



International
Labour
Organization



Professionalizing domestic work to meet future care needs

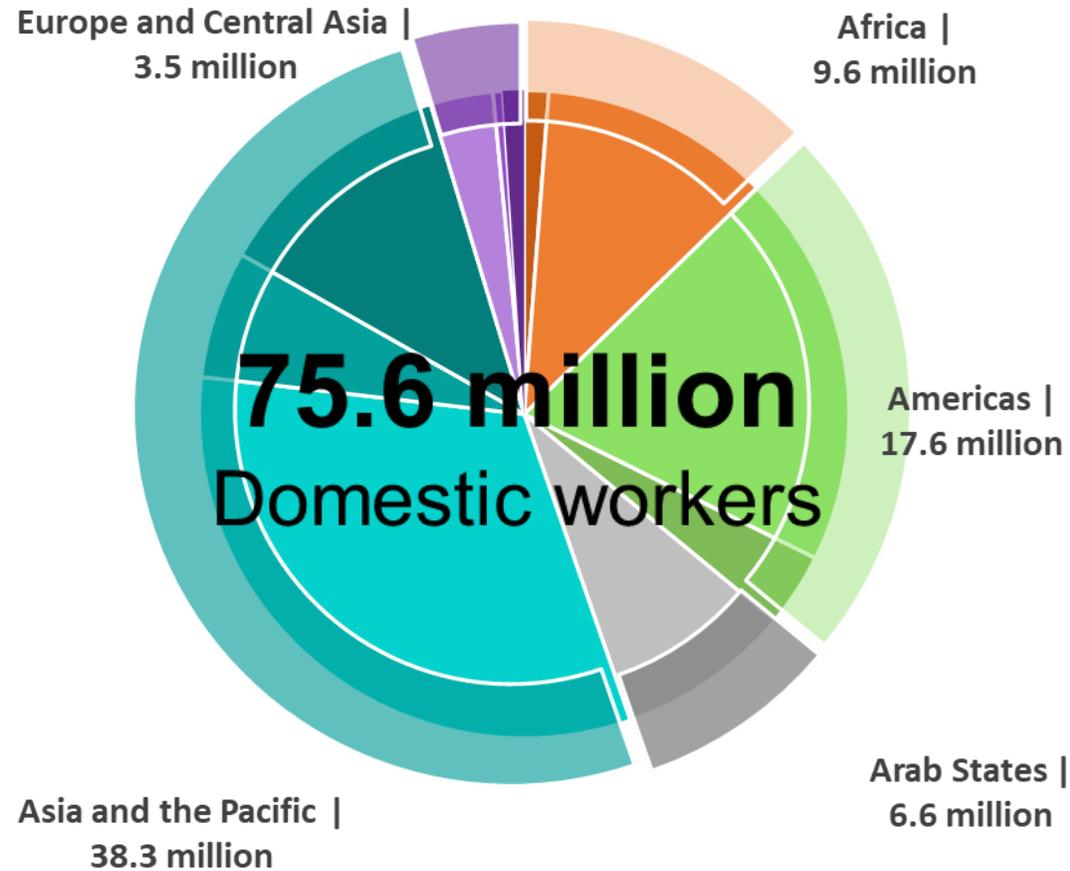
Claire Hobden, Specialist on domestic work and other vulnerable work
Skills development for Domestic workers Webinar

Domestic work

- ✓ Defined by the workplace, not by task
- ✓ Live-in or live-out
- ✓ Hourly, daily, weekly or monthly
- ✓ Employed by household or through or by a service provider
- ✓ C189 applies to all domestic workers, including migrant domestic workers.
- ✓ **Includes indirect** (cleaning, cooking, admin support) and direct (for children and other dependent persons) care services.
- ✓ **Considered medium skilled**



Global and regional distribution of domestic workers



- Excludes domestic workers under 15
- 17% are migrants
- 76% are women

Paid care work

Paid care workers work in....

