

THE VALUE OF DOMESTIC WORK

THE ECONOMIC AND SOCIAL ROLE OF EMPLOYER FAMILIES



Domestic work policies concerning the ILO Convention n. 189/2011.

The Italian situation and international comparison.



Firmataria del C.C.N.L. sulla disciplina del rapporto di lavoro domestico

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THE ECONOMIC AND SOCIAL ROLE OF EMPLOYER FAMILIES

Dossier 4

**Domestic work policies concerning the ILO
Convention n. 189/2011.**

**The Italian situation and international
comparison**

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Introduction

by Lorenzo Gasparini, General-Secretary of DOMINA



Our country was the fourth member state of the ILO and the first amongst the member states of the EU and the IMEC group (Countries industrialised to a market economy) to endorse Convention 189 of the International Labour Organisation (ILO) on “dignified work for domestic workers” in 2011. This historical treaty establishes standards for the treatment of domestic workers in all the world and extends its protection to millions of domestic workers, above all women. It has the objective of bettering the living and working conditions of tens of thousands of worker in all the world. As well as being the first to endorse the conversion in Europe, Italy is also the first EU country by number of domestic workers working in families. In fact, with a percentage of 34.6% it holds first place ahead of Spain and France.

The endorsement, in a short time after the Convention, on the part of our country is to be attributed to multiple factors; amongst which the work achieved by DOMINA together with other employer and union organisations. Over the last decades these organisations have worked to develop a national legislation that is able to give dignity to domestic work and, by consequence, to its workers. In fact at the moment of the Convention’s birth, in 2011, we already had a discipline that mirrored the international standards and that allowed to quickly accept the Convention. This shows that there is an agreement between our internal policies and the principles of ILO.

Dignified work promotes the right to the possibility of having a quality job that implies, amongst other things: a fair salary, work place safety and better prospects of personal development and social integration. The concept of dignified work isn’t new; its origins go back to a recommendation issued by ILO on the topic of health and work safety in 1981. This found difficulty in rooting itself in this working sector due to the particular conditions in which the employment relationship is carried out (domestic environment) and the atypical nature of the employer (the family). It is

difficult to check the regularity of this employment relationship and even more difficult to monitor the integration dynamics of those involved.

2017 marks the sixth anniversary of Convention no. 189 and of the relative recommendation no. 201. These depositions have encouraged different countries to reform the national legislation on the subject of domestic work; introducing a reasonable working timetable, at least 24 consecutive hours off, the limitation of payment in kind, clarity on hiring conditions and respect to work principles and fundamental work rights. Today the ILO convention still represents an essential instrument in recognising the domestic workers rights as well as being a reference point for all those countries where living and working conditions are negatively conditioned by the absence of legalisation, un-human working hours and inadequate salaries. Also in Italy, though having a solid legislation on domestic work, the convention has opened a comparison between social parties on the subject of maternity.

Still looking at our country; from the Convention's endorsement to today, the necessity of domestic work and the attention to the problems linked to the sector have never stopped. The sector is in continual expansion and works on more fronts to guarantee the safeguards of workers and families. DOMINA, as a National association for domestic work employer families, is always on the front line on this topic and collaborates with other national and international employer associations to build a culture of respect for the person and for domestic work. We strongly believe in a useful, active involvement to ensure that domestic work is safeguarded in all its contractual aspects and to individualise areas of social improvement.

The growing relevance of domestic work doesn't concern only Italy; this sector has taken on an impressive economic and social role in Europe and the rest of the world. It's sufficient to think of developing countries where the opportunity of formal work is historically infrequent, domestic workers represent a consistent percentage of the active population. Exactly for this, in line with the aim of our research project, that is to give value to domestic work; we couldn't exempt ourselves from analysing the main regulation that frames the sector of domestic work at international levels and compared to other European and non-European countries.

DOSSIER 4

Domestic work policies concerning the ILO Convention 189/2011

Italian situation and international comparison

CARERS AND FAMILY ASSISTANTS

EU 28 5.7% ON TOTAL EMPLOYED
4.7% IN INSTITUTIONS, 1.0% IN HOUSE

ITALY 6.0% ON TOTAL EMPLOYED
2.5% IN INSTITUTIONS, 3.5% IN HOUSE

Situation in Europe



Ratification C.189 ILO 2013
pop. over 75 **11,2%**
6,0% assistance workers



Ratification C.189 ILO 2013
pop. over 75 **10,9%**
6,0% assistance workers



Ratification C.189 ILO NO
pop. over 75 **9,1%**
8,7% assistance workers

Convention 189/2011

ON DECENT WORK
FOR DOMESTIC WORKERS

- >> Acknowledgment of domestic work.
- >> Black labour reduced.
- >> Ratified by 23 countries.

Good practices

In Italy, presence of
Employers associations
and CCNL



67.1 Millions Domestic workers in the world

- >> ONLY 10% HAVE INSURANCE AND SOCIAL COVERAGE AND EQUAL TREATMENT WITH OTHER SECTORS
- >> 62.7% OF DOMESTIC WORKERS IN EU LIVE IN ITALY AND SPAIN

Objectives and methodology

Within the research project on domestic work and on the role of employer families, an important aspect concerns the working conditions (and living) of domestic workers. Especially in the light of particular contexts already analysed in previous dossiers, which deeply separate this sector compared to others (Living with the employer, informality of application/offer and situations of necessity for both employer and worker).

In this perspective safeguarding the domestic workers rights doesn't only concern the workers themselves (clearly the main beneficiaries of the safeguarding policies), but also the employer families and all the economic system: a higher safeguarding of workers in fact leads to a higher recognition of the dignity of the whole sector, which was until a few years ago relegated to the rank of "odd job". It also gives more serenity and safeguarding to the family.

The changing point in the recognition of domestic work as a "real work" is Convention no. 189 on dignified work for domestic workers, adopted in 2011 by the International Labour Organisation (from now on ILO), work agency for the United Nations organization.

In this dossier the text of the Convention is analysed, attempting to consider its impact on a national and international level. The biographical analysis of the available literature allows, in this case, to trace a viewpoint on the Convention's application in Member countries and to compare the Italian situation with that of other European realities.

Through the available official statistical sources, an estimate is made of the number of domestic workers in the world, considering the peculiarity of the sector and the strong presence of disguised employment. This analysis therefore allows us to make a comparison between various countries' policies on the subject of domestic work. In particular it will be interesting to observe in which countries a specific national agreement is in force, what the main forms of payment are, what the characteristics of each are and what can be the role of employer associations in giving dignity and respect to this sector.

Finally, within the research some extracts are reported from an interview carried out by Claire Hobden and Maria Galloti from the International Labour Organisation (ILO). This is useful to give us an authoritative and privileged view point of the expert international institute.

Origin and purpose of the Convention 189/2011

As said in the introduction, the Convention of 2011¹ represents a changing point in the international (and by consequence national) legalisation of domestic work. The origin and aim of the Convention are indicated in its introduction: *domestic work, undervalued and invisible, was traditionally carried out by people who were particularly vulnerable to human rights violations, discriminations and work conditions. In particular, domestic work wasn't recognised as a "real work", but as a woman's unpaid in-home work.*

"[...] Domestic work continues to be undervalued and invisible and is mainly carried out by women and girls, of whom many are immigrants or belong to disadvantaged communities and are particularly exposed to discriminations linked to hiring and work conditions and other human right violations".

