



# Ethiopia Hotspot Annual Report

## 2018



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## 1. Operating context

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**Ethiopia lifts migration ban for domestic workers.** On February 1, 2018, the Ethiopian government lifted a ban on migration for domestic workers. After mass deportation of migrant workers in 2013, Ethiopia had instituted a temporary “citizens safeguard ban,” which lasted almost five years. Although the lifting of the ban was a celebratory moment, formal migration processes and systems for domestic workers were not made available until eight months later when bilateral agreements were signed with Saudi Arabia, Qatar, and Jordan. Prior to signing the bilateral agreements, the Ethiopian Government had made preparations for processing migrant workers including registration of employment agencies, development of pre-departure materials and centres, and identification of government and private vocational centres to provide skills training in overseas domestic work. These systems all became operational coinciding with the signing of the bilateral agreements.

**Expected increase in demand for migrant workers could lead to labour exploitation.** Following the lifting of the migration ban and subsequent bilateral agreements, the number of registered Ethiopian employment agencies has been increasing and is expected to continue to grow in 2019. As the number of agencies grows, more employment contracts will become available in local communities and could outpace regulatory capacity to ensure the safety of migrant domestic workers. Furthermore, the newly developed systems for migration include education and training requirements, which not every aspiring migrant domestic worker will be able to meet. In 2019, the Ethiopia Hotspot will continue to engage with government agencies and local stakeholders to help promote stronger regulatory practices and promote awareness of safer migration within local communities.

**Changes in political context may allow greater freedom for civil society organisations.** On February 15, 2018, Ethiopia’s Prime Minister Hailemariam Desalegn, resigned. At the time of his resignation, hundreds of imprisoned journalists who had spoken out against the government were released and Prime Minister Hailemariam noted that he hoped his resignation would be “vital in the bid to carry out reforms that would lead to sustainable peace and democracy.”<sup>1</sup>

Following the resignation of Hailemariam, Abiy Ahmed was appointed Prime Minister. Abiy has largely been positively received by the public and from his inaugural speech has demonstrated a commitment to address human rights violations within Ethiopia and pave a new way forward for the country. Under Abiy’s new administration, an expert working group was established to revise the 2005 Civil Society Organizations Law, which governs the establishment and operational requirements of CSOs. The revised law, if ratified by the Peoples House of Representatives, will include a new provision allowing CSOs that receive foreign funding to work on advancing and defending human rights and engaging in advocacy to promote justice, areas which the current law restricts. The revisions will be reviewed in early 2019 and if ratified, will provide more operational freedom for local civil society organisations.

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<sup>1</sup> <https://www.cnn.com/2018/06/05/africa/ethiopia-lifts-state-of-emergency/index.html>

## 2. Progress Towards Systems Change

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Given the dramatic political changes and evolution of migration policy throughout 2018, the Ethiopia Hotspot kept pace through a series of government engagements and trainings. Between the official lifting of the migration ban on domestic work in early February and bilateral agreements enacted in October, the Ethiopia Hotspot sought to influence government offices to help ensure that proper preparations were being made to promote the safety of migrant domestic workers. Highlights from throughout 2018 are included below detailing how specific aims of the hotspot were realised, as well as additional areas that the hotspot had an opportunity to influence.

**Improving government ability to successfully implement new migration processes:** Although the migration ban was lifted in February 2018, the system to process migrant labourers did not become functional until towards the end of 2018 when the bilateral agreements were signed. One of the requirements under this new system was that all aspiring migrant domestic workers would need to complete a government-provided predeparture training, yet an inadequate number of government representatives were equipped to provide the training. In preparation for the new system becoming operational, the hotspot collaborated with the Bureau of Labour and Social Affairs in both Amhara and Addis Ababa to train government officers to deliver pre-departure training. In Amhara, where previously only two government officials had the necessary qualifications, a further 38 officers were trained. Similar training was also provided to government workers in Addis Ababa.

**Recruitment agencies learn about their role in promoting safer migration.** In addition to supporting training for government officials on new migration processes, the hotspot recognised the need to train recruitment agencies on their obligations under the new system and emphasise how they can act to reduce risks to migrant workers during transit and employment overseas. These agencies will be the liaisons connecting aspiring migrant workers with employers overseas and would also be responsible for managing the employment contracts. In collaboration with the Bureau of Labour and Social Affairs, the Ethiopia Hotspot assisted in facilitating a training for 117 representatives from employment agencies in Addis Ababa. In the new system, only licensed recruitment agencies can place workers in overseas employment, which is expected to lead to a substantial growth of operational agencies.

