



**REPORT OF THE SECOND SUB-REGIONAL WORKSHOP
CAPACITY BUILDING FOR DOMESTIC WORKERS' LEADERS**



**VICKY KANYOKA
IDWF COORDINATOR**

12TH – 14TH DECEMBER 2015 CAPETOWN, SOUTH AFRICA

1.0. INTRODUCTION:

IDWF convened a capacity building workshop for domestic workers leaders from 12th-14th December 2015 in Cape Town, South Africa.

This was the second sub regional workshop for the domestic workers leaders and officials from the English and Portuguese speaking countries in Africa. The first workshop was held in Ouagadougou, Burkina Faso in October 2014 at Hôtel des Conférencesound-Yinè for the French Speaking domestic workers leaders. The participants were from countries; South Africa, Malawi, Namibia, Zambia, Zimbabwe, Tanzania, Zanzibar, Kenya, Uganda, Ghana, and Mozambique.

The workshop brought together fifty -four (54) participants who included thirty-four (34) domestic workers leaders and three (3) officials in charge of domestic workers' desks.

We also had representatives from ACS-CSC (5), WIEGO (2), IUF-Geneva (1), IDWF (3), OPC-Sweden (1) LRS (1), and University of Cape Town (2).

The workshop was financially supported by ACV-CSC (Food and Service Union) and partially by OPC a Swedish Organization.

2.0. WORKSHOP OBJECTIVES:

The workshop was based on three training objectives:

- (i) Broadening the knowledge of the domestic workers' leaders about trade unions, their structures, roles and functions of union leaders as well as communication skills.
- (ii) Building the capacity of domestic workers' leaders, in planning their work in the unions.
- (iii) Sharing experiences and learning from other IDWF affiliates in the Diaspora.

3.0. METHODOLOGY:

The workshop was conducted using participatory methods such as;

- i) group work and presentations,
- ii) discussions, and
- iii) practical activities.

The training was divided into two themes with sub-topics facilitated by different facilitators;

Theme 1:

Trade unions for domestic workers & functions. “Upstairs Downstairs” - ACV-CSC service Union, Anne

Sub-topic:

Facilitator

- | | |
|---|--|
| (i) Structures and functions of Unions | -University of Cape Town, Roger Ronnie |
| (ii) Negotiation for domestic workers demands | - ACV-CSC service Union, Marnik |
| (iii) The System of the Service Vouchers | - ACV-CSC service Union, Yves |
| (iv) Communication & Social Media Training | - ACV-CSC service Union, Karen |
| (v) IDWF communication Network | - LRS, Saliem Patel |

Theme 2:

Strategic Planning

- | | |
|---|------------------------|
| (i) Vision | -WEIGO, Chris Bonner |
| (ii) SWOT Analysis | - Vanessa Pillay |
| (iii) To develop immediate objectives and plans | -Vanessa Pillay |
| (iv) Overall objectives of IDWF | - IDWF, Elizabeth Tang |

The workshop activities were spiced with energizers popularly dubbed as “Don’t Worry” led by Vicky Kanyoka the workshop moderator and the SADSAWU choir which kept the training lively and enjoyable.

4.0. PROCEEDINGS:

4.1. DAY ONE - 12TH DECEMBER 2015

4.1.1. Opening remarks:

The Workshop commenced with a round table introduction of participants who also shared their respective trade unions name, country of destination and leadership position they hold in the Union. The list of attendees is attached as Appendix (i). Thereafter, ceremonial remarks were made by:

Myrtle Witbooi -IDWF President/SADSAWU General Secretary



The President welcomed all participants to a three-day workshop and noted that it was always a pleasure to associate with domestic workers and appreciate the strength that domestic workers have. *“This is the first federation in the world to unite domestic workers, we shall show the World that the successful federation in the world is led by women”* she emphasized.

Yves from ACV-CSC



ACV-CSC pledged their support of empowerment towards Domestic workers trade unions in Africa.

STINA OSKARSSON-Olaf Palme International Centre



Stina appreciated her invitation to this workshop and encouraged that Olaf Palme Centre is committed to their relationship with IDWF.

Elizabeth Tang – IDWF General Secretary



Elizabeth explained in detail when and why IDWF was formed; its coverage; the objectives and its future plans; and expressed that training of leaders is one of IDWF objectives in order to build capacity.

Barbro Budin -IUF Gender officer



Barbro expressed her joy to participate in the workshop and hoped that the training would be beneficial to domestic workers in order to build a strong Network in Africa and globally.

