



International
Labour
Office
Geneva

The Regulatory Framework and the Informal Economy

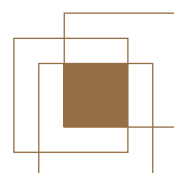


Domestic worker sweeping the street in front of a private property, Delhi, India.

Specific Groups

4.b1 DOMESTIC WORKERS: STRATEGIES FOR OVERCOMING POOR REGULATION

■ This technical brief looks at a specific category of workers in the informal economy and the challenges associated with effective regulation of this sector. Targeted action, including legal one, need to be taken to respond to the challenge of preventing exploitation, improving the working conditions of domestic workers and the way that their work is perceived. Recent developments have seen the adoption of new International Labour Standards at the international level, and concerted efforts at national level, which are contributing to enabling domestic workers to move out of informality and towards decent work.



KEY CHALLENGES

- The specificities of domestic work
- Domestic work and the law
- Adopting an enabling regulatory framework
- The difficulties of labour inspection
- The need for specific policy solutions

■ **The specificities of domestic work.** Domestic workers are a very large group of workers who are amongst the most vulnerable in the informal economy. While some domestic workers may be in the formal economy, the majority are unprotected. As a sector, domestic work is often not regulated, or regulated to a lesser extent, because of the difficulties in monitoring compliance with labour regulation in households – which is why it is often considered informal work – but also because it is traditionally not recognised as work. This leads to a deeper problem related to the lack of value attributed to this occupation, which is linked to the gendered nature of the work. In many countries, domestic workers are therefore not fully considered workers by society and policy, as well as not being regulated by the law.¹

Because domestic workers are often isolated (and do not necessarily have a legal consciousness or any contact with a trade union or other types of organisations), are invisible (allowing employers to breach labour conditions), can experience a language barrier and can be under financial pressure, they are more vulnerable to exploitation as well as psychological and physical abuse. They are, for example, particularly at risk of being the victims of forced labour, but also often work for long hours, in unsafe conditions, with low pay, no holidays, no maternity leave, no access to skills or education.²

■ **Domestic work and the law.** The ILO raised awareness of the particular problems domestic work poses in 1948 and in 1965 when the International Labour Conference (ILC) adopted resolutions on the issue. In 2007, the ILO organised an inter-regional Tripartite Symposium on the Informal Economy in which participants highlighted the situation of domestic workers and called for an international instrument to support the better regulation of the sector. Catalysed by a burgeoning movement of alliances supporting domestic workers around the world, in the following year, the ILO Governing Body agreed to place an item regarding decent work for domestic workers on the agenda of the 2010-2011 ILCs. In the 100th session of the ILC in June 2011, a set of standards aimed at improving the working and living conditions of millions of domestic workers worldwide, was adopted. (see box on page 8).

In addition to these new instruments, other existing International Labour Standards (ILS) of a general application also apply to the situation of domestic workers. Unless explicitly excluded by ILS, or unless excluded by the use

1 See Ghosheh, 2009, p. 302.

2 For more discussion about abuse of domestic workers, see Mantouvalou, 2006, and Human Rights Watch 2006.

What is domestic work?

Domestic work has always existed, but supply and demand factors are fuelling its growth as a service sector. On the demand side, changing demographics of aging populations, reduced welfare provision and greater labour market participation of women in developed countries and urban areas has seen a surge in demand for domestic workers, while on the supply side, labour market discrimination and limited employment opportunities in developing countries and rural areas fuels a continuous supply of mainly women into the sector.

Domestic work involves the completion for a third party of tasks such as cleaning, washing, cooking, taking care of children, the elderly, the sick or disabled, driving, gardening, or acting as a guard.³ Although the latter tasks are usually completed by men and some tasks are done by children,⁴ domestic work is predominantly and traditionally occupied by women.⁵ Domestic workers are also often migrants⁶ and from ethnic minorities. Issues of gender, class and

3 While most legislation do not define domestic work, others specifically exclude some tasks from the definition of domestic work (see Report IV (1) Decent Work for Domestic Workers, p.31).

