



Personal and household services (PHS) in Central and Eastern European Countries: Improving working conditions and services through industrial relations PERHOUSE

PERHOUSE Interim Meeting, Macedonia2025,
25 May 2023, online



The project is funded by the European Union; Project No. 101052340.



Personal and household services (PHS) in Poland

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PHS sector(s) in Poland

1. Structure of the PHS sector

1. Care services (Child care, Elderly care, etc.) – “care-related services”
2. Non-care services – „household support”

2. Size of PHS sectors and employment – based on:

Statistics Poland, *Praca nierejestrowana w Polsce w 2017 r.* [Unregistered work in Poland in 2017]

https://stat.gov.pl/files/gfx/portalinformacyjny/pl/defaultaktualnosci/5475/22/5/1/praca_nierejestrowana_w_polsce_w_2017.pdf

Statistics Poland, *Zapotrzebowanie rynku pracy na pracowników według zawodów w 2021 r.* [Labor market demand for workers by occupation in 2021.]

<https://stat.gov.pl/obszary-tematyczne/rynek-pracy/pracujacy-zatrudnieni-wynagrodzenia-koszty-pracy/zapotrzebowanie-ryнку-pracy-na-pracownikow-według-zawodow-2021-r-,24,1.html>

Polsenior 2 data (2021): P. Błędowski, *Potrzeby opiekuńcze* [Care needs], p. 913:

https://polsenior2.gumed.edu.pl/attachment/attachment/82370/Polsenior_2.pdf



PHS sector(s) in Poland

Advancing Personal and Household Services – Country Report – Poland (2020)

https://ad-phs.eu/ht8ag2/uploads/2021/08/country-report-poland_en.pdf

PHS-Quality Project – Overview Comparative Report

<https://aias-hsi.uva.nl/en/projects-a-z/phs-quality/comparative-report/overview-comparative-report.html>

PHS Industry Monitor (April 2018)

http://www.efsi-europe.eu/fileadmin/MEDIA/publications/2018/PHS_Industry_monitor_April_2018.pdf

Personal and Household Services (PHS) Policies and Instruments: State of Play in the 21 EU Member States

<https://ad-phs.eu/2020/06/personal-and-household-services-phs-policies-and-instruments-state-of-play-in-the-21-eu-member-states-is-online/>

