestic workers' status. The first step was to invent a new designation for them so as to avoid using the pejorative and discriminatory terms normally used to describe what are regarded as second- or third-class citizens. These attitudes are a hold-over from pre-Spanish times in which the social hierarchy included a category of domestic slaves - people at the very bottom of the heap. The word *kasambahay* is a contraction of three words - *kasama sa bahay* - which together mean 'partners at home'. Its promotion emphasises that domestic workers deserve respect for their work; they are not menial by nature of their occupation. Organisations in other countries, notably the Foundation for Child Development in Thailand, are also promoting new, less demeaning, terms for 'domestic worker'.

The need to overcome the stigma attached to the occupation of domestic worker and to the person who does this kind of work is echoed from organisations around the world. The lowliness in which such girls are held is part of the reason for their vulnerability to sexual abuse, and the linkages between the grey-area occupations of domestic and sexual servant.

Visayan Forum has also been active in trying to gain legal recognition for domestic work. It has undertaken a thorough review of all the national employment legislation as it applies to domestic work, and found it wanting. It has therefore backed a pioneering piece of legislation, a *Magna Carta for Household Helpers* known as *Batas Kasambahay*. The bill updates the Philippines' Labour Code on minimum working standards to attune them to the realities faced by domestic workers not currently covered under its provisions. Sponsored by a Congressional Representative, the bill has gathered support from a large number of government agencies, civil society and human rights organisations.

Good practice principle:

Initiatives to support a Code of Conduct for employers and employees, and the use of proper agreements and contracts, should be undertaken. Where practicable, revisions to pertinent laws and the Labour Code should also be proposed, and offer opportunities for building support networks.

5. Domestic worker consultations

The underlying principle that child and adult domestic workers should be consulted on an ongoing basis about their priorities and the kind of service interventions that would meet their needs was already established at the outset of the handbook. A number of organisations - AGTR-La Casa de Panchita and WAYS for example - have been cited as developing their programmes on the basis of such consultations, and adapting activities or

educational courses accordingly. The way in which child groups or domestic worker organisations can develop their own programmes and help their members gain in ability and confidence has also been emphasised in this chapter.

There is also a case for holding special workshops and consultation exercises on a regular basis, as a means of self-empowerment and motivation. A focused event at which child domestic workers as a group, or working children as a group, or domestic workers as a group, come together for at least a day, and preferably two or three days, to share experiences, discuss their situation, and develop presentations on their concerns can provide them with a tremendous morale boost and a learning experience. This will also be an occasion on which leadership skills emerge and can be developed - a strategy used by the National Domestic Workers Movement in India. Workers are encouraged to learn how to speak on their own behalf, play a part in executing plans and programmes, attend conferences where they meet other workers, and celebrate Labour Day and International Women's Day.

The results of such exercises are extremely useful in terms of data generation for practitioners. They can also be used for advocacy: the outcome of the exercises can be presented to an invited audience of local officials and other stakeholders, such as political representatives, police chiefs, labour inspectors, education and health officers, media, and NGOs. Where child domestic workers are able to learn the skills for making such presentations, the advocacy impact can be considerable. Successful advocacy by domestics in turn helps invigorate their own organisations and encourages them to reach out to others.

Equally important is the motivation, self-learning, and the educational process from which child domestic and other downtrodden workers make significant gains in personal growth. Such events enable them to identify their own organisational and advocacy goals - to do more and to be more in their own right.

Methodologies for worker consultations

A number of child consultation exercises were held during 2004 by organisations working on behalf of CDWs. These were important not only for their results, but in some cases for the methodologies they used to ensure that the voices of child workers would be heard and that they would manage to express themselves effectively about the kinds of interventions they found useful or would prefer.

DNI in Costa Rica, for example, organised a forum as part of the exercise to which high-ranking civil servants from relevant ministries were invited. The children read out their 'Declaration', and the high-level delegates were asked to stand with the boys and girls publicly in front of participating organisations.

In the consultation in Tamil Nadu, India, by the Arunodhya Centre for street and working children in Chennai, a strong emphasis was placed on participatory child-friendly methods. These included drawing, role-playing, diagrams of social relationships, and the development of problem-solving 'trees'. Using facilitators familiar with such methods or seeking training in them is an important aid to making child domestic worker consultations effective and rewarding for all parties.

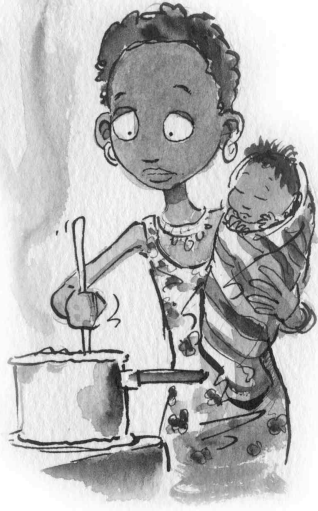
For reports on the consultations with CDWs, refer to Anti-Slavery International; and to their forthcoming publication on the results of this exercise.

Good practice principle:

Consultations with domestic workers should take place on an ongoing basis as part of the day-to-day approach of a programme. There should also be occasions, once a year or at suitable intervals, at which major exercises for systematic feedback on the programme take place.

Summary

Enabling child domestic workers to improve their situation is a main programmatic strategy. Its ingredients extend from self-empowerment through encouraging their own activities and organisations and involving them in programmatic development; to creating a different social and policy environment around domestic employment by working with household employers, opinion leaders, and lawmakers.





Chapter seven

Preventing children from entering domestic work



“A woman I met at our neighbour’s offered to bring her a nice young girl from the countryside to work in the household.”

“What did your neighbour say?”

“She was very pleased - domestics are so hard to find these days.”

“Did she ask about parental consent? Did she specify the girl’s age? Did she think how hard it might be for the girl to be so far away from her home?”

“No. She just wanted the girl to be as young as possible, clean and well-behaved.”

“How would you describe the woman offering this girl for hire?”

“Well-dressed, polite, quite a business-woman type...”

“I would describe her as a child trafficker.”

“Wow, isn’t that a bit extreme?”

“Yes, in some circumstances. But if there is any question of coercion or lack of proper consent, the term is completely appropriate.”

The recruitment of young girls

As income gaps widen and transport communications increase, it is becoming increasingly common for the recruitment of young girls into domestic jobs in town to be undertaken by informal recruiters or agents travelling to poorer rural areas. As demand increases, these replace or augment the more traditional route of informal referral through existing contacts among an employer’s family and friends. These organised recruiters offer enticements to ignorant parents or to the children themselves, on the age-old promise that golden opportunities await in towns and cities.

In some countries these opportunities may indeed be the only chance the youngsters have to go to school and improve their prospects in life. This is underlined by organisations in South America, notably CESIP, a social research organisation in Peru active on behalf of child domestic workers in sending communities. Since their own traditions and culture reinforce the idea of venturing from home as part of growing up, the sending families and communities are acting in their children’s best interests - in their view. What needs to be stressed in such situations is the risks involved, and methods by which girls can protect themselves from those risks.

This intention of improving the child’s lot can be true in Africa, too. But schooling may not be envisaged. Here, as elsewhere, the situation in the household may turn out to be exploitative, and the girls prey to predatory sexual behaviour, over which they have little means of self-defence. If they become pregnant, they may be ejected from the employer’s home. In South and South-East Asia, a proportion of ‘domestic’ opportunities into which recruiters entice girls turn out to be in brothels: links between domestic and sex work can be close. Later on, if they try to change their situations, the girls (and boys) may find themselves tied by debt and obliged to ‘repay’ their fare.

Accompanied by their recruiters, the youngsters may be taken considerable distances by bus or car across state or regional boundaries, or across national borders. The transactions which bring these workers to town, where they are undertaken illegally or by subterfuge, can amount to human trafficking; the children are effectively traded into a situation over which they have no control and from which they cannot escape. Their ethnic background is often



'I work because we need it, there is no money at home; there are many things that our parents cannot give us, right? You know that in Pucallpa the situation is very critical, I have six brothers and they also study; my mum doesn't have the means to help them.'
(CDW, Peru)

different from that of the employer, meaning that they speak another language and know an entirely different way of life. Their cultural distinctiveness may be regarded as socially inferior. Distance and social otherness thus reinforce their sense of isolation.

The issues surrounding the prevention of entry of children into domestic work therefore include not only questions of age, vulnerability to sexual abuse, and lack of written contracts: issues in which parents, employers and employees are primarily involved. They increasingly include efforts to reduce the illegal activities of recruiters. For many organisations working on behalf of child domestic workers, prevention is an area they enter late since their main initial concern is the well-being of the domestics themselves. Most of these organisations, often small and under-resourced, are located in the urban areas where their customers are to be found. Visiting far-off 'sending' areas and mounting activities in those communities requires time, personnel, and long-distance travel. This therefore may be postponed to a later programme phase.

