MINISTRY OF LABOUR
& SOCIAL SECURITY

"Providing Opportunities, Stability & Social Protection"











SCAN ME

KNOW YOUR BENEFITS

Ministry of Labour & Social Security

"Providing Opportunities, Stability & Social Protection"

The People's Ministry: No One Left Behind.

GET IN TOUCH

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Ministry of Labour & Social Security

"Providing Opportunities, Stability & Social Protection"







Ministry of Labour & Social Security
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CONTENTS

Messages	**8**
Mission, Vision and Mandate	**11**
Labour Division	**12**
Manpower Services	**15**
Electronic Labour Exchange (ELE)	**15**
Employment Agencies Unit (EAU)	**18**
Overseas Employment	**20**
Family Services Unit (FSU)	**22**
Jamaica Central Labour Organization (JCLO)	**24**
The Jamaica Liaison Service	**25**
Industrial Relations & Allied Services	**27**
Pay and Conditions of Employment Branch (PCEB)	**27**
Industrial Disputes Tribunal (IDT)	**30**
Industrial Relations (IR)	**33**
Work Permit Unit	**36**
Child Labour Unit (CLU)	**38**
Occupational Safety & Health	**41**
HIV Unit	**44**
Social Security Division	**45**
Public Assistance Department (PAD)	**49**
Disaster Relief Management (DRM)	**52**
Rehabilitation Programme	**54**
Programme of Advancement Through Health and Education (PATH)	**58**
Social Intervention Programme (SIP)	**61**
Steps to Work	**65**
Social Pension Programme	**66**
National Insurance Scheme (NIS)	**68**
National Insurance Fund (NIF)	**72**
National Council for Senior Citizens (NCSC)	**73**
Early Stimulation Programme (ESP)	**77**
Other Agencies	**80**
Jamaica Productivity Centre (JPC)	**82**
Abilities Foundation	**88**
The Jamaica Council for Persons With Disabilities (JCPD)	**90**
MLSS Divisions and Agencies' Contact Information	**94**
MLSS Parish Offices' Contact Information	**95**

Ministry of Labour & Social Security

"Providing Opportunities, Stability & Social Protection"

Special Days Observed by the Ministry

Jan. 4 – World Braille Day
Feb. 14 – Anniversary Launch of Disabilities Act
Feb. 20 – World Day of Social Justice
Mar. 6 – PATH Anniversary
Mar. 21 – World Down Syndrome Day
Apr. 2 – World Autism Awareness Day
Apr. 4 – NIS Anniversary
Apr. 8 – World Day for Safety and Health at Work
May 20 – National Centenarians' Day
Jun. 12 – World Day Against Child Labour
Jun. 15 – World Elder Abuse Awareness Day
Jun. 20 – World Productivity Day
Jul. 15 – Social Pension Programme Anniversary
Sept. 21 – World Alzheimer's Day
Sept. 23 – Day of Sign Languages
Sept. 28 – National Grandparents' Day
Oct. 1 – International Day for Older Persons
Oct. 17 – International Day for the Eradication of Poverty
Nov. 20 – World Children's Day
Nov. 27 – Disabilities Awareness Week begins
Dec. 1 – World AIDS Day
Dec. 3 – International Day for Persons with Disabilities

*** NIS Contribution is due on the 14th of every month.**

INTRODUCTION

The Ministry of Labour and Social Security (MLSS) stands at the centre of Jamaica's labour and social protection landscape, serving as a cornerstone of support for our people. Guided by our Mission **"to promote sound labour relations and deliver effective social protection services that empower individuals and their families while advancing a culture of productivity and decent work"** and our Vision **"transforming lives by delivering world-class labour and social protection services,"** the Ministry remains committed to safeguarding workers' rights, protecting the vulnerable, and advancing productivity and social inclusion at every level of society.

In pursuit of this mandate, the Ministry continues to modernize service delivery, enhance efficiency, and strengthen citizen engagement. Flagship initiatives such as the recently established Contact Centre, the launch of Productivity Toolkits, the innovative Social Protection for Increased Resilience and Opportunity (SPIRO) Project, and responsive interventions like the Solidarity Programme are expanding access, equipping workers and employers, and providing targeted support to those in need. Together, these efforts underscore the Ministry's unwavering focus on labour standards compliance, social security, inclusion, and national productivity growth.

This Guide reflects the Ministry's enduring commitment to fostering opportunity and ensuring that every Jamaican - whether seeking employment, navigating the labour market, living with a disability, or enjoying their senior years – is enabled to access the wide range of programmes, services, and protections we provide. Crafted as a clear and practical tool, it is designed to help individuals, families, and communities navigate these resources with ease. Our hope is that it empowers you to take full advantage of the support and opportunities available, enabling you to thrive in a dynamic world of work and to participate fully in the collective prosperity of our nation.

As we chart a path toward sustainable growth, fairness, and inclusion, the Ministry of Labour and Social Security reaffirms its commitment to building a Jamaica where no one is left behind.

MESSAGE



Hon. Pearnel Charles Jr., MP, JP
Minister of Labour and Social Security

It is my privilege to introduce this **Quick Reference Guide,** which provides a comprehensive overview of the services, departments, roles, and functions of our Ministry.

We recognize that access to information is vital, which is why this guide has been designed to place all the details you need right at your fingertips. As we strive to be more accessible, we encourage every Jamaican, whether young or old, rural or urban, worker or employer, to seize the opportunities for support and services available through this Ministry. These are your resources, and it is our mandate to ensure that no one is left behind.

At the heart of our vision is a Jamaica where every citizen thrives, driven by strong labour rights, social protection, and equal opportunity. We are committed to fair wages, safe working conditions, and dignity for every worker. Strengthening labour laws and enforcing decent work standards ensures that no Jamaican is left behind. A nation that upholds labour rights empowers its people, drives productivity and secures a stronger future for all.

Over the years, our programmes have touched countless lives – whether through pensions and benefits for seniors, employment opportunities for our youth, or initiatives to support families and the most vulnerable among us. Together, we are building a Jamaica that offers diverse opportunities for its people, fosters economic stability, and boasts significant social protection for all.

Through this guide, we aim to enhance your understanding of the essential role we play in shaping a more inclusive and equitable Jamaica. I encourage you to engage with us – visit our offices, connect online, or reach out to learn how you can benefit from the many services available to you.

Let us work together to build a future where every citizen can achieve their fullest potential and contribute to our nation's progress.

I have made it our mission to be a Ministry where no one gets left behind. We are the People's Ministry, serving with compassion, integrity, and accountability to uplift every Jamaican.

Hon. Pearnel Charles Jr., MP, JP

MESSAGE



Hon. Donovan Williams, MP
Minister of State,
Ministry of Labour and Social Security

The Ministry of Labour and Social Security plays a vital role in advancing national development through the protection of workers' rights, the promotion of decent work, and the delivery of key social protection services.

Guided by our mission to improve the quality of life for all Jamaicans, especially the most vulnerable among us, the Ministry continues to be a cornerstone of social and economic stability in our country.

This Guide to your benefits is an important resource that captures the depth and breadth of the Ministry's work. It provides clear, accessible information on the range of services we offer- from employment facilitation and industrial relations, to pensions, social assistance, and support for persons with disabilities. In doing so, it helps to demystify the processes and pathways through which citizens can engage with and benefit from government programmes.

The booklet is not just a guide; it is a tool of empowerment, enabling Jamaicans to make informed decisions, access critical services, and find support during times of need.

It also reflects the Ministry's ongoing commitment to transparency, accountability, and service excellence as we strive to ensure that no one is left behind.

As Minister of State, I am proud to support the work of the Ministry in making these services more responsive and people-centred.

I encourage all Jamaicans to use this booklet as a starting point for meaningful engagement with the Ministry, and as a reminder that help, hope, and opportunity are within reach.

Hon. Donovan Williams, MP



MESSAGE

Mrs. Dione Jennings
Permanent Secretary (Acting)
Ministry of Labour and Social Security

The Ministry of Labour and Social Security plays a vital role in advancing Jamaica's development by providing services that improve the quality of life for all citizens. At the heart of our operations are the committed men and women who work tirelessly to deliver impactful programmes and support to the people we serve.

This Quick Reference Guide has been created with you in mind. It serves as a practical tool to ensure that the information about our services, roles, and functions is readily available and easily accessible. Whether you are seeking information on social security benefits, labour policies, or programmes to empower the vulnerable, this guide is here to help.

Our team, driven by professionalism and compassion, remains dedicated to carrying out the Ministry's mandate to leave no one behind. Each department and programme is guided by the principle that every Jamaican deserves an opportunity to thrive.

Our work would not be possible without the partnerships we have forged with other organisations, both locally and internationally, that share our vision of improving lives and empowering communities.

Let this guide be your companion in navigating the many ways we are here to support and empower you. Together, we are building a Jamaica defined by inclusivity, resilience, and opportunities for all.

Mrs. Dione Jennings

Mrs. Dione Jennings

Vision

Transforming lives by delivering world-class labour and social protection services

Mission

To promote sound labour relations and deliver effective social protection services that empower individuals and their families while advancing a culture of productivity and decent work.

Mandate

1. Promote compliance with labour standards, decent work and access to employment towards an efficient and effective labour market
2. Provide social protection services and facilitate social inclusion of the vulnerable
3. Provide effective social security services
4. Promote increased levels of national and workplace productivity

THE LABOUR DIVISION



The Labour Division of the Ministry of Labour and Social Security is committed to fair labour practices, workers' rights, and fostering harmonious industrial relations, playing a vital role in Jamaica's socio-economic development. Its key responsibilities include enforcing labour laws, managing industrial disputes, and shaping policies to adapt to changing labour market trends.

The Division oversees significant programmes such as the Overseas Employment Programme, connecting Jamaicans to international opportunities, and Occupational Safety and Health initiatives to maintain workplace standards. By fostering collaboration and aligning policies with global best practices, it aims to empower workers, ensure mutual respect in industrial relations, and create abundant employment opportunities.

With a focus on service excellence, the Labour Division strives to equip every Jamaican to contribute to the nation's growth, stability, and global competitiveness.

- **Manpower Services**
  - Electronic Labour Exchange
  - Overseas Employment
  - Family Service Unit
  - Employment Agencies Unit
  - Jamaica Central Labour Organization (JCLO)
- **Industrial Relations & Allied Services**
  - Industrial Relations
  - Industrial Disputes Tribunal
  - Pay and Conditions of Employment Branch
- **Occupational Safety & Health**
  - HIV Unit
  - Occupational Safety & Health Department
- **Other Divisional Departments**
  - Child Labour Unit
  - Work Permit
- **Other Agencies**
  - Abilities Foundation
  - Jamaica Productivity Centre
  - Jamaica Council for Persons with Disabilities (JCPD)



MANPOWER SERVICES

ELECTRONIC LABOUR EXCHANGE (ELE)

The Electronic Labour Exchange (ELE) bridges the gap between job seekers and employers by offering efficient job matching services. It streamlines the recruitment process, and connects talent to meaningful employment opportunities, thereby empowering both job seekers and businesses to thrive in today's evolving job market. The Labour Market Information System (LMIS), through the Electronic Labour Exchange (ELE), provides a comprehensive and dynamic online platform that centralizes job postings, applications, and essential job readiness training. From crafting professional resumes to mastering interview techniques, the LMIS equips job seekers with the tools they need to succeed, while offering employers seamless access to a pool of skilled talent.

What We Do

- Operate a web-based platform that links prospective employers with employees, streamlining the recruitment process.
- Provide guidance to job seekers on career development, helping them make informed decisions about their professional paths.
- Offer support in crafting effective résumés, enhancing job seekers' prospects in the competitive job market.
- Conduct training sessions to equip individuals with essential skills for successful job searching and interviewing.
- Disseminate up-to-date information to meet the needs of both job seekers and employers, facilitating informed decision-making.



Services Provided:

The ELE offers both online and in-person services to Job Seekers and Employers.

For Job Seekers

Job Seekers may visit the Ministry's office at 1F North Street, or any of our parish offices listed at the back of this Guide to access the services of the ELE.

Offline Services:

- Access to computer facilities (North Street, Kingston Office).
- Career guidance and counselling.
- Referrals to other institutions for access that may better address immediate needs.
- Participation in workshops and Job Fairs across the island

Online Services:

Job Seekers may search and apply for job vacancies, or post their résumé online at www.lmis.gov.jm.

Documents Required:

Job Seekers are required to submit the following documents to support their applications for job placement:

- 2 letters of recommendation, one from the last employer and the other from a JP, superintendent of police or a pastor
- NIS card
- Tax-payer Registration Number
- Résumé
- Certificates or other evidence of qualifications

For Employers:

Offline Services

- Screening and shortlisting of candidates.
- Guidance on how to post job vacancies.
- Access to conference room facilities at the North Street, Mandeville, and St. Ann's Bay offices.
- Access to general or customized Job Fairs

Online Services:

Employers may post job vacancies online at www.lmis.gov.jm

Scan here for more information

UNIT CONTACTS:

clientcare@mlss.gov.jm

(876)-922-8000-13

MANPOWER SERVICES

EMPLOYMENT AGENCIES UNIT (EAU)

The operations of the Unit are guided by the Employment Agencies Regulation Act (EARA) 1957, which provides that: "It shall not be lawful for any person to carry on an employment agency without a licence from the Licensing Officer authorizing him to do so."

NB:

- Only licensed agencies may legally advertise jobs.
- Each additional business location must have its own licence.

How to Access the Service

- Complete and sign the prescribed application form.
- Pay the required fees at any Tax Office (Collectorate).
- Attach all supporting documents to the application.

Basic Requirements for Licence Applicants:

Eligible applicants for operating licences must:

- Be 18 years or older
- Be Jamaican or CARICOM nationals (or hold a valid Work Permit)
- Have a physical business location
- Submit the required documents and fees

Steps in the Process

- Attend an interview with a Compliance Officer from the Employment Agencies Unit and submit the required business registration and job-related documents.
- Pay the applicable fees to the designated collection authority.
- Submit receipts and all supporting documents to the Employment Agencies Unit.
- The Unit will conduct an inspection of the premises to confirm suitability.
- Inspection reports and documents are reviewed and forwarded to the Licensing Officer (Permanent Secretary) for a final decision.
- The applicant is informed of the outcome. If approved, the licence may be collected personally or by an authorized representative.