Tony Ehrenreich – COSATU



Tony expressed the need to cause change in our respective countries for female leaders to take up executive positions both at home and globally using organisations like trade unions. He further pledged support on behalf of COSATU-South Africa to all countries both in Africa and globally “An injury to One is an injury to All” he concluded.



Vicky remarked that IDWF had made significant progress in the recruitment of members as it originally began with 9 Trade Unions and now, its membership had grown to 20 Domestic Workers Unions. However, a lot needed to be done specifically in training the domestic workers to ensure that they were more knowledgeable about their issues, had adequate skills for campaigning for their rights such as the ratification of C 189, minimum wage, employment contracts and social protection.

4.1.2 Workshop Expectations:

Out of the several expectations from Participants, they were classified into:

- (a) Networking to build activism around domestic workers' conditions;
- (b) Knowledge and skills: leadership organizing;
- (c) To convince Governments to ratify ILO C189;
- (d) Learning how to draft or review their Unions' Constitutions.

4.2. Training Deliberations:

4.2.1 TRADE UNIONS FOR DOMESTIC WORKERS AND FUNCTIONS - “Upstairs Downstairs” approach

Facilitator Anne, ACV-CSC Service Union



ACV-CSC – Service Union in Belgium was used as a role model of domestic workers’ union, as it has an extensive network of more than 100 service-centers all over Belgium and 2.750 employees. Other than representing workers, they provide social dialogue services by holding negotiations at company and sector

level, and Interprofessional Agreement (IPA) through consultations. ACV-CSC has provided International Support to Trade Unions in Asia - National DW Movement- (India), Europe, Lithuania, Tanzania, AfDWN. The *“Upstairs Downstairs”* video clip was televised to further emphasise ACV-CSC’s role as a domestic workers’ union.

4.2.2. Identified main tasks for domestic workers’ unions:

- Collective representation and negotiation for workers in Branches (industries or sectors) and companies;
- Individual representation of workers through offering services and complaints handling;
- Information dissemination through brochures and leaflets, Website and social media;
- Training.

4.2.3. Session questions raised by participants:

(a) How are the union fees spent?

Trade Federation	33.62%
Regional Federation	33.41%
Miscellaneous (Publications, World Solidarity etc.) -	14.02%
Confederation ACV-CSC	11.40%
Strike Fund	7.55% -

(b) What are the strike funds used for?

The strike fund provides a daily payment when members are on strike and an equal amount is paid to all participants. The fund is the best kept secret in the union, because by not knowing its contents, the employers cannot gauge for how long strikers can stay out on strike.

(c) What are the difficulties faced in organizing DWs?

A Domestic worker is not organized as formal employees as they do not work together in companies but rather with individuals. Many DWs do not speak Belgian languages as most of them come from Eastern Europe and are not registered migrants.

(d) How do you keep membership of DWs growing?

Membership is maintained through holding branch agreements, national agreements, and trainings and provision of legal assistance.

(e) What kind of legal assistance do you give and how?

The kind of legal assistance provided is particularly tailored to migrant workers and the unemployed DWs. The worker will approach the regional office and we provide services like drafting of letters to employers and if no solution has been sought the Union goes to court and is represented by a staff member (this service is free of charge to union members).

(f) How do they pay their fee and how much?

15 euros per month is what domestic workers pay and it is collected through the companies that contract/ sell vouchers.

(g) Do you give assistance to non-members?

Yes but after assistance we recruit them however we do not engage into court assistance unless he/she has been a contributing member for 6 months.



Energizer by Vicky Kanyoka

4.2.2. STRUCTURES AND FUNCTIONS OF UNIONS

Facilitator Roger Ronnie, University of Western Cape



This was mainly participatory group sessions, whereby participants presented their discussion work.

GROUP 1

(a) What is a trade union?

- ✚ It is a democratic organisation of workers based on members and run by the members themselves.
- ✚ It is a democratic organisation formed to represent workers in work related issues.

(b) What are the main aims of a trade union?

- ✚ To create awareness of domestic workers' rights.
- ✚ To protect their rights through representation in cases of sexual harassment, wrongful termination etc.
- ✚ To unite and fight collectively using collective bargaining and strikes.

(c) Is a trade union important for domestic workers? YES

- ✚ To learn about their rights.
- ✚ To enforce/monitor that the international and national labour laws are effectively practiced.
- ✚ To provide information and to guide domestic workers about employment contracts and social security etc.

(d) What is a Union Constitution?

It is a guideline which gives rules and structures of a trade union. It has structures like;

- ✚ National Congress
- ✚ National Executive Council
- ✚ Branch Executive Committee

(e) Why?

- ✚ So that members are aware of how the union is run and managed.
- ✚ To guide members on the procedures of how to join a trade union.
- ✚ To set financial rules to avoid misappropriation of union funds.
- ✚ To assist in solving conflict/disputes in the union.