Prevention of child entry into domestic work is also tackled by advocacy campaigns. These are usually designed to highlight the discrimination and rights abuses suffered by child domestic workers, and are more likely to reach the urban employer audience than the rural senders. Identifying sending communities and developing practicable preventive interventions requires specific approaches, some of which are generic to the eradication of child labour generally. These include efforts to maintain child workers in school (see chapter five), and to promote universal primary education, including the enrolment of girls, and to enhance the quality of schooling and of school environments so that parents and children are motivated to maintain attendance and not drop out at an early age. Projects designed to augment family income, especially for women, are another strategic intervention designed to reduce the need for children to work.

Visayan Forum emphasises that: 'Prevention also involves keeping children from being pulled into worse circumstances, such as homelessness and prostitution.' This is a message underlined by many organisations in Asia which have repeatedly come up against these links. Few strategies in sending communities will be effective unless people are confronted with the actual and potential implications of sending children far away from home, on their own or in the company of others, to take up residence in households unknown to the child's parents and well beyond their reach.

Child-focused community development

VCAO in Cambodia works in poor communities to prevent children fleeing to seek work elsewhere. They have started two silk weaving centres where young women are taught how to operate a silk weaving business at home, and to raise livestock and grow vegetables so as to be relatively self-sufficient in food.

The other programme pursued by VCAO in the provinces of Kompong Cham and Siem Reap is the creation of 'safe' villages. In these, the local police, agricultural staff, health organisations, commune council and other ministry personnel help protect children from trafficking and exploitation. In each province, a centre for children identified as high risk due to poverty and lack of educational opportunity learn social and vocational skills.

1. Work in the areas from which girls migrate

One of the earliest organisations to address the plight of children in domestic labour was the Kenya-based organisation, the African Network for the Prevention and Protection Against Child Abuse and Neglect (ANPPCAN). In the late 1980s, a study into child labour and health revealed that there were large numbers of children in domestic employment suffering from hardship and psychosocial distress. ANPPCAN, then in its infancy, therefore adopted a pioneering preventive approach in four districts of Kenya among those ethnic groups from which young domestics were traditionally sent to jobs in town.

ANPPCAN found that parents who sent their children off to the capital or other major towns to work in people's houses had no idea what their children's real experiences were. They believed that their girls were leading a good life in privileged circumstances; this finding is common in virtually every rural setting which acts as a source of young domestics for the expanding middle class urban market. ANPPCAN's approach used drama in primary schools to expose the girls' sufferings. With assistance, children developed plays and presented them to audiences of parents, teachers, local leaders and other children. These performances were used to provoke discussions. A version of this strategy has since been adopted in a number of settings: CESIP in Peru, for example, uses radio spots to raise awareness in sending communities.

ANPPCAN's report on its findings led to workshops with local officials in all four Kenyan districts. This in turn led to the establishment of Child Labour Teams with members from different departments; food and livestock income-generation projects in schools (see box); and a drive by district education officers to keep children, especially girls, in school. Teachers are encouraged by Child Labour Team members to identify children from homes where parents are struggling, so that these families can be linked to income-generation or credit schemes.

Other organisations in East Africa and elsewhere have similarly adopted the approach of community sensitisation so that children who need support to avoid seeking work or drifting off to town, and instead stay in school, can be identified. In Tanzania, CHODAWU (the trade union for domestic and allied workers) is using this approach in sending communities and to support ex-child domestic workers who have been reintegrated with their families; so is Kiwohede. An important message to put across to parents and other community members is the vulnerability of girl domestics to abuse, including sexual exploitation, which may lead to their entry into prostitution and absorption into the sex industry.

Community-based child labour committees are seen by CHODAWU as the key to implementation of their prevention approach. The members of these committees are elected; they set criteria for individual support, screen and select candidates, provide counselling to the children selected for assistance, and monitor their progress. This transparent and democratic process has eased any tensions that otherwise would have surrounded the selection of vulnerable children for support. However, there is always a problem that the numbers of children who need support, especially in communities stricken by HIV/AIDS, invariably outstrip available human and financial resources.

Income-generation as a prevention strategy

Communities in Kenya identified school-based income generation as a retention strategy.

ANPPCAN now supports 10 schools in each of the four districts with pig, cattle and chicken rearing projects.

Support is provided through the district extension system.

Income generated is used for school improvements, such as sanitation, or to help needy students with fees, depending on local circumstances.

Some children have taken these income-generating skills back home, which has in turn won support for the school from parents. In all the supported schools, enrolment and retention rates have risen.

From Synthesis Report Vol 1, Fighting Commercial Sexual Exploitation of Children, ILO-IPEC, Dar-es-Salaam, 2002.

‘I heard Monsignor on the radio saying that if you need help, just call the Visayan Forum.’
(CDW, Philippines)

Another organisation that works with communities to raise awareness and reduce the entry of children into work is CWISH (Children-Women in Social Service and Human Rights) in Nepal (as also does CWIN, see chapter six). Their emphasis is on empowering underprivileged and marginalized people, developing the leadership and communications skills of community-based organisations, and mobilising them to reduce social injustices suffered by women and children, such as violence against them, gross exploitation of their labour, and trafficking. CWISH is an example of an organisation that began with community mobilisation, and later took up the specific plight of child domestic workers as a ‘worst form of child labour’.

By contrast, AGTR-La Casa Panchita in Peru is an organisation which works mostly with young domestics in the city, but has begun at a later stage to engage in preventive work. An agreement has been signed with the Ayacucho Regional Government to help carry out actions to prevent the migration of Ayacuchan girls aged less than 14 from enrolling in domestic work, and to promote the strengthening of family ties. Here, where the organisation’s activities are largely city and centre based and distances are great, the strategy has been to establish partners in sending communities. They also use a song, ‘Escucha amiga’ (Listen, my friend) on local radio stations, and try to work with teachers in Ayacucho schools.

Good practice principles

Where activities cannot easily be undertaken in sending communities because an organisation is city-based, it is important to establish partnerships with local community-based organisations and authorities already working with and through them.

It is important to build awareness among parents, teachers and leaders in sending communities of the real implications of placing girls as domestic workers far away in towns and cities, and to warn them of the false promises of recruiters and traffickers. Girls and boys should also be fully informed through schools, faith congregations, youth groups and other networks.

2. Anti-trafficking action

It is now recognised that child trafficking for the purposes of domestic work is a problem in several parts of the world, notably West Africa and South and South-East Asia. Trafficking takes place both within countries and between them, especially where there are extreme discrepancies of wealth, or a tradition whereby one ethnic group is regarded as ‘inferior’ or traditionally expected to serve another. At its most sinister, trafficking is undertaken by criminal cartels, but it also applies in cases where children are ‘traded’ from parents or guardians under false expectations, to people who then abuse or exploit them, by whom they become entrapped and from whom they cannot escape because of lack of means, distance, know-how, or straightforward psychological force majeure. It is fair to note that ‘trading’ of children from situation to situation is not always to their disadvantage; but their vulnerability invariably puts them at considerable risk.

In many circumstances, anti-trafficking actions will require the involvement of law enforcement agencies, border guards, monitors of trucks and transport, intelligence on ‘relay’ receivers, forgers of false documents, and boarding houses and hostels. These are areas beyond the scope of many NGOs. However, there is every reason for NGOs to develop links with the appropriate authorities so as to feed appropriate information into whatever

systems for anti-trafficking exist. In the international context, action on child trafficking is led by the International Labour Organization (ILO), which should be the point of contact.

The main area in which NGOs are able to be active is in preventive work at the grass roots. An important anti-trafficking tool is to turn off the supply of victims by empowering children and parents to resist traffickers' enticements. This can be done by sensitizing parents and children in vulnerable communities in ways that they can respond to. Traffickers can appear friendly, respectable, well turned-out and make offers which sound persuasive to an innocent or ignorant mind. Messages which demonise traffickers as thugs and criminals may be ineffective. Spreading the word that all offers for faraway jobs should be treated with caution, and that where strangers making such offers are reported to the authorities they can be trusted to be receptive, is an important anti-trafficking strategy. So is the widespread dissemination of hotline or emergency numbers for use by those who find themselves in difficulty. The media can be engaged to assist in this kind of dissemination in vulnerable locations.

The countries of West Africa are the scene of significant trafficking of girls for domestic work, both from countryside to town and across borders, including between Togo and neighbouring countries. WAO-Afrique has undertaken a number of anti-trafficking actions. These include data collection at field level to fill gaps in existing research; a series of anti-trafficking seminars with 140 traditional chefs from seven prefectures and 60 cantons; and the production of a docudrama as a new awareness-raising tool for use in the region. It also included the setting up of a centre to receive children rescued from traffickers and reintegrate them with their families (see chapter three). Such a centre, as well as providing shelter and rehabilitation for victims, can be used for workshops and seminars to motivate officials and law enforcement personnel in the elimination of trafficking.

