

Hotline for Migrant Workers in the Framework of Bilateral Agreements

Statistical Profile



2014 data summary based on Hotline calls

In 2012 Israel signed a bilateral agreement with Thailand on recruitment of migrant workers in the agricultural sector. The agreement aims to recruit qualified and professional workers and to prevent the phenomenon of illegal recruitment fees, thereby contributing to the elimination of modern day slavery and human trafficking. To date, more than 12,600 workers have entered Israel under the framework of this agreement.

Within the framework of the agreement, a telephone Hotline for Thai migrant workers was established in Israel". This Hotline is operated by the Center for International Migration and Integration (CIMI), and complaints are referred to the Population and Immigration Authority (PIBA) to be addressed by governmental enforcement bodies.



CIMI was founded by the Joint Distribution Committee (JDC) – Israel, and works in cooperation with PIBA and other governmental and non-governmental organizations, including in the migrants' countries of origin. As part of this cooperation, CIMI provides various migration services which include advertising employment opportunities, screening for suitable workers, informing workers about their rights, and introducing practices that assist Israel in meeting its responsibilities to provide protection for migrants.

1. Complaints Received by the Hotline

2012-2014



7-12.2012

407 complaints



2013

1,632 complaints

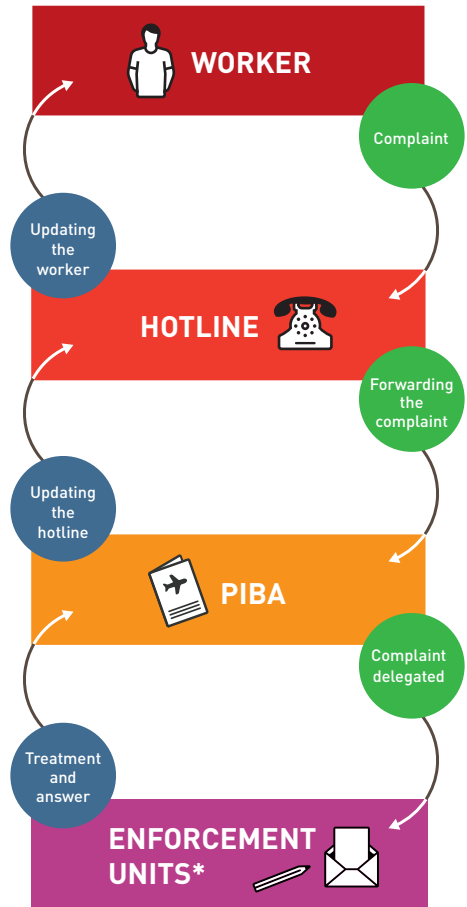


2014

1,291 complaints

Since the Hotline was established in 2012, 3,330 complaints from 1,086 workers in the agriculture sector have been recorded. The high number of complaints demonstrates that the Hotline serves as a central tool for workers who arrived via bilateral agreements and seek assistance.

2. Complaint Procedure

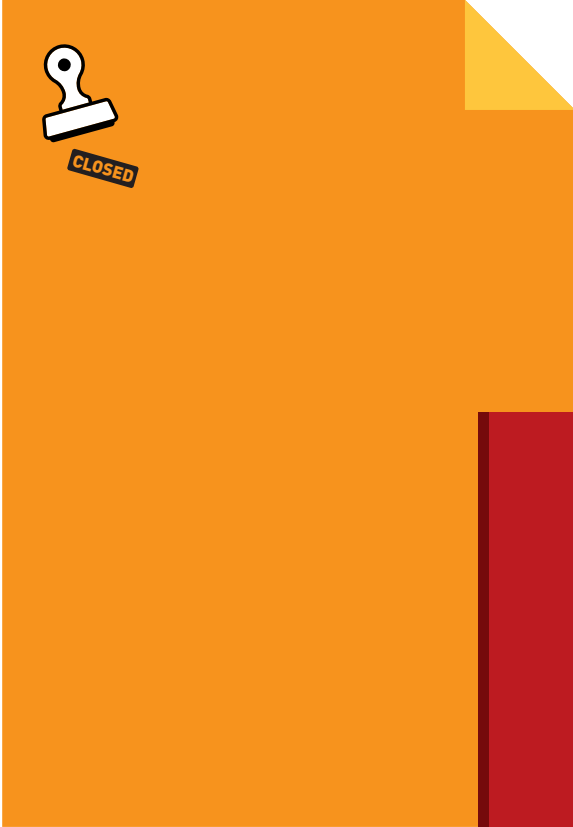


* PIBA Enforcement Unit, Ministry of Economy Enforcement Unit, Ombudsman of Foreign Worker Labor Rights in the Ministry of the Economy, Israel Police.