**Research highlights increased awareness of safer migration in hotspot communities.** Evaluative research on the hotspot, conducted by the London School of Hygiene and Tropical Medicine over a number of years, finalised in 2018. The research indicated that those in communities in which the hotspot was operating showed greater awareness of safer migration and could provide practical steps for promoting one's safety within the migration journey. In hotspot communities, it was common for returnees, migrants' family members, and traditional or political leaders to narrate stories from among their acquaintances, extended family, or neighbours of common risks, ranging in severity, faced in the migration journey. Furthermore, respondents who had undergone awareness raising activities from partners were able to give specific examples of measures that could be taken to improve the chances of positive and safer migration, including obtaining a passport, taking pre-departure training, and not using illegal brokers or those known to be abusive.

In comparison sites, few references were made to specific ways of improving migration safety, and people did not know of any current awareness raising programs, expressing interest in receiving more information. This



strengthens the likelihood that the Hotspot program was instrumental in improving knowledge that could be practically applied.



*Implementing partner EDA conducts a community conversation group in Amhara.*

## 3. Hotspot Outputs & Outcomes

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### 3.1 Headline Results

**16,262 individuals provided with social or legal services.** Throughout 2018, the Ethiopia Hotspot partners continued to provide a variety of social and legal services tailored to the specific needs of both potential and returnee migrants and local communities. Implementing partner AGAR Ethiopia Charitable Society (AGAR), provided assistance to returnees who had recently arrived back in Ethiopia, many of whom were identified as trafficking survivors. AGAR received returnees at their Addis-based residential shelter, where individuals were able to participate in group and individual counselling, engage in a variety of recreational activities such as traditional dancing, storytelling, indoor games and yoga, as well as receive medical and psychiatric treatment in collaboration with medical hospitals nearby. AGAR provides a tailored service for returnees based on the needs of each individual, including the engagement of family members where appropriate. For example, psychological education is provided to individuals and their families to ensure that proper support and care is provided when an individual leaves AGAR's centre and returns home.

Psychosocial and life-skills training is also provided by implementing partner Beza Posterity Development Organization (BPDO). Through local self-help groups, BPDO identifies women and girls who could benefit from psychosocial support services. Within 2018, BPDO provided 212 women and girls with counselling on how to overcome personal challenges, as well as skills on how to overcome issues within group activities, a common requirement within ongoing self-help group involvement. For students, tips were provided on ways to improve academic performance, as well as skills needed to resist pressure from peers and local brokers to migrate. The individuals engaged in these activities included both potential and returnee migrants, some of whom are trafficking survivors.

**15,429 community freedom group members engaged.** In order to efficiently raise awareness about safer migration and potential ways to reduce risk, many of the hotspot partners develop and/or support a variety of community-based groups. These groups routinely meet and are provided with information on safer migration and updates on changes to Ethiopian migration policy. In the Amhara region of Ethiopia, implementing partner Emmanuel Development Association (EDA) engaged over 2,000 individuals via community conversations and school-based groups. The main objectives of the community conversations are to engage potential migrants and returnees in discussions and activities that help them share experiences, build life skills and self-esteem and improve communication skills to support informed decision making when deciding whether or not to work abroad. EDA's school-based groups have been designed to increase the self-confidence of participants to help them withstand peer pressure and improve their academic performance.

**1,105 individuals graduated from vocational training.** To assist potential and returnee migrants in securing employment, the Ethiopia Hotspot implementing partners offer a range of vocational training opportunities, both for those pursuing work locally or abroad. Collaboratively working with local vocational training centres, implementing partner Professional Alliance for Development (PADET) has supported women to enrol in classes related to food service and overseas employment. Since the lifting of the ban on migration for domestic work, the demand for training related to domestic work far outpaces the supply of training programs available in many regions. PADET's engagement with the local vocational centre has allowed them to secure placements for 198 women. Furthermore, Addis-based partner Bethsaida Restoration Development

Association (BRDA) has continued to directly provide a variety of trainings to project participants through their vocational training centre. BRDA collaborated with the government and enrolled 60 of its vocational training participants in the government-sponsored apprenticeship program. Given the high demand, BRDA will also explore opportunities in 2019 to provide training for domestic work.