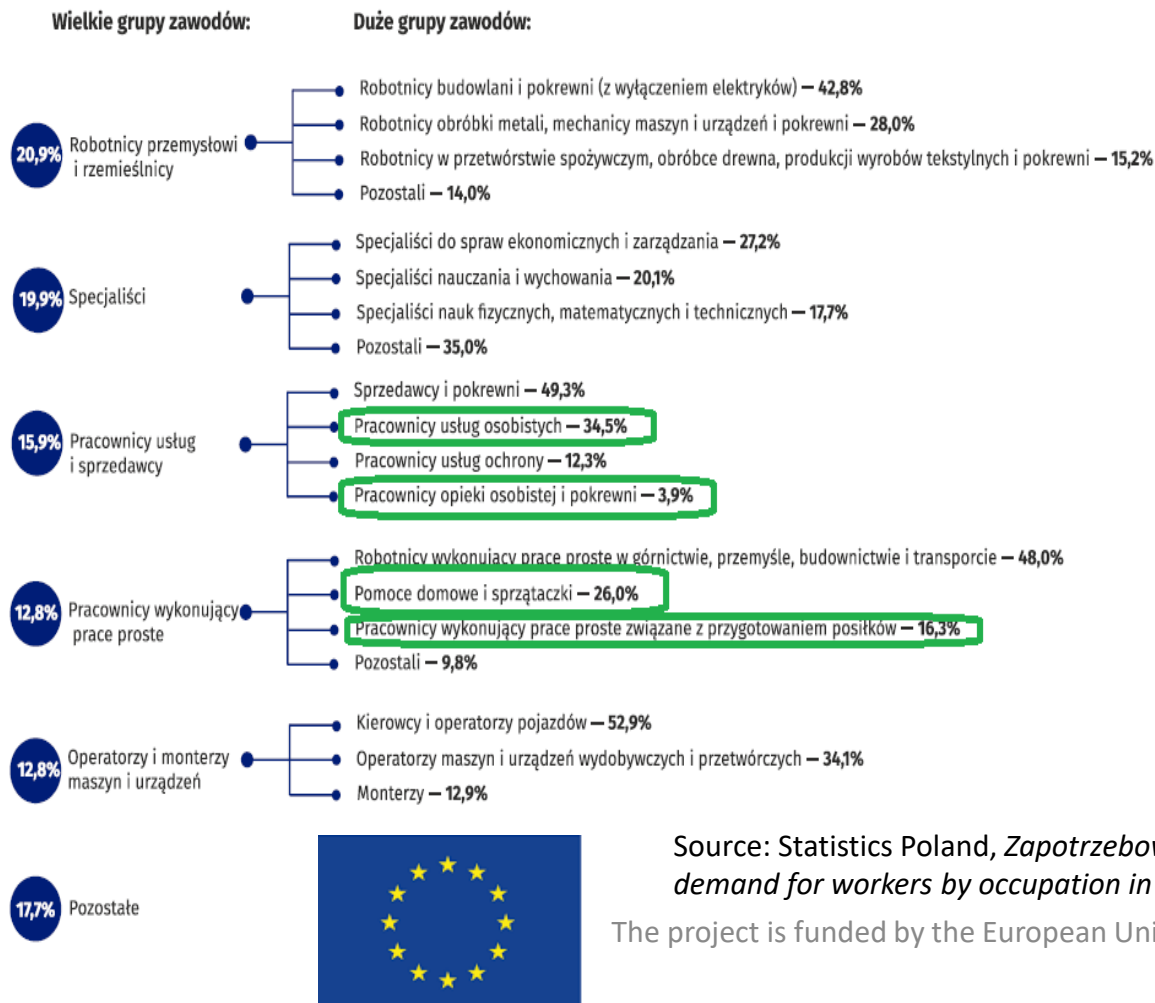
Tackling undeclared work in the personal and household services sector (March 2022)

https://www.ela.europa.eu/sites/default/files/2022-03/Study-report-on-personal-and-household-sector.2021_EN.pdf?fbclid=IwAR3uYXEiNXqE2NI2IFexJuFsYBEJuVgwjU4grXpMvIBUFyzesNNfFi_9E2Q



PHS sector(s) in Poland. Workforce needs (2021)

Graf 3. Struktura planowanych przyjęć pracowników według wielkich i dużych grup zawodów w okresie od 1 kwietnia do końca 2021 r.



Service and sales employees (15,9%):

- Personal services employees (34,5%);
- Personal care employees (3,9%)

Employees carrying out simple tasks (12,8%):

- Houskeeping and cleaning employees (26%);
- Employees carrying out simple tasks: meals preparation (16,3%).

Source: Statistics Poland, *Zapotrzebowanie rynku pracy na pracowników według zawodów w 2021 r.* [Labor market demand for workers by occupation in 2021.], Warsaw 2021, p. 4.