(f) Basic trade union principles.

- ✚ **Workers' control:** Members make the decisions through elections (National Congress, NEC, Branch leadership)
- ✚ **Trade union independence:** Union members lead; contribute membership fees to run the union.
- ✚ **Trade union unity:** Members' coming together, to support in solidarity workers' needs and protect their rights and they always use a slogan "United we bargain and divided we lament (beg)."
- ✚ **Non-sexism:** Gender balance: Union Constitution to spell out clearly female participation in trade union activities/structures/positions.

GROUP 2

(a) Is your Union only for domestic workers or it is a broader service union?

- | | |
|-------------------------|-----------------------|
| ✚ Malawi, South: | Broader service union |
| ✚ South Africa: | Broader service union |
| ✚ Tanzania: | Broader service union |
| ✚ Namibia: | Domestic workers |
| ✚ Zambia: | Domestic workers |

(b) If you are part of the bigger service union, then how are domestic workers accommodated?

- ✚ There is equal representation across the union structures.

(c) Is your union a national, regional or local union? How and why did you decide this?

- ✚ It was identified that all participants hailed from national trade unions and their structures go all the way down to the branches/residential level.

(d) How do these structures help to promote workers control and democracy? YES/NO

- ✚ There is too much power granted to leaders and therefore it should shift down to workers.

(e) What can be done to strengthen the voice of domestic workers within the union e.g. what changes could be made to the Constitution?

- ✚ Domestic workers do not differentiate between union and workplaces (bosses & union leaders are seen as one) therefore, members should be educated about their rights, because they consider membership cards as a voting card.

GROUP 3:

(a) Frequency of meetings

How often are member general meetings and executive committee meetings convened?

(i) General meetings

Zimbabwe	Quarterly and branch meetings monthly
Ghana	Quarterly
South Africa:	Quarterly
Malawi:	Monthly
Uganda:	Quarterly/Annually
Zanzibar:	Twice a year
Tanzania:	Quarterly
Namibia:	Quarterly

(ii) Executive meetings

Zimbabwe:	Quarterly
Ghana:	When necessary
South Africa:	twice a month or when necessary.
Malawi:	Three times per month
Zanzibar:	Quarterly
Tanzania:	Quarterly
Namibia:	Quarterly

(b) Is this a constitutional requirement? If so, do you comply with these provisions of the constitution?

Yes, it is a constitutional requirement and all unions do comply.

(c) Do the working conditions of domestic workers prevent or make it difficult for them to attend union meetings?

South Africa; It is difficult for workers to get time off. Sundays are the best days to meet especially between 11:00 am – 4:00 pm when workers do not have other commitments.

Zanzibar: Domestic workers fear losing their jobs, and thus are afraid to attend meetings therefore they meet on Sundays

Zimbabwe: It is difficult for workers to get time off. Sundays are the best days to meet especially between 11:00 am – 4:00 pm. There is also a political situation problem – No freedom to gather.

Malawi: It is difficult for workers to get time off. Sundays are the best days to meet especially between 11:00 am – 4:00 pm. The political situation inhibits them from meeting. – No freedom to gather.

Uganda: Meet on Sunday as this is the most convenient day because of the work schedule for domestic workers.

Tanzania: Workers fear losing their jobs, are afraid to attend meetings, thus meetings held on Sunday.

(d) What other problems prevent them from attending meetings?

- ✚ Fear of employers;
- ✚ No place to gather outside of main centers in Zimbabwe and Namibia;
- ✚ Domestic workers do not have day-off;
- ✚ Migrant domestic workers are given less time off as compared to native domestic workers;
- ✚ Discrimination by employers, not allowed to exercise their rights.

(e) What can be done to facilitate the attendance and participation of domestic workers in meetings and how can we ensure that their voices are heard?

- ✚ Use community radio
- ✚ Text messaging
- ✚ T-shirts
- ✚ Telephone communication.
- ✚ Pamphlets
- ✚ Accessible meeting venues
- ✚ Providing travelling allowances
- ✚ Media campaign, partnerships with local government
- ✚ Booklets & fliers –know your rights.

GROUP 4

Decision-making and member involvement

(a) Who has the most influence and power in your union? Why

- ✚ Workers are the most influential in the union
- ✚ Leaders have to work on the mandate from workers.
- ✚ Unions have problems involving all members in decision-making.