EXTRACT FROM THE CONVENTION ON DECENT WORK FOR DOMESTIC WORKERS, 2011

In the European context for example, the communication of the European Commission "*Towards a job rich recover*"² (2012) recognises the growing importance of the care sector, recorded and anticipated, in the demand for home care due to the ageing of the European population. The European Commission also recognises that a majority of care work is covered by the employment of non-European domestic workers in all of its member states. However more significant numbers are registered in the family welfare system in Southern European countries, in which the national forces available aren't able to satisfy the work application, even though some countries have also introduced specific instruments of migration to cover this demand. On the contrary, some of the new member states in the middle-east are interested in the migratory phenomenon, as far as the countries of origin of many of these workers is concerned.

¹ [C189 – Convention on domestic workers, 2011](#)

² [COM \(2012\) 173 final](#)

The status of migrants worsens the domestic workers conditions, since it makes them less able to defend themselves and more exposed to abuse, more so if they are illegal immigrants in the destination country.

Starting from the condition of illegal work which brings also informal work conditions and a lack of safeguards, even if regularly hired, care and domestic workers present different risk factors for integration. These risk factors are: the type of work which they are often not professionally qualified for, excessive working hours, housing; often shared with the assisted person, family dimension is denied; with children or relatives still in the country of origin or even if they are here they bring difficult situations for the worker in terms of divided time, the psycho-social well-being of the children and general integration into the family.

To give an idea of the relevance of this sector it is sufficient to think that in Italy in around 10 years, legally employed domestic workers have quadrupled; passing from 92 thousand in 1995 to almost 9 thousand at present and despite the crisis it hasn't shown sign of stopping³. If then we consider the constant informal component we realise the size of such phenomenon.

The family dimension, often overlooked in both thematic analysis and the projects and policies targeted at the care and domestic work sector; in favour of actions mainly aimed at job placement and improvement of work conditions it seems determined to favour social integration of this particular and vulnerable category of workers. Furthermore, all of the above mentioned risk factors expose domestic workers and care workers to high levels of stress; which in some cases can even lead to serious forms of abuse with lasting effects also on a psychological and social level.

Acknowledging this situation and the contribution given by domestic workers to global social and economic well-being, members of ILO gave life, in 2011, to the first international legislation on domestic work.

The Convention represents the destination of a regulatory process led by an institution that has always been committed to bettering the work conditions of

³ C.f. Dossier 1

domestic workers⁴. The first resolution in this sense dates back even to 1948, "Record of Proceedings, International Labour Conference (ILC)", while in 1965 ILO adopted a resolution that called for regulatory action in the field of domestic work and in 1970 the first study on domestic work conditions was published. As we said, these actions led the workers representatives, employers and governments to adopt the ILO Convention no. 189 on dignified work for domestic workers on 16 June 2011. The impulse given by the convention promoted a recognition process for domestic work and increasing of quality standards in all the world. In the long run this process can contribute also to the pursuing of objectives for the sustainable development, in particular on poverty (objective 1), on equality in general (objective 5), on dignified work (objective 8) and on irregularities (Objective 10).

Article 3

1. Every Member must adopt measures to assure, in an efficient way, the promotion and protection of human rights for all domestic workers as envisaged in the present Convention.

2. Every Member must adopt, regarding the domestic worker, the measures envisaged by the present Convention to respect, promote and achieve the fundamental principles and rights in the work. In particular:

a) Freedom of association and effective recognition of the right to the collective bargaining;

b) The elimination of every kind of forced or compulsory work;

c) The effective abolition of child labour;

d) The elimination of discrimination in respect of employment or profession.

EXTRACT FROM THE CONVENTION ON DIGNIFIED WORK FOR DOMESTIC WORKERS, 2011

⁴ The International Labour Organisation is the United Nations agency that deals with promoting dignified and productive work, in terms of freedom, equality, security and human dignity for men and women. Its main objectives are : to promote workers' rights, encourage dignified work conditions, better the social protection and reinforce dialogue on work problems.

These regulations pushed countries to better domestic work and to give equality of treatment to these workers: from minimum salary to days off and from regulations on working hours to the recognition to maternity leave.

In fact starting from the same year more than 70 countries have launched actions towards guaranteeing a dignified work to domestic workers. The convention entered into force in September 2013 and by 2015, 22 countries had approved the Convention. Italy is the fourth Member state of ILO and the first amongst European Union countries to approve the Convention.

ILO continues its activity together with all its Members. As well as providing direct assistance to the various countries, it also provides analysis and research, which are able to quantify the phenomenon on domestic work and its safeguarding, on a global level.

List of countries that have approved the ILO Convention no. 189

Country	Area	Year of approval
Argentina	Latin America and Caribbean	March 2014
Belgium *	Western Europe	June 2015
Bolivia	Latin America and Caribbean	April 2013
Chile *	Latin America and Caribbean	June 2015
Colombia	Latin America and Caribbean	May 2014
Costa Rica	Latin America and Caribbean	January 2014
Domenican Republic	Latin America and Caribbean	May 2015
Equador	Latin America and Caribbean	December 2013
Germany	Western Europe	September 2013
Finland *	Western Europe	January 2015
Guyana	Latin America and Caribbean	August 2013
Ireland	Western Europe	August 2014
Italy	Western Europe	January 2013
Mauritius	Africa	September 2012
Nicaragua	Latin America and Caribbean	January 2013
Panama *	Latin America and Caribbean	June 2015
Paraguay	Latin America and Caribbean	May 2013
Philippines	Asia e Pacific	September 2012
Portugal*	Western Europe	July 2015
South Africa	Africa	June 2013
Switzerland	Western Europe	November 2014
Uruguay	Latin America and Caribbean	June 2012

**Effective in 2016.*

ILO, NORMLEX Information System on International Labour Standards.

ILO's point of view of the Convention's transposition

The object of the research concerns the policies on domestic work in Italy, in the light of the ILO Convention 189/2011 and compares it to some international examples.

Beside the revision of bibliographic sources available at a national European level; in this section we bring an interview of two exponents of the International Labour Organisation (ILO): Claire Hobden and Maria Gallotti⁵.

Claire Hobden is a Technical Specialist on vulnerable workers at the International Labour Organization. As part of her primary responsibilities, she coordinates the ILO Officewide Strategy on Decent Work for Domestic Workers, to promote the ratification and implementation of ILO Convention 189 on decent work for domestic workers. Prior to her current role, she acted as advisor to the workers' group during the negotiation of ILO Convention 189. In 2011 she founded the research network on domestic workers' rights.

Maria Gallotti started working at ILO in 2000, within the programme of gender promotion (GENPROM) in the unemployment sector. Here she carried out, amongst other things, a project of technical cooperation in the field of gender, employment and migration, focussing in particular on migrant domestic workers. Since 2007 she has collaborated with the ILO office in Bangkok for different activities in the field of migration.

1. Which is the general aim of the ILO Convention 189/2011 and which problems it wants to tackle.

ILO Convention 189 on decent work for domestic workers was the first time that domestic workers were recognized as workers in an international standard. And indeed, its main objective is to ensure that domestic workers enjoy rights equal to those enjoyed by other workers. The ILO first began to address the rights of domestic workers because of the recognition that they often work in very poor conditions. Domestic workers work some of the longest hours, sometimes averaging

⁵ Maria Gallotti replied to questions 3 and 5; the other replies are given by Claire Hobden.

