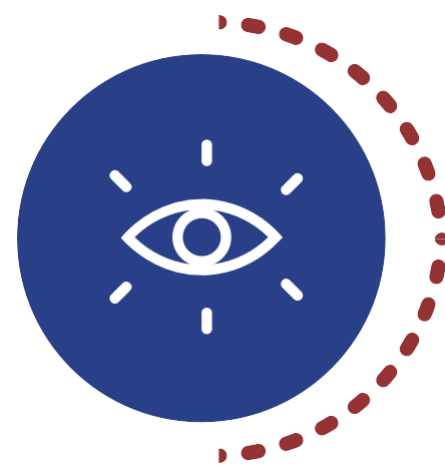


## PERHOUSE: PERSONAL AND HOUSEHOLD SERVICES IN THE CZECH REPUBLIC

### 1 THE PERHOUSE PROJECT

- Seeks to improve working conditions and quality of personal and household services (PHS) through industrial relations in Central European countries.
- The PHS is defined as a broad range of services, such as childcare and care for seniors and persons with disabilities, cleaning, home repairs, gardening, and other domestic work provided in and for your households.
- The project applied a multi-method approach, such as desk research, surveys, interviews, and focus groups, to analyse the structure of PHS, job and service quality, and the role of social dialogue in the PHS sector at the national and EU levels.



### 2 KEY FACTS ON PHS IN CZECHIA

- PHS activities can either relate to care or non-care, the services can be classified as public or private, and employment arrangements can have formal, semi-formal and informal nature.
- In 2020, the number of clients using home healthcare services increased to 145,796.
- In regard to home social care services, approximately 100,480 people utilised the services in 2020.
- Overall, according to the demand survey, around 67,7% of respondents have purchased PHS in the last 5 years at least once.
- The demand for non-care PHS is very hard to assess due to the fact that this part of PHS sector does not fall under governmental funding schemes which disincentivises governmental bodies from collecting official data or maintaining statistical records.
- Home healthcare service workers make CZK 33,789 (EUR 1352) on average, according to data from 2021.
- In home social care services, the average salary is between CZK 27,000 and CZK 29,000 (EUR 1080 – EUR 1160).
- According to the demand survey, respondents (clients) claim to pay between CZK 250 and 350 (EUR 9.9 – 13.8) to PHS workers, with the average being CZK 325 (EUR 12.8).



### 3 KEY CHALLENGES IN PHS

- Key challenges in the care sector of PHS
  - shortage of workers
  - low financial compensation
  - ineffectiveness of work
  - undermined social status
  - lack of quality
  - legislative barriers
  - social isolation of workers
- Key challenges in the non-care sector of PHS
  - precarious employment contracts
  - exploitation
  - insufficient workplace safety



### 4 SOCIAL ACTORS IN PHS

- Governmental authorities
- Associations representing home healthcare and social care providers
- Trade unions
- Non-governmental organisations

### 5 SOCIAL DIALOGUE IN PHS

- In the Czech Republic, there is no social dialogue that is especially directed towards PHS workers
- The majority of issues addressed by social partners pertain to the public care sector's operations.

### 6 POLICY IMPLICATIONS

- To enhance support for personal assistants, whether in terms of provided Qualification and training or financial support
- To raise wages in order to make the sector attractive, preventing and possibly reducing further workforce shortages
- To encourage the establishment of tripartite consultation mechanisms and facilitate dialogue and consensus-building on key policy issues
- To enhance capacities of trade unions and focus on PHS in their agendas
- To implement policies and initiatives to formalise informal work arrangements in the PHS sector