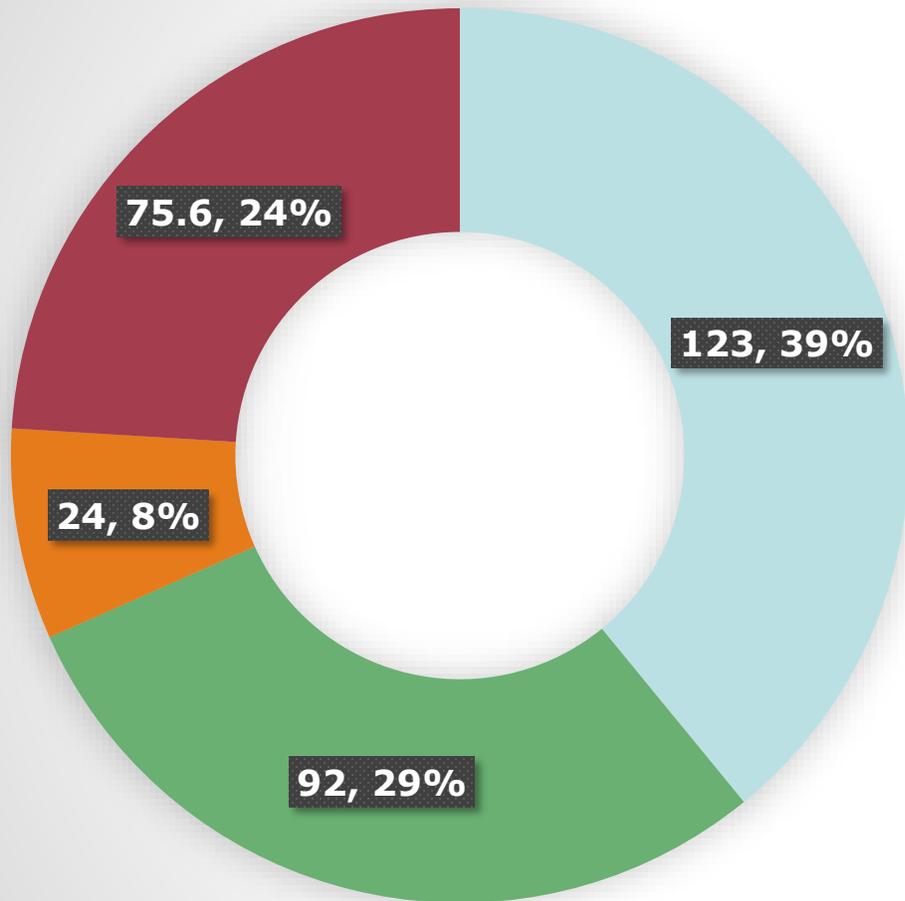
- Education
- Health and social work
- Care work in non-care sectors
- Domestic work