4 Child domestic labour is said to be indeed one of the most common and traditional forms of child labour (see Resources section to access: ILO Helping Hands or Shackled Lives? p.6).

5 See Resources section to access: ILO, Report IV (1) Decent Work for Domestic Workers, Table I.1 for a percentage of total employment by sex.

6 See for example Lutz, 2008 and Ghosheh, 2009.

race dimensions are in fact embedded in domestic work, and where migration status is irregular, this adds further layers of vulnerability.

The tasks accomplished by domestic workers are quite diverse and so is their economic or social situation. Some live with their employer while others do not; amongst the latter, some have an independent status, some work for one employer, and others still for various employers. Domestic workers can be remunerated or not, they can be declared, undeclared or under-declared. They can be nationals or foreigners and, amongst the latter they can be legal or irregular migrants, or asylum seekers. They may have found work independently or through an employment agency⁷. All these situations imply different legal situations – many of which are informal.

⁷ See Pasleau and Schopp, 2005.

of flexibility clauses,⁸ domestic workers benefit from the protection afforded by ILS⁹ (see the brief on International Labour Standards). The ILO's Committee of Experts on the Application of Conventions and Recommendations has repeatedly confirmed that basic labour protection afforded by ratified conventions should be extended to domestic workers.¹⁰ It has insisted, for example, that legislative provisions on freedom of association or discrimination need to be extended to domestic workers, and even when this is the case in law, that they should enjoy the right in practice.¹¹ Special attention should be given in this regard by States that have ratified a convention and are therefore under an international obligation to enforce it to domestic workers.

Basic national labour legislations increasingly cover domestic workers.¹² However, the fact that in some countries, domestic workers are excluded from basic labour laws, or are granted inferior rights in others, certainly facilitates their exploitation, often without giving them the means to seek redress.¹³ Extending the scope of the law to include domestic workers is therefore a crucial first step.

Many of the challenges observed with regards to domestic workers are similar to the ones observed with regards to homeworkers, both types of workers working within a household. However, in the case of domestic workers, the household is not their own.

■ **Adopting an enabling regulatory framework.** The task of addressing the difficulties domestic work raises is certainly not only a legal one. But, as the 2009 ILO report on Decent Work for Domestic workers states, studies show that well-crafted regulatory mechanisms with efficient enforcement mechanisms contribute to changing the perception that domestic workers do not deserve rights and respect, and contribute in making a positive difference to the lives of domestic workers.¹⁴

As a minimum, domestic workers should have legal protection covering:

- clearly defined daily hours of work and rest periods;
- clear-cut standards on night work and on overtime, including adequate compensation and subsequent and appropriate rest time;
- clearly defined weekly rest and leave periods (annual leave, public holidays, sick leave and maternity leave);
- minimum wage and payment of wages;
- standards on termination of employment (notice period, grounds for termination, severance pay);

⁸ Some of the conventions allow certain categories of workers to be excluded when there are "special problems of a substantial nature" (see the Night Work Convention, 1990 (No. 171), the Private Employment Agencies Convention, 1997 (No. 181) and the Maternity Protection Convention, 2000 (No. 183). The Protection of Wages Convention, 1949 (No.95) allows the explicit exclusion of domestic workers. Such exclusions can only be made, however, after consultation with workers' and employers' organisations. Moreover, the government has to justify the exclusion in its reports to the ILO.

⁹ ILO, 2009 Report IV (1), Decent Work for domestic workers. This has been confirmed by the Office of the Legal Adviser's legal opinion of 29 July 2002.

¹⁰ Blackett, 1998.

¹¹ See ILO 2009, Report IV (1), Decent Work for domestic workers, paras. 60-63.

