Theory of Change

Securing Rights for Domestic Workers in Bangladesh

Introduction

According to UN Women, women's access to decent employment is not only likely to improve their agency and the distributional dynamics within the household, but can also life whole households out of poverty.[i] Oxfam's experience shows that 'women make up the majority of the world's low-paid workers and are concentrated in the most precarious jobs' – such as working as domestic workers. The International Labour Organization (ILO) estimates that there are 67 million domestic workers worldwide, 80 percent of whom are women and girls above the age of 15.

Securing Rights for Domestic Workers in Bangladesh (Securing Rights) seeks improve the well-being of women domestic workers in Dhaka metropolitan area. Domestic workers (DW) are one of the most marginalized and disadvantaged groups in Bangladesh. Oxfam believes that like gender equality, women's economic empowerment (WEE) is an end in itself. Therefore, Oxfam posits that economic justice will only be achieved through a feminist economic system that upholds the rights of women to ensure they exercise control over their income, assets and time.

Oxfam asserts that effective economic empowerment for women occurs when women enjoy their rights to control and benefit from resources, assets, income and their own time, and when they have the ability to manage risk and improve their economic status and wellbeing. However, for WEE to translate into meaningful empowerment, women must also have the autonomy and self-belief to make changes in their own lives, including having the agency and power to organize and influence decision making, while enjoying equal rights to men and freedom from violence.

Oxfam's Conceptual Framework on Women's Economic Empowerment (2017)

Building on Oxfam's commitment and experience, the Securing Rights projects intends to apply a feminist approach to the project design, management and delivery, including the ways we work with our partners – in short – applying a feminist lens to our programmatic practice. The Securing Rights project is underpinned by the following theories of change that will be tested and revisited throughout the implementation of the project:

- Strengthening women's individual agency and the collective agency of women and their organizations allow women to gain control over their own lives. It gives them confidence, self-esteem, action – to act on issues that they define as important' re-define the rules and norms; and recreate cultural and symbolic practices
- Improving women's skills and capacity will enable women to access secure and sustainable incomes and livelihoods
- Women's organizations are best placed to analyze, organize and mobilize to change policies, practices and state organizations
- Women's organizations are best places to bring about collective changes to informal cultural norms and exclusionary practices that restrict women's agency to claim their rights to decent work[1]

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[1] Adapted from Kidder et al. (2017) Oxfam's Conceptual Framework on WEE and Haylock, L (2015) Oxfam's Conceptual Framework on Attitude, Norm and Behavior Change

Securing Rights works through two pillars. First, it works directly with women domestic workers, domestic worker groups (DWG) and the Domestic Workers Rights Network (DWRN) to build their skills and capacity so that women DW can claim their rights, especially the rights to decent work[2] and access to support services. Second, it supports WROs to engage in positive norm modelling with the wider society, and supports WROs, DWG and DWRN in undertaking action, advancing rights related to recognition of domestic work as decent work, domestic workers welfare and protection, and advocating for the implementation of related policies.

To achieve the first pillar, the project targets women DW so that they learn and become more aware of their rights, thereby helping them exercise more meaningful decision-making power in terms of their right to welfare and protection. Increasing awareness among women DW, however, is only part of the solution to supporting lasting change. Securing rights will also work with a range of key actors – including Bangladesh Technical Education Board (BTEB), DWGs, the DWRN, private sector stakeholders, WROs, support service providers and duty bearers. Securing Rights will work to address some of the key systemic deficiencies with the informal labor sector in Bangladesh. As such the first pillar of Securing Rights will also support women DW develop professional skills, competencies, and linking them to potential employers by working closely with BTEB, WROs and DWRN and private sector partners. In this way, Securing Rights creates a supply of skilled and competent women DW who are also able to advocate for their rights to decent work. In addition to this, Securing Rights will strengthen the capacity of WROs, DWGs and networks to advocate for women DW rights, and improve their access to human rights based support services. Strengthening the capacity of WROs to work effectively to promote gender justice and particularly to advance DW rights is key to long-term sustainability and therefore central to this project.

The second pillar for Securing rights involves working with DWGs, the DWRN, WROs, civil society and networks to advocate with key government stakeholders and the wider Bangladeshi society for the recognition of DW rights and entitlements; and the recognition of domestic work as decent work. This component is national in scope and seeks to improve the implementation of Domestic Worker Protection and Policy (DWPWP) by duty-bearers and improve positive attitudes and support for DW rights with the wider Bangladeshi community. Strengthening the capacity of civil society, WROs, DWGs and the DWRN to implement joint-action plan for the adoption of the DWPWP including establishing ways to hold the duty-bearers to account. Simultaneously, the project will also implement transformative campaigning targeted at policy makers, private sector employer wider Bangladeshi society that address negative attitudes, norms and behaviors towards women DW to pave the way for more positive norms on women DW rights, well-being and recognizing domestic work as decent work. In this way, Securing rights will create a demand for skilled domestic and competent workers and employers who are knowledgeable about women DW rights and entitlements. In addition, sound evidence and practice is central to realizing sustainability and a rights-based approach to development. In this sense, Securing Rights will also support WROs and key stakeholders to undertake feminist knowledge generation and undertake evidence-based advocacy.