Providing both direct and indirect care services in homes and in institutions

Are essential to a population's well-being



Share of care workers



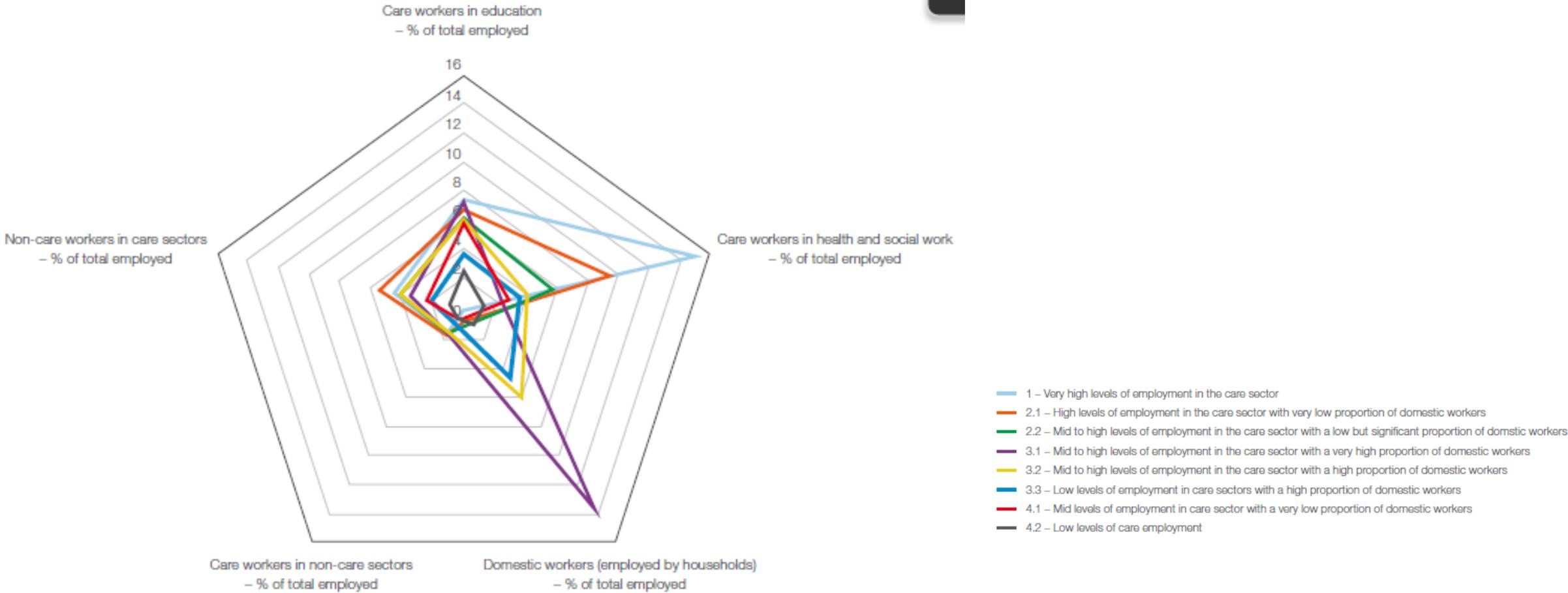
Education

Health and social work

Care workers in other sectors

Domestic workers

Levels of employment in care and domestic work



Levels and conditions of employment by cluster

2.1. - High levels of employment in care sectors, with a very low proportion of domestic workers (Canada, France, Germany, Italy, UK, USA, Japan).

- Care workers in care sectors represent 20-25% of employment
- Mix of public and private sector
- Small share of domestic workers working directly for private household (around 1%) with many more working through service providers
- Medium to high rate of informality among domestic workers, often due to lack of legal implementation

Levels and conditions of employment by cluster

Cluster 3.1 - Mid levels of employment in care sectors, with a very high proportion of domestic workers (Kuwait, Saudi Arabia)

- Small share of care workers in care sectors with a low level of informality
- High proportion of domestic workers (14% of total employment), 80-100% working informally due to legal and implementation gaps.

Levels and conditions of employment by cluster

Cluster 3.3 - Low levels of employment in care sectors, with a high proportion of domestic workers (Angola, Botswana, Ethiopia, Namibia, Rwanda, Senegal, Zambia, Qatar, UAE)

- High share of care workers in the public sector with a low level of informality
- High proportion of domestic workers (4-6% of total employment), 80-100% working informally due to legal and implementation gaps.

Levels and conditions of employment by cluster

4.2. - Low levels of employment in care sectors, with a high proportion of domestic workers (Burkina Faso, Gambia, Ghana, Liberia, Madagascar, Malawi, Mali, Niger, Nigeria, Sierra Leone, United Republic of Tanzania, Togo, Uganda)

- Small care workforce
- High levels of informality
- Some workers trained to care migrate to become care workers, including domestic workers, abroad
- High proportion of domestic workers, with 80-100% working informally.

Domestic work is skilled work

Vocational skills - ISCO 08

- ✓ Skill level 1 (low-skilled/primary education):
 - ✓ Domestic Cleaners and Helpers, which includes sweeping, vacuuming, washing, ironing, cooking and cleaning.
- ✓ Skill level 2 (medium skilled/secondary education):
 - ✓ Domestic Housekeepers (purchasing supplies, controlling storage, and preparing meals);
 - ✓ Child Care Workers (assisting children to wash, taking them to school, managing their behaviour);
 - ✓ Home-Based Personal Care Workers (maintaining clients' hygiene standards, assisting with personal hygiene, feeding and dressing).

Domestic work is skilled work - Core skills

Core skills	Domestic work example
Social and emotional skills	Communication, conflict resolution, emotional intelligence, managing the employer and family
Cognitive and metacognitive skills	Literacies, analytical and critical thinking, planning and problem solving, essential to work autonomously
Basic digital skills	Use of basic hardware and software on appliance that increasingly use apps
Basic skills for green jobs	Environmental awareness, waste management and energy and water efficiency to recycle, reduce bills, manage food supplies.

Professionalization - what are the challenges?

- ✓ Domestic work is often considered “unskilled”
- ✓ Domestic workers are not always covered by labour and social security laws.
- ✓ Employers seek characteristics other than skills and are unwilling to pay more for higher skilled workers
- ✓ Domestic workers commonly have low formal education levels and few official qualifications.
- ✓ Few countries offer recognition of domestic work in TVET.
- ✓ As a result, domestic workers are vulnerable to abuse, violence and harassment - and households are often left without quality care.

Key findings ASEAN study

- ✓ Pre-departure training is almost universally required in the regular migration framework for domestic workers,
- ✓ Training currently does not focus on domestic work skills - rather it purportedly contributes to transversal skills and protection goals
- ✓ Training rarely results in formal qualification
- ✓ Aspirant migrant domestic workers from the Philippines and Indonesia are now required to obtain certification;
- ✓ Post-arrival training is required for entry to Singapore
- ✓ Some training courses are available in destination - employer pays model.