An interesting case of action to stop trafficking or the illegal recruitment of domestics recently arose in the Athlone district of Cape Town, where Anex-cdw is operating. Here, action was taken against an agency procuring domestic workers for local employers (see box). What this action revealed was that it took considerable media exposure of the problem to prompt action to be taken; that the laws prohibiting people recruiting and trafficking were inadequate; and that concerted action was needed by social services, the department of labour, and the police to close down a modern trade in domestic 'slaves' operated out of garages and back-street offices.

Good practice principle:

Trafficking is a complex phenomenon involving a range of illegal operators whose activities can only be stopped by a combination of civil society vigilance and relevant action by the authorities, including law enforcement, labour department, customs and immigration. NGOs can play an information, awareness-building and orientation/facilitation role, as well as providing shelter and rehabilitation for rescued victims.

Closing down an illegal recruitment 'agency'

Recently, the South African police in the Athlone area of Cape Town began to find young domestic workers in distress fetching up on their doorstep. An illegal system was in place whereby local residents brought in girls by taxi from rural areas with promises of lucrative jobs, kept them in slave-like conditions and paraded them to prospective employers. If a job later went wrong, the girls were often thrown out on the street without their pay and could not afford the fare home. Recently, with the aid of the police, Anex-cdw, and the Department of Labour, one of the worst of these illegal agencies was closed down. This is only the first step in effective regulation of these recruiters, which requires concerted action by the relevant authorities and society at large.

From Report on shutting of Excellent Domestics by Anex-cdw, Cape Town, 2004.

3. Working with existing domestic workers

Although those organisations which focus on children’s rights are primarily concerned with child domestic workers, many of the those addressing this issue work with domestic workers of all ages. Employment in other people’s households has always been one of the most unregulated, underpaid and downtrodden types of work. That children are more vulnerable and worse exploited than those over age 18 can simply be a matter of degree, and of children’s relative lack of capacity to protect themselves.

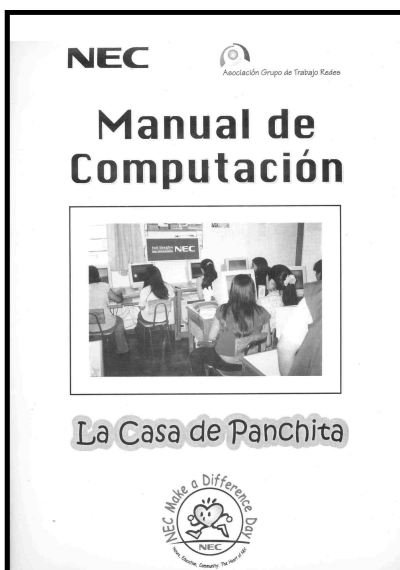
In all areas of human development, inter-generational cycles operate whereby adults pass on to the children in their charge particular values, behavioural models, and lifestyle patterns. Existing domestic workers play an important role in shaping the lives of their younger occupational peers. They may be their actual recruiters, returning to their own villages with incentives from their employers to bring more girls from home. In the actual workplace, they may be the mentors of young helpers in their charge. They sometimes act as informal guardians or ‘aunties’ to girls in the same vicinity, charged by their parents to collect their wages and check up on them from time to time.

These older domestic workers can act as mentors and helpers to young domestics; they can also act as procurers and effectively be part of the net of exploitation in which a young girl becomes embroiled. Thus many organisations stress the importance of involving existing domestic workers in their outreach work, at all levels. Certainly, they can be active in refusing to recruit very young girls; in insisting to employers that girls of teenaged years are enabled to continue their education, and generally ensuring that standards in this work are improved and adhered to by all parties. They are therefore very important partners in breaking the inter-generational cycle of low expectations for girls and women and their exploitation in domestic labour and sexual roles.

Not only mature domestic workers, but also younger employees may play a useful role in working to prevent inappropriate recruitment. CESIP in Peru takes ex-domestic worker girls to strategic rural communities so that they can tell their painful stories and warn parents. This is far more effective than second-hand stories told by project leaders or teachers. They also form ‘child worker prevention committees’ in the communities, to promote child rights and build awareness against traffickers. Organisations in areas vulnerable to trafficking in parts of India have similarly enlisted and trained girls and women as anti-trafficking promoters.

Good practice principle:

Any prevention strategy to reduce the entry of young girls into domestic service requires engagement with existing domestic workers, their own sensitization, and their enlistment in actions with parents, teachers, and employers, and community leaders.



4. Trying to change laws and regulations

In the previous chapter, the use of the law and of Codes of Conduct were examined in the context of improving child domestic workers' situations. The law is also important with respect to prevention, particularly for children under the legal working age - 15 in most countries, 14 in others. In some countries, legislation regulating and inhibiting the employment of children exists, but domestic activity may be specifically excluded. This kind of exclusion needs to be revisited by policy makers and legislators, either within the context of labour regulation or within child protection law.

Thus one vital step with regard to prevention of under-age recruitment is to have some legal distinction made between 'fostering' or 'adopting' the child of others and raising her or him as an equal member of the family; and using the labour of a child who has been sent to live in another's home and treating him or her in an inferior way to the natural children of the family - in a way which amounts to 'employment', 'labour', or a 'job', and is not to be confused with surrogate upbringing.

In most countries where children are routinely sent to other households to work at a very young age, the traditional idea of large extended families sharing the load of raising each other's children may still prevail. In other cases, the recent commercialisation of the practice is a hold-over from similar types of long-time crisis response to orphanhood or other family disaster. In many countries, adoption of children, unless directly related within the extended family group, is still very rare and poorly legislated. These ancient coping strategies provide a framework for modern exploitation of child domestic workers. Thus an important approach may be to advocate formalization in law of adoption processes, and promote registration of all children on the basis of residence as well as family membership.

In this context, policy makers and lawmakers should be made familiar with such international legal instruments as ILO Conventions 138 and 182, and the Convention on the Rights of the Child. National Days - such as Universal Children's Day - provide opportunities for joint advocacy with such organisations as Unicef and ILO-IPEC. Where employers of child domestic workers include civil servants and other leaders within society, it is important to underline the international parameters surrounding work, and the international parameters surrounding childhood. Employers, as the WAO-Afrique case in Togo shows (see chapter six), can be brought to a different interpretation of their responsibilities towards children not their own but for whom they are responsible.

The different groups with whom contact can be established are: professional associations; lawyers promoting cases associated with human and child rights; parliamentarians; policy makers in relevant departments and ministries, such as Labour, and Mother and Child; and for registration purposes, local authorities. In the Philippines, finding a Congressional champion for legislative change has provided an important impetus for the legal campaign and a publicity vehicle to bring the subject of child domestic work into public debate. However, very low age of entry is more often a major issue in countries where legislation is not really an effective regulatory tool. Enforcement of laws - and addressing the practicalities of their enforceability - are critical issues in these environments.



'I was staying with a step- mother who poured hot water on me. My current employer, who is my aunt, buys me uniforms and pays for my schooling.'
(CDW, Tanzania)

Good practice principles:

Where laws inhibiting the employment of under age workers do not cover domestic as well as other forms of child labour, advocacy for change should be undertaken. Where children aged above 14 years are legally entitled to work, it should be stated in relevant laws and Codes of Conduct that any child of school-going age under the responsibility of alternative upbringers should be entitled to go to school, and to enjoy the same treatment in the home as the natural children of the household.

Efforts should be directed at making the registration of child domestic workers mandatory; where children other than children born to the immediate family are resident in a household, notification to the appropriate local authority should be the responsibility of the householder.

Summary

The prevention of entry of children, especially children under minimum working age, to domestic employment requires as a priority work in the sending communities to reduce the supply of candidates. This includes sensitization of parents, teachers and community leaders, efforts to retain girls in school, and support for family income-generating where appropriate. Prevention also requires alliance-building with older domestic workers, and working to bring about change in the legal and attitudinal climate.



Chapter eight

Building institutions and capacity



“Our organisation seems to be very overstretched.”

“That is because child domestic work is a complex issue, and needs a multi-pronged approach.”

“Sometimes I wish we could simplify our work. We haven’t got any time left for institution-building and all that sort of thing.”

“If you are building up experience, then you are ‘institution-building’. But don’t forget to share the useful experiences among all the members of your staff and the child domestic workers, too.”

“What if we recruit more volunteers, or save money by building partnerships with other organisations?”

“Then you’ll increase your capacity too, and don’t forget about training!”

Questions of management and organisational capacity

Most of the NGOs running programmes for child domestic workers are relatively small, and may only operate in one or two suburbs of a major city. Some have grown considerably over the years, extending their outreach to other suburbs or cities in other parts of the country. Yet others were originally focused on child workers generally, and either under their own prompting or because of interest from donors, have become specifically focused on child domestic workers as a sub-group of their target clientele.

Thus there are different patterns of institutional growth: some is ad hoc, and is an organic process as clients and activities multiply to respond to obvious needs; other patterns can be seen as instrumental or managed, and are set in motion as opportunities arise, often associated with offers of funds and external expertise.