Some of the problems are;

- ✚ Lack of finances
- ✚ Fear of the employers, especially among migrant workers.
- ✚ Government interference
- ✚ Sexual harassment

(b) Ideas on how to deal with the problems;

- ✚ Training & sensitization workshops
- ✚ Flexible structures e.g. small groups they link up with each other
- ✚ Better use of media like, pamphlets, radio, Newspapers.
- ✚ Strengthen the ability of unions to tackle employers who victimize domestic workers and IDWF should consider a campaign about it.

It was further noted that financial independence may not actually guarantee independence because workers' representation is not only about financial independence, but the interests of the members must be what unions are about, not the interests of anyone else e.g. political parties and Governments.

Group work activities:



4.2.3 NEGOTIATION FOR DOMESTIC WORKERS' DEMANDS *Facilitator Marnik, ACV-CSC*



Negotiations are intended to reach an agreement or compromise by discussion with others, to bargain or discuss a subject in order to agree. For negotiations to be successful there should be balance of power, flexibility, style and good atmosphere and not tension. The negotiators should prepare extensively (prepare, prepare and prepare), the opening statement should give direction to where the negotiations are heading, explore all options, get to the point, know the points of agreement

and make a follow up on the implementation of the agreement.

4.2.3.1. Participants identified problems faced by domestic workers' negotiators:

- ✚ The employer does not avail time to carry out negotiations
- ✚ Trade union leaders use their leave days to enable them to participate in negotiations.
- ✚ Employers interfere in trade union business.
- ✚ Employers do not want to respect the labour law.
- ✚ Intimidation by employers.

4.2.3.2. Process of preparing for negotiations.

- ✚ Collect as much information as possible
- ✚ Know the walk away point
- ✚ Look for win – win situations
- ✚ Pay attention to objections of the other party
- ✚ Find alternatives

4.3. DAY TWO SESSIONS, 13TH DECEMBER 2015.

4.3.1. THE SYSTEM OF THE SERVICE VOUCHER *Facilitator Yves, ACV-CSC Service Union*



A service voucher is a kind of voucher, cheque, ticket, that is bought, and it is worth One (1) hour of household service like laundry cleaning, cleaning, cooking, shopping, etc.

Service voucher is the employment system practiced in Belgium, intended to create extra jobs in the service sector, to fight against illegal labor, better combination of work and family. All arrangements are made between, customer and company (this includes letter of

appointment/contract, hours of work, training, social security which includes pension, health care, unemployment benefit). The Government's role in this is to set the legal basis, minimum working conditions, and organise social dialogue (though this comes with challenges since we are dealing with private homes/families).

4.3.1.2. How it works:

- + The customer buys the service vouchers from a private company, Sodexo
- + The customer (who is the private family, private person) chooses a service voucher-company
- + The company sends a service voucher who is the worker to the customer (private family) and we need to note that the company is the employer and not the customer !

4.3.1.3. Advantages of service voucher system:

- ✚ There is no real hierarchic relation between customer and domestic worker –boss/staff relationship because the customer does not out-source the domestic worker directly.
- ✚ Domestic workers tend to choose hours of work that are favourable to them like breast feeding mothers, mothers with school going children.
- ✚ Low/semi-skilled people are given opportunities for employment.
- ✚ The system ensures that taxes are paid effectively.

4.3.1.4. Disadvantages of service voucher system;

- ✚ There is enormous cost for society (tax-payers) because the system is maintained by Government resources.
- ✚ The system depends almost totally on Government subsidies
- ✚ Low cost for customers = low respect for work
- ✚ This system is not able to detect illegal or informal domestic workers and this works against the government financing illegal domestic workers.

4.3.1.5. Lessons learnt from Service voucher system for African Domestic workers;

- ✚ This is an effective system in collecting union dues which is a challenge for trade unions of domestic workers in Africa.
- ✚ This system ensures that domestic workers are not cheated out of their hours of work, catered for by social security system and ensures that domestic workers are in the Government system and planned for.
- ✚ This is a model that African domestic workers' unions can imitate or adopt to counteract challenges we face in providing employment for domestic workers, monitoring their employment, employers cheating hours of work and faulting on compensation after loss of employment.

4.3.2 COMMUNICATION & SOCIAL MEDIA TRAINING

Facilitator Karen, ACV-CSC Service Union



Participants displaying their group work of a poster/memo with Karen.

4.3.2.1. Types of communication;

These are classified as Verbal, Non-verbal (body language), Voice - 38%, Body - 55%, Words - 7%. The reasons for communication is to share information and recruit members, build relations, raise awareness of members of union and to advocate for workers' rights.

4.3.2.2. Lessons learnt;

Every union needs to communicate, upgrade its forms of communication by adopting modern and quick means of communication like Facebook, Instagram, and Internet. Members of the union should be given a platform where they can express their needs and this platform is important to the union too because it can provide feedback. It is prudent that every union creates a face book account and should ensure that it posts consistently, not only text, follow up on comments, but also review post performance.