70 hours a week and more. They also earn wages that are much lower than average, and sometimes even below the minimum wage. These working conditions are poor in part due to the fact that domestic workers are often excluded from labour and social protection: only 10% enjoy rights equal to those enjoyed by other workers. These working conditions disproportionately affect women too, since 80% of the 67 million domestic workers worldwide are women. And yet these workers provide care and services to our families and homes – some of the people and possessions we value the most. It was the recognition of this unequal treatment of domestic workers, the discrimination they face in law and in practice, and the documented decent work deficits that motivated ILO constituents to adopt international standards to ensure decent work for domestic workers.

2. *Which is the state of the art about the reception of the Convention by the national states; can we observe different behaviours depending on geographic area (i.e. Northern Europe, Mediterranean Europe, Eastern countries)?*

Convention 189 was adopted by an overwhelming majority. By 2016, within just five years of the adoption of the Convention, 23 countries ratified (as of today, 24 have ratified), another 30 or so had otherwise adopted law or policy reform, and many more are working towards improving protections for domestic workers. Even in countries where they previously had no labour rights, there is progressive movement towards extending protections. It goes without saying though that the extension of legal protections is just one part of the challenge. Implementation of these rights requires longer term efforts, and indeed, a structuring of the domestic work labour market that allows for dialogue and accountability measures to be put in place, to ensure quality services and employment relationships.

3. *From the literature review, it seems that in Mediterranean countries domestic workers are more diffused than in Northern Europe, while those countries register a larger part of social services. From your viewpoint, do you agree with this dualism? Which are the main factors influencing this situation (cultural, economic, demographic, etc.)?*

Domestic work remains one of the main areas of employment available to women migrants in Europe, with important differences across countries. ILO estimates place the amount of migrant domestic workers in Europe in 2015 (Northern, Southern and Western Europe, ILO Global estimate on migrant workers, 2015) at just over 2.2 million workers, representing about 54 percent of all domestic workers in the region. However, given the preponderance of informal employment in domestic work, these figures are probably much higher. Official figures of domestic workers in individual European countries ranged (in 2012) from 0.04 per cent of the workforce in the Netherlands through 2.9 per cent of the workforce in Italy, and up to more than 5 per cent of the workforce in Cyprus (Eurostat, 2012).

Data indeed suggest not only a difference in share of domestic work in total employment in northern and southern European countries but also in the share of migrants among domestic workers. Particularly in southern European countries, domestic work remains one of the most accessible occupations for migrant women.

Literature suggest this dualism is linked to a combination of factors that shape the “care regimes” and “migration regimes”. Broadly speaking, there are important differences in the institutional arrangements based on the relative weight of each of the three main social actors and institutions in charge of care provision: families, State and markets.

In very general terms, Mediterranean countries tend to have adopted “familialist” care regimes, which de facto transfer to the household (and often to the female members within it) the responsibility of care for their dependent family members, through formal or informal arrangements, while northern European countries public provision of care services tend to be more preponderant and somehow more formalized/institutionalized⁶.

In the absence, or insufficient provision of public care services, and within a context of employment policies that are often uncondusive of redistribution of care

⁶ For a recent analysis of different care regimes in Europe see for example : <http://www.ancien-longtermcare.eu/sites/default/files/ENEPRIRNo91TypologyofLTCSsystemsineurope.pdf> and http://labmiggov.fieri.it/wp-content/uploads/2012/05/The-internationalization-of-European-care-regime_4-10-2013.pdf

The concepts of care regimes have been mostly put forward and analysed by authors such as Fiona Williams and Helma Lutz

responsibilities between women and man, domestic and care work tend to be left in the hand of a domestic worker, often under precarious working conditions.

In a context of changing family structures and increasing labor market participation among females, this responsibility is further transferred to other women from third countries. Immigration policies have often been shaped to meet this growing demand. In fact, some Mediterranean countries have actively “imported” care workers from abroad, either by opening up legal avenues for this category of workers (see ad hoc quotas in Italy or Spain) or by tolerating and subsequently regularizing irregular immigrant labour (Castagnone, Salis et al, 2013; Arango, Díaz-Gorfinkel et al., 2013). Other countries have been more selective and opened immigration channels only for small numbers of skilled or highly skilled care workers (eg UK or Germany). It should be noted that in some Nordic countries migration policies targeting au pairs have de facto, been used as entry channeled for domestic and care workers in the last decade.

4. Are EU legislations on domestic work harmonized or homogeneous? Does each country have a national collective agreement on domestic work? How does it work in different contexts?

Domestic workers enjoy labour and social protections in most EU countries, but they differ significantly in how they define domestic work, how domestic services are provided, and how they are protected. While the term domestic work is the term used at the ILO, in the EU they are often referred to as workers providing “personal and household services”. Moreover, each country has its own occupations that fall under the scope of the ILO definition of domestic work.

Normally they are covered by the general labour laws, but sometimes they are protected by specific regulations. Collective agreements are less common, but they exist in Italy, France, Belgium, and some domestic work occupations are also covered by collective agreements in Sweden, Germany and Switzerland. Collective agreements do allow for the workers and employers to have a voice in how the sector is organized, enabling relevant and agreeable solutions for both workers and employers. However, domestic workers and employers are often not organized into representative bodies. In other cases, national laws do not allow for bargaining at

the sectoral level. For this reason, national laws are also a necessary avenue to ensure labour rights for domestic workers.

5. How is Italy facing with this issue? Which results is Italy achieving, compared to other EU countries?

Italy is one of the European countries with the oldest legislative framework covering domestic work and today one of the most protective one. Legally speaking Italy has developed a strong normative framework which has been further strengthened by the ratification of C189. In addition, Italy is one of the few countries of the world to have adopted a collective agreement for domestic workers which is often quoted as an international good practice on the subject.

The existence of an organization of employers of domestic workers is also to be quoted as a good practice as one of the key challenges for ensuring domestic work is regulated, and valued, as “real work” is the absence in most countries of a reliable employer counterpart for labour negotiations. From a migration perspective, Italy has de facto recognized the need of migrants in the sector and de facto have been opening up channels for regular migration into the sector (both through the quota system and the subsequent regularization campaigns). This had an impact on the share of registration of employment contracts as migrant worker need a registered contract to obtain a work permit. Progress in extending protection to these categories of workers in Italy must therefore be recognized and significant achievements highlighted, as compared to other countries. However, challenges remain and cannot be neglected. Informality remains very high in Italy, (some sources refer to up to 50% of all employment relationships) and the sector continues to attract high shares of irregular migrant workers. From a normative perspective, gaps appear remain to ensure fully equality of treatment with other workers in areas such as coverage of sickness and maternity protection.

Italy continues to be characterized by a limited public provision of care to cover the growing needs of families both in terms of elderly and child care and have rather opted for policies that de facto transfer care responsibilities from the public to the private household sphere, and within household on women in particular.

This puts families in difficult situation and could be seen as contributing factors to the country's relatively low female labour force participation rate, very low fertility rates, and high dependence of foreign workforce for elderly and child care services in private households.