As large-scale donors have become more aware that, at the local level in many developing countries, NGOs are the most effective and sometimes the only organisational entities able to deliver effective social services or look after vulnerable children, they have increasingly looked to NGOs to become their operational partners on the ground. This has presented NGOs with new funding opportunities, especially if their particular concern currently attracts donor attention, as has been the case for child exploitation in recent years. It has also given their own perspectives, based on experience, extra weight with national and international policy makers.

This means that current ideas circulating in the international community about ‘good governance’, ‘management efficiency’, ‘civil society participation’, ‘capacity building’, ‘transparency’ and so on are applied equally to NGO partners as to government agencies. Questions surrounding these concepts may be addressed to NGOs by potential donors in advance of funding, or laid down as issues to be addressed as a precondition of support for a programme activity or phase. Some of this new management parlance is useful, although these terms are also sometimes used to describe things which, from the practical perspective within which most NGOs operate, are ordinary common sense. It is important not to let these concepts become intimidating, or distract you from your own sense of the priority ‘good practice’ agenda.

However, it is important to be familiar with this vocabulary so as to be able to converse with donors and other partners, and conform to their requirements concerning management practices and accountability. Some donors,

‘A participatory approach, based on real partnerships of whom the first and foremost partner is the child, is vital for any programme of rehabilitation or reintegration of child domestic workers into society to succeed.’
BAYTI, Casablanca.

including NGOs who have helped pioneer management and programming tools suitable for use by smaller organisations, offer valuable training opportunities as part of their interest in ‘capacity building’ and ‘civil society institutions’. New skills can be learned - monitoring and evaluation, participatory research and assessment, for example - which enhance performance. However, it is important for NGOs to retain their own identity and continue to respond primarily to their clients’ needs, and not become overwhelmed by the demands of donors and their fondness for the latest management jargon.

There will always be some tension between programmes planned from ‘on top’, whose main partners are in government and among official authorities; and programmes which emerge ‘from below’, through community groups and expressions of local need. Maintaining a balance is important; this is an area with which some donor organisations, larger NGOs, and NGO networks or local social science research bodies can offer assistance.

A theme that quickly crops up in any programme planning discussion is that of sustainability. Small NGOs are often accused of being flashy comets, which blaze brightly for a while and then fizzle out. How are services, so enthusiastically introduced, to be maintained over the longer term, especially if they expand, reach more clients and therefore become increasingly expensive? Is this only a matter of seeking funds? Is it also a question of building partnerships with established institutions so that official budgets can also be tapped or stretched to include new services? The answer must be ‘yes’. In that case, how can this be brought about?

There are other issues associated with sustainability. Many organisations dream of being so successful in their enterprise that they eventually succeed in solving the root cause of the problem they seek to alleviate, and doing themselves out of a job. If the employment of child domestic workers begins to decline, that prospect may appear on the horizon, but it is still far distant in most places. Some organisations, notably in Asia and Latin America, stress the need to change the regulatory environment and improve legal protection as the best guarantee of future progress. But in some settings, especially in Africa, less expectation is attached to these prospects.

In the meantime, the best chance of sustaining work on their behalf and achieving permanent improvement in domestic workers’ lives, including the elimination of young child recruitment, is through ownership of their future by domestic workers themselves. Thus issues of sustainability are also addressed by themes already covered in this handbook: the development of domestic worker associations, child and adolescent worker clubs, and the involvement of existing domestic workers as change agents instead of as perpetrators of the practice.

1. Fund-raising and developing financial resources

Some organisations have difficulty finding funds and making ends meet from one month to the next, let alone one year to the next. This applies particularly to very small NGOs, which don’t yet have high visibility or influence. In these cases, it is worth noting that one really good television programme or newspaper article could open up several avenues of public generosity. The support of a celebrity can also be worth its weight in gold. A certain confidence in seeking this kind of alliance is needed: keep trying, because eventually you may well strike lucky. Always bear in mind that exposure of painful stories, while good at gaining media attention, should

be handled sensitively as far as the victims are concerned.

Some NGOs have managed to reach a size, public prominence and state of management and programme expertise which allows them to seek support from larger international donors. Few organisations focusing mainly on child domestic workers have yet reached that position; many are in the awkward limbo between very small and well-established. In this half-way house, one way forward is to seek fund-raising suggestions from allies and partners in the NGO world; or look for opportunities for sponsored training in marketing, PR and associated skills. Working at developing an association with private or commercial sponsors, or pursuing applications to local charitable or religious trusts, may be a better route to medium-term solvency than small-scale, organisationally draining, hand-to-mouth fund-raising on a day-to-day basis.

The international funding organizations and their command over resources may have a great allure; but developing a locally funded base is important, not least as an ownership and non-dependency issue. Links with local charities may pay dividends; and building connections to local authorities, the mayor's office, the police, other NGOs, and service providers such as social welfare departments may yield resources over time. This might be in terms of personnel support, service fee reductions, offers of free training, or provision of publicity literature, as well as opening doors to patrons or sponsors. CWISH Nepal advocates lobbying with local government to encourage them to levy a small extra household tax, to use for the benefit of children in domestic work.

Some funding organisations operate 'small grants' schemes specifically intended for small NGO providers. These may be a source of support for drop-in centres, hotlines, legal advice, or other types of assistance for children in need of special protection, such as those who have run away from abusive households or ended up on their own. Where 'small grants' are unavailable, it may be worth undertaking advocacy on their behalf, on the basis that without small-scale pilot work, good practice for larger programmes is impossible to establish.

Through contacts and cultivation of collaborative relationships, try to work out exactly what is available under different programme headings from different organisations. For example, an organisation which in one period was supporting projects for the elimination of child labour may in subsequent years drop this budget head, but instead, be promoting the retention of girls in school. Lack of continuity in donor funding policies is a major headache for many practising NGOs. But in this case, it may be possible to apply for funds from the new budget head if you are able to adapt your programme proposals accordingly.

Donor organisations today tend to insist on increasing amounts of bureaucracy and form filling, making it more complex and time-consuming to apply successfully for funds and account for their expenditure. However, it is essential to go some considerable way to meeting their needs: donors, too, are accountable to their donors, private and governmental. No matter how deserving your project, it is no use insisting rigidly on the parameters you have determined and making inadequate concessions to their funding policy requirements. Some people seeking resources do appear to have a golden touch; but for most NGO applicants it's a question of perseverance, flexibility, and finding the best donor-recipient fit. (See the section on Resources for a few ideas of where to start.)

'We discuss on what is happening in our work, counselling each other and helping each other in decision-making. We are looking at our future expectations and the aftermath of our work.'

CDW, Tanzania

‘When I have a problem in school, with my family or employer, I tell it to the social worker. She encourages me to go to school. She gives me advice. She gives me strength.’
(CDW, Philippines)

2. Connecting to government services and formal institutions

Sustainability of programmes can mean developing your own institutional capacity and resources. But it can also mean enabling clients who start out in a position of dependence on your service to access the state entitlements they may possess without knowing how to claim them. In some settings, notably where systems of social security are in place, informing domestic workers of their rights to health care and social security, and arranging for them to be enrolled is an important move towards sustainability.

Among the organisations that have done this are AGTR-La Casa de Panchita and several others in Central and Latin America; others, such as Taller Abierto in Cali, Colombia, have made this central to their advocacy strategy. Visayan Forum has enrolled more than 2,000 domestic workers in the social security system in the Philippines, and has also instituted media campaigns and public service announcements to promote the enrolment of others with whom they are not in touch. There are however many countries, especially in Africa, where benefit entitlements are few.

Other options may therefore be needed. Interaction with existing services is an alternative; this may be a more cost-effective and efficient means of meeting young domestic workers’ needs than mounting in-house programmes. For example, it may be possible to arrange for them to use local health facilities; connect them to existing ‘back-to-school’ programmes for out-of-school youth; and establish connections with shelters run by care institutions, where rescued children can be temporarily placed when cases arise.

Interaction with service providers also leads to interaction with those involved in administration, law enforcement and local political life. In many countries, councils at street or neighbourhood level are becoming increasingly important agents of government: decentralization, transparency, accountability and community participation are themes of ‘good governance’ in many parts of the world today. Ultimately, as the experience of Kivulini and other East African organisations shows, partnership with lowest level political committees and local authorities may be the most effective route to programme implementation.

At a municipal or district level, and in time at national level, contacts should be sought with a wide number of ministerial partners. These include: the Ministry of Education, Ministry of Social Affairs, Ministry of Women (if this exists), Ministry of Labour, and Ministry of Justice. Other formal bodies with whom links need to be established are: the Department of Police, Women’s Federation (or similar), appropriate workers’ unions, journalists’ and media professional associations, lawyers’ associations, religious bodies, political parties and parliamentary bodies, municipal authorities, other NGOs with mandates for helping women and children.

Partnership with a local social science research institute or the appropriate department of a university is highly desirable. This may lead to funding opportunities, shared research agendas, training workshops and partners who can develop monitoring and evaluation systems.