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[2] Decent work means dignity, equality, a fair income and a safe working environment. Decent work puts people at the center of development and gives everyone a voice in what they do. The rights to protect them from exploitation, and a future that is inclusive and sustainable. (www.ilo.org/decentwork)

The second section outlines Oxfam Canada's thinking on what it means to bring a feminist lens to partnership, design and implementation gender transformative programming. It also summarizes the 10 guiding principles of Oxfam Canada's feminist approach to women's economic empowerment. The third section describes the context in Bangladesh as it relates to the situation of women domestic workers with the focus on identifying barriers and demonstrating the rationale for working on women domestic workers rights to decent work. The fourth and last section describes the two pillars and the corresponding theories of change, outlining the key points how the feminist principles are put into practice, outline the programmatic focus, strategies, assumptions, outcomes and the key drivers of change.

A Feminist Approach to Women's Economic Empowerment

A feminist approach to WEE puts human rights and dignity at the centre of all strategies for economic empowerment, shifting the focus from 'advancing women's economic rights for economic development outcomes' – where women are employed as instruments for economic growth – to 'improving economic systems and processes to ensure women's rights and empowerment'.

The Securing Rights project provides an opportunity for Oxfam Canada to put feminist principles and values into practice. Oxfam Canada is committed to refine the ways we will work with our partners to collaborate on innovative programmatic practices and being clear from the outset about Oxfam Canada's role.

The principles framing Oxfam Canada's approach to feminist WEE draw their inspiration from internal Oxfam documents, as well as from external resources.[ii] They are an example of Oxfam Canada's inspiration to bring a feminist lens to our practice in WEE projects. These are guiding principles that we will try to implement in Securing Rights, and additionally can guide our partners in their work to improve the social and economic well-being of domestic workers in Bangladesh.

Women's economic empowerment is a non-linear process and requires flexible and responsive project design and delivery; and partnerships mechanisms that prioritize women's rights organizations and networks and their advocacy and collective

Feminist Principles

1. Transformative change means shifting power

2. Women and their organization are vital to creating sustainable changes to social norms

3. Support women's agency and decision making power

4. Take a life cycle approach

5. Support women's access to decent work and cultivate an environment for the fulfillment of women's rights beyond economic rights

6. Take a socio-ecological approach to ensure more meaningful WEE

7. Work with men and boys

8. Incorporate intersectionality – leave no woman behind

9. Do No Harm

10. Co-creation of knowledge through feminist approaches to research, MEAL, knowledge-sharing and communication

organizing. Oxfam Canada's has identified six key areas that offer opportunities for us to apply a feminist lens. The table below identifies these six key areas and summarizes how Securing Rights can apply a feminist lens.

Area	How Securing Rights can apply a feminist lens
Partnership	• Facilitating partners, especially WROs to self-assess their capacity using Oxfam's capacity assessment tools and supporting them in their capacity building actions plans • Committing to feedback loops for evaluating the quality of partnerships • Acknowledging and levering Oxfam's positional power to open up spaces for partners, especially WROs for advocacy, linking and learning
Governance	• Ensuring that women's rights organizations are brought in as equal partners right from the beginning in the design of the project implementation plan
Program Management	• Exploring opportunities to build a culture of shared responsibility and risk between Oxfam Canada and project partners, while building their capacity, especially of WROs to manage that responsibility and risk
MEAL	• Engaging project partners, especially WROs and their networks to co-design the project's MEAL strategy including a learning agenda • Creating moments of reflection, sense-making and validation of project data for project adaptation and course-correction
Research	• Working with project partners, especially WROs and their networks to build their capacity in undertaking feminist research
Knowledge translation, sharing and communication	• Supporting WROs and partners to use knowledge generated from Securing Rights as an evidence base for programming, policy and influencing work • Building capacity of Oxfam country office and partners, especially WROs to share and communicate project learning and results

Context and Rationale

In the recent years, Bangladesh has attained sustained impressive economic growth, which contributed to transition of its status from low – to lower middle-income country in July 2015 and graduation in the first triennial consideration from least developed to developing country status in March 2018.[iii] Bangladesh Bureau of Statistics (BBS) reports indicate that the real growth in GDP per capita has increased to 5.96 percent in 2017 from 5.14 percent in 2015 due. The declining population growth rate – 1.37 percent per year as well as declining total fertility rate of women aged 15-49 years is noted to have contributed as well.[iv]

According to the 2017 Labor Force Survey (LFS) number of persons employed, defined as persons in employment or engaged in economic activity in the age group of 15 years and above, is 60.8 million (55.8 percent of the total), up by 2.18 per cent over the previous year.[v] This employed population comprises 33.9 percent women and 29.5 percent in the younger age group of 15-29 years and 66.5 per cent in adult group of 30-64 years. Female labor force participation (FLFP) remains very low by international standards and while women's education at higher secondary level and above is now

widespread, highly educated women face high unemployment rates, much higher than those for comparably educated men do.[vi]

The 2018 Sustainable Development Goal: Progress Report noted that there are several barriers to female labor force participation in the country. These include absence of infrastructure to facilitate and support women's employment, such as childcare facilities near women's workplaces, violence against women- in both workplaces and outside, and safe and women friendly transportation.[vii] The report further noted that the wage disparity by gender had deteriorated further in the recent period due to faster reduction in real wage rate for women compared to men. Reduction in wage rate for women was estimated to be 3.8 percent in 2016 compared to 1.9 percent for men from the 2013 figure indicating greater degree of wage disparity between women and men for the same type of work.[viii] On informal employment, the report stated that it formed the overwhelming majority of the total labor force, is one of the major issues that characterize the economy of Bangladesh.

