

Domestic worker dishonesty on the rise

AFTER searching high and low for an item of clothing or being certain that there was a stash of cash hidden at the back of the drawer, most people's thoughts turn to their domestic worker; the go to person when things in the home go missing.

According to Alan Carey, operations director of Justicia Investigations, the sad reality is that crimes committed by domestic workers are on the rise and employers need to know how to deal with this constructively.

According to statistics South Africa, over one million people work as domestics in South Africa. As with most crimes in this country, there are no available statistics to indicate how serious the situation is. Cases investigated by Justicia during the first half of 2013 have



Don't leave money lying around.

increased by 70 percent on the number of cases handled during the first half of last year. In July alone, Justicia has investigated 10 incidents in the greater Durban area.

Crimes committed by domestic workers range from stealing money or jewellery to staged break-ins to more so-

phisticated crimes such as passing on information taken from bank statements and financial documents to syndicates. "Although much theft within homes involves opportunistic, petty theft, criminals do use vulnerable people earning low wages to get information," warns Carey.

Carey puts the increase in what he formally terms "domestic dishonesty" down to a combination of the pressures of a tight economy - rising food prices and taxi and bus fares - as well as old fashioned greed. Theft of items such as jewellery are often discovered well after they have occurred, making it difficult to recover items.

"A domestic crime is painful and stressful because it has happened so close to home. Small things lead to bigger crimes and, once a trust relationship has been violated, it is gone. Unfortunately, people don't act when they should because they are often afraid that the culprit will come back," he says. However, he stresses that if correct procedures that protect the rights of both employer and employee are followed and homeowners are aware of and use the expertise available to them, this seldom happens.

A broad guideline is that employers of domestic workers should take the same approach as they would in the workplace.

An expensive professional labour expert is not always needed, but employers should follow standard disciplinary procedures, document a disciplinary hearing and, should the crime be proved, get the perpetrator to sign an admission of guilt before dismissal.

Most importantly of all, he says, employers should do a full evaluation and pre-employment check on new employees, especially those in a position of trust or caring for children or the elderly.

"How well do you know the people that are working for you? Few employers even know the addresses of their own domestic workers! Rather than simply going by a referral from a friend or family member, you need to interview applicants, find out where they have worked before and then contact those people. Like we do with our own staff, you can even do a pre-employment polygraph."

Carey says that polygraphs are often seen as a last resort but are actually an invaluable screening tool. He says tests conducted by investigation agencies have uncovered applicants with criminal records and identified known and wanted felons. Polygraphs are easy to organise and cost around R600, which



Make sure you know the people you employ to work for you. File photo

'Crimes committed by domestic workers are on the rise and employers need to know how to deal with this constructively'

- Alan Carey, operations director of Justicia Investigations

is far less than the value of what could be stolen.

He adds that every investigation needs to be handled individually. "There's a different solution for every problem. If a suspect is particularly volatile, we often go the covert camera route. One of our clients, who had a large CD collection, noticed that this was shrinking. We put a camera in the room and saw the gardener putting the CDs in an empty bucket while acting as if he was cleaning windows."

"Home owners should prevent unpleasant situations by locking away valuables and not leaving money lying around," advised Carey.

For peace of mind employers of do-

mestic workers can also rely on reputable agencies such as Rent A Maid to supply them with domestic maids who have been thoroughly screened.

Rent A Maid's staff are carefully screened prior to employment. One of the screening procedures involves reviewing an applicant for a criminal record before employing her. In addition, it's not a regular occurrence but should any staff member be suspected of theft, that cleaner is required to undergo a polygraph test (at Rent A Maid's expense) to clear herself.

"Customer peace of mind is paramount at Rent A Maid and we need to maintain credibility to remain the market leader," said owner, John Murphy.