Training sessions to enable staff and volunteers, including domestic

workers, to gain the communication and other skills necessary to make contacts with potential partners are regarded as standard components of 'capacity building' programmes offered by major donors. Connecting into municipal and other networks may lead to invitations for participation in managerial training of various kinds. However, it should be borne in mind that training is never worthwhile as an end in itself. Some organisations enumerate training sessions they have attended, but there is no evidence on the ground that their programmes or outreach were thereby enhanced. The best way to learn is to do; all training should be action and practice oriented.

Good practice principle:

Outreach to partners in government and other institutions opens up many possibilities for expanding programmes, keeping service costs low, multiplying programme impacts, building capacity and ensuring the sustainability of a programme.

3. Resources and documentation

Documentation of the experiences of child domestic workers and of practical activities of the kind described in this handbook is a vital function of NGOs involved in the struggle to reduce child domestic labour. Some organisations have produced brochures describing their work; others, especially in Central and Latin America, have produced a significant amount of leaflets, flyers, and booklets, directed at employers and domestic workers themselves as part of the campaign to assert their workers' rights.

Yet others produce regular reports of a more informational kind. CWISH in Nepal produces an 'annual status report' on Child Domestic Workers in the Kathmandu Valley. The Bihar Unit of the NDWM in India produces a newsletter, Grihrakshika, on an occasional basis. A number of organisations have made videos and DVDs for use in meetings, media outlets, awareness-building and training sessions. All distribution of these materials makes an important contribution to advocacy, and their circulation between organisations also opens up the possibility of exchange, networking and joint activity.

WAYS of Uganda underlines the importance of documenting and disseminating its experiences among policy makers, stakeholders, partners and community members. 'This has additionally contributed to the increased knowledge on child domestic labour. Materials produced are being used by partners in anti-child labour advocacy campaigns, including discussions, talks, shows, research documents and other child labour studies.'

An important resource for many NGOs seeking to build their capacity to conduct child worker consultations is training material in participatory and child-friendly techniques. A number of child consultative exercises were held under the auspices of Anti-Slavery International by leading child domestic worker organisations during 2004, as already mentioned in chapter six, whose outcomes are available from Anti-Slavery International. Reports on these exercises provide useful pointers; many NGOs, notably members of the Save the Children network, can provide methodological advice as well as up-to-date research and training.

© Mike Sheil/Black Star

Sister Pierette with girls at the Centre d'Accueil - Libreville, Gabon

Each of these girls has been trafficked to Gabon. Now based at this centre in Libreville, Gabon, they are awaiting repatriation. In just over a year, the centre has repatriated 89 girls to Benin and Togo.

The centre provides a supportive environment where children can start to come to terms with their traumatic experiences. For many of the girls, it is the first time since leaving home that they have been able to make friends, play, attend lessons and live safely in a family environment.



‘NGOs and international NGOs should clearly inform us till when they are going to support us and what is their plan after that. They should take our views into account as well when planning the programmes.’
(CDWs, Nepal)

To expand information and tap into new ideas, for example to develop new learning curricula and training programmes, the internet today is an important resource. An extraordinary range of information can be gathered, if you have the minimum idea of what you are looking for. Many NGOs have become highly proficient in the use of IT to maximize communications and resource-building, and they can provide leads and ‘how to’ information via their own websites or upon request.

Good practice principle:

Documentation of cases and of organisational activities and widespread dissemination of materials is important for institution-building and visibility, as well as for advocacy.

4. International organisations and networks

In the recent past, the concern of international organisations with child domestic work has grown. A major impetus for this was the passage in 1999 of ILO’s Worst Forms of Child Labour Convention, No.182 (see chapter one). The issues surrounding the practice of employing children in other people’s households have been thoroughly explored by the international bodies, most recently in *Helping hands or shackled lives?* (ILO/IPEC 2004)*.

There has also been an increase in targeted activity against child domestic work within ILO/IPEC’s country-based ‘Time-Bound Programmes’ for the elimination of the worst forms of child labour. Many NGOs now working on the reduction of child domestic work do so under the umbrella of such programmes and with their support. There is also increased attention from Unicef for children in domestic employment as part of its commitment to the fulfilment of child rights as the overall objective of its country programmes. All NGOs working on child domestic issues which have not yet made contact with the country offices of these two United Nations bodies would be well advised to do so. This is likely to open up access to resources and networks of various kinds. Pressure from the ground also ultimately has an impact on donor agency policy concerns.

International NGOs have also played a leading role on child domestic work. Anti-Slavery International has been a catalyst, providing support for NGO-based research, the development of networks and of capacity in addressing the key programmatic and advocacy issues. Many Save the Children organisations, especially Save the Children UK (SCUK), have also given pioneering support and encouragement to initiatives on child domestic work, notably in Central and Latin America. Other organisations which have taken up child domestic work from their different perspectives include Defence for Children International (DCI); Human Rights Watch; ECPAT (End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes); and the international Global March Against Child Labour, a broadly-based platform including unions, child-focused organisations and a range of other groups. The 2004 World Day against Child Labour in 2004 focused on child domestic labour and 56 countries worldwide mobilized thousands of stakeholders.

There are other international NGOs whose work touches on child domestic labour from one direction or another. All those who support the goal of Education For All, especially the enrolment and retention of girls in school;

* UNICEF published an account of child domestic work in 1999, see <http://www.unicef-icdc.org/publications/index.html>

who are involved in poverty alleviation programmes for marginalized and excluded families; who deal with abandoned or orphaned children; or who are working to end the trafficking of human beings within countries or across borders are potential partners in the struggle to remove children from harmful domestic work.

Among the regional networks which have been active on child domestic workers are Child Workers in Asia (CWA), the secretariat of which is based in Thailand, and the African Network for the Prevention and Protection against Child Abuse and Neglect (ANPPCAN) based in Kenya. More recently, another network has been developed in West Africa, with a special focus on the reduction of trafficking of children for purposes of domestic work, co-ordinated by WAO Afrique. These networks have played a very important role in drawing attention to the plight of child domestic workers in their countries and regions, promoting the idea of minimum standards regarding recruitment and working conditions, releasing resources for these purposes and raising the visibility of this form of child labour.

These various international organisations and networks can be drawn upon for institution and capacity building in various ways:

- Direct financial support
- Assistance with research, advocacy and programme activities
- Training and human resources development
- Materials and information of all kinds
- Access to other networks

The most important consideration when interacting with international organisations is to learn as much as you can about the organisation in question and try to understand how they work and where their interests and constraints lie: any approach should be thoroughly professional. If you fail to ‘get through’ to your first point of contact, it may be worth trying others. Requests may have to be re-phrased or applications re-tooled to meet their own organisational requirements. And there is no point in seeking something outside their terms of reference. You will avoid frustration and disappointment if trouble is taken to identify areas of common interest and a match between yours and their organisational aims. Try to understand what the purpose is behind conditions they impose, and do not accept support on terms that are impossible for you to fulfil.

Good practice principle:

International organisations and networks can be an important resource for institutional and capacity building, including training opportunities. When dealing with them, try to understand as fully as possible how they work, and how their interests and constraints match your own, to avoid disappointment and frustration.

Summary

Organisations which take up the cause of children in domestic work find themselves pulled in many different directions since the issue has so many dimensions. Institutional and capacity building should preferably be done as an organic process, building up skills and activities as competence and scope widen. Partnerships with government bodies, other institutions, NGOs, and international donor and rights organisations all have a role to play. Programme development and institutional development should go hand in hand.

‘If we cannot raise money from them, maybe we could try to motivate organisations to do SOMETHING about the situation of CDWs, integrating it into the work they already do. Maybe we need to develop an information bank on international organisations’ funding policies to inform NGOs looking for small assets where to go. In that way, we can keep motivation alive. And we need recognition for the advancements in thinking - because we may well have to work at least 25 years more!’

Project manager,
CDW programme

Resources

1. Suggested further reading

Helping hands or shackled lives? Understanding child domestic labour and responses to it
(ILO, 2004)

This publication (and others) can be downloaded free from the International Labour Organization's website in English, French and Spanish language versions at: www.ilo.org/childlabour

Child Domestic Workers: Finding a voice, a handbook on advocacy
(Maggie Black, Anti-Slavery International, 2002)

International Action Against Child Labour: Guide to monitoring and complaints procedures
(Anti-Slavery International, 2002)

Child domestic workers: A handbook for research and action
(Maggie Black, Anti-Slavery International, 1997)

These publications (and others) can be downloaded free from Anti-Slavery International's website in English, French and Spanish language versions: www.antislavery.org

Child Domestic Work, Innocenti Digest No.5 (UNICEF-ICDC,1999)

This publication can be downloaded for free in English, French and Spanish language versions from www.unicef-icdc.org

Case studies and reports with useful information are available from many of the organisations cited in the text. To review their publications, visit their websites or contact them directly (see Contacts)

2. Contacts - organisations working on child domestic work issues

This contact list is a starting point for finding out more about child domestic work and the range of interventions currently being provided to assist child domestic workers. Anti-Slavery International is aware that there are likely to be many other organisations, institutions and self-help associations providing services for CDWs which have not been included. For this we apologise. Organisations listed have been chosen on the basis of their geographical spread and the range of activities that they offer. Inclusion of an organisation in this handbook does not necessarily constitute an endorsement of its activities by Anti-Slavery International nor of its project partners.