Such a high scale of informal labor force presents substantial challenge to the sustainable development initiatives of the country as they are engaged in activities that are unregulated, unrecognized, and considered low productive. These jobs generally lack social or legal protections or employment benefits. However, informal sector contributes significantly to the country's economy by creating employment opportunities for a large number of people who either are displaced from or could not be absorbed in the formal sector. According to the 2017 LFS, informal employment comprises 85.1 percent with 82.1 percent male and 91.8 percent female. Non-agriculture sector, comprising industry and services sectors, account for 59.4 percent of the total employment, formal and informal combined.

<div align="right">2018 Sustainable Development Goal Progress Report</div>

Among these informal workers, women and children working as domestic workers in Dhaka city are some of the most marginalized.

What is a Domestic Worker?
There are no standard definition of domestic worker. "Definitions that occur in national legislations globally include the following:
- The workplace of a domestic workers is a private home
- The work performed has to do with servicing the household
- The work is carried out on behalf of a direct employer, the householder
- The domestic worker is directly under the authority and supervision of the direct employer, the householder
- The work performed must be done on a regular basis and in a continuous manner
- The employer should not derive any pecuniary gain from the activity done by the domestic worker
- The work is performed in return for remuneration, either in cash and/or in kind"[ix]

The status of domestic workers in Bangladesh

Every year a large number of women migrate from rural to urban areas in Bangladesh. They have different reasons to migrate – poverty, natural disaster, climate change, political and social struggle – but they all seek a better life.

<div align="right">Mushfika Jahan (2014). Women Domestic Workers in Bangladesh: An ignored community. BRAC</div>

According to the 2011 report by the Domestic Workers' Rights Network (DWRN) Bangladesh, there are approximately 2 million people engaged as domestic worker across Bangladesh. Due to the often 'invisible' and 'informal' nature of domestic work, and high number of child domestic workers, the official statistics regarding the actual number of domestic workers employed across Bangladesh is inconsistent. However, statistics do indicate that there are increasing numbers of individual employed as domestic workers of which around 78 percent are female.[x] According to the International Labour Organization (ILO), there are 421,000 children engaged in domestic work and this number is increasing day by day. Of the total, 75 percent are girls. Another study by Plan International shows that every 185 out of 400 child domestic workers are below the age of 12.[xi]

Often, the women migrants end up either as regular domestic workers or as part-time helps. Most of them have no established working hours – there is no account of the overtime they work. They are not entitled to a minimum wage or even a decent working condition. Domestic workers are reportedly confined within the households they work for and have frequent contact with their employer's family members and visitors. This puts them in a very vulnerable position. They may be subjected to different forms of harassment or violence. The fact that domestic workers often do not have the education or a manual briefing them about the acceptable terms of a workplace, it becomes difficult for them to identify abuse and injustice. They lack the information or knowledge to verbally express what they might face in the workplace or in the urban slums where most part-time domestic workers reside.
Mushfika Jahan (2014). Women Domestic Workers in Bangladesh: An ignored community. BRAC

Moreover, domestic workers are unaware of how to take precaution against violence, how and where to seek support and how to advocate for their rights. Large segments of domestic workers in Bangladesh are children. In 2018, 23 domestic worker death were reported in the media as archived by Ain O Salish Kendra (ASK). News report from 2017 noted that brutality and torture of domestic workers were high with 11 reported deaths and 11 reported assault. The article further noted that according to ASK archives, 40 domestic workers died in 2016 – all of these incidences were based on media coverage and reports only.

The only policy dealing with domestic workers was the 'The Domestic Servants' Registration Ordinance 1961.[xii] The objective of this policy was to oblige domestic workers to register with the police. Critics identify two major problems with the 1961 Ordinance. First, it only aims to protect the employers from any offence committed by domestic workers and lacks any redress for domestic workers suffering abusive and harsh work conditions.[xiii] Second, the ordinance has become quite irrelevant since the practice of domestic worker registration is almost non-existent in the country, let alone in Dhaka City. In addition, this Ordinance was made applicable to only five police stations in Dhaka metropolitan area. Interestingly, Bangladesh is not an exceptional case – a global study reveals that only 10 percent of the domestic workers in the world are 'covered by general labor laws', while another 30 percent are 'completely excluded from the scope of national labor laws'.[xiv] The most common explanation behind such exclusionary policy lies in the fact that the large majority of these domestic workers operate at their employers' private houses, which makes it impossible for public inspectors to enter the workplace for the purpose of ensuring compliance with the law.[xv]