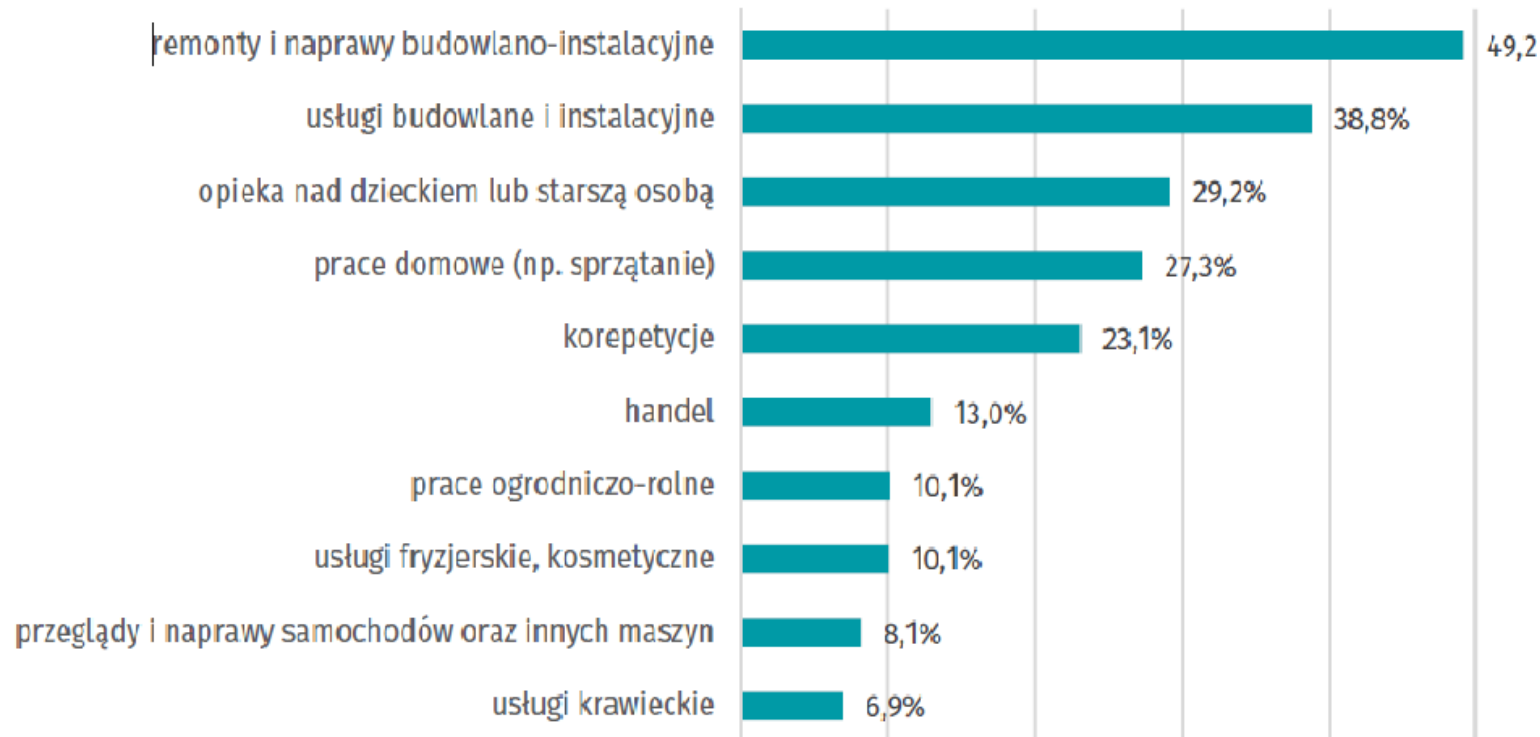
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PHS sector(s) in Poland.

Views on unregistered employment (2017)

Wykres 3. Opinie dotyczące najczęściej wykonywanych prac w „szarej strefie”



- **construction and installation repairs**
- **construction and installation services**
- **caring for a child or elderly person**
- **domestic work (e.g. cleaning)**
- **tutoring**
- trading
- **gardening/agricultural work**
- **hairdressing and beauty services**
- **vehicle maintenance and repair**
- tailoring services



Source: Statistics Poland, *Unregistered employment in Poland in 2017*, Warsaw 2019, p. 11.

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Main legislation/regulations related to PHS in Poland:

Ministry of Family and Social Policy

1. Programs and projects: <https://www.gov.pl/web/rodzina/programy-i-projekty>

- Senior+ <https://www.gov.pl/web/rodzina/program-wieloletni-senior-na-lata-2021-2025>
- Opieka 75+ [Care 75+] <https://www.gov.pl/web/rodzina/program-opieka-75-edycja-2023>
- Program Maluch+ [Toddler+] <https://www.gov.pl/web/rodzina/programy-i-projekty-program-maluch>

2. Legislation on family benefits: <https://www.gov.pl/web/rodzina/prawo-swiadczenia-rodzinne>



Main legislation/regulations related to PHS in Poland.