Documents Required:

- Completed application forms (available at MLSS offices or online)
- Business registration certificate
- Tax Registration Number (TRN)
- Police record & background information
- Proof of available jobs from overseas partners (for overseas agencies)
- Surety bond (overseas agencies only)

Fees: Confirm applicable fees for service required with a representative of the Employment Agencies Unit



Licence No. 000
SCHEDULE D
Regulation (6)

THE EMPLOYMENT AGENCIES REGULATION ACT

FORM NO. 1

LICENCE WITH AUTHORITY TO PLACE PERSONS IN EMPLOYMENT OUTSIDE JAMAICA

This is to certify that **JOHN DOE** (Name in Block Letters)

of **Shop #4, John Doe's Plaza, 14 Johnny Street** (Address) is licensed to carry on the Employment Agency known as **John Doe's International Travel** on premises located at **Shop #4, John Doe's Plaza, 14 Johnny Street** in the parish of **St. John** and that, subject to the exclusions specified below, the said Employment Agency is authorized to place persons in employment outside of Jamaica.

Workers under the following overseas employment programmes are excluded -

(a) the United States Farm Work (H-2A) Programme;
(b) the Canadian Farm and Factory Workers' Programme;
(c) the Guantanamo Bay (Cuba) Recruitment Programme; and
(d) the United States Hospitality (H-2B) Programme in organizations served by the Ministry of Labour and Social Security in collaboration with the Jamaica Central Labour Organisation (JCLO).

This Licence shall expire on **5th December, 2027** unless sooner revoked by the Licensing Officer.

Dated this **6th** day of **April** 20 **26**

add photo

Licensing Officer

Scan here for more information

UNIT CONTACTS:

employmentagencyunitja@mlss.gov.jm

(876) 676-5806

(876) 676-5748 / (876) 553-5457 (whatApp Hotline)

MANPOWER SERVICES

OVERSEAS EMPLOYMENT

The Overseas Employment Programme opens doors for Jamaicans to access seasonal job opportunities in agriculture, hospitality, and other key industries across the United States and Canada. By fostering skills development, employment opportunities and economic growth, this initiative empowers workers to contribute both locally and internationally. The programme ensures a smooth and efficient process by recruiting, preparing, and supporting participants while prioritizing their welfare abroad through dedicated Liaison Officers.

What We Do

- Connect eligible Jamaicans with seasonal employment opportunities in agriculture, hospitality, and other industries across the United States and Canada.
- Recruit and meticulously screen candidates for participation based on established criteria.
- Provide orientation sessions to prepare workers for cultural differences, job responsibilities, and workplace expectations in their host countries.
- Facilitate the transportation of workers in Canada and the United States.
- Serve as a vital link between employers and workers to protect employee welfare, foster positive relationships with foreign employers, and ensure compliance with employment agreements, through active collaboration with government agencies and industry partners to promote fair, safe, and productive labour practices.
- Address legal, health, and workplace issues through Liaison Officers stationed in the U.S. and Canada, and provide assistance during emergencies, including natural disasters or personal crises.
- Through the Family Services Unit, coordinate the return of workers to Jamaica after contract completion or in unforeseen circumstances, and support the stability of their families, by evaluating and addressing their financial and emotional needs.



MANPOWER SERVICES

FAMILY SERVICES UNIT (FSU)

The Family Services Unit (FSU) is committed to supporting the families of migrant workers by evaluating and addressing their financial and emotional needs. This service ensures that families remain stable and well-supported while their loved ones are working overseas.

What We Do

- This unit ensures that while workers are abroad, their families receive the necessary assistance to maintain stability and well-being. Social workers visit the families of migrant workers to evaluate their financial and emotional needs.
- Facilitate access to financial assistance for families, particularly focusing on the children of migrant workers.
- Address emotional challenges faced by families due to the absence of the migrant worker, providing counseling and guidance as needed.
- Assist at-risk families in developing strategies to become self-reliant during the period of the worker's absence.
- Verify that migrant workers are actively participating in MLSS programmes to qualify their families for support services.
- Facilitate the repatriation of sick or injured workers to Jamaica, and source medical providers to treat such workers, once repatriated.



JAMAICA CENTRAL LABOUR ORGANIZATION (JCLO)

For more than 70 years the Jamaican agricultural programme has been administered in the United States by the Jamaica Central Labour Organisation (JCLO), formerly known as the British West Indies Central Labour Organisation and the West Indies Central Labour Organisation. The primary role of the JCLO is to ensure protection of the welfare and rights of Jamaican farm and hospitality workers employed in the US.

Headed by the Chief Liaison Officer, the JCLO's functions are carried out by a team of Liaison Officers, placed strategically throughout the States where the workers are engaged, actively providing support and ensuring that they are fairly treated while contributing to the success of the US employment programme.

The primary focus of the Jamaica Chief Liaison Office (JCLO) is the welfare of Jamaican farm and hospitality workers in the United States, with supervision beginning even before their arrival. Liaison officers ensure that employment conditions comply with contract terms and US regulations, while providing guidance and support whenever issues arise. This includes regular inspections of workplaces and housing to verify adherence to Department of Labour standards and best practices in safety, health, hygiene, and overall working conditions.

Key Functions of the JCLO

The key functions of the Jamaica Chief Liaison Office (JCLO) center on safeguarding the welfare of Jamaican migrant workers in the United States and ensuring the smooth, compliant operation of the employment programme from start to finish.

Before Worker Arrival

Before Jamaican workers arrive in the United States, the JCLO ensures that all employment arrangements are properly in place. Liaison Officers verify that jobs exist, confirm that terms and conditions are clearly communicated, and ensure workers' compensation coverage is arranged. They visit prospective employers to confirm that management systems are ready for programme administration and maintain regular contact with US federal and state authorities, including the Department of Labour, Workers' Compensation Commissions, healthcare providers, local police and judiciary, workers' advocacy groups, employers' associations, and the Jamaican embassy in Washington. Officers also monitor relevant laws, policies, and regulatory changes to ensure compliance and smooth programme operations.

During Worker Engagement

Once workers arrive, the JCLO continues to safeguard their welfare throughout employment. Officers meet workers, coordinate transportation to workplaces, and inspect housing to ensure acceptable standards. They monitor compliance with employment contracts, conduct routine site visits, and assist with work- or domestic-related issues. Medical care is arranged for injuries or illness, with claims filed promptly and repatriation provided if necessary. Officers maintain accurate records of worker movements, repatriation manifests, and notify the MLSS if workers abscond. In emergencies, including natural disasters, they coordinate safe evacuation and transportation.

Throughout employment, the JCLO maintains communication with workers' families in Jamaica and with the MLSS, ensuring timely support, guidance, and oversight for a successful programme experience.

THE JAMAICAN LIAISON SERVICE

The Jamaican Liaison Service in Canada

The Seasonal Agricultural Workers Programme (SAWP) began with the recruitment of 264 workers to work in the Province of Ontario in 1966. Established that same year under a Memorandum of Understanding between Jamaica and Canada, the Jamaican Liaison Service (JLS) ensures the smooth operation of the programme while safeguarding the welfare of Jamaican workers.

From its inception, the JLS has managed the recruitment, selection, of qualified workers, playing a vital role in the successful administration of the SAWP by overseeing the full employment cycle - from pre-arrival preparation to record-keeping and ongoing support in Canada.

As the SAWP expanded into additional provinces over the years, the JLS has taken on broader responsibilities, while remaining steadfast in upholding its central mission of safeguarding the welfare of workers and ensuring their rights are fully protected.

Led by the Chief Liaison Officer and a Ministerial Delegation - usually headed by the Minister of Labour and Social Security, the JLS participates in the Annual Review Meeting with Canadian authorities and labour-supplying country representatives. The meeting, hosted in Canada or by a participating country, brings together labour-supplying country representatives and Canadian government agencies to set clear, fair, and mutually beneficial employment terms for the year ahead.

Key Functions of the Jamaican Liaison Service in Canada

Over decades of service, the Service has evolved its strategies while remaining steadfast in its mission to protect workers, support employers, and maintain a reliable, well-managed programme

Before Worker Arrival

Prior to workers' arrival, the JLS ensures that all arrangements are in place for a smooth transition. This includes verifying housing and pay, confirming workers' rights and responsibilities, and coordinating access

to healthcare and workers' compensation in the event of workplace illness or injury.

The Service liaises with Canadian government agencies - including Canada Revenue Agency (CRA), Employment & Social Development Canada (ESDC), the Workplace Safety & Insurance Board/WorkSafe BC, Nova Scotia Workers' Compensation Board, Immigration & Refugee Canada (IRCC), and local police and medical institutions, to ensure compliance with all regulations.

Additionally, the JLS collaborates with programme partners such as F.A.R.M.S. (Foreign Agricultural Resource Management Services), which coordinates foreign seasonal agricultural worker requests, and CanAg Travel Services Ltd., which standardizes travel arrangements for employers and workers. The Service also provides programme data to Employment and Immigration regional coordinators, including arrival manifests, repatriation manifests, transfer notices, and records of absconding workers, helping to ensure accurate tracking and smooth programme administration.

During Worker Engagement

Once workers arrive, the JLS focuses on safeguarding their welfare and supporting employers to maintain a productive, compliant work environment. Officers monitor the terms and conditions of employment, ensuring both workers and employers uphold their responsibilities. They provide counselling and guidance for work-related or personal challenges, mediate disputes, and keep all parties informed of important employment matters.

The JLS ensures that workers have safe, adequate housing, receive proper compensation, and access necessary healthcare and workmen's compensation if injuries or illnesses occur. Officers are available 24 hours a day to respond to urgent issues, coordinate problem resolution, and facilitate communication with employers, Canadian authorities, and workers' families when needed.

Through these comprehensive functions, the JLS ensures that the Seasonal Agricultural Workers Programme operates smoothly, protecting workers, supporting employers, and maintaining the integrity of the Seasonal Agricultural Workers Programme in Canada.

Scan here for more information

UNIT CONTACTS:

info@jclo.org

(876) -922-9500-14
+ 1-(202)-667-6190

PAY AND CONDITIONS OF EMPLOYMENT BRANCH (PCEB)

The Pay and Conditions of Employment Branch (PCEB), a key unit within Jamaica's Industrial Relations Department, is mandated to safeguard workers' rights through the enforcement of the nation's labour laws, particularly those governing minimum wage standards. The Branch fulfils this role by conducting inspections, investigating complaints, and ensuring compliance with legal requirements for fair pay and working conditions. It also provides education and guidance to employers and employees alike, promoting awareness of labour standards and fostering a culture of compliance.

At its inception, the PCEB primarily offered legal guidance on Jamaica's labour laws, investigated complaints submitted to the Ministry, and inspected employment records to ensure compliance with the Minimum Wage Act of 1938. Over time, its mandate has broadened to cover all aspects of the labour laws, as an increasing number of non-unionized workers seek the Ministry's intervention in matters such as the non-payment of statutory obligations

What We Do

- Conduct inspections and investigations of business establishments in accordance with the Labour Officer's Powers Act to verify compliance with Jamaica's labour laws, particularly the Minimum Wage Act.
- Provide guidance to the public, including employers, employees, and potential investors, on the provisions of Jamaica's labour laws.
- Respond to queries from employers and employees regarding terms and conditions of employment.
- Interview clients (employees and employers) to determine whether formal intervention is required to address breaches of pay and employment conditions.
- Document and manage complaints efficiently to ensure timely resolution.



- Facilitate mediation sessions between complainants and employers to amicably resolve disputes related to pay and working conditions.
- Review and reassess complaints and cases to determine whether referral to the courts is necessary.
- Attend civil courts as expert witnesses when required.
- Conduct outreach and public education activities to promote understanding and compliance with Jamaica's labour standards.

How to Access the Service:

Persons in need of information or support may visit the Ministry's office at 1f North Street, or any of its parish offices islandwide.

Scan here for more information

UNIT CONTACTS:

pceb@mlss.gov.jm

(876) 922-8000-13

INDUSTRIAL DISPUTES TRIBUNAL (IDT)

The Industrial Disputes Tribunal (IDT) provides mediation and arbitration services to parties involved in industrial disputes that remain unresolved following conciliatory efforts by the Ministry of Labour and Social Security (MLSS), thereby serving as a vital mechanism for resolving workplace conflicts. By providing a formal and impartial platform, the IDT empowers employers, employees, and Trade Unions to achieve fair resolutions, fostering industrial harmony and upholding workplace justice.

What We Do

- Adjudicate conflicts between employers and employees, including both unionized and non-unionized workers, referred by the Minister of Labour and Social Security.
- Work to achieve peaceful dispute resolution and assist in maintaining industrial harmony and stability in the country.
- Make binding decisions consistent with laws concerning wages, conditions of employment, and hours of work, taking into account the national interest.
- Ensure that determinations and settlements align with the Labour Relations Code, promoting good labour relations practice.

Who Can Access the Services of the IDT

The primary parties that utilize the IDT's dispute resolution services include:

- Unionized Workers: These workers are typically represented by a recognized Trade Union/Staff Association.
- Non-Unionized Workers: Since the 2010 amendment to the Labour Relations and Industrial Disputes Act (LRIDA), disputes involving non-unionized workers may be referred to the IDT by the Minister. These workers are generally represented by Attorneys-at-Law, Human Resources Practitioners, and/or Industrial Relations Consultants.
- Employers/Management: Management teams and employers participate as parties to the dispute. They are usually represented by Attorneys-at-law, Human Resources Managers or Industrial Relations Consultants.

Documents Required

Briefs: This is a concise summary of the dispute, submitted by each party, outlining their positions and supporting arguments.

Steps in the Process

The IDT follows a clearly defined process to resolve industrial disputes:

- Request for Briefs: Having received a reference from the Minister the Secretary/Director of the IDT formally writes to both parties involved in the dispute, requesting the submission of briefs within a stipulated timeline.
- Panel Assignment: The Chairman of the IDT allocates the dispute to a specific panel, following which the Secretary assigned to that panel notifies the parties of the panel assignment and proposes initial dates for the commencement of the hearing.
- Brief Exchange and Hearing Confirmation: The Secretary facilitates the exchange of briefs between the parties and confirms dates for the hearing's commencement and continuation.
- Hearing Proceedings: During the hearings or sittings, both parties formally present their case, providing both written and oral evidence in support of their positions. Witnesses are examined and cross examined on the evidence provided.
- Deliberation and Award: Following the submission of evidence and arguments, the panel retires and deliberates on the matter and arrives at a binding decision. This decision is formally documented as an Award and is handed down to the parties in writing.