4.3.3. IDWF COMMUNICATION NETWORK *Facilitator Saliem - LRS*



Participants were divided into two groups with all eyes closed. One group was asked to make a circle whilst holding the rope and the second group stood in the middle of the circle. The group holding the rope was required to move in one direction. After opening their eyes it revealed that everyone was moving in a different direction which is an implication of non-coordination. Therefore, without proper coordination in the union (s) there is bound to be failure in achieving the desired goals.

4.3.4. OVERALL OBJECTIVES OF IDWF *Facilitator Elizabeth, IDWF*



IDWF major objective is to build a strong, democratic and united Domestic Workers and Household worker global organization to protect and advance domestic/household workers. IDWF is a member of IUF and WIEGO. IDWF carried out research among the affiliates to guide and this was a guiding tool of assessment whether IDWF was following its core goal and strategic plan.

4.3.4.1. IDWF Structure

- ✚ IDWF holds Congress every 5 years
- ✚ The Executive Committee (6 +1 and 6 alternates)-1 per region
- ✚ The Secretariat
- ✚ Affiliates: 58 affiliates from 48 countries with a total of 400 000; Africa: 20-97, Europe 7, Asia- 12, LA and Caribbean- 19.
- ✚ Coordinators in 5 Regions
- ✚ Communications Officer
- ✚ Project Coordinator

4.3.4.2. IDWF 5 GOALS

1. Organizing
2. Migrant workers
3. Capacity Building
4. Successful campaigns and advocacy
5. Representation of Domestic workers

Participants were informed of IDWF communication tools (Website, Facebook, and Twitter) used to collect data/information from affiliates and encouraged everyone to make use of them.

Group work

What can be done to get members to use IDWF communication tools e.g. Facebook, website, Newsletter?

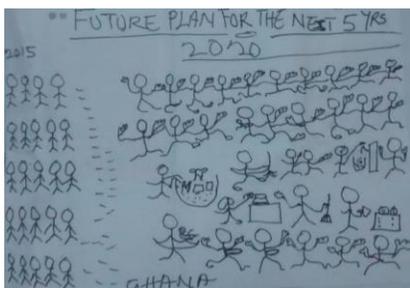
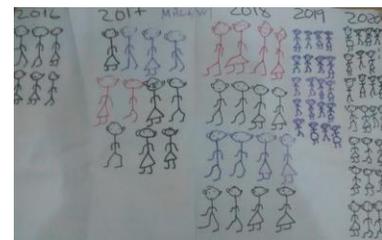
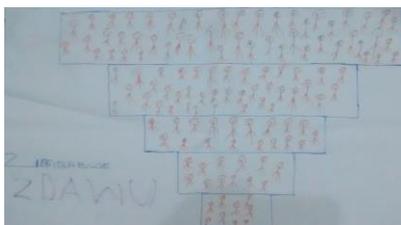
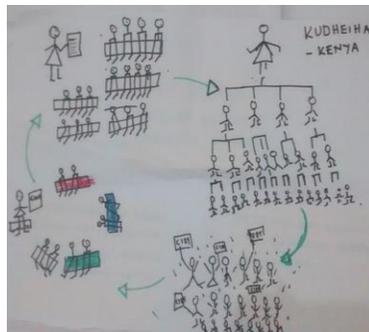
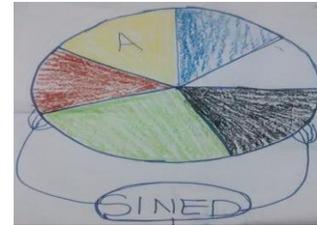
4.3.4.3. Participants brain stormed and identified that;

- ❖ IDWF should train members in order to improve their skills in communication.
- ❖ IWDF should address the issue of illiteracy since most of the domestic workers are basically not/semi educated. Enroll leaders for short courses like reading, writing and language classes.
- ❖ IDWF should issue out monthly newsletters and request affiliates to provide ideas, and their comments.
- ❖ To organize several workshops on a monthly basis to train leaders how to use the web-site and other social media.

4.3.5. STRATEGIC PLANNING *facilitator Chris and Vanessa-WIEGO*

Stage 1: Vision

Pictorial expression of each union's Vision in Five (5) Years.



Stage 2: SWOT analysis

South Africa -SADSAWU SWOT Analysis:

- ❖ **Strengths;** success in negotiations, SMS campaigns, distributing pamphlets
- ❖ **Weakness;** inadequate organizers, lack of offices, voice is not always heard by Government.
- ❖ **Opportunities;** support from global and local organisations, affiliation to IDWF, presence of C189, and presence of the unorganized domestic workers.
- ❖ **Threats;** private employment agencies, scattered domestic workers, and ILO-South Africa's intention to withdraw financial support made towards SADSAWU.