Key findings ASEAN study

- ✓ Even in the absence of comprehensive training, migrant domestic workers are undertaking work at the International Standards of Occupation (ISCO-08) medium skills level;
- ✓ This is not recognized in pay or other working conditions, which are poor.
- ✓ Over a third of workers work a seven-day week;
- ✓ When adjusted for the 48 hour working week, no worker in this study was paid the minimum or contractually standard wage.

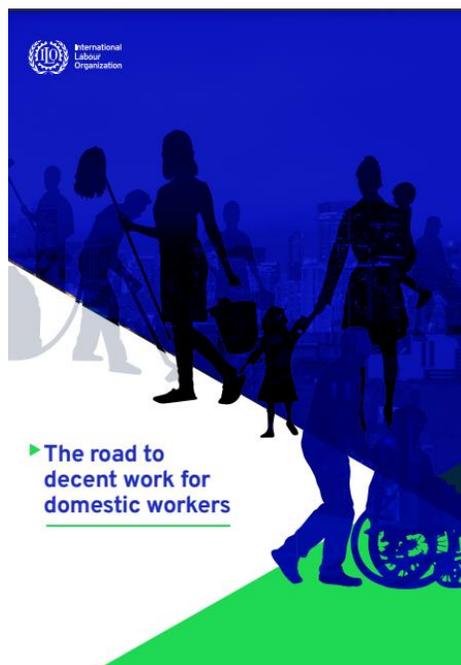
Success factors

- ✓ In addition to vocational training, include components on:
 - ✓ Improving self-confidence, self-efficacy
 - ✓ Rights awareness, access to justice, what to do in case of violence and harassment, collaborating with a union
- ✓ Ensure written contracts with decent working conditions at the point of hire
- ✓ Ensure zero-fees to the worker policy, in line with ILO General principles and operational guidelines for fair recruitment, to prevent forced labour
- ✓ Develop skills certification/recognition for domestic workers who already have experience
- ✓ Ensure domestic workers are covered by labour and social security laws
- ✓ Fair recruitment and safe migration policies
- ✓ Campaigns to raise awareness of employers of quality care.

To summarize

- Demand for care is growing.
- Domestic workers provide key care services, both direct and indirect
- Households rely on them, but are still unwilling to reward skills.
- Countries are increasingly developing care policies to encourage labour market participation, particularly among women.
- Ensuring decent working conditions is key to attracting skilled workers....
- ...And workers must be skilled in order to provide quality care services.
- The challenge ahead lies in training domestic workers, or certifying their existing skills, such as to ensure quality services and decent working conditions.

Thank you!



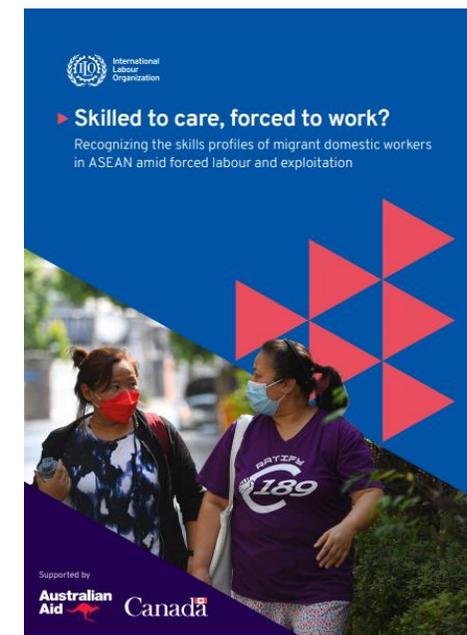
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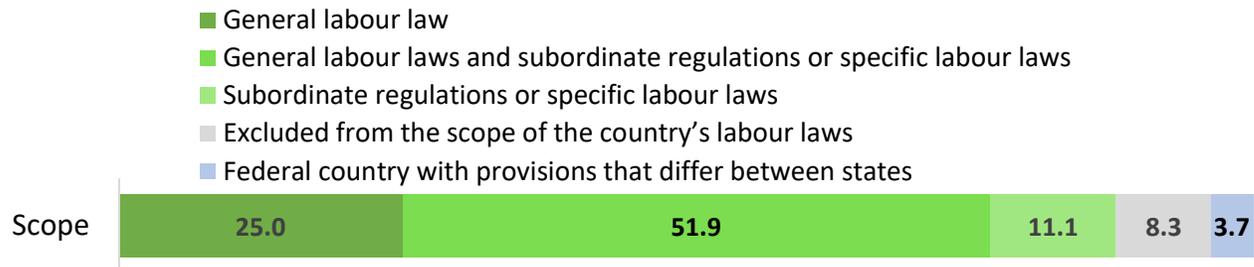
Objectives of C189

- ✓ Domestic workers are covered by labour and social security laws to the **same extent as other workers**
- ✓ Levels of protection are **adequate**
- ✓ Labour and social security laws are **implemented**.