5. Status of Complaints

Closed Complaints 754

Complaints which were investigated and closed by the Hotline, PIBA, and the Ministry of Economy



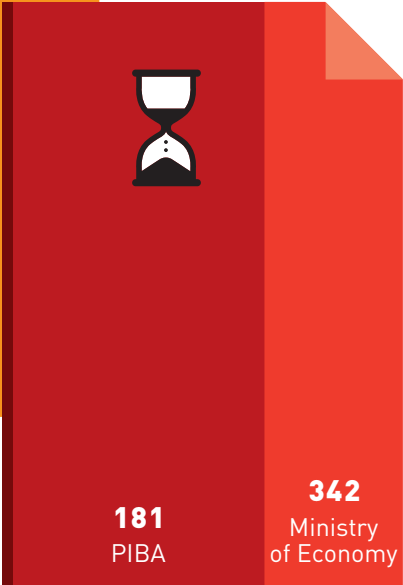
14
Others*

Pending Complaints 0

Complaints which were forwarded to PIBA, but were not yet forwarded to enforcement bodies.

Complaints in process 537

Complaints which were referred to enforcement bodies by PIBA and are being addressed.



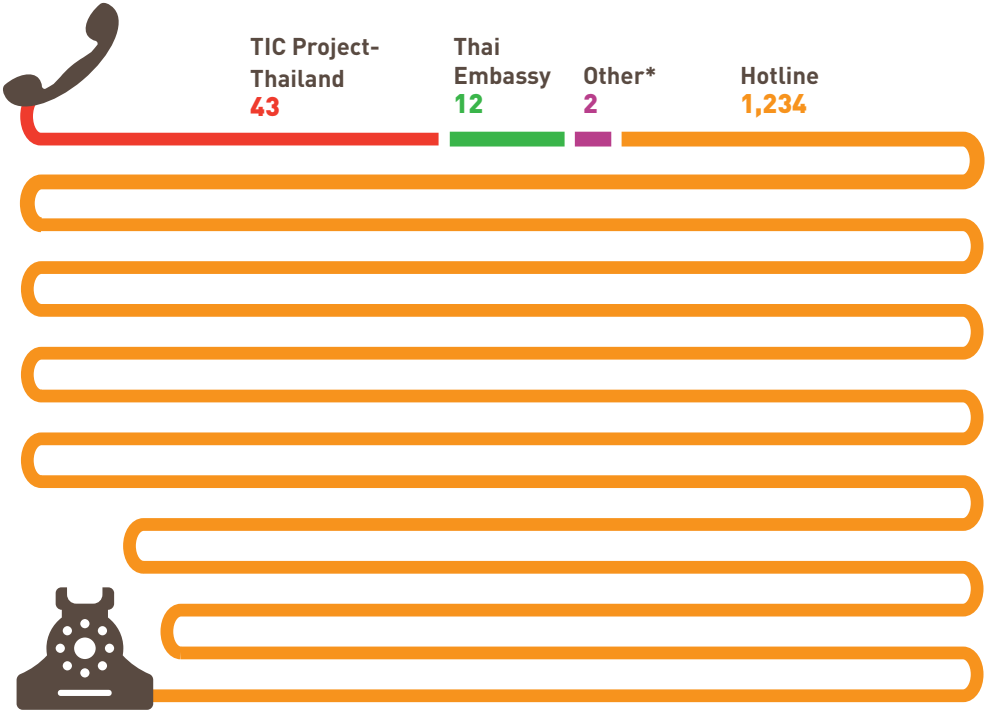
181
PIBA

342
Ministry
of Economy

*Others include: Ombudsman of Foreign Worker Labor Rights in the Ministry of the Economy: 7, joint treatment by PIBA and Ministry of Economy: 7.