**641 individuals earned a new income or started a microenterprise.** To assist women in finding alternatives to overseas employment, in 2018 eight partners provided start-up capital to assist women in launching local businesses. One such partner is the Addis-based Organization for Prevention Rehabilitation and Integration of Female Street Children (OPRIFS). OPRIFS, has provided start-up capital for a select group of their vocational training graduates in order to assist them in forming a business. OPRIFS identified graduates to receive start-up capital, providing it to those who had also completed trainings related to basic business skills, life-skills and safer migration. OPRIFS provides the seed funding in collaboration with local credit and savings associations to encourage the participants to save and work with others, within a group setting. To help promote better accountability, OPRIFS will conduct follow-up along with local representatives from the Bureau of Labour and Social Affairs Office. Furthermore, implementing partner BRDA provided seed money to many of their vocational training graduates. BRDA provides support to women who are working in the commercial sex work sector within Addis Ababa, many of whom are at risk of migrating unsafely to the Middle East in pursuit of better employment opportunities. Through their vocational training program, BRDA assists women in starting local businesses through the provision of seed funding. To help build self-confidence, individually-based counselling is also provided.

### 3.2 Progress towards hotspot objectives

#### Hotspot Objective 1: Generate improved understanding and practice of safer migration amongst source communities.

Throughout 2018, partners continued to reach community members, potential migrants, and returnee migrants with information on safer migration. They employed a variety of approaches to meaningfully engage communities and diligently worked to equip community members with the skills needed to further extend outreach efforts. Furthermore, given the official lifting of the ban on migration for domestic work, partners began to implement activities to assist migrant workers in obtaining the necessary documentation and information needed to formally migrate. A summary of highlights from the past year is captured below, demonstrating the breadth of activities being implemented.

**Community conversation group facilitators receive further training and establish over 200 community conversation groups.** Within 2018, 493 community freedom groups received support from the hotspot. Within the Amhara region, implementing partner Emmanuel Development Association (EDA) supported 98 groups, including community conversation, multi-sector and school-based groups. For the community conversation groups, EDA provided a refresher training to current group facilitators, made up of both returnees from the Middle East and facilitators from EDA project staff. During the refresher training, community conversation facilitators had the opportunity to discuss challenges faced in implementation.

During the reporting period, EDA also established 80 community conversation groups in both of EDA's intervention areas. Each group had 25-30 members and covered the topics as detailed in the partner-developed community conversation manual. The main objective of the groups was to engage potential migrants and returnees in discussions on their experiences with migration, build life skills and self-esteem of



the participants, improve communication skills, and gain knowledge that could help each participant make informed decisions about migration. EDA also invited a representative from the Labour and Social Affairs Office to speak during these sessions. In reflecting on her involvement, one community conversation group participant spoke of her improved knowledge of safer migration:

*Because of my involvement in the community conversation sessions, I could be aware of [the] ill effect of unsafe migration to foreign countries, particularly to the Middle East. I am also capable now to advise my daughter and other youths to look for alternative employment opportunities within the country, or to be vigilant enough and take care of to identify illegal agencies from legal and genuine agencies when it is optional to go to foreign countries for abroad employment.*

**Generating awareness of safer migration through the incorporation of creative approaches.** Within the reporting period, implementing partner Mahibrehiwot for Social Development (MSD) promoted awareness of safer migration through a variety of creative approaches such as radio, film screenings, and print media. As an innovative way to raise awareness about safer migration, MSD produced and broadcasted a weekly radio series for 15 minutes in collaboration with a local FM station. The broadcast contained stories of young returnee migrant women, women considering migration, families of returnee and potential migrants, and also featured MSD staff members. The interviews with returnees mainly focused on experiences of safe and unsafe migration, detailing accounts both before and after departure and highlighting the challenges related to not knowing Arabic. MSD also conducted five radio listening group sessions with 70 potential migrants. The participants listened to and discussed the radio broadcast with an MSD facilitator. The participants also provided feedback on the strengths and areas for improvement of the broadcast.

In addition to the radio broadcast, MSD used videos to raise awareness of safer migration. Working with a local producer, MSD had previously developed two films: one a mini-documentary focused on sharing a variety of perspectives on migration including interviews with government officials, NGO representatives, and returnee migrants and the second focused on building Arabic language skills for domestic workers. Using these videos to raise awareness of safer migration and equip potential migrants with language skills, MSD reached over 1,600 potential and returnee migrants and their families. Furthermore, to reach community members not directly engaged in project activities, MSD provided messages via print materials including a billboard displayed in the centre of town.