In December 2015, the Government of Bangladesh approved the Domestic Workers' Protection and Welfare Policy (DWPW). The civil society of Bangladesh received the cabinet approval of the policy as a stepping-stone towards the amendment of the 2006 Labour Law that excludes the category of domestic work from the purview of the Act. The promulgation of the DWPWP started in 2006 when the DWRN was formed as a response to the exclusion of domestic work from the 2006 Labour Law. It should be

noted that a national NGO known as Surovi started working for domestic workers rights in the 1970s and a self-help group, the National Domestic Women Workers Union (NDWWU) was founded in 2000 but it was only after 2006 that state recognition of domestic service really gained momentum. Later, the Bangladesh Employers Federation (BEF), a coalition of private-sector businesses, joined the policy dialogue to represent the employers' interests.[xvi]

The DWPWP 2015 progressed in several stages. Initially, the DWRN wanted an amendment to labour law but with recommendation from the Ministry of Labour and Employment (MLE), they proceeded instead to draft a separate policy instead. A Code of Conduct was produced in 2008 by the DWRN in consultation with various stakeholders. The code was later revised and renamed the Domestic Workers' Protection and Welfare Policy (DWPWP) 2010. The 2010 draft was stalled for four years, until 2014, when it was moved to the Inter-Ministerial Consultation for vetting purposes. After receiving comments from the ministries concerned, the MLE sent the draft policy to a core committee of the Tripartite Consultation Council (TCC) in 2015. The TCC core committee, representing the government, private sector and trade unions, produced a consensus document that was approved by the Cabinet in December 2015.[xvii]

The key challenges has been the lack of political will and government capacity to institutionalize and enforce the DWPWP; a lack of awareness of domestic workers' rights by the domestic workers themselves, and their employers; the perception of domestic work as unskilled; the limited ability of women domestic workers to organize collectively to claim their rights; and an overall lack of respect for domestic workers across Bangladeshi society. While Bangladesh works towards the creation of more full, decent, productive employment in the formal sector, measures needs be taken to uphold the rights of those still employed in the informal sector, such as domestic workers. Despite the complexities and potential costs of doing so, the large number of informal domestic workers cannot be ignored, given the implications for human development, human rights and economic productivity.

ILO posit that it is due to the labour of domestic workers that other women have succeeded in entering the paid labour market, especially in the formal sector. When women engage in paid work outside the home, they have either to reduce their rest and leisure time, enlist the help of partners or other family members or – if the family or woman can afford it – pay someone else to do the care work that they would normally do. Thus, domestic workers' contribution to economic growth is substantial, enabling an increase in dual-income families. ILO presents that delivering quality care goes hand in hand with ensuring decent working conditions. By assuring decent work for domestic workers, it establishes that domestic workers like other workers (such as garment factory workers), are entitled to a minimum set of protections under relevant laws. The act of trying to regulate domestic work is an acknowledgement of the crucial social and economic contribution of care work. In turn, ensuring decent working conditions for domestic workers will contribute to reducing gender inequalities in the world of work while improving the quality of care received by households.[xviii]

Securing Rights Project Pillars

Inclusive growth is growth that works for everyone (Sustainable Development Goal 8: Decent Work and Economic Growth). This cannot be achieved without the full and equal participation of women as economic actors. As pointed out in Canada's Feminist International Foreign Assistance Policy (FIAP), in order for women to participate equally in contributing to economic growth, they must have greater access to and control over assets such as land, housing and capital, as well as labour rights and social

protections from precarious work situations.[xix] According to ILO, productive employment and decent work for all, including women is the most effective route out of poverty.[xx] ILO further noted that despite the contribution of domestic workers to households and national economies, it is situated at the low end of the care economy, working some of the longest hours, for very low wages. These conditions are result of exclusion of domestic workers from labour and social rights in many countries, which effectively legitimizes discrimination of this female-dominated working class. As noted earlier in the Context and Rationale section, in Bangladesh domestic worker were not recognized within the 2006 Labour Law and led to the subsequent drafting of the DWPWP in 2010 and took over five years to gain cabinet approval in 2015. Even though domestic workers are now covered by the law in Bangladesh, they continue to face numerous discriminations, including severe deficits according to decent work due to non-implementation of the law, high levels of informality, low level of collective organization, and lack of proper accreditation or training for their profession within the technical education system of Bangladesh. The toll this takes on their overall health, social and economic well-being is clear and the deep-seated negative social norms that the domestic work that women do for their and others families, has little value to economies and societies further contributes to the discrimination faced by domestic workers.[xxi]

Securing Rights ultimate outcome is increasing the well-being of women domestic workers in Dhaka, Bangladesh who are one of the most marginalized and disadvantaged groups in Bangladesh. The project has two strategic pillars that work together to achieve the shifts in power relations needed for transformative change. First, it promotes the supply of skilled domestic workers and also improve leadership and collective organizing capacity of domestic worker network and groups to claim their rights to decent work. Second it supports partners, including WROs and domestic worker networks in undertaking evidence based advocacy for influencing relevant policy implementation and working to change the negative social norms in relation to domestic workers, including recognition of domestic work as a legal profession and generating a demand for skilled domestic workers.