Ministry of Family and Social Policy

3. „**Social Policy for the Elderly 2030: Security – Participation – Solidarity**” (and the trend of deinstitutionalization, aiming to provide services in the senior's living environment): <https://www.gov.pl/web/rodzina/polityka-spoeczna-wobec-osob-starszych-2030-bezpieczenstwo-uczestnictwo-solidarnosc>

- ❖ Reduce the scale of dependence on others by facilitating access to services that strengthen independence and adapting the residential environment to the functional capabilities of dependent elderly persons.
- ❖ Ensure **optimal access to** health, rehabilitation and **care services** tailored to the needs of dependent elderly people.
- ❖ Network of **community and institutional services** provided to dependent elderly people.

Source: *Uchwała Nr 161 Rady Ministrów z dnia 26 października 2018 r. w sprawie przyjęcia dokumentu Polityka społeczna wobec osób starszych 2030. BEZPIECZEŃSTWO – UCZESTNICTWO – SOLIDARNOŚĆ [Resolution No. 161 of the Council of Ministers dated 26 October 2018. on adopting the document Social Policy for the Elderly 2030. SECURITY – PARTICIPATION – SOLIDARITY]*, Warsaw, 30 November 2018, Item 1169, p. 58.



Main legislation/regulations related to PHS in Poland.

Ministry of Family and Social Policy

❖ System of support for informal caregivers of dependent elderly by public institutions.

1. professional support for families providing home care - **counseling, consultation, skills training for informal caregivers** (provided by doctors, nurses, physiotherapists, medical caregivers and social workers) and other activities to improve the quality of home care;
2. introduction of various forms of periodic relief for family members providing personal care for dependent elderly;
3. the creation of a **system of training and qualification** to obtain competencies to care for dependent elderly people, **including those aimed at professionals providing care services**;
4. **strengthening the network of informal caregivers** of dependent elderly people.

Source: *Uchwała Nr 161 Rady Ministrów z dnia 26 października 2018 r. w sprawie przyjęcia dokumentu Polityka społeczna wobec osób starszych 2030. BEZPIECZEŃSTWO – UCZESTNICTWO – SOLIDARNOŚĆ [Resolution No. 161 of the Council of Ministers dated 26 October 2018. on adopting the document Social Policy for the Elderly 2030. SECURITY – PARTICIPATION – SOLIDARITY]*, Warsaw, 30 November 2018, Item 1169, p. 70.



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Main legislation/regulations related to PHS in Poland.

Ministry of Health

„On December 27, 2021. The Council of Ministers adopted by resolution the strategic document entitled ***Healthy Future. Strategic Framework for the Development of the Health Care System for 2021-2027, with an Outlook to 2030.***

(...) Annex No. 1 to the document defines **the Strategy for deinstitutionalization of health care: the elderly**. The overarching goal of the Strategy in the section dedicated to the elderly is to:

- ❖ Improve health and health-related quality of life in older people and their caregivers;
- ❖ Supporting them to maintain their independence enabling them to function in the community for as long as possible.

Activities in the aforementioned area are primarily focused on:

- ❖ development of **community-based forms of long-term care, palliative and hospice care, and care for people with dementia and other brain diseases resulting in memory impairment** (including Alzheimer's disease);
- ❖ expanding **health support for informal caregivers** of the elderly in need of support in daily functioning.”

Source: Ministry of Family and Social Policy, *Informacja o sytuacji osób starszych w Polsce za 2021* [Information on the situation of the elderly in Poland for 2021], Warsaw 2022, available: <https://www.gov.pl/web/rodzina/informacja-o-sytuacji-osob-starszych-w-polsce-za-rok-2021>, p. 190.



Main legislation/regulations related to PHS in Poland.