Zambia-UHDWUZ SWOT Analysis:

- ❖ **Strengths;** Presence of legislation recognizing domestic workers mandated registered domestic workers trade union, and presence of social partners –ILO & IDWF.
- ❖ **Weakness;** inadequate resources to mobilize domestic workers, scattered domestic workers, and high levels of illiteracy amongst the domestic workers.
- ❖ **Opportunities;** high level of unorganized domestic workers estimated at 350.000 as per CSO database, presence of an IS for domestic workers, and political will to protect domestic workers.
- ❖ **Threats;** No job security, Low salaries and domestic workers are not able to pay membership fees, and the Law only allows signing recognition agreement with employers who employ two or more domestic workers.

Tanzania-CHODAWU-M SWOT Analysis:

- ❖ **Strength;** Strong leadership, committed membership, registered trade union
- ❖ **Weakness;** Inadequate resources, inadequate training and education skills, inadequate enforcement of the law.
- ❖ **Opportunities;** Support from Government, Laws and regulations, International support, presence of labour agents, government bureaucracy.

- ❖ **Threats;** Lack of support from employers, Government bureaucracy, presence of labor agency and illegal ones.

Kenya –KUDHEIHA SWOT Analysis:

- ❖ **Strength;** Over 17,000 paid-up active domestic workers, structures of domestic workers like representation from the local branches to the national level, empowered and strong domestic workers' organizers.
- ❖ **Weakness;** Misunderstanding of union leaders, Inconsistency in funding domestic workers' activities, poor planning/organizing in trade union.
- ❖ **Opportunities;** presence of the unorganized domestic workers, trade union's expertise in lobbying and advocacy, presence of organized trade union structures and strategic plans.
- ❖ **Threats;** Government & Employers Federations, inconsistency in remittance of union dues, lack of unity among domestic workers.

Mozambique -SINED SWOT Analysis:

- ❖ **Strength;** Mobilization of domestic workers, capacity of negotiation with employers, recruitment and sensitization.
- ❖ **Weakness;** No support offered by the Government, lack of training, and financial support for activities.
- ❖ **Opportunities;** increase more members in the union, negotiate minimum wage, introduce membership fees card.
- ❖ **Threats;** Meeting with the Members of Parliament, Government's delay to ratify C189, non-cooperation with the media.

Zimbabwe – ZDAWU SWOT Analysis:

- ❖ **Strength;** Trade union constitution and labour laws for domestic workers, affiliation to National Federation –ZCTU, the union has stood the test of time-it has been in existence for 35 years.
- ❖ **Weakness;** Low wages for domestic workers, high levels of illiteracy among domestic workers, lack of presence of trade union offices in some centers.
- ❖ **Opportunities;** Presence of C189 which gives us an opportunity to campaign for social protection, presence of international affiliates like IDWF and IUF, ability of domestic workers to organize their fellow domestic workers.

Migration of domestic workers to neighboring countries this reduces on the union membership, political instability has created situations of lack of freedom of expression, lack of employers' support.

- ❖ **Threats;** Migration of domestic workers to neighboring countries this reduces on the union membership, political instability has created situations of lack of freedom of expression, lack of employers' support.

Namibia - NDAWU SWOT Analysis:

- ❖ **Strength;** Presence of domestic workers, ability to hold recruitment campaign, presence of the trade union constitution.
- ❖ **Weakness;** lack of resources like transport facilitation to the suburbs, low levels of education of domestic workers, lack of team work among the members.
- ❖ **Opportunities;** Nam-mic, Ministry of Labour, IDWF & FOS and NUNW.
- ❖ **Threats:** Lack of employers' support, unpaid union membership subscriptions, coming up of rival unions.

Uganda -UHFTAWU SWOT Analysis:

- ❖ **Strength;** Functioning union structures, presence of union regional offices, training and educational policy.
- ❖ **Weakness;** None subscribing members, the nature of domestic work, weak labour law.
- ❖ **Opportunities;** Presence of affiliates like IDWF & IUF, the presence and operation of the industrial court, presence of NGOs, CBOs & influential political leaders.
- ❖ **Threats;** Absence of minimum wage, private employment agencies, and lack of political will to ratify C189.