Scan here for more information

UNIT CONTACTS:

mlssidt@mlss.gov.jm

(876) 926-8232



INDUSTRIAL RELATIONS & ALLIED SERVICES

INDUSTRIAL RELATIONS (IR)

The Industrial Relations Department is the responsible arm of the Government of Jamaica that is vested with the authority to intervene in industrial disputes - whether solicited or unsolicited – particularly those which relate to the national interest.

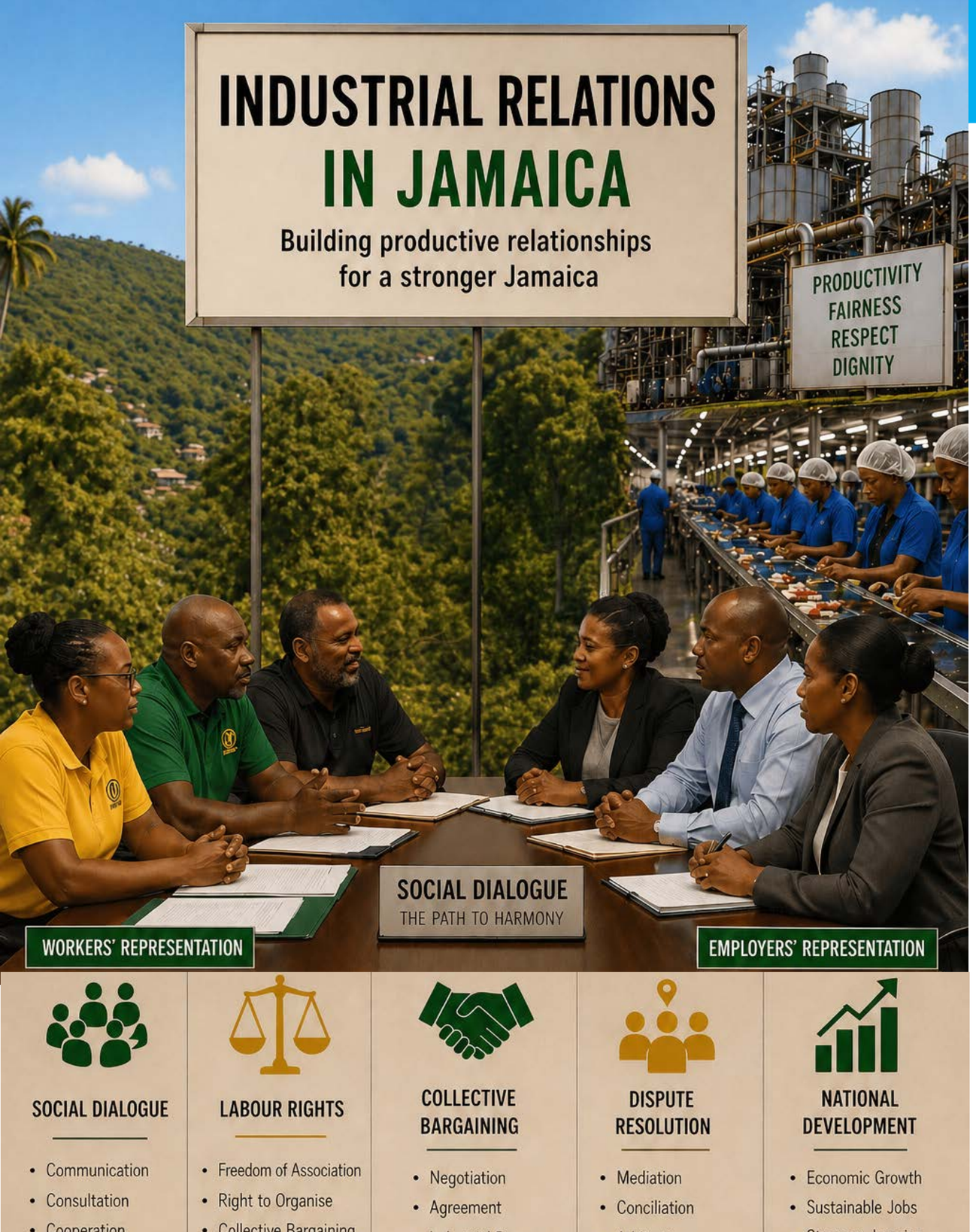
The Department plays a pivotal role in promoting harmonious workplace relations by offering a wide range of services designed to resolve disputes and enhance understanding of labour standards. Through pre-conciliation and conciliation services, the department facilitates dialogue between employers and employees to address and resolve conflicts effectively.

In addition to dispute resolution, the department serves as a trusted source of guidance on Jamaican labour laws, responding to queries related to employment rights, workplace obligations, and best practices. It also provides expert advice to employers on fostering positive labour relations and ensures that complaints regarding pay, employment conditions, and other workplace matters are thoroughly addressed.

By supporting fair and lawful practices, the Industrial Relations Department upholds workers' rights, promotes compliance, and contributes to a stable and productive workforce.

What We Do

- Facilitate the resolution of industrial disputes related to wage negotiations, disciplinary matters, and trade union representational rights through structured conciliation meetings.
- Implement strategies to anticipate and prevent industrial disputes, fostering a cooperative industrial relations climate.
- Manage the formal reporting of disputes by aggrieved workers, representatives, or employers, assessing cases, and scheduling conciliation meetings to facilitate amicable settlements.
- Escalate unresolved disputes to the Minister, who may refer them to the IDT for formal determination and settlement.
- Conduct initiatives to educate workers and employers about their rights and responsibilities under labour laws, promoting a harmonious industrial relations environment.



Pre-Conciliation Services:
Mediation Services: This Unit is available to utilize its mediatory expertise to aid in local level dispute resolution, and particularly, in the early stages of any industrial dispute.

Community Outreach Sessions:
Knowledgeable and experienced officers of the Unit impart information to employers, workers and to communities based on scheduled and pre-arranged sessions.

Conciliation Services:
Dispute Resolution Services: A non-unionized worker whose employment has been unjustifiably terminated (without due notice) may submit a written complaint to the Ministry within twelve (12) months of the termination. The Ministry will then facilitate conciliation in an effort to achieve an amicable resolution.

Representational Rights Polls:
Registered Jamaican Trade Unions may submit their claims made to private establishments for representational rights, to the Ministry for legal processing in order to make a determination on the unionization of such workers at the establishment.

Scan here for more information

UNIT CONTACTS:

conciliation@mlss.gov.jm

(876) 922-8000-13

WORK PERMIT UNIT

The Work Permit Unit manages the issuance of work permits and exemptions for foreign nationals and Commonwealth citizens, ensuring compliance with Jamaica's employment laws. The unit regulates the employment of foreign-nationals while supporting Jamaica's workforce needs and economic goals. It ensures that skilled professionals can work in key sectors while following the country's employment laws and policies.



What We Do

- Evaluate and process applications submitted by prospective employers or legal representatives on behalf of foreign nationals seeking employment in Jamaica.
- Determine eligibility and grant exemptions to individuals who qualify under the Foreign Nationals and Commonwealth Citizens (Employment) Exemptions Regulations of 1964.
- Monitor and enforce adherence to the Foreign Nationals and Commonwealth Citizens (Employment) Act, ensuring that all foreign workers operating within the country are legally employed within the country.
- Provide guidance to employers and foreign nationals regarding the requirements and procedures for obtaining Work Permits or Exemptions.
- Work in conjunction with the Jamaica Promotions Corporation (JAMPRO) , other authorized agencies and legal representatives to facilitate the Work Permit process for investors and contractors.

Who Should Apply:

Under the Foreign National and Commonwealth Citizens (Employment) Act, a foreign national or a Commonwealth citizen - other than CARICOM nationals who qualify under the CSME Skills Certificate programme - must hold a valid Work Permit or Exemption to:

- **Engage in any occupation in Jamaica for reward or profit, or**
- **Be employed in Jamaica.**

In simple terms: If you are a foreign national, a Commonwealth citizen, or a **CARICOM** national whose occupation does not fall within the **CSME** Skills Certificate categories, you are required to apply for a Work Permit or Exemption before working in Jamaica. A comprehensive list of **CARICOM** nationals entitled to move and work under the **CSME** Skills Certificate is provided on the Ministry's Website.

Documents Required:

- Completed Work Permit/Exemption Application Form
- Cover letter to the Permanent Secretary outlining the need for the permit and efforts to hire locally
- Certified copies of qualifications
- Reference/recommendation letter from previous employer
- Certified certificate or licence from the relevant Professional/Regulatory Body (for regulated professions/trades)
- Detailed résumé
- Original Police Record/Clearance
- Proof of Business Registration
- Tax Compliance Certificate (TCC)
- Two passport-sized photos (Work Permit) / One photo (Exemptions)
- Taxpayer Registration Number (TRN)
- Payment voucher for processing/application fee: **$17,250**
- See Work Permit/Exemption Instruction Sheet for full details

Steps in the Process:

- Submit completed application with all supporting documents to a Work Permit Customer Service Representative.
- Application is reviewed. If accepted, a Work Permit receipt is issued.
- Information is entered into the Work Permit Database.
- Processing Officer reviews the application.
- Application may be investigated to confirm genuine need.
- Inter-ministerial Committee reviews and makes a provisional recommendation.
- Application is submitted to the Minister for final decision.
- Employer/agent is notified of the outcome by email.
- If approved, proceed with the following:
- Submit proof of payment of the permit fee (voucher or online).
- Work Permit Letter is prepared and issued.
- Work Permit Card creation sheet is given to the applicant.
- Completed card creation sheet is returned to Customer Service.
- Information is verified, card printed, and issued.

Scan here for more information

UNIT CONTACTS:

workpermit@mlss.gov.jm

(876) 922-8000-13

INDUSTRIAL RELATIONS & ALLIED SERVICES

THE CHILD LABOUR UNIT (CLU)

The **Child Labour** Unit is dedicated to eliminating child labour in Jamaica and protecting the rights and well-being of all children under 18. Its mandate includes working with local and international stakeholders to build a supportive environment that prevents children from being drawn into child labour.

The Unit's main goal is to design and implement policies and programmes that systematically reduce - and ultimately eradicate - child labour in all its forms. Guided by international standards set by the **International Labour Organization (ILO)**, the Unit is committed to ensuring a safer, brighter future for Jamaica's youth, free from exploitation and hazardous work.

What We Do

- Create a comprehensive information system that incorporates quantitative and qualitative information on Child Labour in Jamaica to be used for policy and programme development.
- Withdraw and rehabilitate children from hazardous work and prevent others from engaging in Child Labour.
- Enhance awareness of the complex problems associated with child labour that will affect social attitudes toward children and their educational rights.
- Strengthen the relevant institutions of the Government of Jamaica and Civil Society, to enforce Child Labour Laws as well as develop and implement policies and programmes toward the prevention of Child Labour.



How to Access Our Services:

Report suspected or known cases of child labour by any of the following methods:

- **Call the Child Labour Unit at (876) 922-9500 ext. 2072657**
- **Email childlabour@mlss.gov.jm**
- **Send a message through the Ministry's social media pages**
- **Visit the Child Labour Unit at 1F North Street, Kingston**

Documents Required:

No documents are needed to make a report. However, if you have supporting evidence such as photos or videos, you are encouraged to share them when submitting the report.

Steps in the Process:

All reports are reviewed internally. If required, the case will be referred to the Child Protection and Family Services Agency (CPFSA) for investigation.

REPORTS may be made confidentially or anonymously - you are not required to give your name.

Scan here for more information

UNIT CONTACTS:

childlabour@mlss.gov.jm

(876) 676-5650

OCCUPATIONAL SAFETY AND HEALTH

THE OCCUPATIONAL SAFETY AND HEALTH DEPARTMENT (OSHD)

The Occupational Safety and Health Department (OSHD) enforces the Factories Act and its Regulations to ensure workplaces comply with established safety, health, and welfare standards. The Department's primary goal is to protect workers by promoting safe, productive, and competitive working environments.

Guided by the principles and standards of the International Labour Organization (ILO) - including its Conventions, Declarations, and Programmes - the OSHD develops and implements policies that support the attainment of a safe and healthy working environment as a fundamental principle and right at work.

Research shows a strong link between national prosperity and high occupational safety and health (OSH) standards (Sweden, Oslo, 1998). This finding aligns with the ILO's Decent Work Agenda, which recognizes a safe working environment as essential for achieving fair globalization and reducing poverty.

What We Do

Registration and Compliance: Oversee the registration of factories and ensure compliance with the safety, health, and welfare requirements stipulated under the Factories Act and its attendant Regulations.

Safety & Health Inspections and Audits: Conduct compliance inspections of factories, construction projects, docks and cargo vessels and enforce actions to address safety and health breaches.

Accident Investigation: Conduct investigations into industrial accidents to determine the root causes and recommend corrective and preventive measures.

Policy Review & Legislative Development: Formulate and review OSH policies, programmes and legislation, such as the Occupational Safety and Health Act, to continuously improve workplace safety and health standards across all workplaces.

Administration of National Workplace Policy on HIV & AIDS, 2012: Assist organizations in developing their local HIV & AIDS Workplace Policy to eliminate workplace stigma or discrimination based on workers real or perceived HIV status.

Building Plan Review and Approval: Review and approve building plans for the construction or modification of factories to ensure compliance with occupational safety and health regulations prior to submission to the relevant Municipal Corporation.



How to Access Our Services

- Registration of Factories
- **Documents Required**
  - Completed signed application form for Factory Registration
  - Receipt from Tax Administration of Jamaica (TAJ) confirming payment of fees based on the number of workers

Steps in the Process

- Visit the Ministry of Labour and Social Security's website at www.mlss.gov.jm to download the Application Form for Factory Registration and review the Schedule of Fees. You may also download the Guidelines for Online Fee Payment from the same site.

- Pay the prescribed fee based on the category that corresponds to the factory's total number of employees, either at the nearest Tax Administration Jamaica (TAJ) Collectorate or through the TAJ online portal.