Ministry of Health

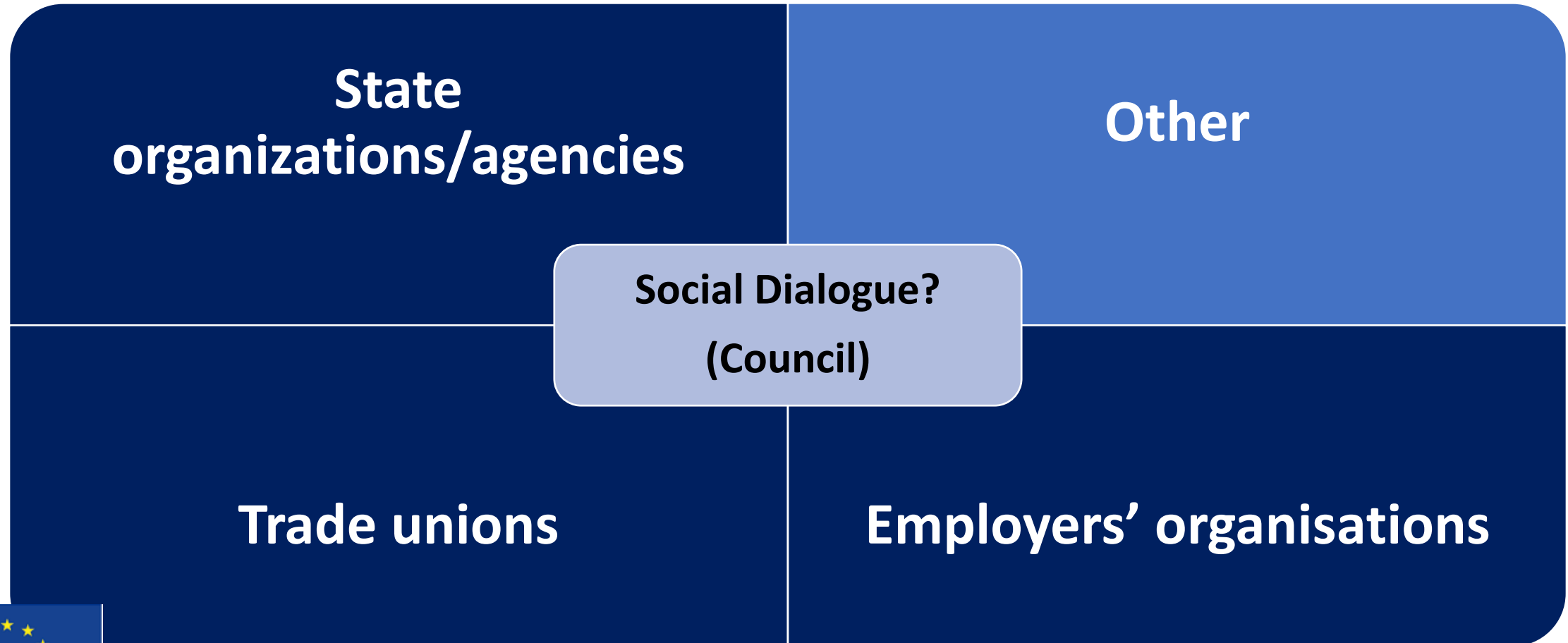
„The following scopes of action are envisaged for the development of community health care for the elderly and support for their caregivers:

- ❖ Development of human resources - by improving the competence of care staff (medical caregivers) in caring for the elderly in need of support in daily functioning to support long-term care and palliative and hospice care provided in the home setting;
- ❖ Development of forms of day care - by expanding forms of medical day care, including for people with dementia disorders,
- ❖ **Development of forms of home care** - by including medical staff (medical caregivers) trained in this field in the staff providing guaranteed services in the field of long-term care and palliative and hospice care provided in a home setting;
- ❖ Development of **innovative forms of care** – through the dissemination of **telemedicine** services dedicated to the elderly and other people in need of support in daily functioning, and their inclusion in the scope of guaranteed benefits;
- ❖ **Support for informal caregivers** – through activities of an informative nature (in terms of available forms of support and assistance with daily care), educational (in terms of proper care of the patient at home) and psychological support (available in the local environment and in remote form);
- ❖ Coordination of **community care** – by providing a **comprehensive database of information on publicly available forms of health care** for the elderly and health support for their informal caregivers.”