**Adapting services in light of the lifting of the migration ban.** During the last quarter of 2018, Ethiopia signed bilateral agreements with Saudi Arabia, Qatar, and Jordan. Ethiopia began formally processing and sending migrant domestic workers, which had been halted for almost five years under the migration ban. Given this change in context, partners began to provide services to aspiring migrants to support them through formal channels and assist them in organising documents. Implementing partner BPDO supported aspiring migrants to meet the legal requirements, including costs for medical readiness checks and obtaining a passport. To help ensure that aspiring migrant workers were well prepared, BPDO also provided counselling about individual opportunities, potential future challenges in destination countries, and tips for promoting a safer journey from the place of origin to destination.

Although partners began to see a rise in the demand for migration processing support, some reported that they weren't able to assist aspiring migrant workers given that they did not meet the legal requirements for formal processing. One barrier of note is the eighth-grade education requirement, which disqualifies many women seeking to work abroad.

## Hotspot Objective 2: Develop and improve economic alternatives for increased prevention and recovery.

Within 2018, 1,105 women and girls graduated from vocational training courses and 641 were assisted in gaining a new income or starting a microenterprise. From returnees deciding on areas to receive training to potential migrants reporting an increase in self-confidence to make decisions about their future, the Ethiopia hotspot partners in both Addis and Amhara implemented a range of activities aimed at strengthening economic activities of project participants. Key examples of these activities are summarised below.

**Project participants report that they have increased self-confidence.** Within the reporting period, OPRIFS supported 92 individuals to graduate from vocational training. The project participants selected courses on food preparation, hairdressing, and fashion design. Through discussions with project participants, most noted that they had experienced an increase in self-confidence, had improved knowledge of migration, and felt that the training provided them with a better understanding of options when considering migration or employment opportunities within Ethiopia. OPRIFS also provided start-up capital for all the vocational graduates in collaboration with credit and savings associations in the project participants' respective communities.

**Self-help group members engage in microenterprise development.** Beza Posterity Development Organization (BPDO) strengthened the economic options of project participants through their self-help groups (SHGs). BPDO provided a three-day training on life skills, business skills, and financial literacy to 181 self-help group members. BPDO provided this training in collaboration with Kombolcha Technical and Vocational Enterprise Development Office. The training aimed to improve the savings rate and fuel interest in micro and small enterprise development. In addition to this training, BPDO provided seed money to 20 SHG members. These 20 members had all received bakery training and were selected based on established criteria by BPDO's management team and the Women and Children's Social Affairs Office. Their bakery business has become a local success and it's been reported that a line out the door of the shop can be seen at certain peak times. These 20 members were all returnees that had arrived back in Ethiopia in 2017.

**Long anticipated training for domestic work commences.** With the lifting of the migration ban on domestic work and the signing of bilateral agreements, there was an increase in the demand for vocational training for domestic work. Although challenges persist in meeting the demand for training and many aspiring migrants are not able to meet the education requirements, partners were able to support a select group of women in graduating from vocational training. This included Amhara-based partner Netsebrak Reproductive Health and Social Development Organization (NRHSDO), who supported 35 women in receiving their certificate of competency in domestic help and housekeeping.

## Hotspot Objective 3: Strengthen the capacity of civil society organisations to operate and influence systems to better prevent unsafe migration and empower migrant workers.

To help promote systems change at the community level, partners engaged in a variety of trainings and provided support to community-based organisations. The examples below capture some of the different approaches being implemented by partners that demonstrate the collaborative efforts of the Ethiopia hotspot partners with other local stakeholders.

**Helping prepare local institutions to provide pre-departure training.** Under this hotspot objective, PADet provided support to a local government vocational centre by purchasing household appliances. One area that has been noted by returnees is the need to have proper training on how to use household appliances found

within homes in the Middle East. After lengthy discussions with the city officials, an agreement was reached to address this need through outfitting the vocational centre with the proper appliances. Furthermore, PADET provided equipment to assist with pre-departure training, which made the centre well-prepared to provide practical training for domestic work when training commenced.

**Develop standard operating procedures for processing and service delivery for returnee migrants.**

AGAR is one of the only local institutions with the capacity to process and provide care for returnee migrant workers who need support in reintegrating into life in Ethiopia, many of whom have experienced trauma while working abroad. In addition to providing shelter for returnee women and their children, AGAR provides individual and group counselling, family tracing and contact, recreational activities such as traditional dancing, yoga and games, vocational training, support in starting a new business, and medical care in collaboration with a nearby hospital. After an extensive standard operating procedures (SOPs) development process, AGAR, in consultation with a mental health expert, finalised tailored SOPs for returnee services. The SOPs outline detailed procedures for intake, service provision, monitoring, out-processing and follow-up. The SOPs are tailored exclusively for the services provided by AGAR and clarify the roles of AGAR's staff, establish length and methods for administration of services, specify beneficiary rights, and promote service delivery in a trauma-informed and survivor-focused manner.