¹² For a summary of the applicable legislation in latin America, for example, see M.L. Veiga: L'administration du travail et l'inspection du travail dans le domaine du travail domestique : l'expérience de l'Amérique latine (Geneva, ILO, forthcoming).

¹³ Human Rights Watch, 2006, p.34.

¹⁴ ILO, 2009a, para. 325.

- social security protection; and
- action against child domestic work.

See Resources section to access: Ramirez-Machado, 2003, (p.69.)

Including domestic workers in national legislation is not sufficient however. Indeed, specific regulation that recognises the particularities of domestic work while reaffirming its compatibility with the employment relationship is desirable.¹⁵ It is not only the working conditions of domestic workers that need to be tackled, but also the social status of domestic work, in particular, the deeply-rooted gendered and racialised characterisation of domestic workers' identity.¹⁶ Perceptions need to change and domestic work needs to be valued; public awareness campaigns are vital in this regard.

■ **The difficulties of labour inspection.** Increasing enforcement of legislation is as always a very important challenge, but particularly so here. While labour inspection is key to ensuring the enforcement of labour laws, authorising labour inspectors to enter households is problematic because of the conflict it creates with the right to privacy, often enshrined in national Constitutions (see the briefs on Labour Inspection and on Home-work). This conflict may however be avoided by obtaining the authorisation of the employer or a prior authorisation by a judicial authority, although this clearly limits the powers of inspectors. Inspectors can also disseminate information through the media without entering a workplace. Other means of reaching domestic workers may be encouraged, such as trade unions and NGOs with hotlines for domestic workers and helpdesks. Providing effective and accessible complaint mechanism and adequate sanctions are essential as well.

■ **The need for specific answers.** Domestic workers experience various realities which can range from a child working in exploitative conditions to an individual receiving above minimum wages and enjoying paid holidays, rest periods, health insurance, etc. Although these situations have common points, they also often call for different answers specifically geared towards child labour,¹⁷ migrant labour,¹⁸ forced labour,¹⁹ etc. Also, the regulation of migrant domestic work, which is predominant, not only involves labour and criminal laws but also immigration laws. Indeed, in some countries, migrant domestic workers' permits to remain in the country are linked to their continued employment with one employer – therefore limiting their ability to leave this employer in case of abuse.²⁰ Immigration policies may discourage domestic workers from filing complaints as they may need a special permit to stay in the country in order to pursue a civil or criminal complaint without being allowed to work (see brief on Migrant workers).²¹

15 ILO, 2009a, pp.12-13.

16 Blackett, 2004, p.253 and p.264.

17 For examples of good practices on actions to combat child domestic work, see Resources section to access: ILO, 2006a and 2006b. IPEC has developed guidelines which insist on a holistic approach encompassing measures of prevention, and protection (see, ILO, 2007). <http://www.ilo.org/ipecinfor/product/viewProduct.do?productId=4045>. See in general, <http://www.ilo.org/ipec/areas/Childdomesticlabour/lang-en/index.htm>.

18 Bilateral agreements between the country of origin of domestic workers and receiving countries can flesh out more precise rights and obligations.

19 For ways to combat forced migrant domestic work see Resources section to access ILO, 2009b, p.71. These include forbidding possession of passports by the employer, requiring agencies to be accredited and banning the payment by workers of agency fees, forbidding the requirements for workers to live with the employer.

20 See for example, Varia, 2007.

21 Human Rights Watch, 2006, p.78. For more information on bilateral agreements and memoranda of understanding concerning migrant domestic workers, see Ghosheh, 2009.

● Labour inspection is particularly difficult where the place of employment is a private home

Measuring domestic work worldwide

In 2011, the ILO published new minimum regional and global estimates on domestic work. Using data from national statistics, mainly labour force surveys and population censuses from 117 countries and territories, the ILO showed that there is a minimum of 52.6 million domestic workers worldwide. Some 83 per cent of all domestic workers are women, though the gender composition varies by region. For more details see ILO Domestic Work, Policy Brief 4: Global and Regional Estimates of Domestic Workers.

http://www.ilo.org/wcmsp5/groups/public/---ed_protect/---protrav/---travail/documents/publication/wcms_155951.pdf



Child domestic worker, Senegal.