6. Can we observe some good practices at EU level, both at national or local dimension?

The EU certainly has some good practices when it comes to domestic work. The collective agreements in Italy, France, Belgium, Sweden and Switzerland allow for the voice and representation of both workers and employers, which is rare in other parts of the world. France's service voucher system has shown some impressive results in formalizing domestic work, including ensuring that the provisions of the collective agreement are properly implemented, and providing a fiscal incentive to households. Regularization drives in Italy and Spain also enabled households to access services that had previously been provided informally, which helped bring domestic workers and their employers out of the shadows, and under the protection of the law. In adopting a national minimum wage, Germany ensured that domestic workers were protected by it. And in Ireland, the labour inspectorate developed strategies to ensure compliance with labour laws while respecting the privacy of the household, by first writing to households to request permission to do an inspection, and providing an alternative option of meeting with the employer and worker in a neutral location. The ILO continues to document these and other good practices, as a resources for countries worldwide, to help make decent work a reality for domestic workers.

7. Eastern Europe countries are facing the problem of "white orphans", children left behind by one or both parents, who emigrated to search for jobs and resources to grant their children a better future. What are, according to your observatory, the main features of this issues and the possible measures to tackle it?

On question 7, while we do have some preliminary observations, we feel it is not complete enough to give an adequate response. It is true that there is an issue with children being left behind in Eastern Europe, a topic that Helma Lutz, an academic,

has written about recently I think. But the ILO is only just starting to address the issue of the families of domestic workers left behind. Certainly, the creation of decent formal jobs, and the reduction of discrimination on the labour market in countries of origin would generally encourage women to find work in the country of origin, instead of having to migrate abroad to find work. In this sense, ensuring that labour markets are inclusive, and create sustainable decent jobs, can be an important prevention strategy. In the meantime, as you point out in your question, when they do migrate, they do so in order to send home remittances to care for their children; but we have yet studied the real impact on the children left behind.

8. Which can be the contribution given by an employers' association (as DOMINA) to guarantee an effective and correct application of ILO Convention and to improve dignity in domestic labour?

Organizations of employers' of domestic workers are very few in the world. And yet, without them, there is no possibility for informed and representative social dialogue, including collective bargaining.

These organizations ensure the voice and representation of employers of domestic workers. Like in all social dialogue, this voice and representation is essential to ensuring that the needs and interests of those most directly affected by policies are adequately reflected. Indeed, ILO Convention 189 provides a guiding framework for the rights and responsibilities of domestic workers and their employers, as agreed by workers, employers, and governments. Its effective application at country level also depends very much on effective representation of domestic workers and employers of domestic workers. For this reason, ILO Convention 189 calls on Member States to adopt domestic work policies in consultation with the most representative organizations of employers and workers and, where they exist, with organizations representative of domestic workers and those representative of employers of domestic workers.

It is the existence of representative organizations of domestic workers and of their employers therefore that facilitates the effective adaptation of the provisions of ILO Convention 189. When such policies are negotiated, employers' organizations such as DOMINA can also play an important role in ensuring the implementation of the

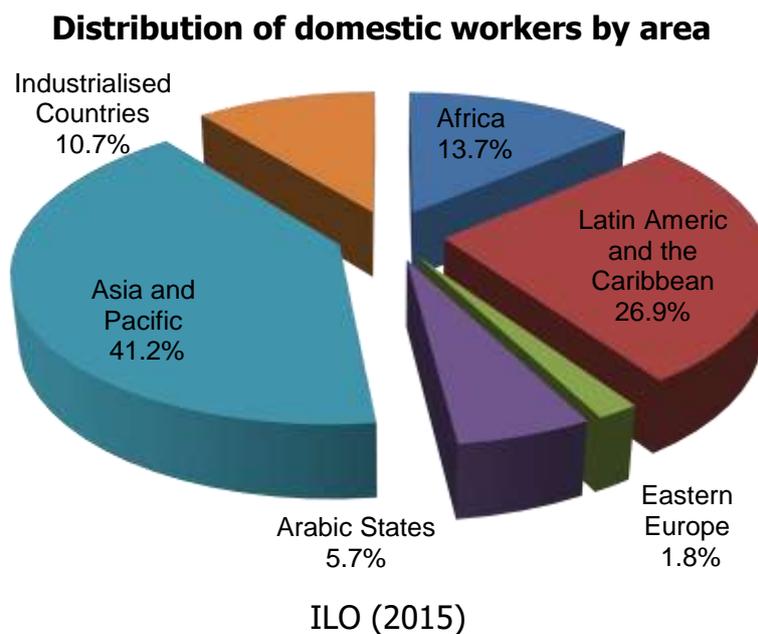
agreements, by raising awareness of their members, providing support to their members to ensure there is a clear path to compliance, and continuing to inform policy as the needs of households change.

Domestic workers in the world

ILO analyses allow us to give a picture to the number of domestic workers in the world, analysing also interesting information including insurance and social cover.

In 2013, ILO estimates that 67.1 million people are employed as domestic workers in 176 countries in all the world. Given the difficulty in measuring the disguised employment, in the domestic environment, the official value seems to be underestimated.

The distribution of domestic workers by geographic area shows that 68% of workers are concentrated in Asia and Latin America. This suggests that these regions have to face big challenges to guarantee the social protection in this sector. Obviously the figure depends on the different sizes and resident population in these areas, but the comparison with total workers highlights how domestic work is more relevant in developing countries. On a global level, domestic work is an important source of work places; equal to 4% of the work force, while in developed countries, domestic workers represent less than 1.5% of the total work force. In Latin America and the Caribbean, domestic work represents 6%, followed by Arab States (7.7%), Africa (2.2%) and Asia and the Pacific (excluding China) (1.4%)



Furthermore, ILO estimates that of the 67 million domestic workers in all the world, in 2010 only 10% of them are covered by the same laws that safeguard all workers and that the biggest gaps for the domestic work sector are concentrated in developing countries.

According to the information from 163 countries examined by ILO, at least 70 countries (43%) have regulations that call for a kind of social protection for domestic workers.

From the diagram you see that all Northern American and Western European countries provide a certain type of social protection for domestic workers and this is explained by the development level of their social protection systems.

In Latin America and the Caribbean around 60% of countries have established a certain type of social security cover for domestic workers, in Africa 25%, in the middle-West and area of Asia and the Pacific a fifth of countries provide a coverage.

Despite the presence of coverage systems in many countries, it is estimated that of the 67 million domestic workers in all the world, 60 million are excluded from the social welfare coverage.

These shortfalls in social security coverage also exist in developed countries. For example, in Italy around 60% of domestic workers aren't registered with the social security systems. In Spain and France, 30% of domestic workers are excluded from the welfare coverage (ILO 2016⁷).

The main obstacles in extending the social security coverage for the domestic work sector are associated with different factors: a lack of regulations or strategies to cover workers who have more than one employer, the strict legal definition of domestic work, the lack of incentives for contributions, the complexity and inadequacy of the administrative procedures for the registration, the payment of contributions and the scarce employer culture of the families.