Wherever possible, brief information has been provided about the major services provided by each organisation. This is intended to give the reader a flavour of what the organisation does, but it is by no means a comprehensive list of all services that the organisation provides. Please contact the organisation for more details about their full range of services and their approaches on the issue.

Inter-governmental organisations

Head Offices

International Labour Organization - International Programme on the Elimination of Child Labour (ILO/IPEC);

Geneva
Tel: +41-22 799 8181
Fax: +41-22 799 8771
Email: ipec@ilo.org
www.ilo.org/childlabour

ILO/IPEC has CDL projects in Africa, Latin America & Caribbean and South/South-East Asia, focusing particularly on preventing and eliminating exploitative child domestic work through education and training.

UNICEF;

New York
Tel: +1 212 326 7000
Fax: +1 212 887 7465
Email: (through website)
www.unicef.org

UNICEF works on child domestic work and related issues in a number of countries. Contact regional and country offices for more details.

Regional Offices: Africa

ILO Regional Office for Africa;

Abidjan
Tel: +225.20.21.26.39
Fax: +225.22.21.28.80
E-mail: abidjan@ilo.org

ILO Subregional Office for East Africa and Anglophone West Africa;

Addis Ababa
Tel: +251 151.7200
Fax: +251.151.3633
E-mail: iloaddis@ilo.org

UNICEF, Eastern and Southern Africa Regional Office (ESARO);

Nairobi
Tel: +254 20 621 234
Fax: +254 20 521 913
Email: unicefesaro@unicef.org

UNICEF, West and Central Africa Regional Office (WCARO);

Dakar
Tel: +221 869 5858
Fax: +221 820 8965
Email: wcaro@unicef.org

UNICEF, Middle East North Africa Regional Office (MENARO);

Amman
Tel: +962 6 553 9977
Fax: +962 6 553 8880
Email: menaro@unicef.org.jo

Regional Offices: Asia

ILO Regional Office for Asia and the Pacific;

Bangkok
Tel: +66-2 288 1234
Fax: +66-2 288 1735
Email: bangkok@ilo.org

ILO Subregional Office for South Asia;

New Delhi
Tel: +91-11 2460 2101
Fax: +91-11 2460 2111
Email: sro-delhi@ilo.org

ILO Subregional Office for South-East Asia and the Pacific,

Manila
Tel: + 63-2 580 9900
Fax: + 63-2 580 9999
Email: manila@ilomnl.org.ph

UNICEF Regional Office for South Asia (ROSA);

Kathmandu
Tel: +977-1 4419 471
Fax: +977-1 4419 479
Email: rosa@unicef.org

UNICEF Office of the Regional Director for East Asia and Pacific;

Bangkok
Tel: +66-2 356 9499
Fax: +66-2 280 3563
Email: eapro@unicef.org



Regional Offices: Europe

ILO Subregional Office for Eastern Europe and Central Asia; Moscow

Tel.: +7-95 933-0810
Fax.: +7-95 933-0820
Email: moscow@ilo.org

UNICEF, Regional Office for Europe;

Geneva
(including Central and Eastern Europe, Commonwealth of Independent States and Baltic States)
Tel: +41-22 909 5111
Fax: +41-22 909 5900

Regional Offices: Latin America and the Caribbean

ILO Regional Office for Latin America and the Caribbean;

Lima
Tel: +51-1 615 0300
Fax +51-1 615 0400
Email: oit@oit.org.pe

ILO Subregional Office for Central America, Panama, Dominican Republic, Haiti and Mexico;

San José
Tel. +506 2807223/7103
Fax +506 2806991
E-mail: sirti@oit.or.cr

UNICEF, The Americas and Caribbean Regional Office (TACRO);

Panama City
Tel: +507 317 0257
Fax: +507 317 0258
Email: tacro@unicef.org
www.uniceflac.org

Non-governmental organisations and groups

International NGOs

Anti-Slavery International

Tel: +44-20 7501 8920
Fax: +44-20 7738 4110
Email: antislavery@antislavery.org
www.antislavery.org

International human rights organisation which has been conducting research and advocating on CDW in partnership with local organisations in Africa, Asia and the Americas since 1993.

ECPAT International

Tel: + 66-2 215 3388
Fax: + 66-2 215 8272
Email: info@ecpat.net
www.ecpat.net

ECPAT (End Child Prostitution, pornography and the Trafficking of children) is an international network of groups working together to eliminate the commercial sexual exploitation of children. Has begun raising awareness about the relationship between CDW and CSEC.

Human Rights Watch

Tel: +1-212 290 4700
Fax: +1-212 736 1300
Email: hrwnyc@hrw.org
www.hrw.org

International human rights organisation which is focusing its child rights advocacy on child domestic labour during 2005-2006. Has published reports on CDW in Indonesia and Morocco (2005)

International Save the Children Alliance

Tel: +44 20 8748 2554
Fax: +44 20 8237 8000
Email: info@save-children-alliance.org
www.savethechildren.net

Several member agencies of the Alliance (e.g. Save the Children UK, Sweden, Canada etc.) have undertaken research and projects relating to CDW.

World Vision International

Fax: +41 22 798 6547
Email: geneva@wvi.org
www.wvi.org

World Vision is active on the issue of CDW and related issues in a number of countries, although child domestic workers are not usually a specific target group.



Regional & National: Africa

African Network for the Prevention and Protection Against Child Abuse and Neglect (ANPPCAN),

Regional Office; East and southern Africa

Tel: +254 2 576 502/573 990

Fax: +254 2 576 502

Email: anppcan@arcc.or.ke

www.anppcan.org

ANPPCAN has national chapters across Africa (mainly in east and southern Africa). A number of these chapters (notably in Kenya and Uganda) work specifically on CDW.

African Movement of Child and Youth Workers; Africa

Tel: +221 821 7403 /

+221 821 2113

Fax: +221 823 51 57

Email: jeuda@enda.sn;

ejt@enda.sn

www.enda.sn/eja

Movement of child/youth-led organisations active on child labour issues, including CDW, particularly in West African countries (e.g. Senegal and Togo)

WAO Afrique; Togo/West Africa

Tel: +228 225 8990

Fax: +228 225 7345 /

+228 250 7436

Email: waoafrique@cafe.tg

www.wao-afrique.org

Crisis intervention, including health assistance, psycho-social care, board and lodging, legal assistance; improving working conditions by negotiating with employers, school authorities, making home visits; rehabilitation/ reintegration services; outreach and organising by creating solidarity groups of CDWs through credit and savings programme, establishment of support organisation for child domestic workers (EJT). Prepared a code of conduct on issue along with partners in West Africa.

Enfants Solidaires d'Afrique et du Monde (ESAM); Benin

Tel: +229 30 52 37

Fax: +229 31 38 77/31 39 11

Email: esam@firstnet.bj

Improving working conditions by raising awareness with employers; literacy and training programmes for CDWs. Has set up watchdogs in villages to monitor the flow of children - using local officials, children themselves and their families.

ACEEF; Guinea Conakry

Tel: +224 115 495 48 /

+224 13 40 12 99

Email: ongaceef@yahoo.fr

Identification, awareness raising, withdrawal of victims of worst forms of child labour, especially child domestic workers; educational assistance; training; counselling

Kenya Union of Domestic, Hotel, Educational Institutions, Hospitals and Allied Workers (KUDHEIHA);

Kenya

Tel: 254 2 336638

Fax: 254 2 212308

Trade union working to organise domestic and other workers, especially with regard to awareness raising in origin communities through local level Child Labour Committees and in employers' places of work

Sinaga Women and Child Labour Resource Centre; Kenya

Tel: +254-2 782 898

Fax: +254-2 785 332

Email: sinaga@todays.co.ke

Provides basic literacy, skills development and entrepreneurship classes for CDWs; counselling (coping with physical, emotional and sexual abuse) and life skills training; prevention/improving working conditions through community awareness raising on

situation of CDWs, especially sensitising employers to improve working conditions.

Association BAYTI; Morocco

Tel: +212-2 758 620

Fax: +212-2 756 966

Email: bayti@casanet.net.ma

www.bayti.net

Provides temporary shelter for CDWs, as well as on prevention of CDW through combating illegal recruitment and awareness-raising (e.g. in schools)

Anex-cdw; South Africa

Tel: +27 21 638-3111

Fax: +27 21 637-4423

Email: anex@tiscali.co.za

Anex-cdw works in the Athlone district of Cape Town to stop trafficking or the illegal recruitment of under-age domestic workers

Conservation, Hotels & Allied Workers Union (CHODAWU);

Tanzania

Tel and fax: +255-22 211 0559;

Email: chodawu@ud.co.tz

Prevention through awareness raising with local communities to prevent recruitment of CDWs at district, ward and village level through existing community structures; withdrawal of children from abusive situations and reintegration into schools (under 14s) and vocational training centres (14 years +); economic empowerment through vocational training centres for children 14 years +

Kivulini Women's Rights Organisation; Tanzania

Tel: +255-28 367 484 /

+255-28 250 0961

Fax: +255-28 250 0961

Email: admin@kivulini.org

www.raisingvoices.org/kivulini.shtml

Crisis intervention (legal aid and

referral); improving working conditions for CDWs; assisting the development of self-help groups of CDWs. In particular the organisation focuses on building the capacity of local street leaders - elected by their communities and with powers to enter houses - to monitor the situation of CDWs, prevent abuse and enforce penalties on abusive employers.