Young woman worker, Cambodia.

- A multi-pronged approach
- Drafting smart laws
- Regulating payment in kind
- Enforcing the law through:
 - Improving inspection
 - Improving access to justice
 - Imposing dissuasive penalties
- Encouraging compliance:
 - Adoption of guidelines
 - Providing information to workers
- Establishing contracts of employment
- Simplifying payment procedures

● Domestic workers are a diverse group including child labourers, migrant workers and internal migrants from rural areas. Policy responses need to take these differences into account

■ **A multi-pronged approach.** Several general avenues may be taken to increase decent work for domestic workers, such as:

- Ensuring that domestic workers have the same rights as other workers and extending the scope of the law to include them.
- Adopting specific legislation emphasising the valorisation of domestic work.
- Adopting well-crafted legislation so as to ensure that that it does not drive domestic work further underground.
- Training inspectors with regards to domestic work and increasing their powers to enter household.
- Providing effective sanctions against employers and agents' abuses.
- Providing specific training of immigration officials and police.
- Creating accessible complaint mechanism.
- Providing information to employers and domestic workers on their respective rights and obligations.

There are a number of examples from around the world of good practices in the field of regulation concerning domestic workers, some of which have been adopted recently or are about to be adopted, demonstrating that there are currently on-going attempts to improve the lives of domestic workers. These good practices are identified in detail in the 2009 ILO report on Decent Work for Domestic workers, prepared for the ILC of 2010.

A new international standard – Decent work for domestic workers

Governments, employers and worker delegates at the historic 100th session of the International Labour Conference in June 2011 adopted a new set of instruments aimed at improving the work and lives of millions of domestic workers world-wide.

As ILO Director General Juan Somavia noted upon their adoption: 'We are moving the standards system of the ILO into the informal economy for the first time, and this is a breakthrough of great significance. History is being made.'

The two standards are the 189th Convention and the 201st Recommendation adopted by the ILO. The instruments set out that domestic workers around the world who care for families and households, must have the same basic labour rights as those available to other workers: reasonable hours of work, weekly rest of at least 24 consecutive hours, a limit on in-kind payment, clear information on terms and conditions of employment, as well as respect for fundamental principles and rights at work including freedom of association and the right to collective bargaining.

For the full text of the new instruments see the Domestic Workers Convention, 2011, (No.189) <http://www.ilo.org/ilolex/english/index.htm> and Domestic Workers Recommendation, 2011 (No.201) <http://www.ilo.org/ilolex/english/recdisp2.htm>

■ **Drafting smart laws.** In some cases countries have extended the scope of the law. In Hong Kong (China) for example, domestic workers have been included in the main labour laws and have a legal right to organise²². In other countries specific protective legislation has been developed. In Saudi Arabia for example a bill was passed in 2009 granting more rights to domestic workers who had previously been excluded from most labour laws. Both Bolivia and Peru²³ have adopted specific laws on domestic work, though in Peru's case the Household Worker Law does not grant domestic workers the same rights as other workers. In India the Unorganised Workers' Social Security Act adopted in 2008 includes domestic workers in its scope²⁴. It provides for self-registration of workers with a view to receiving benefits.

■ **Regulating payment in kind.** Living in the employers' house may sometimes be necessary but it increases the risks of exploitation. The implementation of working time, for example, is problematic as the worker is always available. Payment through accommodation and meals is very common. However, some States, such as Canada (Quebec) and Brazil have limited the possibility of paying a domestic worker in kind. Since 1997, an employer may not require an amount for room and board from a domestic worker in Quebec, and since 2006, Brazil has banned employers' deductions for accommodation, food or personal hygiene products used by domestic workers in the household.²⁵ This will discourage employers from asking the worker to reside in his or her house if not absolutely necessary.