**Awareness raising through women's associations.** Implementing partner, Hope for Children (HfC) focused on providing support to local community structures in Ethiopia's capital city of Addis Ababa. HfC offered material support to these community structures by providing stationary and refreshments as well as brochures and flyers that contained information on safer migration. Additionally, HfC provided a three-day training to the Addis Ketema Women's Association to equip them with the information needed to conduct awareness raising sessions within the community. Subsequently, HfC reported that 1,400 people have been reached with information on safer migration.



*Implementing partner EDA conducts a community conversation group in Amhara.*

## 4. Supporting a Community of Practice

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The Ethiopia Hotspot's community of practice is one of the key activities that brings implementing partners together on a regular basis and promotes collaboration among a variety of stakeholders. The Ethiopia Hotspot's community of practice incorporates separate regional meetings for partners based in Amhara and Addis Ababa and also includes twice annual joint meetings where partners from these two regions all meet together. The 2018 highlights from the Ethiopia community of practice are highlighted below.

**Financial capacity building and training tailored for implementing partners' needs.** During a joint meeting with all partners, financial refresher training was provided. The training was conducted over the course of two days and engaged both finance and programs personnel from every implementing partner.

**Government representatives provide updates on the lifting of the migration ban.** At the joint regional meetings, government representatives are often invited to provide relevant updates and to hear about the progress of the hotspot. The first joint community of practice meeting was hosted weeks after the lifting of the migration ban in February 2018. Partners had the opportunity to raise concerns with representatives from the Bureau of Labour and Social Affairs about the official start date for overseas employment, the level of preparedness of the training centres and the capacity of labour and social affairs offices to support aspiring migrant workers.

**Partners review findings and provide feedback on the process evaluation (see also section 6 below).** The joint community of practice meetings provided a unique opportunity for the research team from the London School of Hygiene and Tropical Medicine to share and discuss findings from the two-year process evaluation. Creating space in the agenda for the joint community of practice meetings allowed partners to engage more with the research team to discuss the research methodology and possibilities for program adaption based on the findings.

**Regionally-based communities of practice promote partner collaboration.** Quarterly regional meetings held in Amhara and Addis Ababa allow locally-based partners to discuss and collaborate on project implementation. For example, in Amhara partners discussed revisions for their self-developed "community conversations" manual to reflect changes made to migration law. More broadly, these discussions have provided an opportunity for partners to learn from one another and implement better data management.



## 5. Case Study

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Ethiopia Hotspot partner OPRIFS works to raise awareness of safer migration with select local communities of Addis Ababa. They also actively engage domestic workers within Addis Ababa to provide educational services and negotiate with employers to help ensure domestic workers' safety and wellbeing. OPRIFS shared the following account of a project participant who enrolled in OPRIFS life-skills and business training.

Selam\* is 26 years old and lives with her mother, husband, and six-year old son. Prior to completing life-skills training with OPRIFS, Selam's husband was the only source of income for their household. The family struggled to cover expenses including food, care for Selam's mother, and school fees for her son. The financial pressure caused there to be tension between Selam and her husband. Recognising the need to find additional sources of income, Selam talked to an informal broker about going to Dubai for work.

While preparing to leave for Dubai, Selam enrolled in a life-skills training offered by OPRIFS. Through life skills training, she also learned about vocational training in food preparation and decided to enrol in the course and pursue employment within Ethiopia. Upon graduating from the training, OPRIFS provided Selam seed money, which she combined with another loan, to launch her own business selling marjoram. With the money earned from this business, Selam bought a washing machine and began earning additional money by washing others' clothes.

Selam notes the following about her experience starting her own business:

*Working, having a job, not only makes you money, but also independent and confident. It's not [just] about making money, it's about making your own money, being your own self. Speaking from experience, I advise every woman...to be independent, to seek new things every day, to be inspired to try new things, and to always try and be better in their country, but if the alternative is to go abroad being legal and safe is the only route.*





## 6. Independent Evaluation & Research

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In 2018, the Ethiopia Hotspot concluded a two-year process evaluation conducted by the London School of Hygiene and Tropical Medicine (LSHTM) that examined safer labour migration attitudes, knowledge and practices among local implementers, authorities, community leaders, participants and their communities following two years of hotspot program implementation. The research also examined changes in how the program was delivered by implementing partners and perceived by stakeholders following the Government of Ethiopia's early 2018 lifting of the 5- year national ban on migration for domestic workers. This policy change occurred at the national level with implications for the Freedom Fund's ongoing and future operations in the country. The key findings from the research are summarised below.