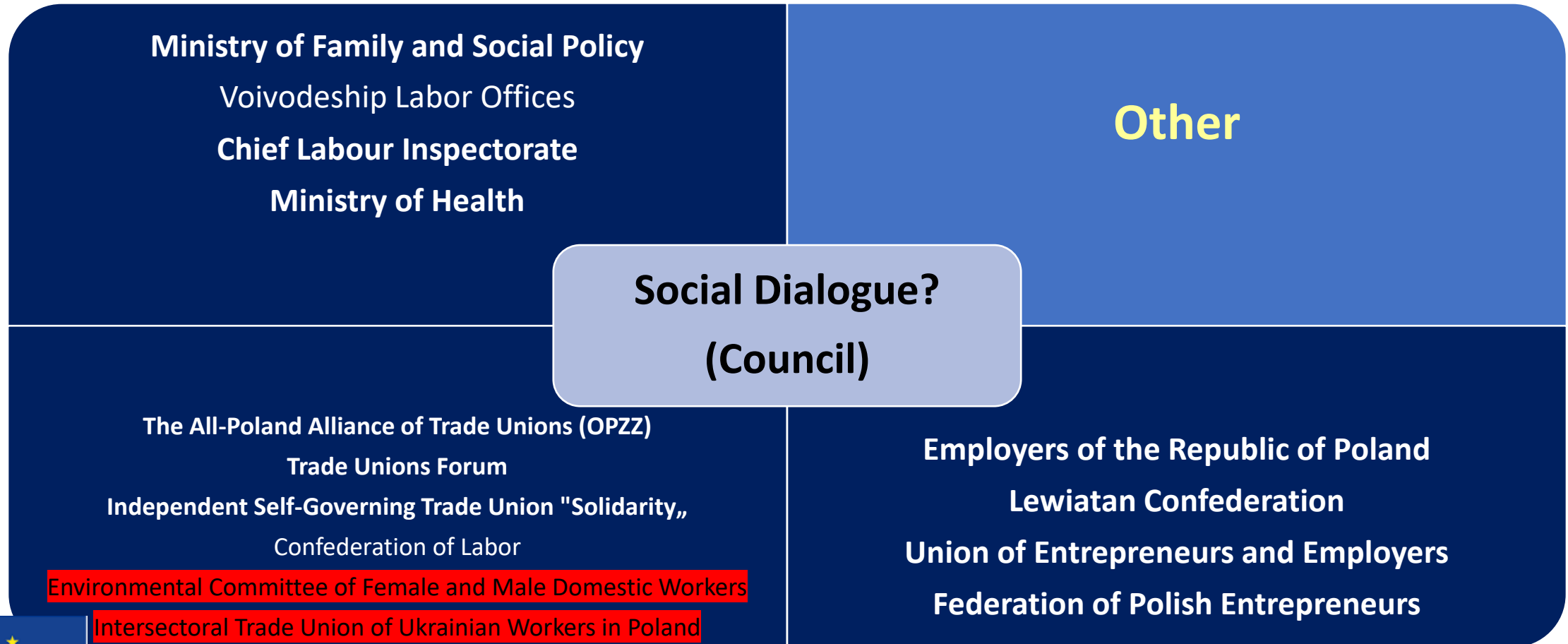
Source: Ministry of Family and Social Policy, *Informacja o sytuacji osób starszych w Polsce za 2021* [Information on the situation of the elderly in Poland for 2021], Warsaw 2022, available: <https://www.gov.pl/web/rodzina/informacja-o-sytuacji-osob-starszych-w-polsce-za-rok-2021>, p. 190-191.