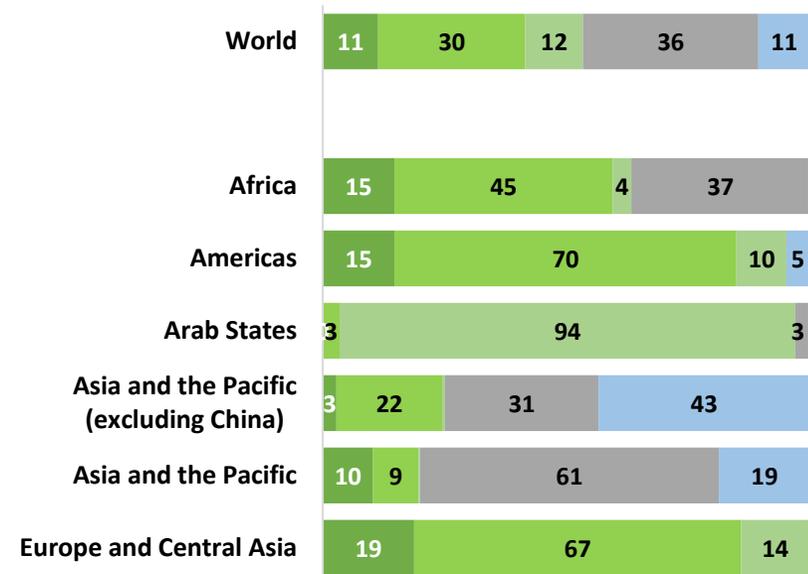
Extent of coverage by national laws

Percentage of countries, 2020



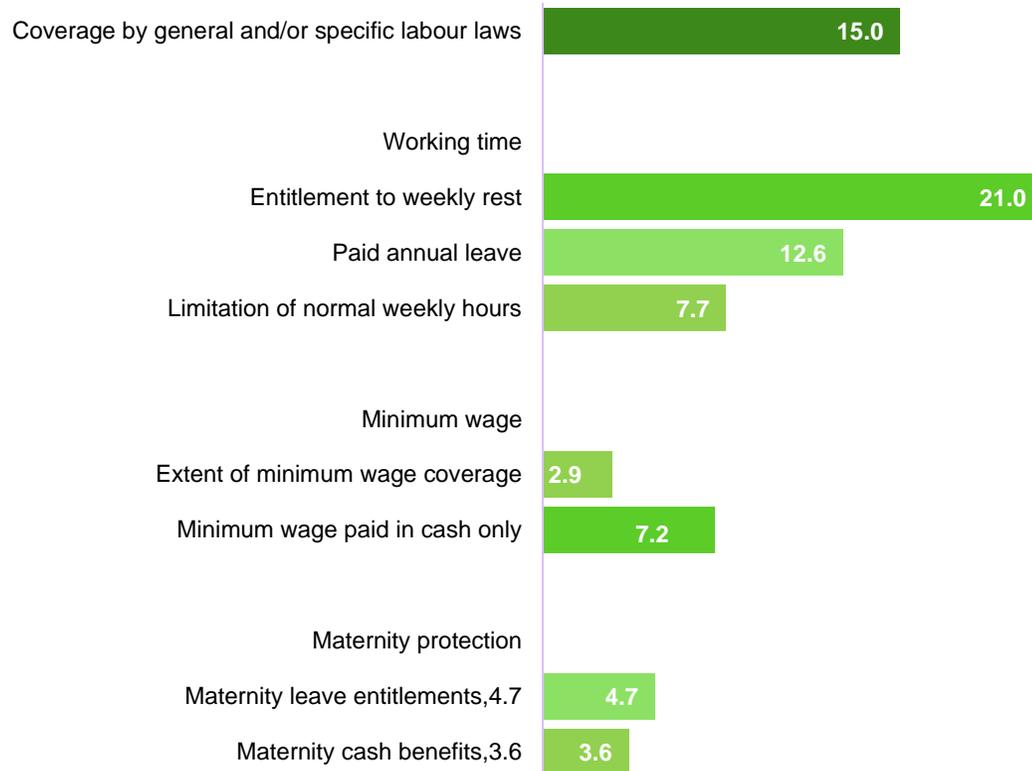
Percentage of domestic workers, 2020

- Domestic workers are covered by the general labour laws
- Domestic workers are covered by the general labour laws and by subordinate regulations or specific labour laws
- Domestic workers are covered by subordinate regulations or specific labour laws
- Domestic workers are excluded from the scope of the country's labour laws
- Federal country with provisions that differ between states