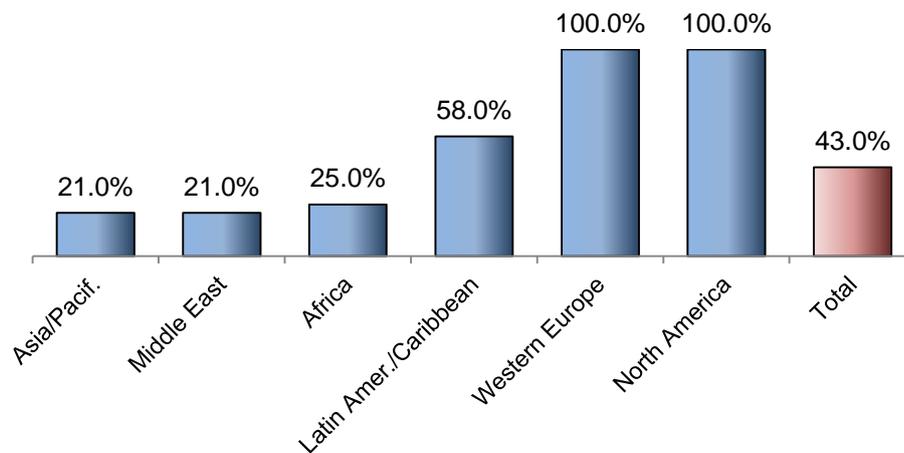
These characteristics include the fact that the work is carried out in a private home which makes it difficult to control and inspect. These workers have a high turnover rate work positions and employment relationships aren't established through a work contract. These legal difficulties are also associated with other factors; like the lack

⁷ [ILO, Social protection for domestic workers: Key policy trends and statistics, 2016](#)

of legal recognitions of domestic work as a profession and other socio-cultural elements that create a low social value for domestic workers.

A single module for social protection in the sector doesn't exist: eight countries report voluntary social welfare coverage for domestic workers, this is a practise which obstacles the efforts to extend social security to these workers. The countries which obstacles the efforts to extend social security to these workers. The countries with high social security coverage levels for the domestic work sector have put in act a combination of strategies which include: The application of a coverage which is obligatory and not voluntary, differentiated contribution regimes in relation to those applied to other employees, government subsidies, fiscal incentives, registration plans for workers who have more than one employer or that work part-time and education and awareness programmes destined for domestic workers and their employers.

Percentage of countries that supply social security coverage for domestic workers, by area



Social Protection Department, ILO, Domestic Work Database

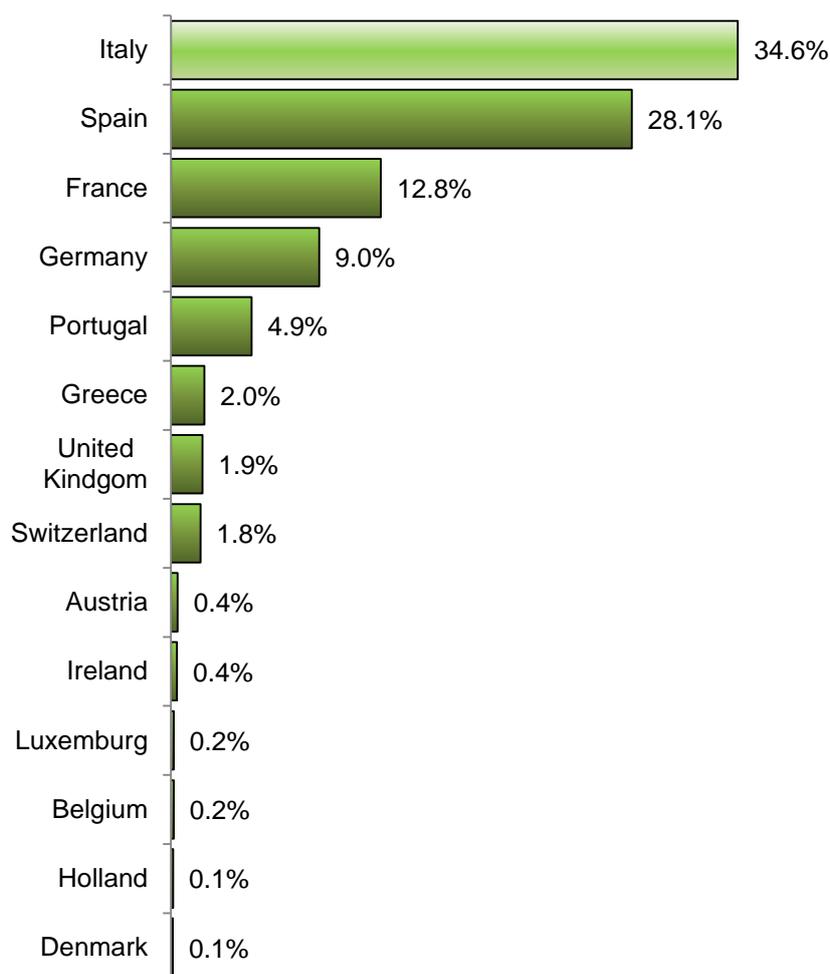
The number of countries included in every region corresponds only to those in which it was possible to verify if coverage exists. Consequently, the countries with insufficient information aren't included in these calculations.

Social Protection Department, ILO, Domestic Work Database

Domestic workers in Europe

Also on a European level, like in the international field, the incidence of disguised employment makes it difficult to calculate the number of domestic workers in Europe. An official source is given by the Eurostat work force survey data in 2015⁸, which estimates that there are more than 2 million families work as employers.

Percentage distribution of those working in families – employers



Fondazione Leone Moressa elaborations on Eurostat data

In this entry, the activities of domestic personnel are included, such as domestic collaborators, cooks, waiters, governess, baby sitter, carer, etc. who have families as employers. On a simple distribution level, Italy has the highest number of those who

⁸ Eurostat, lfsa_egan (2016)

work in families, followed by Spain. We should note that 63% of these workers are positioned in these countries. Coming back to Italy, Eurostat estimates around 761 thousand workers in 2015: the underestimation is already evident from this figure, in that in the same year INPS reports more than 100 million more.

These figures, albeit partial, allow us to outline some important characteristics of domestic work in Italy. In Mediterranean countries, domestic workers are mostly hired by families who are struggling with elderly, dependent relatives.

This is the case in Italy, but also that of Spain and Greece. Rather, in Scandinavian countries, the presence of domestic workers in the domestic walls is minor while their hiring in the environment of home and residential services is increasing.

Percentage of domestic workers in families and percentage of workers in social residential and not, in Europe

	Percentage of workers in residential services and not	Percentage of workers who have families as employers	Percentage of population 75 and over
EU 28	4.7%	1.0%	9.2%
<i>Main European countries</i>			
Italy	2.5%	3.5%	11.2%
Spain	2.6%	3.5%	9.4%
Luxembourg	6.2%	1.5%	6.7%
Portugal	3.9%	2.5%	10.1%
Greece	0.7%	1.3%	10.9%
France	7.6%	1.1%	9.1%
Switzerland	6.6%	0.9%	8.3%
Germany	5.5%	0.5%	10.9%
Ireland	5.1%	0.4%	5.5%
Austria	3.6%	0.2%	8.8%
United Kingdom	6.0%	0.1%	8.1%
Denmark	11.1%	0.1%	7.6%
Belgium	7.8%	0.1%	8.9%
Netherlands	8.7%	0.0%	7.7%

Fondazione Leone Moressa elaborations on Eurostat data

As known, the population dynamics in course are bringing a progressive ageing of the population in all of Europe, with a consequent increase of the requests for health and assistance services: in 2016, 9.2% of the European population was at least 75 years old. The maximum peaks are found in Italy, Greece and Germany.

However, if the phenomenon of population ageing is common in all European countries, the national strategies for managing assistance and care are very different.