- Complete and submit the application form and payment receipt to the Ministry of Labour and Social Security at 1F North Street or via email to: oshd@mlss.gov.jm

- Approval Building Plans for Factories
- **Documents Required**
  - Completed signed Application form for Plan Approval
  - Three (3) copies of Building plans
- **Steps in the Process**
- Visit the Ministry of Labour and Social Security's website at www.mlss.gov.jm to download the Application Form for Approval of Plan
- Complete and submit the form along with at least three (3) copies of the Building Plans to the Ministry of Labour & Social Security at 1F North Street

- Notification of Building Construction or Civil Works Projects
- **Documents Required**
  - Completed signed Notification of Building Operations or Works of Engineering Construction Form
- **Steps in the Process**
  - Visit the Ministry of Labour and Social Security's website at www.mlss.gov.jm to download the Notification of Building Operations or Works of Engineering Construction Form
  - Complete and submit the form to the Ministry of Labour & Social Security at 1F North Street or via email to: oshd@mlss.gov.jm

Scan here for more information

UNIT CONTACTS:

oshd@mlsss.gov.jm

(876) 922-8000-13

OCCUPATIONAL SAFETY AND HEALTH

HIV UNIT

The HIV Unit within the Occupational Safety and Health Department (OSHD) works to eliminate stigma and discrimination against people living with or affected by HIV in the workplace. Guided by the National Workplace Policy on HIV and AIDS (2012), the Unit helps organizations develop their own workplace HIV and AIDS policies. Wherever an aggrieved worker reports HIV-related discrimination, the Unit ensures the matter is handled with confidentiality and sensitivity while seeking redress through the Ministry. This approach promotes inclusion, protects workers' rights, and supports a fair and productive work environment.

What We Do

Policy Support and Development: Assist organizations in designing and updating their HIV workplace policies and programmes to meet the requirements of the pending Occupational Safety and Health Act and other relevant standards.

Confidential Case Management: Promote the highest level of confidentiality to protect the privacy and dignity of individuals that have HIV-related matters before the Ministry.

Training and Awareness: Conduct sensitization sessions and awareness programmes for employers and employees on HIV-related issues, emphasizing the importance of maintaining a non-discriminatory and inclusive workplace.

Alignment with National Standards: Support organizations in aligning their local HIV & AIDS workplace policies with the ten key principles outlined in the National Policy on HIV and AIDS, 2012 to ensure compliance and promote best practices.

How to Access Our Services

Persons may access the services of the Unit by sending an email to: mlsshivunit@mlss.gov.jm

Scan here for more information

UNIT CONTACTS:

oshd@mlsss.gov.jm

(876) 922-8000-13

SOCIAL SECURITY DIVISION



SOCIAL SECURITY DIVISION

The **Social Security Division** of the Ministry of Labour and Social Security serves as the backbone of Jamaica's social protection system, ensuring that the nation's most vulnerable have access to critical resources that improve their quality of life. By providing a comprehensive range of benefits, grants, and services, the Social Security Division not only addresses immediate economic challenges but also strengthens resilience across all demographics. Whether through the Programme of Advancement Through Health and Education (PATH), which enhances access to education and healthcare for low-income families, or the National Insurance Scheme (NIS), which offers vital support during retirement, disability, or financial hardship, the Division plays a crucial role in reducing poverty and fostering social equity.

With a steadfast commitment to the principle of leaving no one behind, the Division is dedicated to delivering efficient, compassionate, and inclusive services to all Jamaicans. By addressing the needs of senior citizens, persons with disabilities, and families in crisis, the Social Security Division is creating pathways to opportunity and stability. Its work is pivotal in building a more inclusive and supportive society, aligning with the Government's vision for national development and the well-being of every Jamaican.

- **Public Assistance Department (PAD)**
  - Disaster Relief Management
  - Rehabilitation
  - Programme of Advancement Through Health and Education (PATH)
- **Other Divisional Departments**
  - Social Intervention Programme (SIP)
  - Steps to Work
  - National Council for Senior Citizens
  - Early Stimulation Programme

Ministry of Labour & Social Security

"Providing Opportunities, Stability & Social Protection"

Things to Know about the Social Security Division:

- **Administers Jamaica's primary social assistance programmes**, including PATH, which provides conditional cash transfers linked to health and education.
- **Manages the National Insurance Scheme (NIS)**, delivering pensions, employment injury benefits, and other income support to eligible contributors.
- **Provides targeted grants and emergency assistance** to individuals and families experiencing hardship, including older persons and persons with disabilities.
- **Delivers services through a national parish network**, ensuring accessibility across all communities.
- **Supports disaster and crisis response efforts**, facilitating timely financial relief and recovery assistance.
- **Collaborates with government and community partners** to identify vulnerable persons and connect them to appropriate services.
- **Strengthens and modernises social protection systems** through partnerships with international development agencies, enhancing efficiency, coverage, and responsiveness.

PUBLIC ASSISTANCE DEPARTMENT (PAD)

The Public Assistance Department (PAD) is responsible for the identification of beneficiaries and the delivery of scheduled benefit payments for all non-contributory social assistance programmes administered by the Ministry.

The PAD supports Jamaica's most vulnerable individuals and families by addressing immediate needs through the Rehabilitation Programme, providing a non-contributory pension for the vulnerable seniors with no reliable source of financial support through the Social Pension Programme, and fostering long-term development through the Programme of Advancement Through Health and Education (PATH).

Additionally, the PAD collaborates with other stakeholders to coordinate the government's response to natural and manmade disasters at the household and community levels.

Disaster Relief Management

The Ministry of Labour and Social Security (MLSS) chairs the National Humanitarian Assistance Committee of the National Disaster Risk Management Committee (NDRMC). In this role, the Ministry works closely with the Office of Disaster Preparedness and Emergency Management (ODPEM) to coordinate welfare support during emergencies at both the local and regional levels.

What We Do

- **Work in collaboration with the Office of Disaster Preparedness and Emergency (ODPEM) to coordinate all welfare activities, including regional response**
- Chair the National Humanitarian Assistance Committee (of the NDRMC) and the Shelter, Welfare and Public Education committee at the parish level, which ensure preparedness of the response mechanism
- Participate as members of the Parish Disaster Committee at the local level. (Municipal Corporation)
- Support shelter management/shelter inspection
- Provide welfare support to affected persons in immediate aftermath of disasters - in-kind support, food, hygiene/cleaning supplies, bedding, tarpaulin etc) and/or cash grants

- Coordinate and lead post-disaster household damage assessment process.
- Procure, receive and store relief supplies including donations (local and overseas) for distribution as needed
- Support the delivery of public education on disaster related issues and provide case management to build resilience of vulnerable families
- Refer disaster affected individuals to other humanitarian/social protection partners for additional services/support to aid recovery

Through its Disaster Relief Management Unit (DRMU), the Public Assistance Department delivers timely assistance to individuals and communities affected by natural and manmade disasters, ensuring support at both household and community levels.

How to Access Our Services:

Within 24 hours of receiving the necessary clearance from the ODPEM, the MLSS team (with support from its Humanitarian partners) commences visits to accessible affected households to conduct initial damage assessment and provide relief supplies (follow-up to complete more comprehensive assessment might also be conducted where necessary).

Disaster affected individuals may contact the MLSS, Emergency Operation Centres or other humanitarian partners to make reports in circumstances where the MLSS team has not visited or where urgent humanitarian support is needed post-disaster.

Documents Required

MLSS assessment teams complete necessary documentation on inspection damage.

Scan here for more information

UNIT CONTACTS:

clientcare@mlss.gov.jm

(876) 922-8000-13



PUBLIC ASSISTANCE DEPARTMENT

DISASTER RELIEF MANAGEMENT (DRM)

The Ministry of Labour and Social Security (MLSS) Chairs the National Humanitarian Assistance Committee of the National Disaster Risk Management Committee (NDRMC). In this capacity, the MLSS works in close collaboration with the Office of Disaster Preparedness and Emergency Management (ODPEM) to coordinate all emergency response welfare activities, local and regional. The MLSS operates through the Disaster Relief Management Unit to coordinate welfare activities that provide efficient response and support to individuals and communities affected national disaster at the household and community levels.

What We Do

- **Support the delivery of public education on disaster related issues and provide case management to build resilience of vulnerable families**
- **Lead the humanitarian response to both manmade and natural disasters, including floods, household fires and public health disasters**
- **Provide food, bedding, comfort items and other emergency supplies to affected families, communities and shelters**
- **Support quarantined communities and persons impacted by public health disasters**
- **Coordinate and lead the post-disaster household damage assessment process and support shelter management and inspection activities during national disasters.**
- **Provide welfare support in-kind to disaster-affected individuals and families in the immediate aftermath of a disaster.**
- **Procure and store relief supplies for distribution as needed**
- **Make recommendations for and manage the disbursement of rehabilitation (cash)grants to victims of disaster, based on household damage assessments.**

Scan here for more information

UNIT CONTACTS:

clientcare@mlss.gov.jm

(876) 922-8000-13

PUBLIC ASSISTANCE DEPARTMENT

THE REHABILITATION PROGRAMME

The Rehabilitation Programme, established in 1972, to assists the most vulnerable by addressing immediate or emergency needs and promoting self-sufficiency and improved living conditions. It provides one-time grants to individuals and families facing economic challenges, by addressing those immediate/ emergency needs that may be alleviated by one-of interventions.

What We Do

The Rehabilitation Programme provides four categories of grants:

1. **COMPASSIONATE GRANT:** This Grant provides financial assistance to individuals in need, who are without insurance coverage, to respond to urgent needs, for medical expenses, including assistive aids, medication and diagnostics. It also provides support for coverage of burial costs.

Who Should Apply:

- Persons in urgent need of medical services, aids and supplies, who have no insurance or whose insurance coverage is inadequate to cover the required co-payment
- Persons who are in need of financial assistance to cover burial costs of a relative who is ineligible for a Funeral Grant from the National Insurance Scheme (NIS)
- Persons who are unable to finance rental payment for living accommodations
- Persons who are unable to finance the cost of urgently required repairs to their dwellings or the cost of urgent replacements to necessary household items, and who are not the owners of an alternative habitable dwelling

How to Apply:

- Applicants should visit the MLSS office in their parish of residence with the necessary documents to complete the application form.

Documents Required:

- For Medical Purposes: Medical Report/Request, Invoice from supplier/service provider
- For Burial Assistance: Invoice from Funeral Home, Burial Order or death Certificate
- Rental of Living Accommodation: Rental Agreement or letter from landlord
- Repairs to dwelling/purchase of household items: Invoice from supplier

Steps in the Process:

- Upon completion of the application process, a Social Worker will conduct a home visit to verify information provided.
- The MLSS Parish Office will communicate the outcome of the application.
- Where the grant is approved and payment is prepared, applicants are further notified to facilitate arrangements for disbursement to suppliers.

2. **EMERGENCY GRANT:** Emergency Grants Offer urgent relief to victims of disasters (natural or manmade) who have no insurance coverage, to assist with the replacement of personal effects, provision of basic necessities, and support for rehabilitation of residential structures. An Emergency Cash Grant may be preceded by the provision of relief supplies, in the form of personal belongings, basic food items and toiletries.

Who Should Apply:

- Victims of disasters (natural or manmade) who have no insurance coverage

How to Apply:

- Applicants should visit the MLSS office in their parish of residence with the necessary documents to complete the application form.

Documents Required:

- Tax Registration Number (TRN)
- Victims of Natural Disasters: Emergency Needs Assessment Form
- Victims of manmade disasters: Report from the Fire Department (in cases of fire) or Police

3. **EDUCATION AND SOCIAL INTERVENTION GRANT:** The Education and Social Intervention (ESI) Grant provides support for children whose education is hindered by financial constraints, by covering expenses for uniforms, school books, and other basic needs.

Who Should Apply:

- Parents or guardians of children who are unable to afford the cost of uniforms, school books, fees and other basic necessities related to their child's/children's education

How to Apply:

- Applicants should visit the MLSS office in their parish of residence with the necessary documents to complete the application form.

Documents Required:

- Fees, including boarding: Voucher/Statement of Account from Institution, School Status Letter
- Textbooks, electronic devices, educational items: Booklist, Invoice from supplier, school Status Letter

4. **MICRO-BUSINESS GRANT:** The Micro-Business Grant provides financial support to eligible beneficiaries to boost economic status of the individual through support to income-generating projects. Support may be provided either to establish a micro-business or to improve an existing enterprise, in trading, manufacturing, crop or livestock production, or for the purchase of materials and tools to carry out a trade.



How to Apply:

- Submit the required documents to the Ministry's office in the parish in which you reside
- A representative will assist you to complete the application form

Documents Required:

- Government Issued Identification (Passport, Driver's Licence, Voter Registration Card)
- Tax Registration Number (TRN)
- Reference letter
- Relevant permits/licences:
- Food Handlers' Permit
- Relevant trade licences (Barbers, Hairdressers Licence
- Hawk and Peddler Licence
- Proof of Tenure for Property on which business is being conducted
- Tax receipt in applicant's name
- Proof or Rental
- Lease or permission to build (in writing)

Scan here for more information

UNIT CONTACTS:

oshd@mlsss.gov.jm

(876) 922-8000-13

PUBLIC ASSISTANCE DEPARTMENT

PROGRAMME OF ADVANCEMENT THROUGH HEALTH AND EDUCATION (PATH)

The Programme of Advancement Through Health and Education (PATH) is Jamaica's flagship social assistance initiative, launched in 2002 to support vulnerable households. Administered by the Ministry of Labour and Social Security (MLSS), PATH provides conditional cash transfers to improve health and educational outcomes, aiming to break the inter-generational cycle of poverty among poor families. Eligibility of applicants is determined through the application of a Proxy Means Test which assesses households' consumption status, access to consumer durables and social amenities. Within eligible households, beneficiary categories include children (aged from birth to completion of secondary education), elderly persons aged 60 and over, persons with disabilities, pregnant and lactating women, and indigent adults aged 18 to 59. PATH is administered by the Public Assistance Department through the Ministry's network of Parish Offices island-wide.