Change in percentage of domestic workers covered by laws

[between 2011 and 2021 (percentage points)]

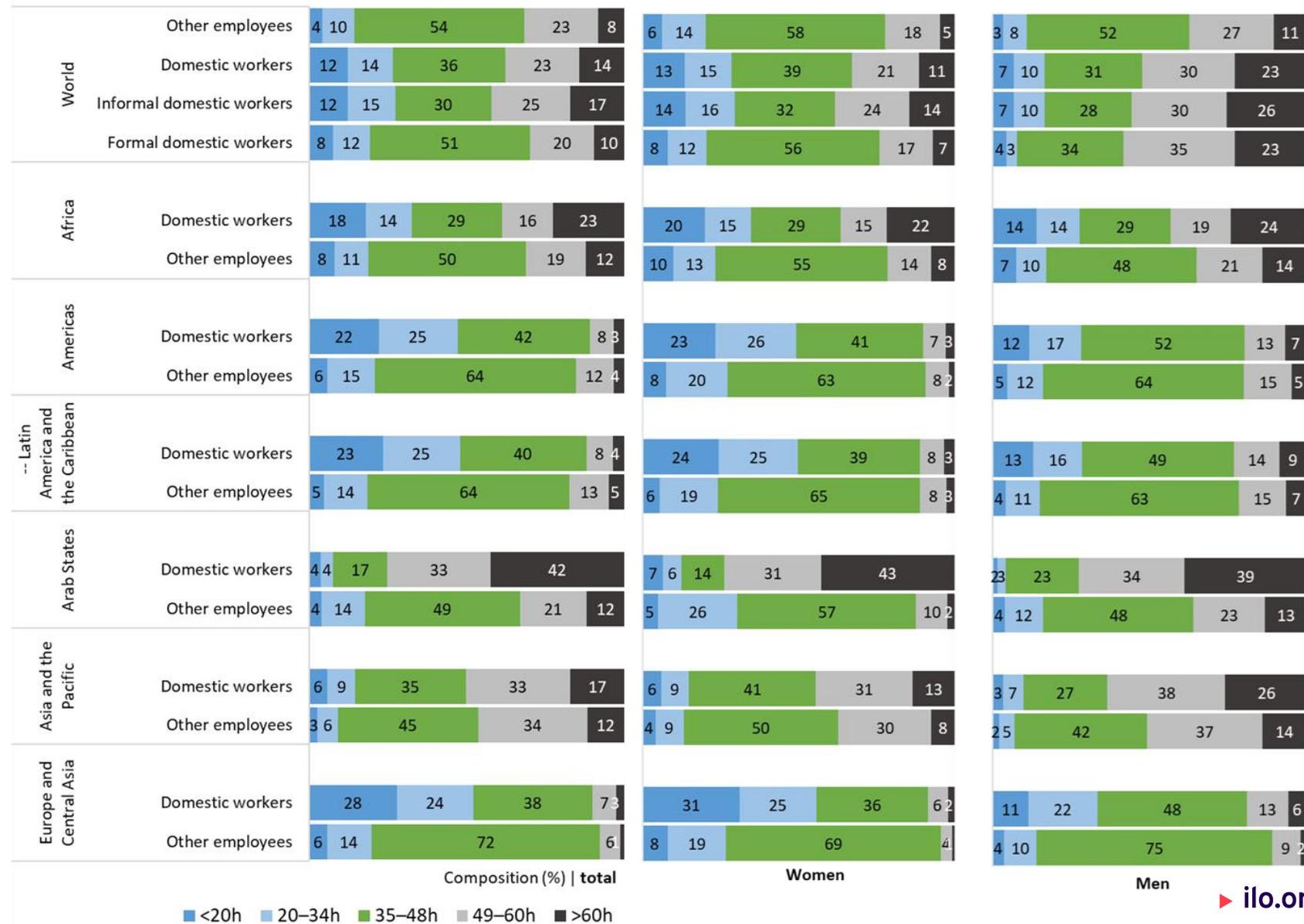


Actual working time patterns

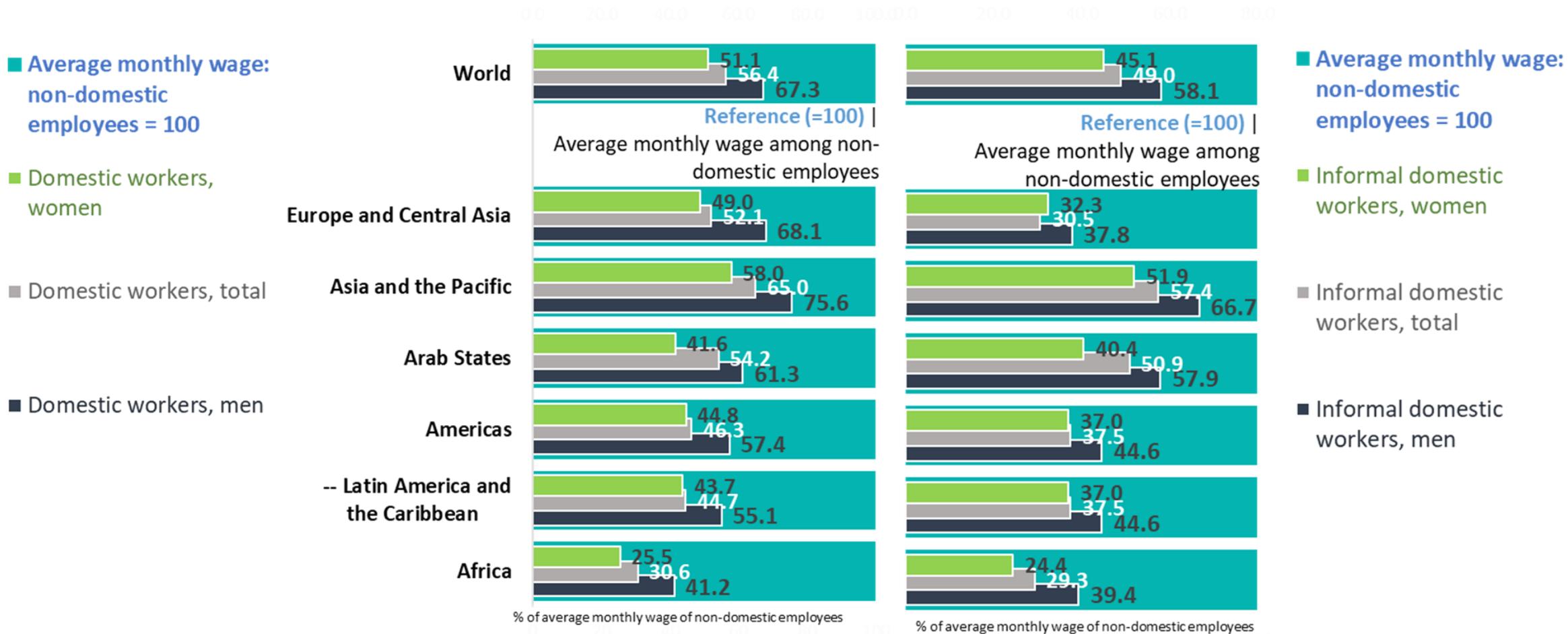
Panel A. Total

Panel B. Women

Panel C. Men



Wages of formal and informal domestic workers compared to other employees



Coverage by social security laws

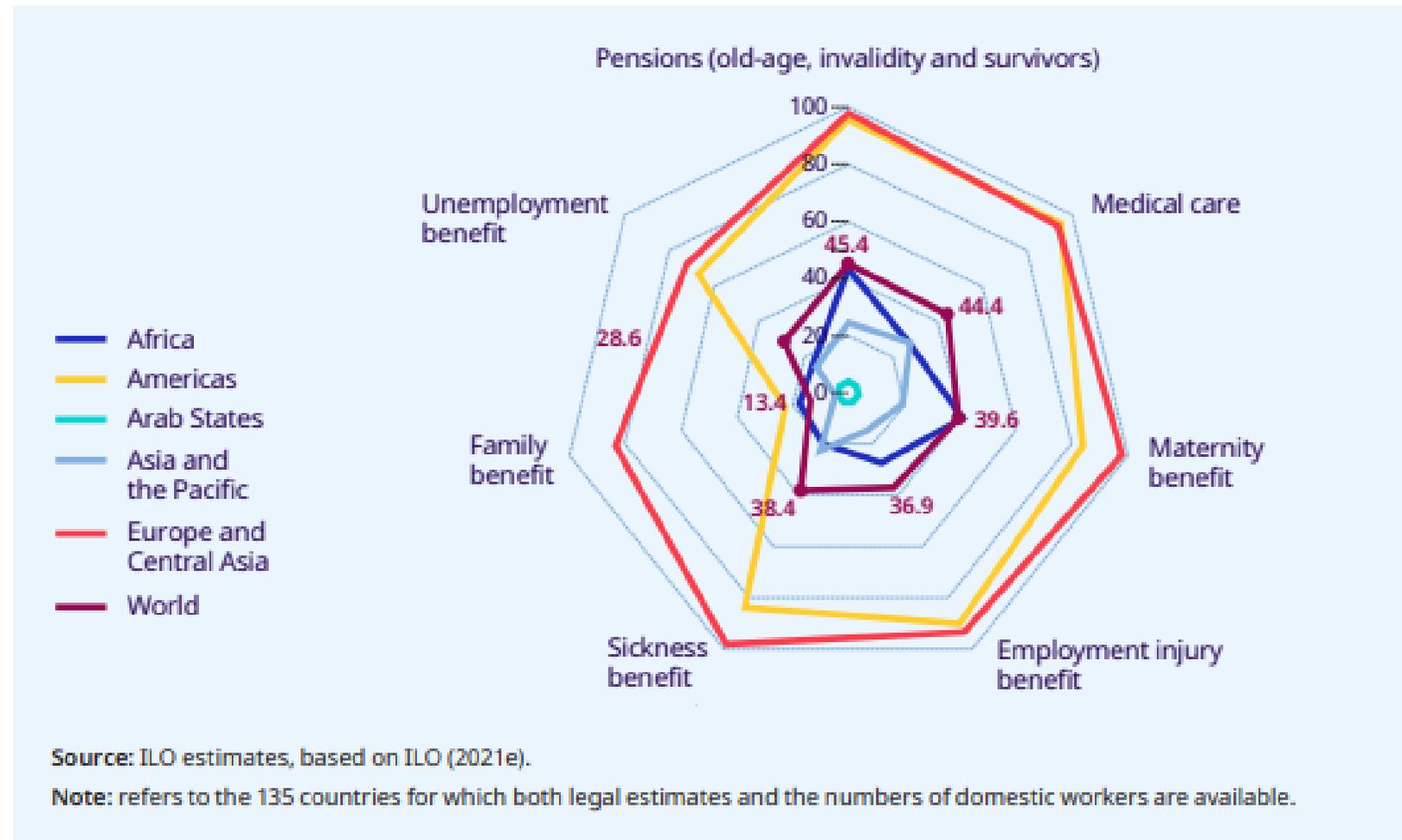
[Domestic work sector]



- 49.9% of all domestic workers in the world are covered by at least one social security contingency.
- 6% of all domestic workers in the world are covered in case they are faced by any of the nine life-cycle risks established in C102.
- In Europe and Central Asia, 57.3% of domestic workers are legally covered by all nine contingencies. (E.g. Belgium, France, Germany).

Legal coverage by contingency

► Figure 2.6 Percentage of domestic workers legally covered, by social security benefit, 2020



Effective coverage