Kiota Women Health and Development Organisation (KIWOHEDE); Tanzania
Tel: +255-22 286 1111
Email: katri@africaonline.co.tz

Works with child domestic workers and children in commercial sexual exploitation (CSEC) through four interconnecting programmes: prevention of child prostitution for under 18s; hazardous child domestic labour (U18s - girls and boys); domestic child abuse; HIV/AIDS. Direct intervention through drop-in centres, counselling, legal assistance, education and vocational training activities. Improves working conditions through an 'Association for Responsible Employers'

KULEANA, Centre for Children's Rights; Tanzania
Tel: +255 28 2500 911
Fax: +255 28 2500 486
Email: admin@kuleana.org

Provides a range of services for CDWs, and is particularly strong in advocacy on the issue. Prepared and disseminated a code of conduct on the issue of child domestic workers.

Women and Youth Services (WAYS); Uganda
Tel/fax: +256-41-273235
Email: ways@afsat.com; mkatono@yahoo.com
Provides shelter; rehabilitation, counselling and reintegration services for CDWs

Regional & National: Asia

Child Workers in Asia (CWA); South & South-East Asia (Secretariat in Bangkok)
Tel: +66-2 662 3866-8
Fax: +66-2 261 2339
Email: southasia@cwa.tnet.co.th; southeastasia@cwa.tnet.co.th
Website: www.cwa.tnet.co.th

CWA is a network of more than 50 NGOs working on child labour issues in Asia. CWA has a Task Force on Child Domestic Workers comprising local NGOs from more than 10 countries in South and Southeast Asia.

Ain O Salish Kendra (ASK); Bangladesh
Tel: +880 2 831 5851
Fax: +880 2 831 8561
Email: ask@citechco.net
Website: www.askbd.org

ASK is a human rights and legal aid organisation promoting the rights of children and women, including child domestic workers.

Shoishab; Bangladesh
Tel: +880 2 819 873
Fax: +880 2 912 22130
Email: shoishab@bangla.net; sb1991@aitlbd.net

Shoishab has considerable experience in interventions with CDWs and their employers

Cambodian League for the Promotion and Defence of Human Rights (LICADHO); Cambodia
Tel: +855-23 36 09 65 / +855-23 36 49 01
Fax: +855-23 21 76 26
Email: licadho@camnet.com.kh
Website: http://www.licadho.org/

In 2004 LICADHO began to provide services for CDWs as part of its human rights protection programme, including: crisis intervention; rehabilitation/reintegration; organising and development of education materials

on rights of CDWs

Children's Committee; Cambodia
Tel : +855-12 368 783
E-mail: sokunthy_mba@yahoo.com; child.committee@forum.org.com

A youth volunteer organisation which undertakes prevention activities through a 'Child Watch Club', theatre, television.

Vulnerable Children Assistance Organisation (VCAO); Cambodia
Tel: +855 2388 4722
Fax: +855 2321 8922
Email: vcao@forum.org.kh

Provides assistance for child victims of violence, abuse, trafficking, and CSEC. Services for CDWs include: crisis intervention; education/training for CDWs; rehabilitation/reintegration; organising and prevention, through 'village safety net' community watch system.

Arunodhaya Centre for Street and Working Children; India (Tamil Nadu)
Tel: +91-44 5217 3383
Fax: +91-44 2590 2283
Email: aruno@xlweb.com

Provides a variety of services for CDWs, including motivating CDWs to continue their formal education; organising supportive classes to sustain them in school; creating a dialogue with employers for providing time for education of CDWs. Provides income generating activities organised from the mothers of CDWs, and self-help groups formed with them.

Divya Disha; India (Andhra Pradesh)
Tel: +91-40 5520 9798;
Fax: +91-40 2770 0113;
E-mail: divyadisha@rediffmail.com;
Website: www.divyadisha@org;

Crisis intervention and education/vocational training activities



Regional & National: Asia (continued)

National Domestic Workers' Movement (NDWM); India

Tel: +91 22 2378 0903 / +91-22 2370 2498
Fax: +91 22 2377 1131
Email: jeanne@bom8.vsnl.net.in

Coordinating office of national movement working with adult and child domestic workers. Local level members of the movement that particularly target child domestic workers are in: Andhra Pradesh (Hyderabad); Bihar (Patna); Delhi; Kerala; Tamil Nadu (Chennai); Uttar Pradesh

South Asian Coalition Against Child Servitude (SACCS); India

Tel: +91-11 2622 4899
Fax: +91-11 2623 6818
Email: yatra@del2.vsnl.net.in;
muktisaccs@yahoo.com
www.saccsweb.org.in/

Provides rescue, temporary shelter, rehabilitation and reintegration; legal assistance (e.g. filing cases in courts)

Rumpun Tjoet Njak Dien; Indonesia

Tel: +62-274 389110
Fax: +62-274 389110
Email: rumpun@indosat.net.id;
rumpunprtcenter@yahoo.com

Provides alternative education opportunities for CDWs

Yayasan Kesejahteraan Anak Indonesia (YKAI); Indonesia

Tel: +62-21 3192 7308
Fax: +62-21 3192 7316
Email: icwf@indosat.net.id

Drop-in centre for CDWs: non-formal schooling; skills development training, counselling. CDWs mobilised to form self-help group (TERAS).

Child Workers in Nepal, Concerned Centre; Nepal

Tel: +977 1 428 2255
Fax: +977 1 427 8016

Email: cwin@mos.com.np;
cwinhelpline@wlink.com.np
www.cwin-nepal.org

Services are not targeted specifically at child domestic workers, but CDWs are regular users of telephone Helpline and Centres for Children at Risk and for Girls at Risk (emergency support and rescue, legal aid); Health Clinic and Counselling Centre (medical care and counselling); Centre for Self-Reliance (skills training); Socialisation Centre; Contact Centre (family reunification); education support and non-formal education classes; involvement in Child Rights Forum.

Children-Women in Social service and Human Rights (CWISH); Nepal

Tel: +977-1 447 4645 /
+977-1 206 1213
Fax: +977-1 447 4645 /
+977-1 447 9965
Email: cwish@wlink.com.np;
rdmilan@wlink.com.np

Provides legal aid, medical assistance and temporary shelter; education/vocational training; monitoring of CDWs through local government registration initiative; code of conduct regarding recruitment of CDWs; psychosocial counselling, family reunification, micro enterprise; facilitates development of child clubs and self-help groups of adult domestic workers

Struggle for Change (SACH);

Pakistan
Tel: +92-300 850 1956
Fax: +92-51 444 7400
Email: khalida@apollo.net.pk
www.sachonline.org/

Focus is particularly on children who have experienced violence, cruel/inhuman punishment and torture - including CDWs. SACH undertakes advocacy and provides services dealing with the trauma

associated with these acts.

Samahan at Ugnayan ng Manggagawang Pantahanan (SUMAPI); Philippines

Tel: +63-2 634 0684
Fax: +63-2 634 0683
Email: admin@visayanforum.org;
visforum@pldtdsl.net
www.visayanforum.org

National self-help association of domestic workers. Members deliver services including: outreach to and organising of child domestic workers mainly through contact in parks schools and churches; child-to-child counselling and facilitation of training and seminars; referring abuse cases to appropriate authorities (e.g. to Visayan Forum Foundation - see below); monitoring of child domestic workers in the workplace.

Visayan Forum Foundation, Inc.;

Philippines
Tel: +63-2 634 0684
Fax: +63-2 634 0683
Email: admin@visayanforum.org;
visforum@pldtdsl.net
www.visayanforum.org

Provides a range of crisis intervention measures including temporary shelter for CDWs and a half-way house for victims of trafficking, para-legal and medical assistance and counselling. Educational assistance. Operates a telephone hotline. Undertakes and assists self-help group SUMAPI in outreach and organising activities. Workplace monitoring. Advocacy with employers and in relation to legislation. Microfinance initiatives to prevent children from becoming domestic workers

Sri Lanka Interactive Media Group (SLIMG); Sri Lanka

Tel: +94-11-296 4019 / +94-77 768 8905
Fax: +94-11 290 9944
Email: slimgnet@sltnet.lk

mail@slimg.net
www.slimg.net

Provides a range of protective and preventative services for CDWs

Foundation for Child Development;
Thailand
Tel: +66 2 433 6292
Fax: +66 2 435 5281
Email: iamchild555@hotmail.com;
iamchild2004@yahoo.com
www.iamchild.org

Not specifically targeting CDWs but provides services for child workers - some of whom are CDWs, including: rescue, temporary shelter and legal assistance; vocational training; advocacy with individual employers.