What We Do

- Provide public education interventions to raise awareness of the programme requirements, application process and benefits, and process applications through the Beneficiary Identification System (BIS) to identify eligible families for participation.
- Facilitate hearings of the Parish Appeals Committees island-wide to review
  - applications of families whose application scores are within a specified range above the cut-off point for admissibility, and
  - requests from non-selected families who have appealed the outcomes of their applications
- Verify information pro/ded by applicants through verification visits to the premises of conditionally approved applicants as the final step in application processing
- Conduct beneficiary sensitizations sessions on compliance requirements for new beneficiaries
- Manage the collection of compliance information through collaboration with the national network of Public Schools and Public Health facilities
- Facilitate delivery of the Ministry of Education's School Feeding Programme to PATH students by providing information on participating beneficiaries to the relevant schools
- Manage the processing and delivery of bimonthly cash grants to qualified and compliant beneficiaries, and the delivery of Base-Benefit payments to non-compliant beneficiaries
- Manage the scheduled removal of persons who no longer qualify for receipt of programme benefits
- Facilitate the transfer of beneficiaries who have attained the age of seventy-five (75) years to the Social Pension Programme
- Provide One – off Post-Secondary grants to former beneficiary students pursuing studies below the level of Bachelor's Degrees
- Provide annual Tertiary bursaries to former beneficiary students pursuing Bachelor's Degrees, for up to four years of study

Scan here for more information

UNIT CONTACTS:

clientcare@mlss.gov.jm

(876) 922-8000-13



PUBLIC ASSISTANCE DEPARTMENT

SOCIAL INTERVENTION PROGRAMME (SIP)

The Social Intervention Programme (SIP) offers support through employment, education and skills training, with the objective of fostering greater levels of independence among beneficiaries. It operates through the following five components:

HOW TO APPLY

1. **Special Employment Programme:** The Special Employment Programme (SEP) is a workforce intervention strategy which targets unemployed and underemployed persons between the ages of 18 and 35 years. The objective is to introduce participants to the world of work and position them for long-term employment by equipping them with marketable skills.

How the Programme Works:

- Beneficiaries are placed in participating organizations for periods of six months, during which the MLSS pays their wages for the first three months. Employing organizations are responsible for payment of wages for the remaining three months.
- Organizations provide a programme of on-the-job training for the six month period.
- MLSS officers provide monitoring and conduct assessments
- HEART NSTA provides delivers a curriculum of Employability Skills/Job Etiquette Training, in addition to training and evaluation leading to accreditation in marketable skills developed via the on-the-job curriculum

Who Should Apply:

- Unemployed persons, 18-35 years, who have passes in
- at least 3 CXC subjects or
- a combination of City & Guilds subjcts or
- Level 2 or 3 HEART Certification

How to Apply

- Submit the required documents to the Ministry's office in the parish of residence
- Participate in the required screening and orientation sessions

Documents Required

- Birth Certificate
- Government issued Identification
- TRN
- NIS Number
- Proof of Qualifications
- 2 Letters of Recommendation
- 2 passport sized photographs
- Typed Resume
- Banking Information

2.

The Education Grants Programme: The Education Grants Programme provide financial assistance for vulnerable Jamaicans, to facilitate completion of their educational programmes at the post-secondary and tertiary levels.

Who Should Apply:

Jamaicans aged 16–55 years who can verify financial need and are enrolled in any of the following courses of study, and are willing to perform 30 hours of voluntary/community service:

- Resit of at least two (2) subjects at the CSEC or GCE level
- CAPE subjects at either or both levels (Sixth Form students)
- Short courses (6–18 months) approved by the Ministry of Education
- Tertiary programmes leading to an Associate or Bachelor's degree

How to Apply

Submit the required documents to the Ministry's office in the parish of residence

Documents Required

- Birth Certificate
- Government issued Identification
- TRN
- NIS Number
- Evidence of CSEC results or last school report
- Letter of Acceptance from the educational institution
- Information on the programme or subjects to be pursued
- Transcript from tertiary institution (for continuing students)
- Invoice from the institution
- Evidence of additional financial support to cover fees (letter from SLB or other financial institution)



3. **The Steps to Work Programme:** The Steps to Work (STW) Programme is the Ministry of Labour and Social Security's welfare-to-work strategy. It engages working-age members (17–64 years) of PATH households on a voluntary basis in activities that promote job readiness, skills development, job matching, and entrepreneurship — helping participants move beyond welfare into sustainable employment and improved livelihoods. Currently, there are three (3) main initiatives under the STW Programme:

- Business Development Training and Entrepreneurial Grants: This initiative targets PATH household members aged 18–64, providing business development training and a cash grant of up to Two Hundred Thousand Dollars ($200,000.00) to support new, existing, or restarting micro businesses. Participants must complete a four-day workshop covering the fundamentals of micro business operations and the minimum requirements for operating successful micro businesses, and receive a daily stipend of Eight Hundred Dollars ($800.00) during training.

- Skills Training & Certification: This initiative, implemented in partnership with the HEART NSTA Trust, provides PATH beneficiaries aged 17–64 with remedial education and skills training up to Level 3 certification. Participants receive a daily stipend of Seven Hundred Dollars ($700.00) for the duration of their course and may also receive assistance with training gear and materials.

- Job Readiness Training and Placement: This intervention targets PATH beneficiaries aged 18–35 with at least three (3) CSEC subjects. In partnership with the Electronic Labour Exchange (ELE) Unit, the Steps to Work Programme offers Job Savvy Training, which provides soft skills development and job coaching in areas such as interviewing, deportment, and punctuality, leading to job placements across the island. Participants receive a stipend of Eight Hundred Dollars ($800.00) per day during training, followed by a three-month internship aimed at securing permanent employment. During the internship, participants receive a weekly stipend of Sixteen Thousand Dollars ($16,000.00), effective July 1, 2024.

Scan here for more information

UNIT CONTACTS:

sip@mlss.gov.jm

(876) 922-8000-13

PUBLIC ASSISTANCE DEPARTMENT

STEPS TO WORK

The Steps to Work programme is a training and employment initiative designed to promote economic self-sufficiency of poor households by addressing barriers to employment, including lack of skills, low education levels and lack of access to financial resources.

The programme targets working-age members of households supported by the Programme of Advancement Through Health and Education (PATH), engaging them in initiatives focused on job readiness, skills development and certification, and micro- enterprise development.

What We Do

- Provide job readiness training, placement referrals and paid on-the-job training opportunities for qualified secondary and tertiary graduates who are part of PATH beneficiary households

- Provide skills training and certification opportunities up to Level III, in collaboration with the HEART NSTA Trust, assistance with training materials and gear as required, and transportation stipend for the duration of the training period

- Provide customized business development training (Biz Start) to eligible PATH household members, and a transportation stipend for the duration of the course

- Provide entrepreneurship grant support of up to $200,000.00 to eligible PATH household members, aged 18- 64 years, to start or expand micro businesse

Scan here for more information

UNIT CONTACTS:

sip@mlss.gov.jm

(876) 922-8000-13

PUBLIC ASSISTANCE DEPARTMENT

THE SOCIAL PENSION PROGRAMME

Introduced in July 2021, the Social Pension Programme (SPP) is a non-contributory cash transfer initiative designed to support the rights of older persons to income security, dignity, and social protection. In light of the prospect of reduced income with retirement, coupled with increased life expectancy and its long-term implications for social protection, the programme specifically targets elderly Jamaicans who are vulnerable due to their age, and who:

- **DO NOT BENEFIT FROM ANY WELFARE PROGRAMMES INCLUDING PATH OR POOR RELIEF**
- **DO NOT RECEIVE THE NIS, OLD AGE OR DISABILITY BENEFIT**
- **DO NOT HAVE A PENSION OR ANY OTHER RETIREMENT INCOME**
- **DO NOT RESIDE IN A GOVERNMENT CARE FACILITY**

Beneficiaries receive a bi-monthly payment, set at up to fifty percent (50%) of the lowest benefit payable under the National Insurance Scheme.

Who Should Apply

You may be eligible to apply if you:

- Are a Jamaican citizen who ordinarily resides in Jamaica.
- Are 75 years of age or older at the time of application.
- Do not receive a pension, retirement, old age or disability benefit, or any other regular income.
- Are not living in a government institution.

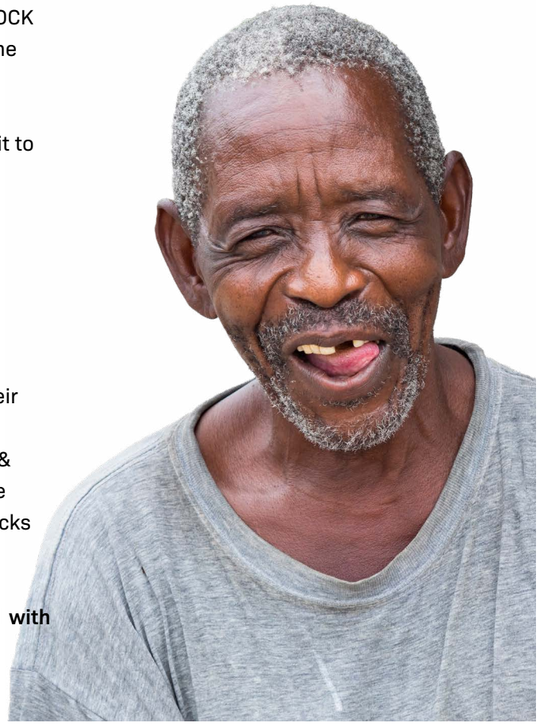
NB: PATH AND POOR RELIEF BENEFICIARIES WHO ATTAIN THE AGE OF 75 YEARS ARE TRANSFERRED TO THE SOCIAL PENSION PROGRAMME AND DO NOT NEED TO APPLY.

Documents Required

- The following documents are required to process an application for a Social Pension:
- Electoral Identification Card, or Drivers' License, or Passport
- Birth Certificate
- Tax Registration Number (TRN) Card
- National Insurance Scheme (NIS) Card
- Proof of Bank Account in applicant's name. (If you do not own a Bank Account, you must select a Remittance Agency through which you would like to collect your payments).

Steps in the Process

- Complete the Social Pension Application Form in BLOCK CAPITALS using a black or blue ink pen, along with the required documents
- Make sure your application form is witnessed and stamped by one of the following, before you submit it to the Ministry's office:
- Justice of the Peace
- Minister of Religion
- Medical Doctor
- School Principal
- Bank Manager
- Police Officer (Inspector or above)
- Senior Civil Servant (GMG/SEG1 or higher, stating their post and Ministry/Department/Agency)
- Submit the form in person at any Ministry of Labour & Social Security parish office island-wide. (If someone submits it for you, the Ministry will make further checks to confirm your information.)



NB: Please note that your information may be verified with other agencies such as:

- **Registrar General's Department (RGD)**
- **Tax Administration Jamaica (TAJ)**
- **Financial institutions**

Scan here for more information

UNIT CONTACTS:

clientcare@mlss.gov.jm

(876) 922-8000-13

DIVISIONAL DEPARTMENTS

NATIONAL INSURANCE SCHEME

The National Insurance Scheme (NIS) is a compulsory contributory funded social security programme, established under the National Insurance Act of 1965. It provides financial protection to all employed individuals, including self-employed and voluntary contributors, between the ages of 18 and 70, and their families against income loss due to critical life events, including injury on the job, sickness, retirement, or the death of the breadwinner.

Employers and employees are required to contribute 2.5% of employees' gross salaries, up to the maximum insurable wage ceiling; self-employed persons contribute 5% of their statutory income.

What We Do

- **Facilitate the registration of employers and employees**
- **Monitor compliance to ensure adherence to the National Insurance Act, maintaining the integrity to the scheme.**
- **Manage contributions through the National Insurance Fund (NIF), investing in real estate, money markets, and equity markets to ensure the scheme's sustainability.**
- **Administer the NI Gold Health Insurance Plan for NIS Pensioners**
- **Administer the processing and delivery of benefits, including retirement pensions, invalidity benefits, employment injury benefits, and funeral grants, providing financial support.**





Your NIS Benefits Explained.

The National Insurance Scheme (NIS) is a mandatory social security programme for all employed persons in Jamaica, providing financial protection against income loss due to job-related injury, sickness, retirement, or death. All income earners aged 18 to 70 must register and contribute to the NIS, including employed, self-employed, and voluntary contributors.

Who Should Apply

- Any person, between the ages of 18 and 60 years who are earning an income should register to begin contributing
- Any contributor, on attaining age 65, may apply for a Retirement Pension, if they are no longer employed.
-

How to Apply

- Applicants for NIS Numbers are required to visit the Ministry's office in the parish of residence to apply
- Applicants for NIS benefits, who are resident in Jamaica, should complete and submit the application form for the specific benefit, along with the required documents, to the nearest office of the Ministry of Labour and Social Security. Applicants for Retirement Pensions, who reside overseas, must submit notarized copies of the required documents to the Ministry's International Social Security Unit, located at 14 National Heroes Circle, Kingston 4.

Documents Required:

- Applicants for NIS numbers are required to submit either their original Birth Certificate (the Ministry will copy and return the original on submission) or a copy, certified by a Justice of the Peace.
- Application forms for each benefit type are available on the Ministry's Website. Each form specifies the list of document required.