The two pillars are interconnected through an integrated and multi-faceted, socio-ecological approach, which works towards change at multiple levels (individual, community, institutional and societal) with diverse actors who are crucial to realizing and sustaining change. Securing Right's outcomes aim to achieve improved accreditation of women DW; strengthened capacity and leadership of women DWs and their groups/networks to advocate of their rights to decent work and access to comprehensive support services; support CSOs, domestic worker networks and key stakeholders to ensure existing and new DW related policies, laws, and programs are effectively implemented and advances; and improve social norms around DW rights.

Building on Oxfam Canada's experience of working to shift power relations, the Theory of Change takes a nonlinear view of change, recognizing that work to promote, protect and fulfill WEE is likely to provoke backlash or attempts to push back or reverse previous gains – these results must be anticipated and managed. The Theory of Change is also informed by Oxfam Canada's understanding that southern-based, grassroots CSOs – particularly WROs - are key agents in determining the direction of change in their societies. As such, strengthening the capacity of project partners to work effectively to promote WEE is key to long-term sustainability, and therefore a key component of this project. The following narrative describes both project pillars, along with its related strategies to describe how the project intends to achieve the desired outcomes. For each pillar, assumptions that serve as a basis for these strategies are described, along with an effort to name the specific drivers of change implicit in the selected strategies. These help explain why the strategies are likely to support the desired outcomes.

PILLAR ONE: WOMEN DOMESTIC WORKERS CLAIMING THEIR RIGHTS TO DECENT WORK

Within the first pillar, there are two key domains of change which are interconnected and mutually reinforcing to ensure the improved agency of women domestic workers (1100). The first domain of change in improving the accreditation and competencies of women domestic workers (1110) and the second domain of change is related to supporting the domestic worker groups and networks to increase their ability to advocate of their rights as well as support women domestic workers to access comprehensive human rights based support services (1120).

The first domain of change (1110) focuses on improving the skills and competencies of women domestic workers in order to increase their opportunity to access better employment. Oxfam's own research has identified a market for skilled domestic workers in Dhaka, and end users who are willing to pay higher wages for those skills. Oxfam's approach to increasing women's access to better economic opportunities will be based on improving the skills and competencies of women domestic workers. The project will achieve this outcome through the development and delivery of a professional training program that is grounded in competencies demanded by the market according to standards recognized and accredited by the government. The project will facilitate a multi-stakeholder partnership among the National Skills Development Council, private sector partners and other actors with specialized expertise in relevant subject areas and in adult learning. The partnership will identify and set competency standards and develop a multi-module training program that also includes a module on rights. Oxfam's research shows that there is sufficient demand for such training — from employers and workers alike — not only to generate profit, but also to encourage other training service providers to enter the market. These market forces will drive the sustainability of service delivery beyond the life of the project. Outputs will include a business plan for the project that allows skilled domestic workers to find paid employment (1111); adoption of competency-based standards for domestic workers by the Bangladesh Technical Education Board (BTEB), development of a skills-based domestic worker training program (including a module on rights) designed to meet those standards (1112); and, minimum 20,000 women domestic workers trained and accredited by the end of the project.

The second domain of change (1120) focuses on organizing women into groups and a larger network of domestic workers that will not only provide them with support, but will also give them a stronger voice with which to claim and defend their rights. Oxfam's approach to increasing women's agency will be based on improving their ability to organize as a means of collectively raising awareness of their rights, accessing training and support and, ultimately, voicing their rights more effectively. Outputs will include the formation of domestic workers' groups (DWG) at the community level, connected to a national domestic workers' network (DWN) (1121); training for group members on life skills, women's leadership and rights (including the right to live free from violence); the establishment of support services for women domestic workers (particularly survivors of violence) (1122); and, local CSOs with the capacity to continue to provide these and other women with training and access to support services beyond the life of the project (1123).

The **assumptions** for these outcomes are as follows:
- Improving women DW competencies and skills, while educating them about their rights will enable to them to better negotiate for decent work including fair wages
- Working with key stakeholders (public and private) such as BTEB, private sector partners will allow professionalization of the domestic worker sector

- By developing competency standards including multi-module training will allow private and public organizations to continue to provide training beyond the life of the project
- The transformative leadership training for domestic worker groups and linking them with national DW networks will better enable women DW recognize and claim their rights
- Building capacity of support service providers will allow women DW to access quality support services beyond the life of the project
- Building capacity of project partners, especially the WROs, will allow them to continue to apply a feminist lens to their advocacy and influencing on DW rights beyond the life of the project

The key *strategies* and outputs for this pillar will target the following groups: women domestic workers, domestic worker groups, domestic worker network, private sector actors, support service providers, BTEB, vocational training providers and project partners. Broadly, these strategies include:
- Training women domestic workers based on recognized competency based standards
- Provide technical and strategic support to BTEB and other key stakeholder to develop and implement competency based multi-module training for domestic workers including a module of rights
- Support project partners to work with public and private sector partners to promote the continued implementation of the domestic workers competency based training program
- Skill building and transformative leadership training provided that promote and sustain women's economic empowerment and leadership in demanding decent work and living free of violence
- Training and awareness raising of support service providers using best practices on human-rights centered service delivery for women DW
- Capacity assessment of project partners using Oxfam's Capacity Assessment Tool and support in building capacity of project partners

