

TADM @ NTUC

For
Self-employed
Persons (SEPs)

WHAT IS TADM?

TADM stands for Tripartite Alliance Dispute Management

TADM is established in 2017 by Ministry of Manpower (MOM), National Trades Union Congress (NTUC) and Singapore National Employers Federation (SNEF) to assist employers and employees resolve employment disputes.

Currently there are 2 sites:

Jurong East (SGs/PRs) & Bendemeer (Foreigners)

WHAT HAPPENS AT TADM??

- Payment disputes can be heard at Small Claim Tribunals (SCT) but sometimes this may jeopardize self-employed persons' future work opportunities
- TADM provides a platform for voluntary mediations (VM)
- Fee for VM for Non-NTUC members:
 - \$40 - Claim amount BELOW \$10k
 - \$60 - Claim amount ABOVE \$10K
- Fee for VM for NTUC members: FOC
- If both parties cannot reach a win-win outcome during mediations, either party can still proceed with SCT.
 - ✓ *Small Claim Tribunal Claim fee applies for all (\$50 below \$5k claims, \$100 between \$5k to \$10k claims and 3% claims amount for above \$10k).*
 - ✓ *Claimants must file claims within 1 year from the date on which the cause of action accrued*
 - ✓ *Claims limit is \$10k (if both parties are agreeable, limit can be raised to \$20k)*

SEPs (NTUC Members) submit issues via

Walk-in TADM
@J.E.

Write-in
www.ntuc.org.sg/workplaceadvisory

Call-in
+65 6213 8008

Advisory to assess cases. Member decide options
(Members provide service contract or documents containing key terms
such as payment schedules and records.)

Voluntary Mediation
(F.O.C.)

Small Claim Tribunal

Case Closed

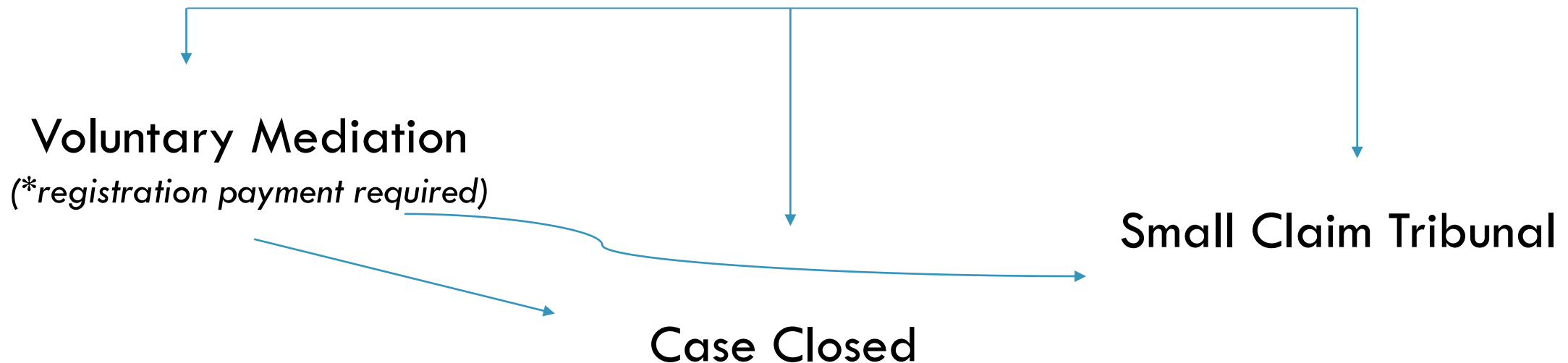
SEPs (non-NTUC Members)

Make Appointment ONLY via www.tadm.sg

Based on appointment date, visit TADM (JE) for Advisory

Together with service contract or documents containing key terms such as payment schedules and records.

** For freelancers from media and transport sectors, cases will be referred to IMDA and LTA respectively instead*



CASE STUDY 1

Member's Occupation: Freelancer Swimming Coach

Issue:

Member taught swimming lessons at private Condominiums and would be paid at the end of every 4 lessons. The company which did not pay him after 16 lessons. Company alleged that the fee was delayed because member received complaints from parents and even claimed that member also has issues with his previous swim school. Through mediations, company paid him all outstanding payments. Member also stopped working with the Company

CASE STUDY 2

Member's Occupation: Freelance Tuition Teacher

Issue:

Payments have been delayed for more than 3 months from a tuition center. Approached the boss and admin for payments many times but payments were still not issued.

Member approached us. Advised member accordingly. Contacted the boss of the tuition center directly to mediate and better understand the situation. There was no dispute on the claim but the tuition center was involved in a legal suit with the landlord and cash flow has been tight. Provided 2 weeks timeline for the center to make payment.

Member was able to recover outstanding payment without proceeding to SCT.