Scan here for more information

UNIT CONTACTS:

clientcare@mlss.gov.jm

(876) 922-8000-13

Type of Benefit	Details
Maternity Allowance	This benefit is payable to a Domestic Worker who has satisfied the qualifying conditions. The benefit is payable as a lump sum equal to eight weeks at the existing National Minimum Wage.
Special Child Benefit	This benefit is payable to the guardian of a child or children under the age of 18 whose mother is now deceased. The mother's contribution is used to determine qualification for this benefit.
Orphan Benefit	This benefit is payable to the guardian of a child or children under the age of 18 whose parents are now deceased. The contribution of either parent is used to determine qualification for this benefit.
Employment Injury Benefit	This benefit is payable where an employee has sustained an injury caused by an accident, arising out of and in the course of insurable employment, or the development of any of the diseases prescribed by the National Insurance Act, which can be attributed to the nature of the job. Medical treatment is provided when sick leave is granted for 1-3 days, while a cash award is provided when sick leave is granted for 4 days – 52 weeks.
Employment Injury Disablement	This benefit is payable where a disability assessment in excess of 10% has been diagnosed by the Medical Board of the NIS.
Employment Injury Death Benefit	This benefit is payable upon the death of an employee as a result of an accident arising out of and in the course of insurable employment, or from any of the diseases prescribed by the National Insurance Act, which can be attributed to the nature of the job.
Invalidity Benefit	This benefit is payable to a contributor who has satisfied the contribution conditions and has been diagnosed with a permanent medical condition that renders him/her incapable of work for a continuous period of at least twenty-six (26) weeks.
Retirement Pension	This benefit is payable to a contributor who has attained the age of retirement specified by the National Insurance Act and satisfied the contributions requirement.
Spouse Allowance	This benefit is only payable to a pensioner whose spouse is not in receipt of a benefit under the NIS nor will become eligible for a benefit. It is not a separate pension, but is payable as an additional sum to a pensioner who has satisfied the requirement for this allowance.
Widow's/ Widower's Benefit	This benefit is payable to the spouse of a deceased NIS Contributor or pensioner. The payment of this benefit can be either for the short-term (one year or more) or long-term (for the life of the beneficiary) depending on the qualifying conditions.
Funeral Grant	This benefit is payable upon the death of (i) a NIS pensioner or his/her spouse; or (ii) a NIS contributor who has satisfied the required contribution conditions or his/her spouse; or (iii) an employee whose death was as a result of injuries sustained in insurable employment.
Grant	A grant is a one-time payment and is awarded when the contribution conditions for a pension are not satisfied. Grants are payable in the categories of retirement, widow's/widower's, special child, orphan, and invalidity.
NI Gold	This is a health insurance plan which provides comprehensive medical coverage for all NIS pensioners.

Accessing benefits first requires registering with and consistently contributing to the Scheme during one's work life. Applications are to be made on the prescribed NIS Form and submitted with the relevant supporting documents within the required time frame. All forms are available free of cost at the Parish Offices of the Ministry of Labour and Social Security and on-line at www.mlss.gov.jm.

NATIONAL INSURANCE FUND (NIF)

The National Insurance Fund (NIF) is the investment arm of the National Insurance Scheme (NIS), responsible for managing contributions to ensure financial security for pensions and other benefits. The NIF focuses on prudent investment strategies to maximize returns and maintain liquidity, ensuring the long-term sustainability of the scheme.

What We Do

- Manage a diversified investment portfolio, including money market instruments, equities, and real estate.
- Ensure the financial integrity and sustainability of the NIF through strategic investment policies.
- Oversee the administration and timely disbursement of benefits under the National Insurance Scheme (NIS)
- Conduct regular actuarial reviews to assess contribution rates and fund viability.
- Collaborate with the National Investment Secretariat to provide financial recommendations to the Ministry of Finance.
- Monitor the performance of resort and real estate holdings under the NIF, including NIF Resort Management and Cleaveland Resort Boards.

Scan here for more information

UNIT CONTACTS:

secretariat@nif.gov.jm

(876)-908-0019

NATIONAL COUNCIL FOR SENIOR CITIZENS (NCSC)

Established in 1976 in response to Jamaica's growing ageing population and its evolving social, economic, and health needs, the National Council for Senior Citizens (NCSC) serves as the country's principal advocate for older persons. The Council advises the Minister with responsibility for social security and leads initiatives that promote healthy and active ageing across the island.

With Jamaicans aged 60 and over projected to nearly double as a share of the population by 2050, the NCSC plays an increasingly critical role in shaping and advancing the national Ageing Agenda. Guided by its vision of a society in which older persons live with dignity, security, good health, and fulfilment, the Council works to ensure that older persons actively participate in national development, with their rights protected and their contributions recognized and valued.

NCSC OPERATIONS

Through a network of parish organizers, strong community partnerships, and targeted national programmes, the NCSC promotes advocacy, care, empowerment, and social inclusion. It implements the National Policy for Senior Citizens, coordinates services that support independence and well-being, and fosters intergenerational engagement and lifelong participation, ensuring that older Jamaicans remain visible, valued, and vibrant members of society.

KEY SERVICES

The NCSC delivers a range of essential services and programmes designed to promote independence, well-being, and active participation among older persons across Jamaica.

Senior Citizens Identification Card

Issued free to Jamaicans aged 60 and over. The card provides official identification and access to concessionary fares on public transportation and discounts at participating businesses.

- **Digital Literacy Training**
  Free computer training in partnership with HEART/NSTA Trust, with opportunities for certification. Community workshops also provide hands-on support to help older persons confidently use digital devices.
- **Meals on Wheels**
  Weekday meal delivery for shut-in older persons in the Corporate Area and monthly food baskets for eligible persons in other parishes.
- **Skills Training**
  Workshops that support economic livelihood, lifelong learning, and intergenerational exchange.
- **Exercise & Dance Programme**
  Including the Recycled Teenagers Dance Group, promoting fitness, mental wellness, and social connection.

- **Referral Services & Advocacy**
  Guidance and representation to help older persons access public and private services.

- **Senior Day Activity Centres**
  Safe, welcoming spaces for social, educational, health, and recreational activities.

- **Retirement & Estate Planning Education**
  Workshops that support preparation for life after active employment.

ACTIVITIES & NATIONAL PROGRAMMES

The NCSC organizes parish, regional, and national activities that celebrate active ageing, including:

- **Senior Citizens Sports & 3K Purple Run/Walk**
- **Intergenerational Debates**
- **Domino Tournaments**
- **Cultural Celebrations**
- **Centenarians' Registry (honouring persons aged 100+)**
- **National Senior Spelling Bee & Bible Quiz**
- **Art, Craft & Culinary Competitions**
- **Recreational local and overseas trips**

SENIOR CITIZENS' MONTH

Each September, the NCSC leads the national observance of Senior Citizens' Month, culminating on October 1 - the United Nations International Day of Older Persons.

The month highlights:

- **Ageing awareness and retirement preparedness**
- **Volunteerism and community support**
- **Research, training, and partnerships**
- **Intergenerational collaboration**
- **The invaluable contribution of older persons to Jamaica's development**

NATIONAL COUNCIL FOR SENIOR CITIZENS

NCSC

"Healthy, active, productive ageing"

Empowering our seniors to embrace the digital age with confidence











Healthy ageing in action

ncsc@mlss.gov (876) 676-5721-2

3K Purple Run for Healthy Ageing

A signature event of Senior Citizens' Month, the annual 3K Purple Run promotes wellness, dignity, and active ageing. The colour purple symbolizes respect, wisdom, and social protection, reinforcing the value of older persons in national life.

REGISTER WITH THE NCSC

Jamaicans aged 60 and over may register for a Senior Citizens Identification Card. Applicants must provide:

- **A recent certified passport-sized photograph (taken within six months)**
- **Original proof of age (Birth Certificate, Passport, or Driver's Licence)**
- **Marriage Certificate (if applicable)**
- **Taxpayer Registration Number (TRN)**

CONTACT THE NCSC

Address: 11 West Kings House Road, Kingston 10

Telephone: 876-906-9277-8

Email: ncsc@mlss.gov.jm

For information on registration, programmes, or services in specific parishes, please contact the nearest MLSS Parish Office or visit the Ministry of Labour and Social Security website for additional details.

Scan here for more information

UNIT CONTACTS:

ncsc@mlss.gov.jm

(876)-676-5721-2

DIVISIONAL DEPARTMENTS

EARLY STIMULATION PROGRAMME (ESP)

The Early Stimulation Programme (ESP) is a Government of Jamaica initiative designed to support young children with developmental disabilities. Operating since 1975, ESP's mission is to support children with special needs - especially those often overlooked - enabling them to achieve their maximum potential. As the country's only fully publicly funded early intervention programme of its kind, ESP has positively impacted the lives of over 20,000 children and their families across the island.

Target Population

ESP supports children from birth to six years of age living with a wide range of developmental challenges, including:

- **Cerebral palsy and other physical disabilities**
- **Sensory impairments**
- **Autism spectrum disorder**
- **Down syndrome**
- **Developmental delays**
- **Psychosocial deprivation**
- **Behavioural challenges, including Attention Deficit Hyperactivity Disorder (ADHD)**

Services Provided

ESP offers a holistic range of services, designed to give children the best possible start in life. Each child benefits from an individualized intervention plan developed through comprehensive assessments and close collaboration with parents and caregivers.

Specific offerings include:

- **Developmental assessments and early childhood intervention**
- **Community-based support in homes, schools, and day-care centres**
- **Special early childhood education**
- **Physiotherapy (full-time) and speech therapy (part-time)**
- **Parent and caregiver training**
- **Counselling, family support, and access to support groups**
- **Public education and awareness on childhood disabilities**

Operations

ESP operates from four centres:

- **Two in the Kingston and St. Andrew Metropolitan Region**
- **One in Portland**



- **One in St. James**

While centres are regionally located, **children from all parishes island-wide are served**. Through its Mobile Intervention Unit, the ESP delivers services at the Ministry's offices in Santa Cruz, St. Elizabeth and at partnering schools: Browns' Town Primary in St. Ann, Kellits Primary in Clarendon, and Port Maria Infant in St. Mary.

As at January 2026, the programme supports **over 3,000 children annually**, reflecting significant growth over the past decade.

Stimulation Plus Early Childhood Development Centre (Stim-Plus)
To complement ESP's therapeutic services, the **Stimulation Plus Early Childhood Development Centre (Stim-Plus)** was established in 2007 in Rockfort, Kingston, to provide specialized education for young learners with disabilities in a safe, supportive, and purpose-built environment.

In 2018, Stim-Plus was upgraded with **J$70 million in funding from the Inter-American Development Bank (IDB).** The modern facility includes:

- **Seven classrooms**
- **Administrative offices**
- **Bathrooms and sickbay**
- **Physiotherapy rooms**
- **A caretaker's cottage**
- **A specialized play area**

The centre accommodates up to **200 children**. Due to high demand, a waiting list for admission currently exists.

Each year, **60 to 70 children transition successfully from Stim-Plus into primary-level regular or special education schools.**

Scan here for more information

UNIT CONTACTS:

esp@mlss.gov.jm

(876)-922-5585

OTHER AGENCIES

OTHER AGENCIES

While the Ministry operates through two **Other Agencies** main divisions, its impact is amplified by several key agencies and one corporate body. These institutions address systemic gaps, advocate for marginalised groups, and strengthen the Ministry's ability to deliver on its mission of ensuring that no one is left behind.

Together, they promote a model of national development rooted not only in economic progress but also in social justice and equal opportunity. By empowering individuals to participate meaningfully in the labour market and society at large, these entities help build a more inclusive, resilient, and productive Jamaica.

- **The Jamaica Productivity Centre (JPC)**
- Abilities Foundation
- The Jamaica Council for Persons with Disabilities (JCPD)

THE JAMAICA PRODUCTIVITY CENTRE (JPC)

Empowering Jamaica to Work Smarter, Grow Stronger, and Compete Globally

The Jamaica Productivity Centre (JPC) is Jamaica's national organization dedicated to promoting and facilitating productivity improvement across the economy. Guided by a bold vision - to be recognized as the leading regional centre on productivity growth - the JPC works to enable Jamaica's economy to become more productive, innovative, and competitive.

This unique tripartite organization, sponsored by the Government of Jamaica (GOJ), the Jamaica Employers' Federation (JEF), and the Jamaica Confederation of Trade Unions (JCTU) represents a powerful national partnership with a shared national commitment: sustainable economic growth is best achieved when government, management, and labour work together. By uniting these key stakeholders, the JPC ensures that productivity growth is inclusive, balanced, and beneficial to all.

What Is Productivity?

Productivity measures how effectively and efficiently resources are used to produce goods and services that meet customer needs and expectations. Simply put, productivity is the rate at which outputs are produced for every unit of input. It is not just about working harder - it is about working smarter.

How Productivity Drives Prosperity

Productivity growth creates shared value across the nation. Workers gain higher wages and expanded opportunities. Enterprises benefit from lower production costs, reduced waste, greater efficiency, and increased profitability. The country strengthens its economic growth, global competitiveness, and infrastructure, while the wider population enjoys a higher standard of living and improved quality of services.

In every respect, productivity growth is a national investment that delivers collective rewards.

JPC Core Values

The Jamaica Productivity Centre is guided by strong core values that shape how it serves, collaborates, and leads in advancing national productivity.

It champions innovation, encouraging creative thinking and modern solutions that help organizations remain competitive. Its work is grounded in mutual respect, recognizing that lasting productivity growth depends on strong partnerships among government, management, and labour.

The Centre upholds professionalism, delivering objective, high-quality services with integrity and excellence. It emphasizes accountability, ensuring measurable results and sustainable impact, while continuously refining its approaches to better serve Jamaica. Above all, it values teamwork, recognizing collaboration as the foundation of national productivity growth.

Services Offered

The JPC offers a comprehensive suite of programmes and services, delivering customized, results-driven solutions to both public and private sector entities to improve performance, reduce waste, and boost competitiveness.

1. Consultancy Services

The JPC's consultancy services are tailored to help organizations increase productivity and profitability through practical, data-driven strategies. These include:

- **Productivity Audits: Comprehensive assessments that identify where value is created, highlight inefficiencies, and uncover opportunities to eliminate waste, strengthen competitiveness, and improve the bottom line.**
- **Productivity Workshops & Training: Engaging, interactive sessions that introduce key productivity concepts, tools, and measurement techniques, equipping participants with practical skills and a strategic mindset for achieving performance excellence.**
- **Waste Identification & Elimination: The application of proven models and methodologies to optimize resource use, streamline processes, and maximize efficiency.**

2. Productivity Education & Awareness

Building a national culture of productivity is central to the Centre's mission. Through education and engagement initiatives, the JPC seeks to drive a productivity revolution by fostering awareness and inspiring behavioural change at every level of society. These include:

The Centre provides tailored, dynamic **Productivity Awareness Sessions** that explain what productivity is, why it matters, and how individuals - students, youth, employers, employees, and community groups - can contribute to improvement. Through its **Productivity Resource Centre** the JPC also provides access to comprehensive electronic and print resources, including research findings, industry benchmarks, case studies, time-series data, and practical productivity solutions.