Ghana -DSWU SWOT Analysis:

- ❖ **Strength;** Tripartite relation, potential members, registered union
- ❖ **Weakness;** Inadequate leadership skills, domestic workers' insufficient information about trade unions, scattered nature of domestic work.
- ❖ **Opportunities;** Established National Task force to advise the Ministry of Employment & Labour Relations on domestic workers.
- ❖ **Threats;** Low domestic workers' wages, prevalence of child labour among domestic workers.

Malawi -CIAWU SWOT Analysis:

- ❖ **Strength;** Provision of brochures in Chichewa and English for easy communication, organizing door to door campaign, distribution of T-shirts to publicize C189.
- ❖ **Weakness;** Government's failure to ratify C189, non-subscribing members weakens the union.
- ❖ **Opportunities;** Affiliates' training workshops, IDWF funding has assisted in training of domestic workers' leaders.
- ❖ **Threats;** Employers' harassment of domestic workers, Lack of employment contracts for domestic workers.



4.4 DAY THREE, 14TH DECEMBER 2015. *Continuation of Strategic Planning*



Stage 4: To Develop Immediate Objectives and Plans

An action plan makes a vision concrete; it lists what steps must be taken in order to achieve a specific goal and there are three key parts which should not be missed;

1. **Specific Tasks:** what will be done and by whom
2. **Time span:** when it will be done
3. **Resource allocation:** what finances, human resources needed

SMART plan

- **Specific** – What are we going to do?
- **Measurable** - How are we going to do it?
- **Achievable** - How will we check if it is done?
- **Realistic** - Can we do it ourselves? What resources do we need? What support is required and from whom?
- **Time bound** - When will we do it? By when will it be completed?

When planning for success, ensure that you;

- ✚ Follow through with your actions; be flexible to the changing context inside and outside the union.
- ✚ Keep everyone informed of what is going on; communicate with everyone regarding planning. No one likes to feel ignored. One group or individual does not have all the answers
- ✚ Keep track of what and how well you have done.

Evaluate your actions;

- ✚ This can be done formally or informally
- ✚ Are we doing what we said we would do?
- ✚ Are we doing it well?

✚ Is what we are doing helping to build the union?

Ensure accountability;

- ✚ Distribute the action plan in writing to members with names attached to specific tasks.
Good way for leaders to get feedback on plans
- ✚ Make sure the timelines in the plan are complete, clear and current
- ✚ At regular meetings assess progress

SMART Plan for particular countries:

South Africa- SADSAWU

- 2016 target – 1000 new members
- Building structures,
- Educate new members for leadership,
- Text messages campaign, door to door campaign,
- New branches,
- Recruit 350 migrant domestic workers.

Zambia -UHDWUZ

SMART Goal – Recruitment.

Specific Action (What are we going to do?)	Ensure that 40 street stewards are trained by 31 st December 2015.
Measurable (How are we going to do it?)	Ensure that every street steward recruits 100 members with a complete membership form.
Achievable (How will we check if it is done)	Ensure every street steward brings back details of every member recruited to the office.
Realistic (Can we do it ourselves)	Yes, all street stewards are given a target on how many members to be recruited and in which period on day to day campaign.
Time bound (When will we do it and complete it)	January – December 2016

Tanzania & Zanzibar –CHODAWU-M/CHODAWU-Z

SMART Goal – Organize

Specific Action (What are we going to do?)	To organize 5000 Domestic workers by December 2016.
Measurable (How are we going to do it?)	Educate domestic workers' through training and issuing flyers.
Achievable (How will we check if it is done)	Increased number of domestic workers joining the union.
Realistic (Can we do it ourselves)	Funders and government support required.
Time bound (When will we do it and complete it)	December 2016

Kenya - KUDHEIHA

SMART Goal – Organising

Specific Action (What are we going to do?)	To organize 5000 Domestic workers by December 2016.
Measurable (How are we going to do it?)	Educate domestic workers' through training and issuing flyers.
Achievable (How will we check if it is done)	Increased number of domestic workers joining the union.
Realistic (Can we do it ourselves)	Funders and Government support required.
Time bound (When will we do it and complete it)	December 2016

Mozambique -SINED

SMART Goal – Social Protection for all domestic workers

Specific Action (What are we going to do?)	Negotiate with the government to approve a specific regulation for domestic workers in the month of February 2016.
Measurable (How are we going to do it?)	Holding regular meetings with the Parliament at least twice a month.
Achievable (How will we check if it is done)	Request for a draft or document to be produced or adopted.
Realistic (Can we do it ourselves)	Yes, commenting and giving suggestions taking into account the situation of domestic workers.
Time bound (When will we do it and complete it)	August 2016

