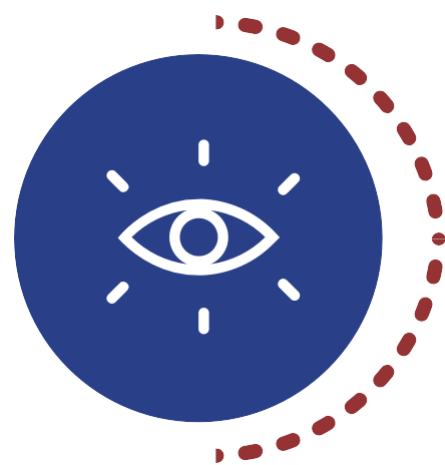


PERHOUSE: PERSONAL AND HOUSEHOLD SERVICES IN POLAND

1 THE PERHOUSE PROJECT

- Seeks to **improve the working conditions** and quality of personal and household services (PHS) through industrial relations in Central European countries.
- 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 household.
- 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 POLAND

- The domestic labour market in Poland is **poorly regulated** (Klakla et al., 2023, p. 3) and based on two systems: health care and social assistance (Ad-PHS, 2020).
- Personal and household services in Poland are **usually undeclared**.
- Those working in the **shadow economy**, were most often employed in **construction or installation repairs and renovations** (18.7%), and gardening and agricultural work (14.9%). It was estimated that **408,000 households used undeclared work throughout 2022** (Statistics Poland, 2024).
- The European Labour Authority (2022) report on undeclared work in PHS indicates that **the sector is dominated by women** (75-90% across the EU-27, with the exception of repairs), which is the case for care services.



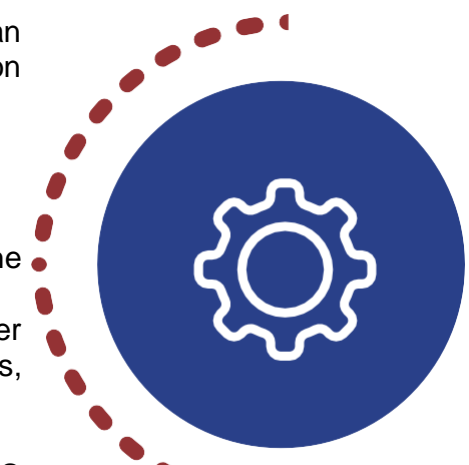
3 KEY CHALLENGES IN PHS

- **Precarious working conditions** and poor job quality (income, job security, social security, working time, autonomy at work, collective interest representation).
- Large share of **undeclared work**.
- Low compliance with existing legislation.
- **Low investment/budget** for public services.
- Large share of **vulnerable workers** (migrants, women).
- **Low level of unionisation** (due to the dispersion of workers, the nature of the activities and significant share of workers with insecure residency status).
- **Lack of social dialogue**.
- **Care drain**/the need for **professionalisation**.



4 SOCIAL ACTORS IN PHS

- **State institutions** (by default): Ministry of Family, Labour and Social Policy; Ministry of Health.
- **Trade unions**: The Domestic Workers Committee of the All-Poland Trade Union "Workers' Initiative", Confederation of Labour of the All-Poland Alliance of Trade Unions (Ogólnopolskie Porozumienie Związków Zawodowych, OPZZ), "Solidarity" (NSZZ "Solidarność"), and the Trade Unions Forum (Forum Związków Zawodowych, FZZ).
- **Employers' organisations**: the Polish Confederation Lewiatan (Konfederacja Lewiatan), Employment Agencies Association (SAZ).



5 SOCIAL DIALOGUE IN PHS

- **Lack of effective social dialogue on PHS**, despite the presence of the Social Dialogue Council.
- Lack of sufficiently strong and experienced worker representation dedicated to personal and household services, except for the **Domestic Workers Committee**.
- **Complex legislation**, often requiring additional interpretation.
- **Bypassing social partners/social consultation** on the PHS sector in the legislative process.



6 POLICY IMPLICATIONS

- Establishing a **regulatory framework** targeted at reducing undeclared work and promoting improvements in the working conditions.
- **Modernising labour market institutions** (including user-friendly digital services).
- Establishing **the forum for national social dialogue on PHS** and fostering the involvement of representative organisations (employers and workers).
- **Preventing cross-discrimination** by increasing public awareness and coordination between stakeholders.