3. Research & Measurement

Recognizing that evidence-based decision-making is essential for sustainable productivity growth, the JPC conducts demand-driven analytical and diagnostic research across national, sectoral, industry, and firm levels. Its **research publications** provide authoritative, data-driven insights to guide policy development and organizational strategy, supported by consistent productivity indicators.

Complementing this, **productivity benchmarking** offers comparative measurement tools that enable organizations and sectors to evaluate performance and make informed, strategic improvements.

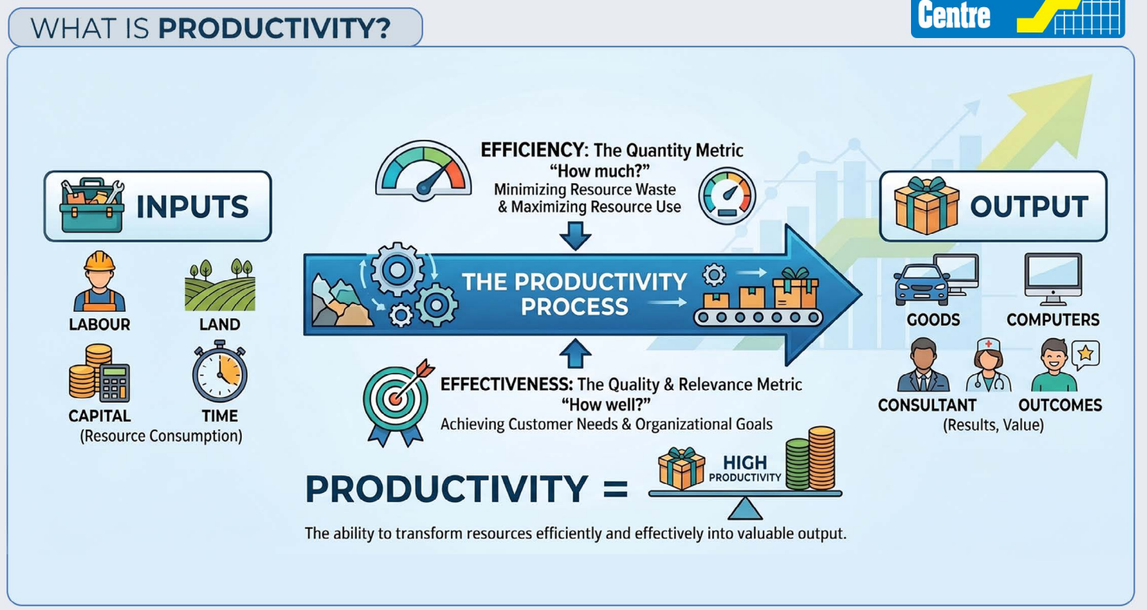


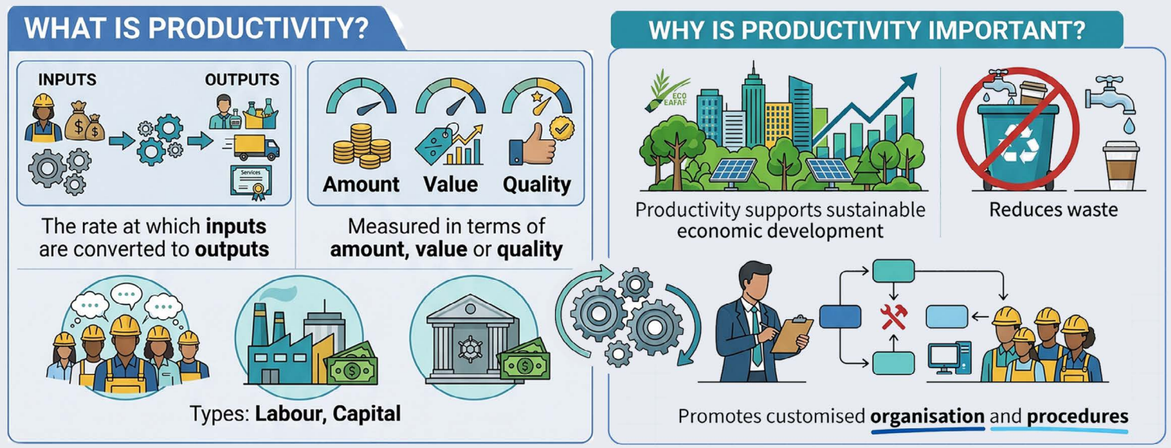
BE MORE PRODUCTIVE, GROW YOUR BUSINESS, IMPROVE YOUR ORGANISATION!

THE PRODUCTIVITY CENTRE has helped businesses improve their productivity, leading to increased profits and competitiveness... Give us a call, we can help you too!

CONTACT US:
JAMAICA PRODUCTIVITY CENTRE
1TH Floor, Air Jamaica Building
27 Harbour Street, Kingston, 2 Jamaica

Telephone: (876) 922-1598, (876) 948-6168
Email: jpc@mlss.gov.jm
Website: www.mlss.gov.jm/jpc
@jamaicaproductivitycentre
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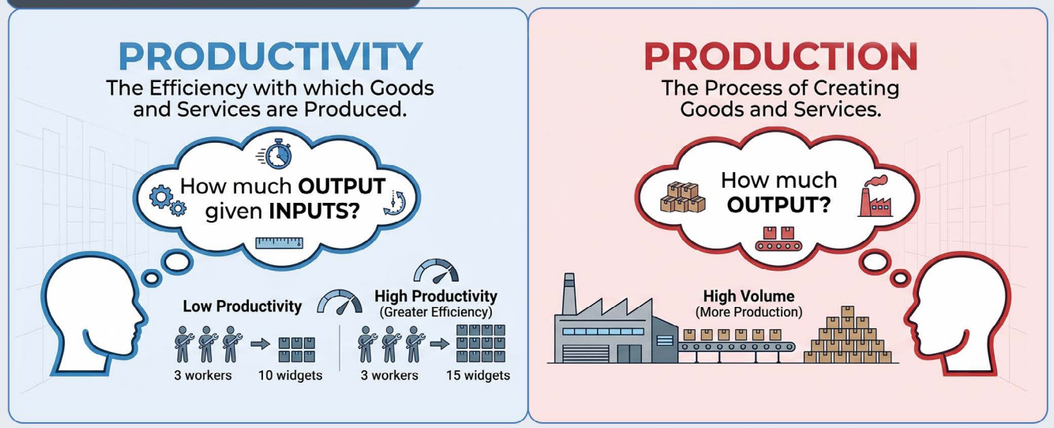
WHY MEASURE PRODUCTIVITY?



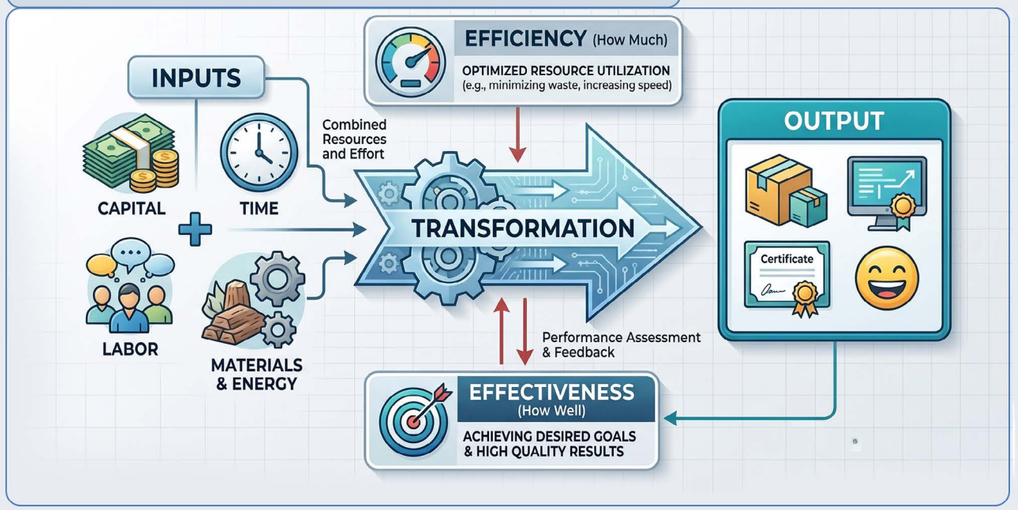
IMPROVING PRODUCTIVITY WILL...



PRODUCTION ≠ PRODUCTIVITY



PRODUCTIVITY FUNDAMENTALS: A SYSTEMIC FRAMEWORK



Scan here for more information

UNIT CONTACTS:

jpc@mlss.gov.jm
876-676-5739
876-676-5740

OTHER AGENCIES

ABILITIES FOUNDATION

The Abilities Foundation is a registered voluntary organization and HEART NSTA Trust accredited Community-Based Training Institution. Established in October 1992, the Foundation's primary objectives are to increase the employability of persons with disabilities by providing training in good work ethics, and to facilitate their social and emotional adjustment to ensure their effective integration into the wider society.

The Foundation partners with the Ministry of Labour and Social Security (MLSS), HEART Trust/NTA, and disability-focused agencies to provide vocational education, life skills training, and support services, guided by its vision to be the leading organization offering education, training, and employment opportunities for persons with disabilities, and its mission to equip students with the skills needed to thrive in the workplace and the wider community.
As a key partner, the Abilities Foundation supports the mission of the Ministry by contributing to national initiatives promoting skills development, employability, social inclusion, and economic empowerment, helping students become confident, independent, and productive members of society.

SERVICES OFFERED

Vocational Training

Utilizing hands-on instruction, the Abilities Foundation provides customized vocational training and certification for students in the fields of:

- **Housekeeping**
- **Furniture Making**
- **Data Operations**
- **Design and Décor / Soft Furnishing**
- **Horticulture and Landscaping**
- **Cosmetology (Nail Technology and Make-up Artistry)**
- **Customer Service (Level 2)**

Entrepreneurship and Life Skills
All students receive training in:

- **Entrepreneurship and Business Planning**
- **Money Awareness and Management**
- **Leadership Development**
- **Customer Service Skills**

The Foundation provides the following **Support Services**

- **Job Placement, Coaching, and Mentoring**
- **Training in Independent Living Skills**
- **Professional Development Seminars**
- **Remedial English and Mathematics**
- **Counselling and Social Support**

Student Engagement

Volunteer Service: Students complete at least 20 hours of community service
Enterprise Activities: Students gain hands-on experience by producing and marketing signature products such as wooden jewellery boxes, furniture, terrariums, cushions, and sheet sets

PARTNERSHIPS WITH EMPLOYERS

The Abilities Foundation works closely with employers and its Job Placement Unit to match graduates with job opportunities. The unit also provides coaching and mentorship, ensuring graduates are fully prepared for the workplace.

WHO CAN APPLY

Candidates must:

- **be 17 years or older**
- **be able to read and comprehend at Grade Seven level**
- **be registered with the Jamaica Council for Persons with Disabilities (JCPD)**
- **provide valid identification, PATH registration (if applicable), and required documents including a psycho-educational evaluation and school reports**
- **The Application Period is from May to July each year**

Scan here for more information

UNIT CONTACTS:

info@abilitiesfoundationja.com
(876) 969-5720

THE JAMAICA COUNCIL FOR PERSONS WITH DISABILITIES (JCPD)

The Jamaica Council for Persons with Disabilities (JCPD) is a Statutory Body of the Ministry of Labour and Social Security, established under the Disabilities Act, 2022. The Council is mandated to promote and protect the rights of persons with disabilities through the development and implementation of inclusive policies, programmes, and services. Through strategic partnerships, training initiatives, and economic empowerment opportunities, the JCPD advances equitable access, participation, and opportunity for persons with disabilities across Jamaica.

WHY REGISTERING WITH THE JCPD IS IMPORTANT

Registration with the Jamaica Council for Persons with Disabilities (JCPD) provides official recognition of persons with disabilities and enables access to services, programmes, and support available at the JCPD.

I AM ABLE – My JCPD is an integrated digital platform and mobile application developed by the Jamaica Council for Persons with Disabilities (JCPD) to streamline access to its services and benefits. The system enables persons with disabilities to complete the registration process online and securely access available programmes and support services.

The platform can be accessed via the JCPD's website at www.jcpd.gov.jm or by downloading the mobile application from the Google Play Store, providing users with convenient, efficient, and user-friendly digital access to JCPD services. A valid email address is required to create the applicant's record on the I AM ABLE – My JCPD digital platform.

JCPD BENEFITS

- **Accessible Parking Stickers are official permits issued through the JCPD to eligible registered persons with disabilities. The sticker authorizes the holder to utilize designated accessible parking spaces in public and private areas. This initiative supports improved mobility, safety, and equitable access to facilities and services across Jamaica.**

  Available online on the **I AM ABLE:** MY JCPD platform or in the JCPD Office.

- **Tax Exemption is a statutory benefit facilitated by the Jamaica Council for Persons with Disabilities (JCPD) for eligible registered persons with disabilities. This exemption provides approved individuals with income tax relief under the Income Tax Act and applicable Jamaican tax regulations, helping to ease the financial burden associated with disabilities and support economic independence.**
- **Discrimination Support: Under the provisions of the Disabilities Act, 2014, The Jamaica Council for Persons with Disabilities (JCPD) assists persons with disabilities who experience discrimination. These services ensure fair and effective redress, while promoting inclusion and accessibility across Jamaica.**

  Key services include:

  - **Complaint Handling:** Accepts and investigates discrimination complaints, guiding individuals through the process. Cases may be resolved through alternative dispute resolution or referred to the Disabilities Rights Tribunal.
  - **Support and Guidance:** Engages with both complainants and respondents, helping prepare documentation and determine appropriate next steps.
  - **Public Education:** Conducts awareness campaigns to promote disability rights, reduce discrimination, and empower persons with disabilities to assert their rights.

