

Introduction
Guidelines on Employing a Domestic Worker
Special Notes & Disclaimer

- This guideline aims to assist Home Employers in formalising their employment relationship with their Employees.
- It is highly recommended that Employers keep abreast of relevant legislative changes and update your contract accordingly.
- Where necessary Employers are advised to seek legal advice.
- These guidelines are not meant to be a complete summary of the Sectoral Determination and/or legal advice. Should there be any doubt as to rights and/or obligations in terms of the Act or terms of any clause of the suggested Contract of Employment, such queries can be directed to the local office of the Department of Labour, who will gladly assist.

When considering the need for domestic help in your home it is important that that you are aware of the following guidelines, rules and regulations for hiring a domestic worker in South Africa.

Background: Domestic Help in South Africa

- Having Domestic Help (a maid, housekeepers, care giver, nannies, gardeners or a general worker) is the one thing you will absolutely cherish in South Africa.
- Domestic help is well-worth it as it allows you the freedom to prioritise other aspects of your life and those of your loved ones.
- By allowing for Domestic help in your home, you are, in your small way assisting in stimulating the economy through much needed job creation - these jobs are extremely valuable to the individual you are giving an opportunity to for within the South African landscape, the possibility of supporting larger families is great.
- But most importantly your Domestic Helper, when correctly recruited, on-boarded, integrated and managed can become a valuable extension of your family.

Some Considerations when hiring your Domestic Help

- **Start by identifying your actual need:**
 - And are you looking for someone mainly to clean, or also to watch your children? Will the person spend a fair amount of time on washing, ironing, gardening, basic home repairs / maintenance, etc. What is the size of my family or house, what is the estimated time required to complete the required tasks? Will the person be required to live-in or a travel in help? Consider your start and end times and where the person needs intends to travel from. Will the person be required for a few hours, a day, or a week? Language, skills, experience and fitness / ability to perform the expected tasks are equally critical considerations.
- **Selecting the Right Domestic Help**

Food for Thought:

- Remember the person you hire is the person that you are bringing into your home and your family's lives. He / She is going to part of your livelihood – so be extremely thorough in your selection process.
- Whatever you do please don't take the first knock on the door.
- There are some reputable agencies out there, who will, for a placement fee, identify an individual for you and conduct the vetting process.

Alternatively, you conduct this process yourself, by speaking to your friends and family members for recommendations.

- **Finding good domestic help**

- The best way to find good domestic help is to hire someone who's worked for another family before. There are agencies you can contact as well, such as Marvellous Maids, but they charge a fee for the referral. While they perform a background check, the best background check is for you to talk with the previous employer. That way, you'll find out whether and why they were happy with her work.
- Refer to your local newsletter, it has an excellent classifieds section advertising domestic worker.

- **The Recruitment and Selection Process**

- Identify and short-list multiple candidates.
- Conduct a formal interview – (see interview guidelines)
- Conduct background / reference checks
- Criminal clearance
- Make copies of all documents i.e., identity documents, drivers' licence, proof of residence, banking details, etc.
- Provide payslips and proof of payments made.

- **The legalities of employing a maid**

- Now that you have completed your recruitment process, it is important you consider the legalities and compliance issues surrounding your appointment process. Domestic workers are protected by law. All regulations regarding domestic workers are on the [Department of Labour](#) website.
- Contact of Employment – see guide in this regard.
 - It is recommended to include a probationary period of no more than three (3) in your employment contract, allowing you and your Domestic Worker to integrate and perform to particular level of standard you require.
- Minimum pay and statutory contributions such as UIF (Unemployment insurance fund) – see guide in this regard.