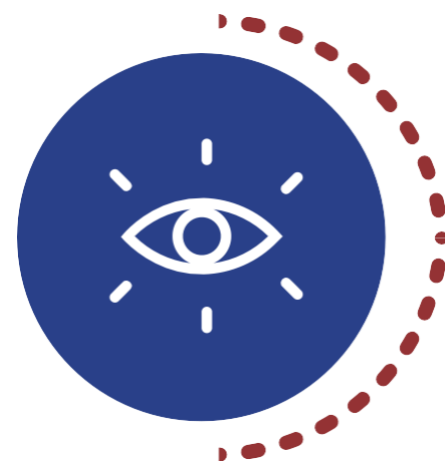


## PERHOUSE: PERSONAL AND HOUSEHOLD SERVICES IN SLOVENIA

### 1 THE PERHOUSE PROJECT

- Seeks to improve working conditions and the 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 the elderly 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, including 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 on the national and EU levels.



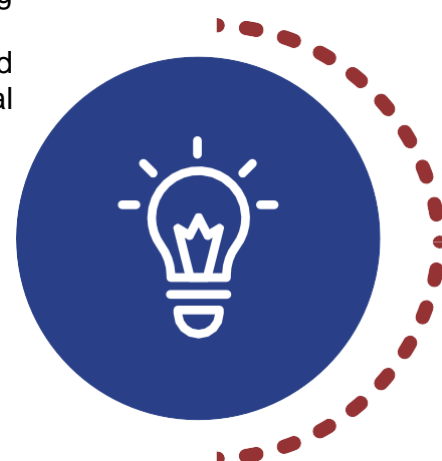
### 2 KEY FACTS ON PHS IN SLOVENIA

- A heterogenous PHS sector sharing several characteristics: poor working conditions, low pay, affective relations, economic dependence.
- **Care for elderly and persons with disabilities:** high demand, insufficiently provided by standard employees in the public sector, combined with undeclared work and generally unpaid informal carers (female family members), unpredictable schedules.
- **Childcare PHS:** small in size, mainly informal and undeclared work, or personal supplementary work; due to the presence of affordable public institutional preschool education.
- **Household support PHS (cleaning):** undeclared work or personal supplementary work prevails; control on working time, a lack of training and education.



### 3 KEY CHALLENGES IN PHS

- Inaccessible and unaffordable PHS beyond those provided as a public service
- The large share of undeclared and precarious work; poor job quality, high workload, low pay, and lack of social security, workers economically dependent on family members and other income sources; weak provision of training and education, shortage of workers, vulnerable workers (women)
- Risks for workers' health and safety (physically demanding work, esp. heavy lifting in care for adults)
- Weak social dialogue in the non-care sector, government and formal employers avoiding social dialogue in personal assistance



### 4 SOCIAL ACTORS IN PHS

- Governmental institutions
- Trade unions
- Professional associations
- User and employers' organisations
- Research & education

### 5 SOCIAL DIALOGUE IN PHS

- **Care for elderly and persons with disabilities:** The largest union (SZSVS) organises home carers, community nurses, and personal assistants, potentially also caregivers of a family member. The trade union of personal assistance (SOA) faces challenges due to the government's refusal to assume the role of a social partner, while employers are unwilling to engage in social dialogue due to limited control over employment terms which are effectively under the government's control.
- **Childcare:** Trade unions do not organise workers in PHS childcare due to the small share of PHS workers and highly developed public institutional childcare system (which is in focus).
- **Household support services (cleaning):** PHS services are chiefly provided by small businesses. Employers are well organised, whereas trade unions' capacities must be strengthened and an extension of the collective agreement needs to be considered.

### 6 POLICY IMPLICATIONS

- Providing public funding for PHS to ensure their affordability on a universal basis or upon ability to pay, and expanding publicly organised PHS services.
- Improving the quality of the PHS workforce through better wages and benefits.
- Addressing the health and safety risks by making additional benefits available (e.g., early retirement through supplementary pension insurance).
- Strengthening trade unions, promoting social dialogue, and encouraging collective bargaining to address labour shortages, maintain service quality and enhance working conditions.
- Extending collective agreements to cover all publicly financed workplaces and apply craft and small business agreements sector-wide.
- Regulating non-care PHS occupations (home cleaning) by way of educational qualifications.