On average, from the analysis of the work force on a European level it emerges, like in the UE28⁹, that there is a higher number of workers in residential services and not (both public and private) and less in families. The situation is overturned in Mediterranean countries: Italy, Spain and Greece register a higher attitude to domestic work compared to care in assistance structures. This choice is surely influenced by life traditionally different habits, but also fiscal and contribution systems.

In **Italy** in particular, the family represents an essential support given the scarce offer of services and the fundamental role covered by government and local money transfer. In **Spain**, with regards to people services, you can refer to the work contract for home work providers. The contract may be written or oral, permanent or temporary, full-time or part-time. The duration, if not expressed in the contract, is intended to be one year.

In **Sweden** the concept of accessory work doesn't exist as intended in Italy. There is an extensive network of day centres, home care services, nursing and rehabilitation centres. That is why this country doesn't appear in the previous table, not having any type of worker for family dependency.

In **Denmark** domestic workers and gardeners are subjects that give their work through accredited administration agencies, where they have their contract. The citizen requests the service to the administration agency, who then sends the worker to the client.

In **England** the hiring in assistance services is growing both publically and privately.

⁹ Research previous to United Kingdom's request to leave the EU

In **Germany** the phenomenon of carers isn't common because it is too expensive. Since 1995, Germany has introduced obligatory social insurance for the assistance in case of dependency, which allows having an allowance to use in care homes. Care homes are always more expensive, so much so that in the last years the families that take the elderly to care homes abroad (Poland) are starting to increase. The hiring on the part of public or private services makes this work less "instable" and reduces the risk of illegal work. The EU parliament approved, in 2016, a resolution to guarantee social rights and a legal status to carers and domestic workers¹⁰.

The text of the Resolution (non-binding) underlines the necessity of an adequate representation for domestic workers and carers in all national laws on the subject of work, health, social assistance and anti-discrimination. The positive experiences of Belgium and France, which have contributed to bring out illegal work, are also suggested. In these two countries, the government has taken on the "gross" cost of domestic workers, relieving as a matter of fact the families and making illegal hiring no longer convenient.

In **Belgium** "services of proximity" are expected, which include all the work services made in the domestic environment and beyond (purchases, accompaniment of disabled people, etc.) They are paid via service vouchers (paper and electronic) to the value of €20.80 for every hours of service, of which €7.50 is paid by privates. The rest is financed by the government. Privates also benefit from a tax deduction of 30% with a real cost for the citizen of €5.25 for each voucher.

In this sense the French experience of the **CESU** (*Chèque emploi service universel*) is very positive. This is a work voucher that, thanks to an action combined with tax and contribution subsidies for the legalisation of employment relationships and the revision of assistance systems, has greatly reduced illegal work. It concerns a voucher which is directly used by singular employers to acquire a series of home services. This has strong reliefs guaranteed by the government though that, as a matter of fact, lowers the gross work costs for the employer. This makes it advantageous to transform illegal workers into legal ones. The basic idea is that reducing the employer families' costs, you also reduce disguised employment; that

¹⁰ Relation on domestic collaborators and assistance givers in the EU (2015/2094(INI)). Commission for women's rights and gender equality. Speaker: Kostadinka Kuneva. A8-0053/2016

tax revenue for the government compensates for the costs carried for reliefs and subsidies.

"All parties have some advantages hidden in signing up to an agreement of this type: for the families this concerns the most economical way to resolve, or at least minimise, the impact of a pressing problem. For immigrant women it is a method of subsistence, rather profitable, that doesn't require great specialisation. Whilst the public system avoids having to question itself on the adequacy of the proposed solutions" (Rosana, 2010).

Types of social organisation in Europe

Type of model	Characteristics	European country "Type"
<p>SCANDINAVIAN UNIVERSALISTIC</p> 	<p>Diffusion of public welfare services provided as social rights, irrespective of the employment status of the subjects.</p>	<p>In Sweden a widespread network exists of day centres, home services, nursing and rehabilitation centres. Assistance can happen through services in the person's own home or in "old people's homes" which are small nursing homes based on the Danish model, with a central area of service and 12 mini-apartments equipped with domotics and rented out.</p>
<p>COPERATIVE INSURANCE</p> 	<p>Central Europe. Public insurance schemes linked to the employment position ("Bismarckian" model)</p>	<p>In Germany a new specific branch of social insurance against the risk of the dependent ("Pflegeversicherung"). This is added, as a fifth autonomous branch, to the four already existing made up of social insurances against sickness, injury, invalidity, old age and unemployment.</p>
<p>FAMILY INSURANCE</p> 	<p>Southern Europe. Importance of the family as a social risk management institution.</p>	<p>In Italy a high presence of domestic workers in families is found, made possible by public help given without restrictions. It is estimated that 50% of domestic workers are illegal.</p>

Good practices to tackle illegal work

BELGIUM



"Proximity services" are envisaged, including all domestic and out-of-work services (shopping, accompanying disabled people, etc.) for the satisfaction of small daily needs. They are paid through service vouchers (paper or electronic) to the value of €20.80 for every hour of service, €7.50 from the privates. **The rest is financed by the government.** Privates benefit also from a tax deduction of 30%, with a real cost for the citizen of €5.25 for every voucher. *Italia lavoro*

FRANCE



CESU (Chèque emploi service universel) This is a voucher directly used by individual employers to buy a range of services at home, but has strong government-guaranteed contributions, which in turn reduce the gross cost to the employer, making the legalisation of workers advantageous. Il CESU is subdivided today in two main management modes and provision of benefits. CESU déclaratif (for families in need of domestic work), CESU préfinancé (funded by a public or private employer, as part of the supplementary benefits provided for employees).

Elaborations by Fondazione Leone Moressa

On the whole, Central European and Southwestern countries are characterised, above all, by the presence of specific legislations, collective contracts or a mix of both. On the other hand, above all in Central Eastern countries, the regulation of domestic work refers to general work rights (Carls K., 2012.).

The institute of social research has completed a comparative table which summarises the modes of legalising domestic work in some European countries. Italy and France have the same regulations but completely different management behaviours: for both these countries a composite discipline exists that is made up of the combination of specific legislations. In Spain the situation is similar except for the national agreement which falls into temporary work. In Greece domestic workers don't enjoy the same rights as other workers; they have lower salaries and don't benefit from unemployment subsidies (Maurofof, 2013).

Summarising, in Mediterranean countries the regulation is affected by a migratory regime, little managed, that brings with it the hiring of immigrant female workers taken on by private families and often not legal. In Italy the estimate of illegal care work is high and it also feels the effect of the monetary transfers for dependents supplied without a destination restriction. Ultimately, the tax burden is too high for family employers, favouring the diffusion of illegal work.

Domestic work regulation modality in some European countries

European country	Specific domestic work regulation	General regulation	National collective domestic work contract	Notes
Greece	Present			The law envisages only a national insurance. Workers aren't subject to a general nomination either
France	Present	Present	Present	Various sources
Italy	Present	Present	Present	Various sources
Poland		Present		Civil rights general regulation
Romania		Present		Employment general regulation
Spain	Present	Present	Present	Various sources (temporary work national agreement)

IRS elaborations on "Domestic workers across the world" (2013) data 2010

The EU parliament approved the Resolution 2094 in 2015, in order to guarantee social rights and an EU law status, quoting as example cases the voucher system for services in Belgium and the unemployment allowance for universal services (CESU) in France. These are models that have made a positive impact on social and working conditions in the sector. To stem the phenomenon of illegal work of carers in Italy, it would be necessary that the government took on the tax burden of the hiring of domestic collaborators. These are tax burdens that, from the initial cost, would generate a positive economic drop also for the government itself.