- **Economic Empowerment Grant (EEG): The EEG provides financial support to unemployed or low-income persons with disabilities to start or expand a business. Grants are available for individuals of up to JMD 200,000 or for groups of two or more, up to JMD 400,000, provided that at least 60% ownership of the group business is held by persons with disabilities. Eligible applicants include registered persons with disabilities, caregivers applying on their behalf, and groups of two or more eligible individuals.**

- **The Funeral Grant (FG) provides financial assistance of up to JMD 50,000 toward funeral expenses for a deceased person who was registered with the JCPD. Eligible applicants include the caregiver or next of kin of the deceased, who must provide proof of funeral expenses and payment, and be unemployed or earning no more than the national minimum wage.**

- **The Medical Grant offers up to JMD 300,000 to help cover medical expenses such as surgeries, diagnostics, lab work, medication, therapy, and other clinical services. It is available to registered persons with disabilities or their caregivers facing substantial medical costs.**

- **The Education Grant provides up to JMD 50,000 to assist with tuition, school supplies, or other educational support. Eligible applicants include registered persons with disabilities or their caregivers for students enrolled in recognized educational institutions.**

- **The Assistive Aid Grant provides up to JMD 300,000 for assistive devices, adaptive equipment, and therapy services (limited to 10 sessions) to support independence and daily functioning. Eligible applicants include registered persons with disabilities or their caregivers.**

- **The Emergency Grant provides up to JMD 300,000 for urgent, life-threatening, or crisis situations, such as fire damage or critical medical emergencies. Verified applications are processed within five working days.**



IMPORTANT NOTES ON APPLICATION

Before applying for any JCPD Grant or service, please review the following key points to ensure a smooth application process and understand the terms of support:

1. **Registration is mandatory before accessing any grant or service**
2. **Support is available at JCPD offices for completing applications**
3. **Support is based on the availability of funds**
4. **All applications are subject to verification and approval by the JCPD.**
5. **Submission of documents does not guarantee approval.**
6. **Incomplete applications may delay processing.**
7. **JCPD reserves the right to conduct monitoring and follow-up reviews where applicable.**

CONTACT THE JCPD

For registration, grant applications, discrimination complaints, and other services, individuals may apply online via the I AM ABLE – My JCPD platform, email the required documents, or visit a JCPD office for assistance.
Website: www.jcpd.gov.jm or Scan the QR Code below
Digital Platform: I AM ABLE – My JCPD (accessible via the website or Google Play Store)
Email: jcpd@mlss.gov.jm

In-Person Support: Available at JCPD, 10 Ripon Road, Kingston 5, or MLSS Offices island-wide

Scan here for more information

UNIT CONTACTS:
jcpd@mlss.gov.jm
(876)-968-8373
(876)-926-9375

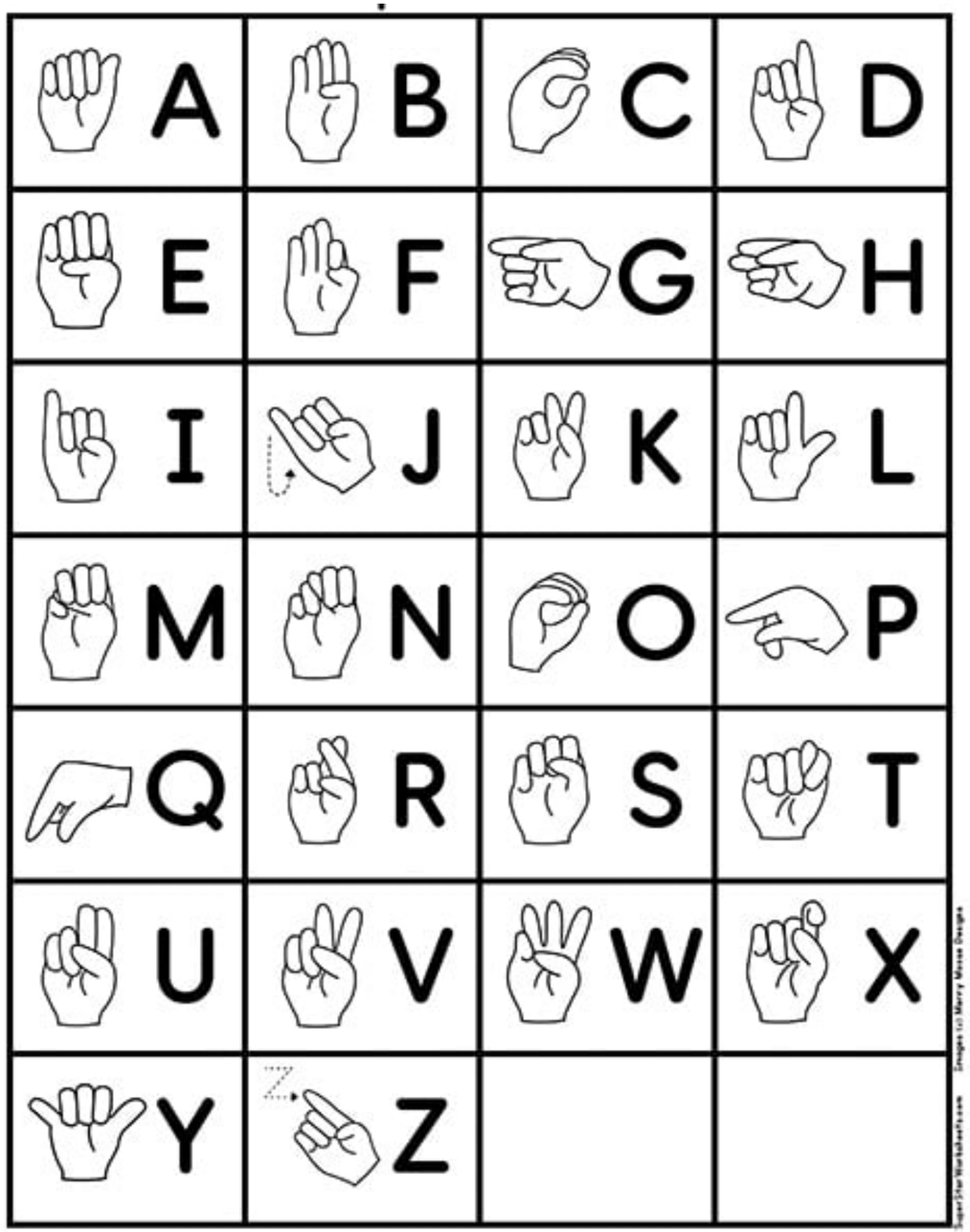
MLSS DIVISIONS AND AGENCIES

Division/Agency	Address	ContactN umbers
MLSS Social Security Division	14 National Heroes Circle, Kingston 4, Jamaica, W.I.	(876) 922-8000-13, (876) 676-5629, (876) 676-5630, (876) 676-5631, (876) 676-5557
MLSS Labour Division	1F North Street, Kingston, Jamaica, W.I.	(876) 676-5694, (876) 676-5695, (876) 676-5696, (876) 922-9500-17
MLSS National Insurance Scheme (NIS)	18 Ripon Road, Kingston 5, Jamaica, W.I.	(876) 676-5710, (876) 676-5711, (876) 929-7144-6
MLSS Public Assistance Department (PAD)	108 Harbour Street, Kingston, Jamaica, W.I.	(876) 676-5735, (876) 676-5736, (876) 967-0889, (876) 967-0890
Jamaica Council for Persons with Disabilities	18 Ripon Road, Kingston 5, Jamaica, W.I.	(876) 968-8373, (876) 968-0623, (876) 926-9374-6, (876) 618-1133
Industrial Disputes Tribunal (Western Division)	Shop 51, Blue Diamond Shopping Mall, Ironshore, Montego Bay, St. James, Jamaica, W.I.	(876) 953-9677, (876) 953-9806, (876) 953-9823
National Insurance Fund	40 Knutsford Boulevard, Kingston 5, Jamaica, W.I.	(876) 908-0019-21
	A. 95 Hanover Street, Kingston C.S.O, Jamaica, W.I.	
Early Stimulation Programme (ESP)	B. 1A Ostend Close, Kingston, Jamaica, W.I. C. Orange Bay, Portland, Jamaica, W.I.	A - (876) 922-5585 B - (876) 930-8429 C - (876) 941-0786 D - (876) 475-0345
	D. Catherine Hall, St. James, Jamaica, W.I.	
Abilities Foundation of Jamaica Limited	147 Constant Spring Road, Kingston 10, Jamaica, W.I.	(876) 969-5720

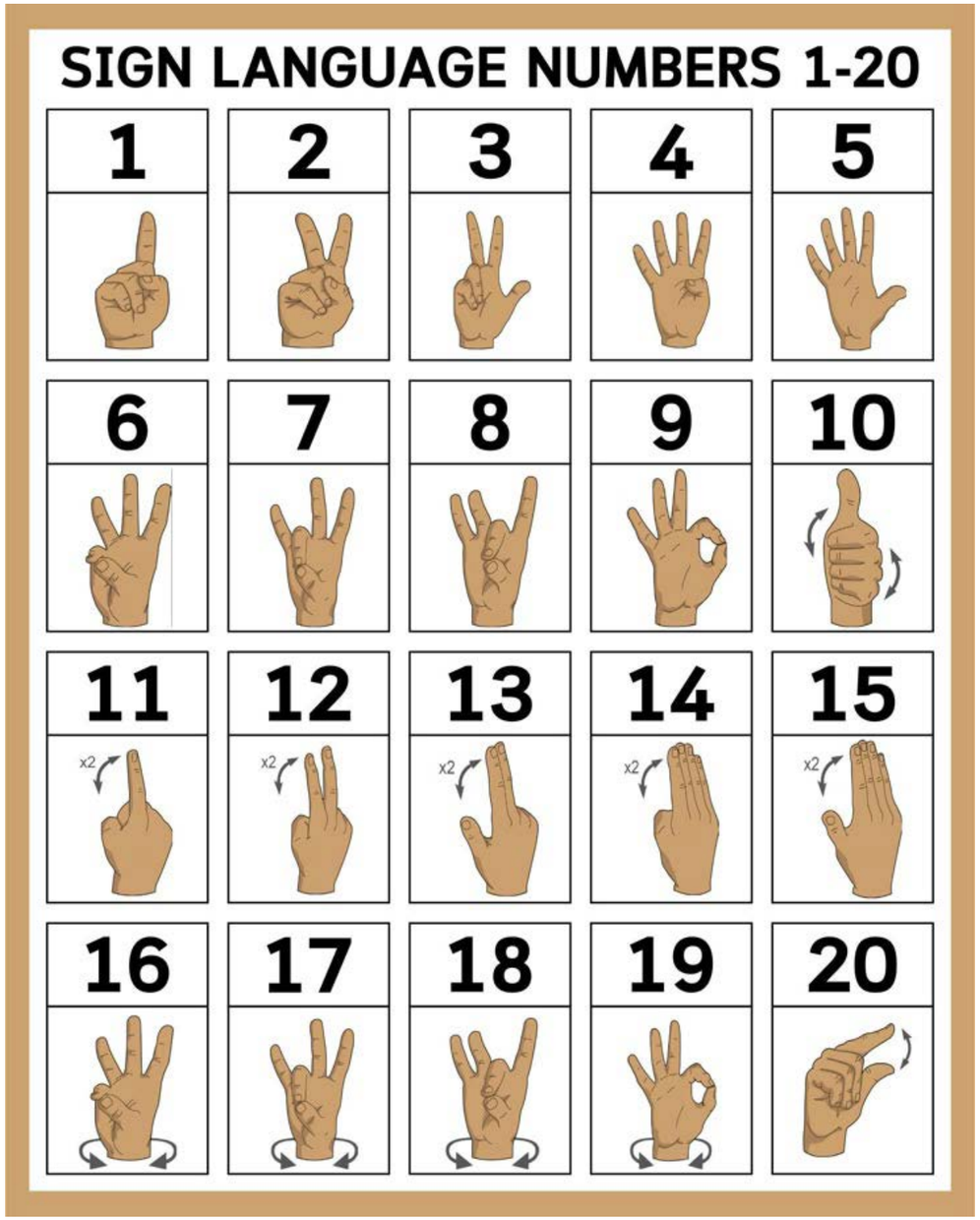
MLSS PARISH OFFICES

Parish	Address	Contact Numbers
St. Catherine	10 Hanover Street, Spanish Town, St. Catherine, Jamaica, W.I.	(876) 676-5745, (876) 676-5746, (876) 984-2554, (876) 984-4161
Clarendon	6B Manchester Avenue, May Pen, Clarendon, Jamaica, W.I.	(876) 676-5752, (876) 676-5753, (876) 986-2472, (876) 902-6419
Manchester	Lot 24 Mandeville Plaza, Mandeville, Manchester, Jamaica, W.I.	(876) 676-5759, (876) 676-5760, (876) 676-5761, (876) 962-2573, (876) 625-8667
St. Elizabeth	82 Main Street, Santa Cruz, St. Elizabeth, Jamaica, W.I.	(876) 676-5807, (876) 676-5843, (876) 966-3373, (876) 966-9512
Westmoreland	18¼ Lewis Street, Savanna-la-Mar, Westmoreland, Jamaica, W.I.	(876) 676-5770, (876) 676-5771, (876) 955-2532, (876) 918-0275
Hanover	13 Church Street, Bustamante Square, Lucea, Hanover, Jamaica, W.I.	(876) 676-5765, (876) 676-5766, (876) 956-2255, (876) 956-3133
Trelawny	4 King Street, Falmouth, Trelawny, Jamaica, W.I.	(876) 676-5784, (876) 676-5785, (876) 954-3312, (876) 617-5506
St. James	4 Sam Sharpe Square, Montego Bay, St. James, Jamaica, W.I.	(876) 676-5777, (876) 676-5778, (876) 676-5779, (876) 952-2327, (876) 940-4415
Portland	28 Harbour Street, Port Antonio, Portland, Jamaica, W.I.	(876) 676-5804, (876) 676-5805, (876) 715-4980, (876) 993-2259
St. Mary	51 Stennett Street, Port Maria, St. Mary, Jamaica, W.I.	(876) 676-5797, (876) 676-5798, (876) 725-0443, (876) 994-9679
St. Ann	4 Windsor Road, St. Ann's Bay, St. Ann, Jamaica, W.I.	(876) 676-5790, (876) 676-5791, (876) 676-5792, (876) 972-2470, (876) 972-0472
St. Thomas	4-6A Wharf Road, Morant Bay, St. Thomas, Jamaica, W.I.	(876) 676-5814, (876) 676-5815, (876) 734-7141, (876)

AMERICAN SIGN LANGUAGE LETTERS



AMERICAN SIGN LANGUAGE NUMBERS



Ministry of Labour & Social Security

"Providing Opportunities, Stability & Social Protection"

GET IN TOUCH

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