PILLAR TWO: RECOGNITION OF DOMESTIC WORKER RIGHTS INCLUDING LEGALIZATION OF THEIR PROFESSION

The second pillar also has two key domains of change and works in a similar interconnected and mutually reinforcing manner to ensure improved social norms around DW rights and recognition of domestic work as decent work (1200). The first domain of change is focused on strengthening the capacity of civil society to develop and implement joint action plan and influence the Bangladesh government for the recognition of DW rights and entitlements (1210) and the second domain of change is related to improving the attitudes of the policy makers and wider Bangladeshi society in support of DW rights, especially their right to live free from violence and recognition of DW as decent work (1220).

Under the first domain of change, the project will support local actors to develop a plan for implementing and enforcing the new Domestic Workers' Policy (1210) by facilitating the participation of a wide range of stakeholders to identify appropriate actions based on sound evidence. At the output level, the project will establish a consultative forum comprised of government, civil society organizations and DWGs/DWN (1211). Led by the Bangladesh Institute of Labour Studies (BILS), this forum will undertake research on how other Asian countries have formalized domestic work and on how other sectors of Bangladesh's labour force ensure the protection and promotion of women's rights, including the right to live free from gender-based violence (1212). Drawing on this evidence, the forum will prepare a National Action Plan for adopting and implementing the new Domestic Worker Protection and Welfare Policy, and for addressing gender-based violence within the sector (1213).

For the second domain, in order to improve attitudes and support for women domestic workers' rights across Bangladeshi society (1220) the project will design and implement a communication and advocacy strategy, a range of gender-sensitive media and educational materials, and a behavioral change campaign. Activities, messages, and media products will vary according to the target audience, which will include policy-makers, employers, and the public. There will be a significant focus on preventing and raising awareness of gender-based violence (1221). In addition, edutainment and other social media based campaigns will be implemented with policy makers, schools and wider community (1222). Development of the communications strategy will led by Oxfam's key media partners in designing and implementing campaigns targeted to the wider Bangladeshi society (1223)

The **assumptions** for these outcomes are as follows:
- The recently approved DWPWP by the Cabinet of the Government of Bangladesh provides an excellent opportunity to channel political momentum into action
- By introducing national action plan for the adoption of the domestic worker policy will generate the drive required to address lethargic implementation of the DWPWP
- By convening domestic workers, their groups, and network will create a groundswell of popular support for domestic workers that will further fuel the political will to put the DWPWP and other relevant policies into action in support of women domestic workers
- Convening key stakeholders for the development and implementation of communication and campaigns strategy of DW rights especially recognizing DW as decent work will shift power to partners and key stakeholders in developing relevant programming to bring about positive changes in attitudes and support for women DW
- Targeted campaigns delivered on DW rights will educate the Bangladeshi society leading them to provide women DW with safe working and living conditions and fair wages amongst other criteria relevant for decent work

The key **strategies** and outputs for this pillar will target the following groups: women domestic workers, domestic worker groups, domestic worker network, policy makers, government ministries, employers and wider Bangladeshi society. Broadly, these strategies include:
- Establishing a multi-stakeholder consultative forum to work on domestic worker rights
- Provide technical support to project partners and key stakeholders to undertake intersectional research in relation to DW rights applying a feminist lens
- Support the project partners and the consultative forum to undertake evidence-based advocacy and influencing of DW rights
- Support project partners and consultative forum to draft a National Action Plan for the implementation of DWPWP including a joint accountability mechanism to monitor the implementation
- Support project media partners to collaborate with the DW groups, network and other key stakeholder to develop and implement and wide-scale and campaign and communications strategy that incorporated feminist approaches to influencing to to raise awareness about DW rights including recognition of domestic work as decent work and bring about positive changes in attitudes among policy maker, employers and wider Bangladeshi society

Annex 1: Feminist Principles that guide Women's Economic Empowerment

1. **Transformative change means shifting power** - Bringing a feminist lens to Oxfam Canada's programming requires taking a transformative approach to how we work for change. This means embracing feminist analyses that address the root causes of gender inequality, such as gender power relations and discriminatory gender norms that devalue women and people of diverse sexual orientations, gender identities, and expressions; that recognize the need for an intersectional approach to societal power inequalities; and that seek collective action for societal change more broadly. Shifting power relations may need to happen at many different levels to include social, political, economic, organizational and individual change.