● A number of countries such as Bolivia and Peru have included domestic workers in the scope of the law or drafted specific legislation

Quebec (Canada) and Brazil have limited in-kind payments to prevent exploitation

22 Human Rights Watch 2006 <http://www.hrw.org/fr/node/11278/section/3>

23 See Resources section to access: ILO, 2009b p.30.

24 More details available at <http://www.ilo.org/dyn/travail/docs/686/Unorganised%20Workers%20Social%20Security%20Act%202008.pdf>

25 See Resources section to access: ILO, 2009a, p.44.

A number of countries have developed innovative strategies for enforcing the law including special units in labour inspectorates and dissuasive penalties for employers

■ Enforcing the law

- **Improving inspection.** In Uruguay, inspectors have the power to enter households when there is a presumed violation of labour and social security norms. A special unit in charge of monitoring provisions on domestic work has been created and information campaigns have been initiated.²⁶
- **Improving access to justice.** In South Africa – The Basic Conditions of Employment Act of 1997 provides domestic workers with access to the Commission for Conciliation, Mediation and Arbitration.
- **Imposing dissuasive penalties.** In Singapore – Criminal penalties for certain abuses against foreign domestic workers (sexual assaults, sexual abuse and forced confinement) have increased by 1.5. Moreover, once convicted, a person and his/her spouse cannot employ a domestic worker. Between 2001 and 2004, twenty-six employers or household members were convicted and sentenced for these abuses.²⁷ However, police need to investigate cases brought to them and encourage domestic workers to press charges, which is not always the case.²⁸

■ Encouraging compliance

Several countries have initiatives such as developing guidelines, information resources, codes of practice and orientation programs

- **Adoption of Guidelines.** In Singapore domestic workers are excluded from the main labour law but a non-binding guide for their employers was recently adopted. This guide deals with all aspects of employment, from initial difficulties such as living in high building to fines and penalties in case of ill-treatment. Moreover, a compulsory orientation programmes for new migrants, new employers, and employers who have had five successive domestic workers in one year was also implemented. All new employment agencies and those seeking to renew their licences must obtain accreditation.²⁹

In Ireland, the Labour Relations Commission has developed a Code of Practice for Protecting Persons Employed in Other People’s Homes which emphasises that domestic workers have the same entitlements to the employment rights and protections available to other employees, and stresses the obligation of the employer to inform these employees of their rights.³⁰

- **Providing information to workers.** In South Africa, the Basic Conditions of Employment Act of 1997 provides that the employer “must display at the workplace where it can be read by employees a statement in the prescribed form of the employee’s rights under this Act in the official languages which are spoken in the workplace”.³¹

26 See Resources section for more details. Access: ILO, 2009 ILO, 2009 Report IV (1), Decent Work for domestic workers, p.74.

27 Human Rights Watch, 2006, p.4 and p.23. See Singapore Ministry of Manpower website for more details: <http://www.mom.gov.sg>

28 Human Rights Watch, 2006, p.23.

29 Human Rights Watch, 2006. See Singapore Ministry of Manpower website for more details: <http://www.mom.gov.sg>

30 For more details see <http://www.citizensinformation.ie/categories/employment/types-of-employment/full-time-employment/domestic-workers-in-ireland>

31 <http://www.labour.gov.za/downloads/legislation/acts/basic-conditions-of-employment/Act%20-%20Basic%20Conditions%20of%20Employment.pdf>

A guidebook was prepared in Thailand by the ILO to promote the rights and responsibilities of domestic workers. It explains the benefits and risks associated with domestic work and offers advice to workers on how to interact with their employer. This guidebook, “Domestic Work - Decent Work” is published in Burmese, English, Karen (Po and Sakaw), Laotian, Shan and Thai.³²

■ **Establishing contracts of employment.** Some countries have concluded bilateral agreements in this regard. The Agreement between the Philippines and Qatar concerning the employment of Filipino manpower requires the contract of employment to be in both Arabic and English, to include certain basic employment conditions, and to indicate the employer’s obligations regarding accommodation. This contract needs to be authenticated by the embassy or consulate.³³

Several countries provide model contracts. These facilitate the establishment and formalization of an employment relationship, and inform the parties of their rights and obligations. Such model contracts are available in Peru, France, Canada (Quebec), Singapore, South Africa, for example.