A new European approach

On a European level, the international debate has made big steps in the last years in recognising the role of families in domestic work, especially in the light of the active population changes. In particular, in September 2016, the European parliament approved a Resolution on *creating labour market conditions favourable for work-life balance*¹¹.

Behind this provision is exactly the recognition of *"family-friendly policies are important in order to trigger positive demographic trends, because job insecurity and difficult working conditions may have a negative impact on family planning"*

The Resolution analyses, in detail, the main active population and social phenomenon: from the fall of births to the ageing of the population, from the entry of women into the work market to the changed composition of European families.

Also, some main principles are recognised:

- *"Well designed and implemented reconciliation policies are to be considered as an essential improvement of the working environment, enabling good working conditions and social and professional well-being"*
- *"at the same time a good work-life balance promotes economic growth, competitiveness, overall labour market participation, gender equality, reduction of the risk of poverty, and intergenerational solidarity, addresses the challenges of an aging society and positively influences birth rates in the EU"*
- *"the policies to be implemented to attain these objectives must be modern, concentrate on improving women's access to the labour market and equal sharing of domestic and care tasks between women and men, and be based on the establishment of a coherent policy framework supported by collective bargaining and collective agreements to allow for a better balancing of caring, professional and private life"*

¹¹ European Parliament Resolution of 13 September 2016 on creating labour market conditions favourable for work-life balance ([P8_TA\(2016\)0338](#)).

Bearing in mind the non-binding nature of this Resolution (To be considered more as a number of program lines addressed to the Commission and member countries), the 2016 Resolution represents a significant step in the complete recognition of domestic work. In particular, for the reconciliation between professional life and private and family life. This is considered a fundamental right for everyone, in the spirit of the European Union's Charter of Fundamental Rights.

The main points touched in the Resolution are:

- Equality in pay and equal sharing of assistance responsibilities between women and men,
- Types of leave for family motives and need for assistance,
- Assistance for employees,
- Quality occupation,
- Quality of life

In particular, for those involved in assistance for the employee, it is interesting to note amongst the key points:

- the reminder to implement tax policies aimed to favour the balance between private life and professional life and also to promote female employment,
- The reinforcement of the specialised service network that supplies assistance to the elderly and the creation of in-home service networks,
- The invitation to promote dignified working conditions and a quality occupation for social assistance, also through dignified salaries,
- The recognition of their status and development of high quality professional training courses for such workers.

39. Calls on the Member States to support fiscal policies as a powerful lever enhancing work-life balance and to foster employment of women;

40. Calls on the Commission and the Member States to introduce targets on care for elderly persons, persons with disabilities and other dependants, similar to the Barcelona targets, with monitoring tools which should measure quality, accessibility and affordability; calls on Eurostat, Eurofound and the EIGE (for its Gender Index), to collect relevant data and to carry out studies to support this work;

41. *Calls on the Member States to strengthen the network of specialised services providing care to elderly persons and specifically to build up home service networks; in this sense, also stresses the need for policies on care for elderly persons to be tailored to individual needs and, if possible, for emphasis to be placed on their preferred place of care;*

42. *Calls on the Commission to work towards European qualitative standards for all care services, including on their availability, accessibility and affordability, which would support Member States in raising care standards; recalls the existing frameworks such as the European Quality Framework for Long-term Care Services, from which inspiration should be drawn; calls on the Commission and the Member States to develop policies to enable and accommodate deinstitutionalisation of long-term care, where possible and with the support of community-based care;*

43. *Points out that an important element in achieving quality services is investing in the workforce⁽³⁵⁾ ; calls, therefore, on the Member States and the social partners to promote decent working conditions and quality employment for care workers, including through decent pay, recognition of care workers' status and the development of high-quality vocational training pathways for care workers;*

(European Parliament resolution of 13 September 2016 on creating labour market conditions favourable for work-life balance)

The situation in Italy

In the particular case of Italy, as seen in the previous dossiers, care work is trusted mainly to immigrants; even if Italian women have increased during the crisis, above all as home helps.

Domestic workers by type of work and citizenship. 2015

Citizenship	Family assistant/Carer	Domestic collaborator/home help	Total domestic workers
Italian	19.1%	27.9%	24.1%
Foreigner	80.9%	72.1%	75.9%
	100.0%	100.0%	100.0%

Fondazione Leone Moressa elaborations on INPS data

The strong use of immigrants is due to different factors¹².

One of the factors is the presence of a **little controlled migratory regime**, in which the illegal migratory component appears almost structural. This is due to the insufficiency of controls and ex-ante measures to remedy these illegal positions.

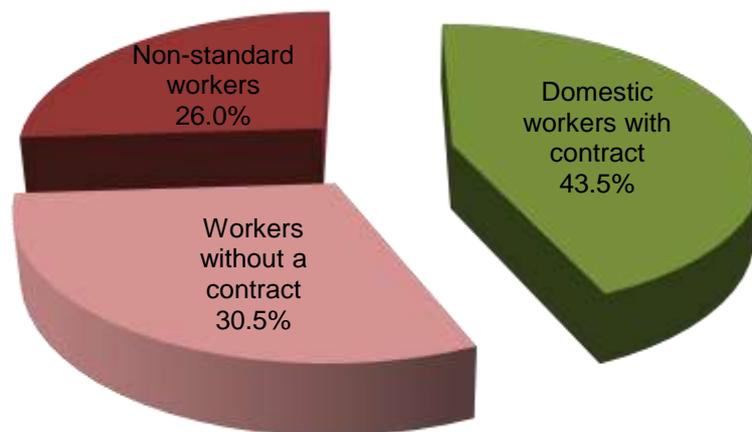
Also a **little regulated assistance regime** favours the use of “foreign” home assistants. In the countries which have a little controlled assistance regime, there is a large resorting to monetary transfers for the dependent, supplied without bonds and destination and therefore easily usable to manage those employed in an illegal way.

A last factor which favours the high turning to *migrant care workers* (MCW), in other words people who work in assistance (in home) in a town different to their origin town, is due to a **low-skilled work market**. Access to the assistance work marker doesn't present high access barriers, for this it ends up being saturated by a high availability of unskilled labour force.

¹² Domestic and care work: Practices and benchmarking for the integration and reconciliation of family and working life

A combination of these three conditions has grown in home care work in Italy: It's sufficient to think that, based on INPS data, in 1995 there were about 200 thousand domestic workers whilst in 2015 they have reached almost 900 thousand. This is an increase of 700 thousand in 20 years. INPS managed only the legal positions, workers illegally employed are excluded; in other words those for whom the employer doesn't pay contributions. There is no estimate of the illegal workers present in our country for all the peculiarities reported earlier.

Family assistants working in Italy, by legality and residency permit



IRS estimates

Of these carers, more than 25% are completely illegal. In other words, without a work contract and lacking a residency permit. 30%, even if legal residents (because they are Italian or have a valid residency permit) work without a contract. Lastly, 43% are legal and have a work contract.