2. **Women and their organization are vital to creating sustainable changes to social norms** - Efforts should identify and work to support existing organizations and leaders, including entrepreneurs and rights activists and women labor organizers, informal and cooperative groups, agricultural workers, rural women leaders and agribusiness leaders working on women's economic empowerment, with the goal of efforts being women-led. Additionally, a number of other women's organizations and informal collectives can have powerful impacts on advancing their individual and collective economic empowerment

3. **Support women's agency and decision-making power** - It is important for women's economic empowerment efforts to focus on inputs such as financing, market access, strategic networks, business connections, bank accounts and training in business skills and leadership. However, these efforts are insufficient without also addressing women's ability to make financial and economic decisions and act on them, benefiting or profiting from their own efforts. This includes reducing time poverty by reducing the burden of women's unpaid care work, as well as through promoting women's political participation and building and reinforcing their abilities to organize, articulate positions and influence processes and policies that affect them: political empowerment at all levels.

4. **Take a life cycle approach** - Achieving women's economic empowerment requires a life-cycle approach that supports women at each stage of life. This begins early with both young and adolescent girls by investing in their quality education, setting them up for success in underrepresented skills like STEM and protecting them from the threats of gender-based violence, discrimination, excessive care burdens and early child-marriage. It continues into adulthood by supporting women's professional skill and leadership development, creating decent work opportunities and an enabling environment for collective action to improve conditions and mitigating the risks to their economic participation. It extends into old age, by protecting the rights and assets of widows, mitigating reduced mobility and enabling older women to adapt to new technologies.

5. **Support women's access to decent work and cultivate an environment for the fulfillment of women's rights beyond economic rights** - Women contribute substantially to economic and social development, but are discriminated against in the world of work. Thus, it is important to invest in gender equality and women's economic empowerment, more jobs and decent work for women because it is the right thing to do and it promotes sustainable growth and development.

Implement development strategies, policies and programs that generate more jobs and ensure decent work for women, particularly in the informal sector is paramount for WEE.

However, economic empowerment includes not only women's equal access and opportunity to labor markets, labor force participation, corporate leadership, business-ownership and entrepreneurship within local, regional and international economies, but also depends on a number of women's rights that are essential to women's ability to thrive as economic actors across the lifecycle. This includes but is not limited to access to decent work opportunities; having lives free of violence and exploitation; achieving the highest possible standard of health and wellbeing, including access to the full range of health services; enjoying full political, legal and human rights such as access to registration/identification/citizenship documents; access to formal and non-formal education; equal protection of and access to land and property rights and the enjoyment of all fundamental labor rights, particularly the rights to freedom of association and collective bargaining. Furthermore, women's individual empowerment is constrained by institutions and restrictive social norms that drive behavior and attitudes toward women's access, agency and leadership, or increase their time poverty and the burden of unpaid care work. These systems set the barriers and opportunities that influence WEE and should be understood and addressed as such

6. **Take a socio-ecological approach to ensure more meaningful WEE** - Part of sustainable transformative change is ensuring that we are working in an inclusive way, across multiple levels of change and with diverse stakeholders acting collectively. Oxfam Canada has increasingly adopted insights from the social ecological model, mainly used in gender-based violence (GBV) work, for understanding the multifaceted and interactive effects of personal and environmental factors that determine behaviours. There are five nested levels in the model: individual, interpersonal, community, organizational and policy/enabling environment.

7. **Work with men and boys** - Invest in the sensitization of men and boys about harmful gender and social norms that constrain both males and females, reinforcing that women's economic empowerment is not a zero-sum pursuit. Engage men and boys to embrace the idea that respectful and equal treatment of one another and women and girls will bring about more prosperous and peaceful societies. Efforts should recognize that engagement with men and boys and male-dominated institutions is essential to ensure the norm transformation that is necessary to achieve women's economic empowerment. Efforts should also target both male and female religious and cultural leaders, private-sector leaders and government representatives

8. **Incorporate intersectionality – leave no woman behind -** Improving women's participation and productivity in the economy improves the well-being and sustained development of their communities and nations. Resources, tools, policies, programs, services and leadership initiatives aimed at improving economic performance and outcomes should be inclusive of all women, including older women; youth; women of diverse gender identities; women with disabilities; indigenous women; racial, ethnic and religious minorities; poor, rural, displaced and refugee women or otherwise marginalized women and girls. Intersectional analysis is central in feminist practice; it recognizes the need for consistent reflection and understanding of the complex, differentiated layers of discrimination and marginalization certain women and gender non-conforming people face. Oxfam Canada takes an approach based on human rights that takes into account intersecting inequalities based on indigeneity, ethnicity, race, age, sexual identity, ability, level of education, class, language, place of birth, religion, caste, and marital status, among others. This requires

accounting for and addressing the legal, socio-cultural and political barriers that keep many women and girls from participating fully in their economies and societies and engaging them in creating change

9. **Do No Harm** - A core principle of any form of programming is to do no harm; this should be held paramount before and during any efforts to promote women's economic empowerment, recognizing that empowering women disrupts the status quo and threatens powerful actors and can create risks that must be anticipated and requires that steps be taken to mitigate those risks and ensure appropriate mitigation techniques are employed. Specifically, policies and programs should recognize and take steps to mitigate any increase to girls' and women's risks, such as gender-based violence, increased time burden, environmental degradation, disruption of supply chains, etc.