■ **Simplifying payment procedures.** Several countries or jurisdictions have developed a system of service cheques (Austria, Canada, France, Belgium, Switzerland, for example). They typically facilitate the payment of wages and social contributions.³⁴ In the Canton of Geneva, for example, the employer availing himself of this facility pays the domestic worker in cash and pays the social contributions in advance to “Chèque service”. Chèque service then pays the different insurances (pensions, health, accidents, etc) and gives back a receipt to the employer with a receipt for the domestic worker.³⁵ (see also brief on Migrant Workers).

● Developing bilateral agreements and model contracts are important means of regulated migration and formal employment of domestic workers

Several countries have developed innovations in simplifying procedures and payments for employers, which serve to encourage compliance with the law

Advancing decent work for domestic workers

In 2011, the ILO published a series of Domestic Work Policy Briefs which aim to stimulate and inform policy debates on advancing decent work for domestic worker. They provide information on terms and conditions of employment in domestic work, policy issues, and different view on these issues, and diverse approaches to addressing them around the world. These briefs are:

- Remuneration in domestic work (Policy Brief 1)
- Working hours in domestic work (Policy Brief 2)
- Measuring the economic and social value of domestic work (Policy Brief 3)
- Global and regional estimates of domestic work (Policy Brief 4)
- Coverage of domestic workers by key working conditions laws (Policy Brief 5)

These can be found at http://www.ilo.org/travail/info/WCMS_155773/lang--en/index.htm

In 2013 the ILO launched new global data on domestic work and analyzed existing gaps in protection of domestic workers around the world in basic working conditions.

See http://www.ilo.org/wcmsp5/groups/public/---dgreports/---dcomm/---publ/documents/publication/wcms_173363.pdf

32 ILO, 2009c, Domestic Work – Decent Work: a ‘smart guide’ for domestic workers in Thailand, (Bangkok) http://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/documents/publication/wcm_041809.pdf

33 ILO, 2009a, Para. 130.

34 See ILO, 2009a, p.42.

35 For more details see <http://www.chequeservice.ch/cs/ch/fr-ch/index.cfm>



Group of domestic workers rejoicing after the result of the vote on the Convention on Domestic Workers. International Labour Conference, 100th Session, Geneva, Thursday 16 June 2011.



Domestic worker, Egypt.

This section provides a list of resources which can enable the reader to delve deeper into the issue. Details of the good practices cited above can be accessed here. The section comprises international instruments, International Labour Conference conclusions, relevant publications and training tools. A bibliography of references in the text is further below. There may be some overlap between the two.

ILO and UN Instruments and ILC Conference conclusions

Domestic Workers Convention 2011 (No.189)
<http://www.ilo.org/ilolex/cgi-lex/convde.pl?C189>

Domestic Workers Recommendation, 2011 (No.201)
<http://www.ilo.org/ilolex/cgi-lex/convde.pl?R201>

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Blackett A. 2004. "Promoting domestic workers' human dignity through specific regulation", in A. Fauve-Chamoux (ed) Domestic work as a factor of European identity: Understanding the globalization of domestic work, 16th-21st centuries, (Bern, Peter Lang SA, éditions scientifiques européennes), pp. 211-237.