From these figures it's clear how a big part of domestic workers work in Italy doesn't have a work contract, even though in our country a regulation that rules with a national domestic work contract is present in this environment.

The causes of illegality are therefore mainly linked to the fragility of this sector, in which the safeguards and policies that in other countries (France and Belgium) help to bring out illegal work, are missing.

Conclusions

by Massimo De Luca, lawyer of the DOMINA association

In Italy when we talk of domestic work, we are used to always comparing it to the topic of legal and illegal work, or on the single institutes of the national collective bargaining agreement institutes; like pay, holiday, overtime and others. These are the topics that interest us the most but domestic work is much more. Above all it is more and very far from our usual topics.

The first time I heard domestic work spoken about in an international environment, it was at ILO's International training centre, in which they discussed "*Decent work for domestic workers*". I have to admit that at the start I struggled to understand why it was necessary to speak, in our sector, about a dignified work when in Italy domestic workers have their rights guaranteed like every other worker. Listening though to some international workers in the sector, people of great professionalism and humanity, I learnt to reason on the topic of domestic work on an international dimension. In particular on the binominal "domestic work – human rights". In the years that followed I was involved, by the ITC/ILO structure, in reporting about the Italian experience, to participants of the same training course. In particular about the DOMINA employer structure and the CCNL, considered "*best practice*" at an international level. During this session the participants transform into a river of questions, interested and ready to ask me crucial questions about their country and to gain useful information to take home as a discussion element with their governments.

Today, more than ever, I am convinced that domestic work is, above all, a cultural question. People migrate to look for a life and work opportunity, offering themselves in strangers' homes as domestic workers in foreign and often unknown countries. But the result of this suffered choice depends a lot on the culture of the country in which they arrive.

According to ILO figures, there are 11.5 million migrants in the world, working as domestic workers. Many of them are misled on the nature and conditions of the work. Informal placement and intermediary agencies for migrants offer them very low salaries, inhuman working hours and threats in the case that they leave the

employer who is assigned to them. Amongst the abuses pointed out by migrant workers there are also illegal salary deductions, hiring payment and the detaining of their passports. The combination of these factors could lead also to forced labour and human trafficking. It is with a lot of remorse, and needing to point out that Italy is not immune to some of these situations.

However domestic work presents some anomalies, even in our old Europe. It is known that au-pair work envisages a period of staying with a foreign family, during which they care for the children and carry out some domestic work in exchange for board and lodgings and a small weekly salary. Furthermore, to make this contractual formula more interesting is having the possibility during the stay to attend language courses and better understand the culture of the place. Instead, in some European countries, au-pair work in some cases has been transformed, sometimes with the complicity of the worker, from one part as an opportunity to enter or stay in Europe with a working visa and from the other in the occasion to have a domestic hand at a low cost and without union safeguarding.

The "*Burnout syndrome*" is another problem, without border limits, that is interesting many domestic workers. A true and real form of exhaustion, that overflows into the professional duties. Those who live this state of symptomology feel overburdened. The feeling that they experiment is that of being consumed by their work to the point of a total short circuit, or *burnout*.

The carer can feel deteriorated and emptied by the work with the assisted or by the absence of safeguards and rights, experimenting a sort of emotional emptiness. We're talking about a very subjective experience, difficult to stem, that has strong repercussions of the psycho-physical well-being of the worker and therefore on the work/assisted.

As highlighted in the research, a good part of these family assistants are of foreign origin, but above all female. The research reports important numbers about the phenomenon. The army of carers from foreign origin that takes care of our elderly and disabled has their own "invisible family". To look for work in a foreign country isn't easy and reaching an economic situation that is able to satisfy the needs of the nuclear family and to guarantee a future for their children, needs time and a lot of work. A lot of domestic workers work and at the same time live in the assisted

person's home. And the rest of the family ? The family stays in the country of origin. The carer lives a sort of emotional breakdown; their life is separated between routine in a new country and the affection of the country of origin. Who stays in the birth country? Brothers, sisters, husbands, parents but above all those who would need their own mum: the children.

Only in Europe are there hundreds of children from Eastern countries left with relatives or institutes after the mothers have emigrated to look for work and send money to the family. The phenomenon is global and interests all mums. They are the so called "white orphans"; children of our home helps, carers or governesses. This phenomenon has taken on such proportions to result today as a real and true social emergency, with serious consequences such as suicide of the young people themselves.

Despite some news stories, the existence of this dimension of crisis is undervalued and more or less unknown: from one side, there aren't any formal strategies that aim at a resolution to the problem and on the other side, the families are unaware of the personal drama of domestic workers and their children.

Fulfilling the space left by a mother isn't a job that an employer can assume, but in a small way, the family can give their own contribution by making it easier to have contact between the worker and their family. This can happen through the technology present in the home: telephone, email, skype or maybe even allowing them time off work to guarantee that during the holidays they can spend a longer period with their family. The family, in the role of employer, in full spirit of responsibility could take on an intervention that is technically called "family-work conciliation". This allows the working mother to live to the most the multiple roles that cover the inside of a complex society such as ours.

After all, the integration of the immigrants in our country started as such, from the trust of Italian families ready to welcome unknown people into their homes, a place of intimacy and privacy. So that they could care for their children, manage the home, care for the elderly, alone and sick; washing and dressing them and in some cases even supporting them during the last moments of their lives. Wanting to leave to one side working roles, without pausing on specific cases, we Italians owe a lot to these people and their work.

I am sure that Italian families, moved by a sense of citizen and social responsibility, won't hold back in fulfilling a gesture of recognition toward these domestic workers, helping them, where possible, in the relations with their families. This will allow us to give dignity to the people, the worker and the whole sector, as well as bettering the quality of work and assistance towards our loved ones.

THE VALUE OF DOMESTIC WORK

THE ECONOMIC AND SOCIAL ROLE OF EMPLOYER FAMILIES

Research report by **DOMINA**

(National association of domestic work employer families)

Work group: **Fondazione Leone Moressa**

- DOSSIER 1.** Profile of domestic work employers in Italy. Dimensions of the phenomenon, population trends, economic and social impact
- DOSSIER 2.** The National Collective Bargaining Agreement on Domestic work and its future prospects.
- DOSSIER 3.** The socio-economic impact of domestic work on the family.
- DOSSIER 4.** Domestic work policies concerning the ILO Convention n. 189/2011. The Italian situation and international comparison.
- DOSSIER 5.** Welfare policies in support of employers' households: European comparison.
- DOSSIER 6.** Care economy: domestic employers as economic actors.
- DOSSIER 7.** Criminal offenses in domestic work.
- DOSSIER 8.** Domestic work and disability.
- DOSSIER 9.** Domestic work in Italy: regional deepening.
- DOSSIER 10.** Disputes in domestic work: balance between legality and necessity.

THE VALUE OF DOMESTIC WORK

THE ECONOMIC AND SOCIAL ROLE OF EMPLOYER FAMILIES

Dossier 4

Domestic work policies concerning the ILO Convention n. 189/2011. The Italian situation and international comparison



Firmataria del C.C.N.L. sulla disciplina del rapporto di lavoro domestico

DOMINA - National association of domestic work employer families, signatory of the National Collective Bargaining Agreement on the discipline of the domestic employment relationship. Safeguarding and assisting Italian families who, by taking on a domestic collaborator or a family assistant, become employers.

The Association is active throughout the country with its Operational Points in support of domestic work employers.

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