**Assessing attitudes toward and knowledge of safer migration.** The research examined potential and returnee migrants as well as communities' knowledge and understanding of migration, including potential risks and how to avoid them, skills needed to promote one's safety when migrating, and availability of alternative livelihood options to make not migrating a feasible choice. In examining individuals' understanding of safer migration, hotspot participants were able to identify realistic measures to prevent or reduce the likelihood of confronting the most serious risks. Furthermore, project participants reported feeling strongly that the hotspot had increased their understanding of what made migration unsafe, and how this did not necessarily correspond simply to outward signs of "legal migration" such as travelling on a passport or by air instead of sea. The program was credited with providing participants with accurate and relevant information, which motivated women to avoid migration while at the same time guiding them in how to make it safer if it proved inevitable. Project participants who had engaged in awareness raising activities were also able to provide specific examples of measures that could be taken to improve the chances of positive and safer migration, including obtaining a passport, taking pre-departure training, and not using illegal brokers.

Encouragingly, school-based programmes appeared to be particularly effective in developing young women's confidence, self-efficacy and resilience. Every interviewee from a school-based "girls' club" mentioned that their participation increased their self-confidence and willingness to proactively engage with local issues. Participants and community members alike spoke with awe at how "regular" school girls became competent social activists, willing to organise and lead events to raise awareness among adults. For example, one girl in Kombolcha who became a peer educator, described feeling empowered by her involvement:

*My participation in this program has helped me become independent and has enabled me to fully trust myself. For example, I think about the questions that the trainees are going to ask me and I prepare myself on what I think those questions are going to be. Then, they actually end up asking me those exact questions. Situations like these have enabled me to depend on myself and to trust myself. I've also been able to develop my skills.*  
[School girl, 14, Year 8]

**Impact of livelihood strengthening activities faced challenges.** As a key objective of the hotspot program, livelihood strengthening activities such as vocational training, business development skills, and savings were carefully considered in the evaluation. The research highlighted how initially many implementing partners had participants operate in group-based business development, which proved unfavourable and challenging for project participants, who preferred individual business opportunities. Overall, the research reported that project participants did express favourable opinions when it came to the implementing partners, training content, and

quality of trainings on financial and business management, but that there some areas highlighted for improvement, including the technical components of the training.

The main area that appears worth reconsidering is the amount of start-up capital provided for new businesses. Whilst in Amhara, participants were much more likely to feel that while the financial support would need to be supplemented through their own savings or loans, the overall program had successfully set them up in new businesses, this was not the case in Addis where participants were expecting higher amounts. The research findings also reported that fieldworkers were able to visit several small tailoring cooperatives and saw groups working effectively together.

**The groundwork laid by hotspot partners considered an asset within the context of new migration policy.** Representatives from local government and community associations talked about the policy change as an opportunity to permanently shift people's decision-making so they migrated solely through formal, approved channels. Although some key informants expressed concern that at first, migration levels might increase more rapidly than the capacity to process migrants through the new system. Furthermore, it was considered inevitable that some people who do not meet the new criteria, such as education through grade-eight, would continue to rely on illegal brokers, but that they could still benefit from enhanced knowledge and awareness about safer migration. The existence of the hotspot was thus considered an asset, as implementing partners had set the groundwork for conversations about safety during several years of rapport-building with communities and authorities. This meant they were in a good position to build on their strengths and act quickly within the new legal framework.

**Reflections moving forward.** The findings of the process evaluation are timely as the hotspot embarks on a new phase of program implementation. Based on the research findings, the hotspot will conduct an assessment of partners' livelihood activities and reflect on possible changes related to training content, group-based activities, and start-up capital provided. This assessment will be conducted in early 2019 so findings can be implemented in a suitable manner. Furthermore, there is a need to ensure that safer migration messages are reflective of the current migration policy changes and that they continue to articulate both the potential benefits and risks of migration for domestic work. In 2019 the hotspot will develop interactive community dialogue tools that will be reviewed in detail to ensure that content continues to reflect the realities of migrant labour.





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