Zimbabwe -ZDAWU

SMART Goal – To Increase Membership To 500

Specific Action (What are we going to do?)	Organize door to door campaigns in each suburb.
Measurable (How are we going to do it?)	Union dues paid monthly.
Achievable (How will we check if it is done)	Keep record on the recruitment of newly joined members and domestic workers will be aware of their rights.
Realistic (Can we do it ourselves)	Yes, we have to be committed.
Time bound (When will we do it and complete it)	January 2016

Uganda -UHFTAWU

SMART Goal – By the end of December 2016, 800 domestic workers will be recruited

Specific Action (What are we going to do?)	Hold training workshops for training of trainers (TOT) this will involve regional coordinators and shop stewards.
Measurable (How are we going to do it?)	Recruitment will be carried out regionally with a target of 60 members per month.
Achievable (How will we check if it is done)	Increase in domestic workers' membership, union dues, improved working conditions, negotiation of CBAs & increased awareness among the domestic workers' of their rights.
Realistic (Can we do it ourselves)	Yes, with moral & financial support from affiliates like IDWF & IUF, government and NGOs.
Time bound (When will we do it and complete it)	January -December 2016

Namibia -NDAWU

SMART Goal – Team Work

Specific Action (What are we going to do?)	Capacity building on the meaning of Team Work
Measurable (How are we going to do it?)	Conduct a training for NDAWU NEC on leadership, communication skills, roles for each designation, how to manage the trade union. Draw up action plan.
Achievable (How will we check if it is done)	Efficiency and harmony at work, strong solidarity & unity among the leaders.
Realistic (Can we do it ourselves)	Yes, with LARRI officials.
Time bound (When will we do it and complete it)	May 2016

Ghana -DSWU

SMART Goal – Improve collection of membership dues

Specific Action (What are we going to do?)	National and regional leadership will meet to deliberate on issues regarding registration fees 20.00GH and monthly dues of 1.00GH. Leaders will learn to put in place a system on how to collect dues effectively.
Measurable (How are we going to do it?)	Monitoring by national & regional leaders of the agreed system to be put in place.
Achievable (How will we check if it is done)	Open up a bank account and a reliable investment for the union.
Realistic (Can we do it ourselves)	Yes, members will pay their dues in bits and finally complete the dues.
Time bound (When will we do it and complete it)	March 2016

Closing remarks

Yves- ACV-CSC Service Union and **Stina –OPC** expressed their joy at being at the workshop, their involvement and interaction with domestic workers leaders.



BABRO -IUF

She appreciated the energy that the domestic workers' leaders exhibit and recommended that the current trade unionists have lost momentum and fighting skills, they should borrow a leaf from domestic workers organizers because they organize from the most complicated situations and sector –domestic work.

She encouraged the participants to share all the success stories after all the achievements are of no importance if not shared.

She congratulated all the participants on what they have each achieved. She expressed her gratitude towards the President of SADSAWU – Hester and others for their permanent homes; it is well deserved, finally appreciated!!

Hester –SADSAWU-South Africa President called out for concerted support from members, IDWF,



ACV-CSC service union in condemning the decision that has been taken against our sister because she is part of the working class, domestic workers and woman. She led the drawing up of a Memorandum to the Government of Saudi Arabia and the World at large expressing our dissatisfaction at the sentencing of a migrant worker found guilty of committing adultery; the document was signed by all the participants. She further appreciated the organizers of the workshop for choosing

SADSAWU as the hosts.



Myrtle Witbooi IDWF President/SADSAWU General Secretary challenged all the participants to carry back home the message learnt to their respective Governments to call for protection of domestic workers by ratifying C189. She advised that unions should worry about how to teach everyone in their unions and how to go forward rather than financial support.

She further encouraged domestic workers leaders, they can only be saved by themselves and no one else and should note that domestic work is decent work and for decent work we want decent pay. She reminded the participants that on 16th June 2011[when Convention 189 was adopted at the International Labour Conference in Geneva we got back our dignity and our pride.

The SADSAWU General Secretary called upon ILO-South Africa not to withdraw funding and support for domestic workers because SADSAWU is not ready to accept it and will go as far as ILO-Geneva to petition the decision. She concluded by thanking participants and the funders for facilitating the workshop.

Conclusion:

The training workshop was successfully conducted; all participants were satisfied and pointed out communication skills and organizational planning/strategic planning as the most important topics to their organizational growth. Additionally, the workshop offered an opportunity to establish a network between domestic workers from English and Portuguese speaking trade unions in Africa.

PHOTOSHOP OF THE VARIOUS WORKSHOP ACTIVITIES







International Domestic Worker's Federation: IDWF

Capacity Building workshop: Strengthening Domestic Workers Leaders in trade union and strategic planning

12th-14th December, Cape Town –South Africa

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