[Domestic work sector]



- Globally, only 1 in 5 (18.8%) domestic workers are covered in practice by at least one social security contingency.
- The lack of effective coverage disproportionately affects women, migrants, indigenous persons, and people facing multigenerational poverty.

Sources of informality

- Of the 66.9% domestic workers informally employed, 3% are informal due to gaps in legal coverage, and 97% due to gaps in implementation.





Challenges

[to ensure decent domestic care]

Legal gaps and considerations

- Explicit exclusions from the scope of application of the law.
- Exclusion due to thresholds related to working time, income or multiple employers
- Inadequate levels of protection
- Voluntary and employer-liability schemes

Challenges to implementation

- Administrative barriers
- Limited contributory capacity
- Privacy of the household
- Lack of information and organization
- Social norms and perceptions

Exclusion from care policies

Closing legal gaps

- ✓ Recognition of domestic work as work, with rights at least as favourable as those of other workers.
- ✓ Minimum wage sufficient to pay contributions.
- ✓ Laws that apply to all, whether part-time, full time, live-in or live-out, whoever the employer is....
- ✓ Eliminate thresholds, such as those related to working time, income or multiple employment relationships, to take into account the particularities of employment modalities.

Closing implementation gaps

- ✓ Ensure social security is affordable and desirable
 - ✓ Differentiated contributions
 - ✓ Ensure minimum wage compliance
 - ✓ Advocate for public assistance for employers/workers
 - ✓ Desirability and portability of benefits
- ✓ Simplify procedures (registration and contribution)
- ✓ Empower the labor inspectorate to promote compliance
- ✓ Create a culture of decent work and compliance (change social norms / make use of behavioural science)