Regional and National: Latin America and the Caribbean

CONACTRAHO (Confederation of Latin American and Caribbean Household Workers)
(Rotating stewardship)
Tel: +531 2 483 899
Email: conactraho@yahoo.com

Regional movement comprising local/national groups and associations of domestic workers

NATS Niños/as y Adolescents Trabajadores; Latin America (based in Peru)
Fax: +511 466 4789
Email: mnnatsop@perudata.com

Regional movement of child/youth-led organisations active on child labour issues, including CDW

Save the Children UK, South America Programme
Tel: +57 1 245 2459
Fax: +57 1 285 4850
Email: scfmic@sky.net.co
No longer active on this issue, but

has previously coordinated several projects on CDW in Brazil, Colombia and Peru.

Centro de Defesa da Criança e do Adolescente (CEDECA/EMAUS);
Brazil (Belém)
Tel: +55-91 224 7307;
Fax: +55-91 242 0752

Child domestic workers provided with basic needs - education, health, skills/vocational training (16-18 years), culture, recreation, counselling and legal assistance; removal of under 16s from domestic work and into education; families of child domestic workers provided with income generating assistance

Taller Abierto; Colombia
Tel: +57-2 446 7773 / +57-2 4462935
Fax: +57-2 4476654
Email: taller-abierto@telesat.com.co

Provides a range of services to CDWs and has brought out a guide to all aspects of domestic employment, including pensions, social security, and health care entitlements.

Defensa de Niñas y Niños Internacional (DNI-Costa Rica), Costa Rica;
Tel: +506 236 9134 / +506 297 2880
Fax: +506 236 5207
Email: info@dnicostarica.org
www.dnicostarica.org

Has undertaken research and advocacy on situation of CDWs in Costa Rica. 'Books and Games' education/community mobilisation project includes CDW as key target group

CIPRODENI; Guatemala
Tel: +502 337 3072
Fax: +502 337 3072
Email: vilareal@c.net.gt

Foyers Maurice Sixto; Haiti
Tel: +509 234 2637 / +509 222 0575 / +509 510 4766
Email: rasinlakaynou@yahoo.com
www.foyersmsixto.com

Has two centres for CDWs: the first provides crisis intervention services such as counselling, as well as and non-formal education and skills training; the second provides temporary shelter and services to reunite and reintegrate children with their birth families.

Limyè Lavi; Haiti
Tel: +509 512 3149 / 257-6357
Email: glexima@hotmail.com;
guerdalc@hotmail.com;

Provides non-formal education to CDWs and local awareness raising about CDW situation

Centro de Promoción a la Juventud y la Infancia - Dos Generaciones; Nicaragua
Tel/fax: +505 266 4999 / +505 266 4960 / +505 266 7853
Email: direccion@dosgeneraciones.org

Undertakes crisis intervention, prevention and rehabilitation/reintegration with under18 victims of sexual abuse and with their families.

Instituto para el Desarrollo de la mujer y la Infancia (IDEMI); Panama
Tel: +507 224 4186
Fax: +507 2265911
Email: info@idemipanama.org
Website: www.idemipanama.org

Education and awareness-raising activities with CDWs and other groups of children and women

Global Infancia; Paraguay
Tel: +595-21 614 117
Fax: +595-21 220 767
Email: global@pla.net.py



Website:

www.globalinfancia.org.py

Assists CDWs with education, health, skills/vocational training needs (14-17 years), culture, recreation, counselling and legal assistance. Education assistance for under 14s. Income generating skills for families of CDWs.

Asociación Grupo de Trabajo

Redes; Peru

Tel: +51-1 445 1469

Fax: +51-1 266 0944

Email: figueroa@terra.com.pe

www.gruporedes.org

Provides a range of centre-based and other services for domestic workers, including CDWs. Services include crisis intervention, negotiation with employers, counselling in relation to work, health and emotional support; return to own families; outreach and organising of domestic workers - through other domestic workers and professionals; education assistance and training opportunities.

Centro de Estudios Sociales y

Publicaciones - CESIP; Peru

Tel: +51-1 471 3410

Fax: +51-1 470 2489

Email: anamaria@cesip.org.pe

Website: www.cesip.org.pe

Strengthening of capacity of local service providers (including education, health and other providers) to better protect CDWs

3. Organisational development, fundraising and other support

For news, current events, contacts, training opportunities and resources related to child rights issues, you may find the following websites useful:

Child Rights Information Network (CRIN): www.crin.org

Children's House: www.child-abuse.com/childhouse

You may also find the following human rights & development websites helpful:

Human Rights Internet: www.hri.ca

OneWorld: www.oneworld.net

If you are seeking help regarding organisational development, then INTRAC (below) may be a useful place to start your search (the website is mainly in English, but INTRAC provides a newsletter and some publications in several other languages):

INTRAC: www.intrac.org

INTRAC is a non-profit organisation working in the international development and relief sector. INTRAC supports non-governmental organisations (NGOs) and civil society organisations (CSOs) around the world by helping to explore policy issues, and by strengthening management and organisational effectiveness. The website contains a lot of useful material and links to organisations/institutions across the world which can help with organisational capacity building (see PRAXIS Programme on the INTRAC website).

If you are seeking funds for your work, the following resources and websites may be useful starting points:

The Worldwide Fundraiser's Handbook: A resource mobilization guide for NGOs and community organizations

(Michael Norton/Resource Alliance, 2003) ISBN 1 903991 34 X

A handbook for fundraising for the developing world (including Africa, Asia, Latin America and countries of Eastern Europe). Using case studies and examples of good practice, it offers guidance and advice on: establishing effective local fundraising; tapping into the range of sources of funding (including governments, companies and charitable foundations); fundraising techniques; good practice; and sources of information and help.

Funders Online: www.fundersonline.org

Website which facilitates access to online funding information

International Human Rights Funders Group: www.hrfunders.org

This site is designed for grantmakers and grantseekers who have an interest in human rights.

The Resource Alliance: www.resource-alliance.org

The Resource Alliance is an international network working to build the capacity of not-for-profit organisations to mobilize funds and local resources for their causes.

Anti-Slavery International Thomas Clarkson House The Stableyard
Broomgrove Road London SW9 9TL United Kingdom
Tel: +44 (0)20 7501 8920 Fax: +44(0)20 7738 4110
Email: info@antislavery.org www.antislavery.org



Child domestic workers were for long an invisible group of working children. Today, they are recognised as among the most numerous of all child workers, and certainly the overwhelming category as far as girls are concerned.

Since the early 1990s Anti-Slavery International and its partners in Africa, Asia and Latin America and the Caribbean have been in the forefront of work to raise the visibility of child domestic workers, to promote their cause and reduce their sufferings. There are many reasons to take up this issue, but in the view of Anti-Slavery International, the servitude of these young employees, their frequent loss of liberty, methods of recruitment which can amount to trafficking, and low rates of pay including its total absence, put them in a category of human rights violation closer to slavery than many other child worker groups.

Child Domestic Workers: A handbook on good practice in programme interventions is a practical guide to 'what works' and why when it comes to practical assistance for child domestic workers. The emphasis is on simplicity and practicality, and the key users of the handbook are expected to be small and medium-sized NGOs seeking ways to improve programmes and projects, or add to their existing portfolio of activities on child domestic workers' behalf. The handbook is a complementary volume to two previous publications: *Child Domestic Workers: A handbook for research and action (1997)*; *Child domestic workers: Finding a voice (2002)*.

This handbook contains the experience of numerous local practitioners from Africa, Asia, Latin America and the Caribbean as well as from international organisations and networks working on this issue. The handbook also reflects the views of almost 500 current and former child domestic workers consulted in nine countries from May to October 2004. A companion publication detailing the results of these consultations will follow in early 2006.

Anti-Slavery International and its partners hope that this handbook will inspire new partners to come forward, especially from workers' and employers' organisations and relevant government departments and regulatory bodies. Only when those who currently employ children as workers in their homes are sensitised to the many ways in which their childhood and adolescence are being damaged will the necessary changes in attitude and behaviour towards this oppressed group of workers start to take hold.

Also available as a PDF download from Anti-Slavery International:

Child Domestic Workers: A handbook for research and action (1997)

International Action Against Child Labour: Guide to monitoring and complaints procedures (2002)

Child Domestic Workers: Finding a voice, a handbook on advocacy (2002)

www.antislavery.org

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+255-28 250 0961
Fax: +255-28 250 0961
Email: admin@kivulini.org
www.raisingvoices.org/kivulini.shtml



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Fax: +63-2 634 0683
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www.visayanforum.org



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Fax: +228 225 7345 /
+228 250 7436
Email: waoafrique@cafe.tg
www.wao-afrique.org