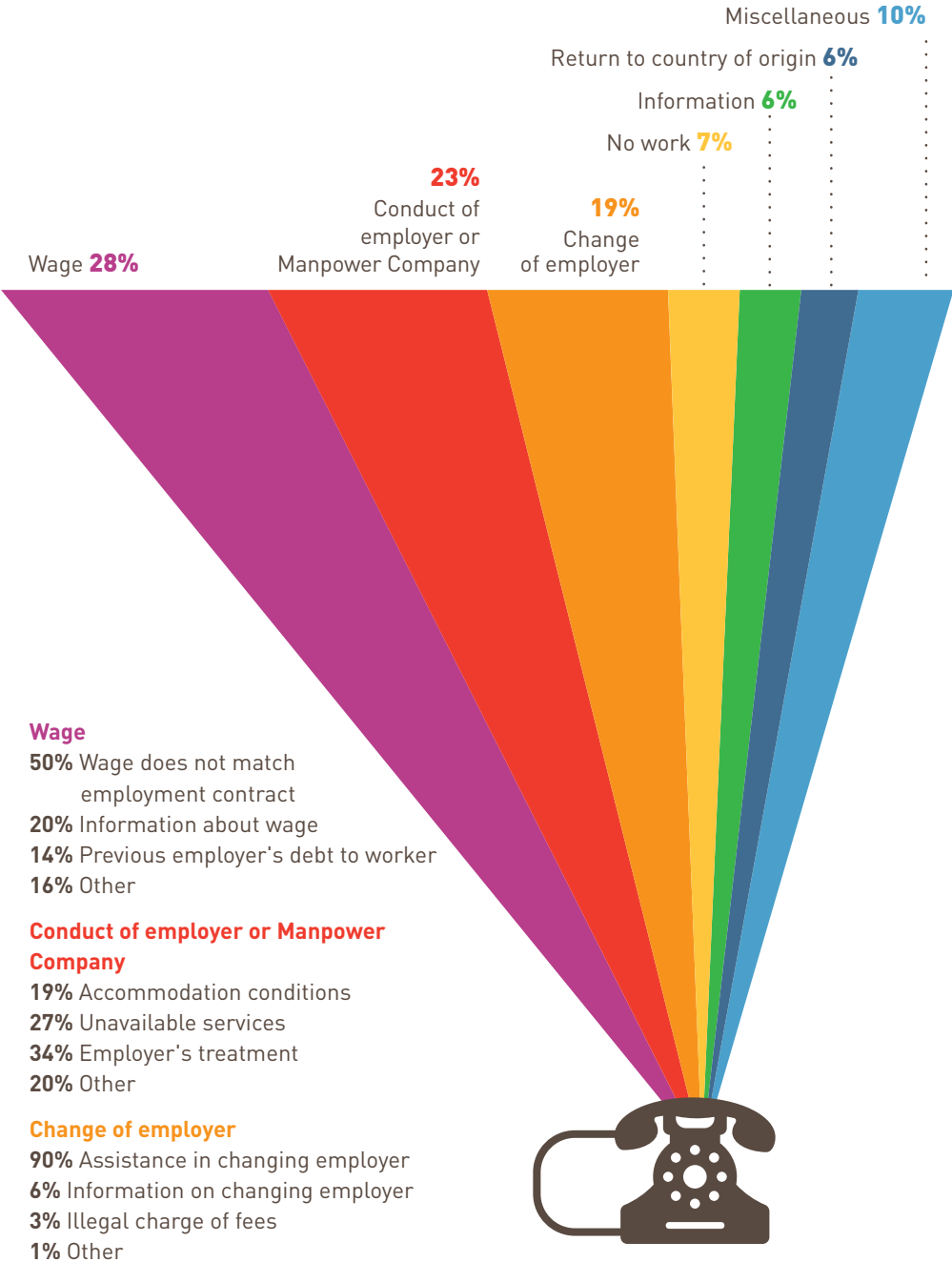
3. Sources of Complaints Referred to the Hotline

2014



*Other includes: Hospital (1), KavLaOved organization (1).

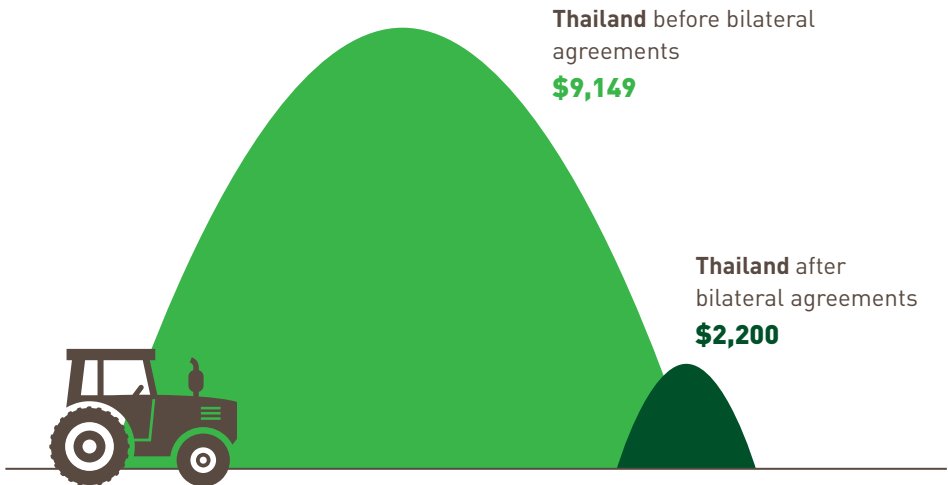
4. Topics of Complaints



6. Bilateral Agreements- Costs of Arrival to Israel

2012 was the first year that recruitment of agriculture workers took place only via bilateral agreements. The agreements drastically decreased the phenomenon of illegal recruitment fees. Consequently, the cost of arrival to Israel decreased from ten thousand dollars to 2,200.*

*Arrival costs include medical checks, flight ticket and an authorized commission fee, in line with Israeli Law.



* Source: Rebeca Rajjman and Nonna Kushnirovich (2014): "Recruitment of foreign workers in the agriculture and construction sectors in Israel: the impact of bi-lateral agreements."