10. **Co-creation of knowledge through feminist approaches to research, MEAL, knowledge sharing and communication** - A feminist lens on research and evaluation emphasizes the transformational potential of co-creating knowledge. By this, we mean context-specific and action-oriented research and evaluation, using participatory methodologies through which data is surfaced and jointly analyzed and new knowledge is created that is useful for WROs in their programming, advocacy and influencing work.

Annex 2: Definitions

Accountability: The program takes a broad definition to include the following:
- Historically, emphasis has been placed on mechanisms to hold 'state' duty bearers accountable, such as security and justice actors (e.g. policy-makers, the police, military, judiciary etc.) to prevent VAWG and to provide services and legal recourse for those who have experienced violence.
- The accountability of informal (non-state) security and justice actors (e.g. traditional and religious leaders, community safety groups, victim support groups, legal aid clinics, paralegals, women's rights organizations, neighbor watch groups) is now also recognized.
- Moreover, the growing understanding of the role of individual attitudes, behaviors and social norms in underpinning the acceptability of VAWG brings into sharp focus individual (personal) accountability.
- In addition, Oxfam's commitment to 'social accountability' requires the project to model accountability and transparency in relationships and partnerships and to hold ourselves to account for ethical, safe, inclusive programming and advocacy on VAWG.

Attitude: An attitude is how a person feels about or judges a certain thing or behavior. Social norms, morals, religious or family teaching, or experience, among other influences, can shape attitudes. Individuals hold attitudes, whereas social norms are at the group or collective level. Individual attitudes can either follow or deviate from what social norms say. For example: an individual woman might feel that it is important for her to tolerate violence to keep her family together, even though the social norm in her community is that domestic violence is not acceptable.[xxii]

Decent Work: Decent work means opportunities for everyone to get work that is productive and delivers a fair income, security in the workplace and social protection for families, better prospects for personal development and social integration. It is also important that all women and men are given equal opportunities in the workplace. A continued lack of decent work opportunities, insufficient investments and under-consumption lead to an erosion of the basic social contract underlying democratic societies: that all must share in progress.[xxiii]

Domestic workers: Domestic workers work for private households, often without clear terms of employment, unregistered in any book, and excluded from the scope of labor legislation. Their work may include tasks such as cleaning the house, cooking, washing and ironing clothes, taking care of children, or elderly or sick members of a family, gardening, guarding the house, driving for the family, and even taking care of household pets. A domestic worker may work on full-time or part-time basis; may be employed by a single household or by multiple employers; may be residing in the household of the employer (live-in worker) or may be living in his or her own residence (live-out).[xxiv]

Domestic Worker Groups:

Domestic Worker Network:

Influencers: This term will be used to simplify references to 'policy makers, political leaders, employers, private sector partners, educators ' who act as custodians of customs, practices and social norms ('norm-setters') within communities who shape expectations about appropriate behaviors and who as duty bearers have the power to support implementation of formal and informal practices

Migrant domestic worker: A domestic worker may be working in a country of which she/he is not a national, thus referred to as a migrant domestic worker.[xxv]

Norms: Norms are **shared beliefs** about what is typical and appropriate behavior in a group. They represent individuals' basic knowledge of what others do and think that they should do.[xxvi] Social norms provide the often unspoken **rules or expectations of behavior**.

Social norms apply to a specific "**reference group**," which is made up of people whose opinions are important to someone who is making a decision about how to behave. It is a group that a person identifies with or feels close to. Examples include a peer or school group, work colleagues, a community, or expectations of behavior.

Social norms strong influence behavior through **social approval or disapproval**.[xxvii] Social sanctions – such as stigma, criticism, shaming or teasing, social exclusion, and even violence – may result from not complying with expectations. On the other hand, if a person acts in accordance with social norms, the person feels like they are acting correctly, and are likely to be more accepted, regarded, or included by those around them.

For our purposes, two types of social norms are important:
- **Descriptive norms** define 'what is normal practice' or typical behavior, what people *actually* do. E.g. "Men often use violence to maintain control in the home in our community" or "Women typically don't tell others about being sexually assaulted in this community."
- **Injunctive norms** are about appropriate or expected behavior, what people *should* do. E.g. "A man *should* use violence to maintain control in the home" or "Women *shouldn't* tell anyone about being sexually assaulted."

Evidence suggests that programs to change behaviors, such as alcohol consumption or smoking, are generally more effective when they target "injunctive" norms rather than descriptive, meaning how a reference group "should" behave rather than how they actually behave currently.[xxviii] Also, people can have misconceptions or be mistaken about descriptive norms. For instance, people might think that Female Genital Mutilation/Cutting (FGM/C) is far more common in their community than it really is.[xxix]

VAWG/GBV: Violence Against Women and Girls/Gender-based Violence (VAWG/GBV) is the use of physical or other types of violence to enforce gender norms, or because of gender identities.[xxx] It includes physical, sexual and psychological violence within the family, community, and violence perpetrated or condoned by the State.[xxxi] The term GBV includes all forms of violence that are the result of gender criteria (i.e. because the person is a woman, trans-gender, or homosexual, etc.), while VAWG, the largest subset of GBV, and specifically refers to violence against women and girls.

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