International Labour Office (ILO). 2004. Helping hands or shackled lives? Understanding child domestic labour and responses to it (Geneva).
http://www.ilo.org/public/libdoc/ilo/2004/104B09_138_engl.pdf

--. 2006a. Emerging good practices on action to combat child domestic labour in Kenya, Tanzania, Uganda and Zambia, IPEC (Geneva).
http://www.ilo.org/public/libdoc/ilo/2006/106B09_74_engl.pdf

--. 2006b. Child domestic labour in South-East and East Asia: Emerging good practices to combat it, (Geneva).
<http://www.ilo.org/public/english/region/asro/bangkok/child/trafficking/downloads/cdw.pdf>

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http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_104700.pdf

--. 2009b. Report I (B), The cost of coercion, ILC, 98th Session, 2009 (Geneva).
http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_106230.pdf

--. 2013. Domestic workers across the world: Global and regional statistics and the extent of legal protection (Geneva).
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Ramirez-Machado, J-M. 2003. Domestic work, conditions of work and employment: a legal perspective, Conditions of Work and Employment Series No. 7, (Geneva, ILO).
<http://www.ilo.org/public/english/protection/condtrav/pdf/7cws.pdf>

Tools

ILO, 2007, Guidelines on the design of direct action strategies to combat child domestic labour, IPEC, (Geneva).
<http://www.ilo.org/ipecinfor/product/viewProduct.do?productId=4045>

--, 2009c. Domestic Work – Decent Work: a ‘smart guide’ for domestic workers in Thailand, (Bangkok)
http://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/documents/publication/wcm_041809.pdf

---, 2003 Preventing the Discrimination, Exploitation and Abuse of Migrant Women Workers: An Information Guide (Geneva)
http://www.ilo.org/employment/Whatwedo/Instructionmaterials/lang--en/docName--WCMS_116358/index.htm

ILO, 2011 Policy briefs on domestic work
http://www.ilo.org/travail/info/WCMS_155773/lang--en/index.htm

1. Remuneration in domestic work
2. Working hours in domestic work
3. Measuring the economic and social value of domestic work
4. Global and regional estimates of domestic work
5. Coverage of domestic workers by key working conditions laws

Some Government websites for more details on good practices

India - <http://www.ilo.org/dyn/travail/docs/686/Unorganised%20Workers%20Social%20Security%20Act%202008.pdf>

Ireland - <http://www.citizensinformation.ie/categories/employment/types-of-employment/full-time-employment/domestic-workers-in-ireland>

Singapore - Ministry of Manpower website: <http://www.mom.gov.sg>

South Africa - <http://www.labour.gov.za/downloads/legislation/acts/basic-conditions-of-employment/Act%20-%20Basic%20Conditions%20of%20Employment.pdf>

Switzerland (Geneva Canton) - See
<http://www.chequeservice.ch/cs/ch/fr-ch/index.cfm>

For further information see the ILO’s Conditions of Work and Employment Department <http://www.ilo.org/travail/lang--en/index.htm> and the International Labour Standards Department <http://www.ilo.org/global/standards/lang--en/index.htm>

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<http://www.hrw.org/fr/node/11278/section/3>

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http://www.ilo.org/public/libdoc/ilo/2006/106B09_74_engl.pdf

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<http://www.ilo.org/public/english/region/asro/bangkok/child/trafficking/downloads/cdw.pdf>

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<http://www.ilo.org/ipeinfo/product/viewProduct.do?productId=4045>

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http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_104700.pdf

--. 2009b. *Report I (B), The cost of coercion, ILC, 98th Session, 2009* (Geneva).
http://www.ilo.org/wcmsp5/groups/public/---ed_norm/---relconf/documents/meetingdocument/wcms_106230.pdf

--. 2009c. *Domestic Work – Decent Work: a ‘smart guide’ for domestic workers in Thailand*, (Bangkok)
http://www.ilo.org/wcmsp5/groups/public/---asia/---ro-bangkok/documents/publication/wcm_041809.pdf

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