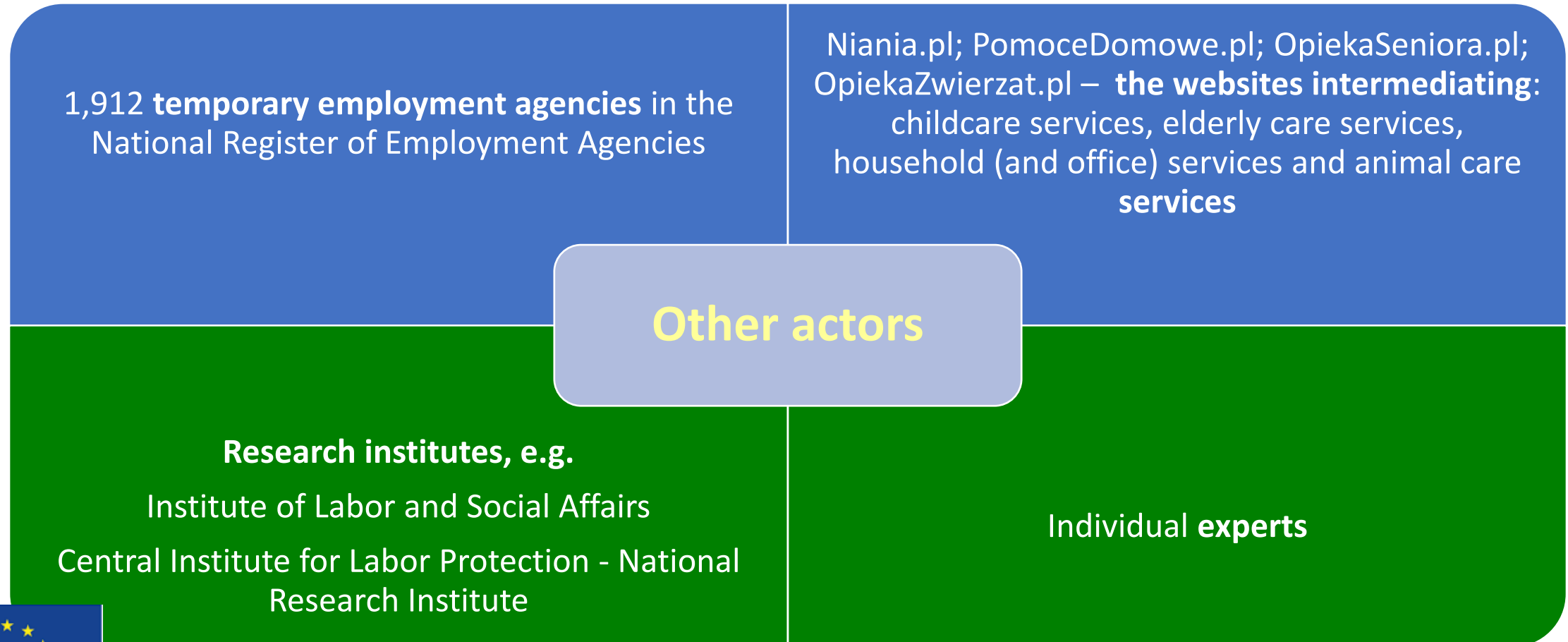
Industrial relations/social dialogue (SD) related to PHS in Poland



Industrial relations/social dialogue (SD) related to PHS in Poland



Industrial relations/social dialogue (SD) related to PHS in Poland. Other actors



1,912 temporary employment agencies in the National Register of Employment Agencies

Niania.pl; PomoceDomowe.pl; OpiekaSeniora.pl; OpiekaZwierzat.pl – the websites intermediating: childcare services, elderly care services, household (and office) services and animal care services

Other actors

Research institutes, e.g.
Institute of Labor and Social Affairs
Central Institute for Labor Protection - National Research Institute

Individual experts



Main legislation/regulations and protection gaps related to PHS in Poland

Precurity gaps

(Grimshaw et al. 2016,
Jaehrling and Weinkopf 2016)
observed in Poland:

- **Employment protection gaps**
- **Representation gaps**
- **Enforcement gaps**
- **Social protection and integration gaps**



PHS in Poland: **the challenges**

- Employment in the PHS sector in Poland usually remains **unofficial/unregistered**, despite the fact that **some services are embedded in health care and social care systems**.
- This makes it **difficult to define and then enforce the rights and obligations of employers and employees** (especially foreign workers), thus limiting protection against abuse, lowering occupational health and safety as well as the quality of services.
- Gross salary oscillates around the **national minimum**.
- Services require **professionalisation**.
- **Social dialogue should be promoted** due to low state intervention and low formalisation in the PHS sector.

For reference see: *Advancing Personal and Household Services – Country Report – Poland* (2020), available at: https://ad-phs.eu/ht8ag2/uploads/2021/08/country-report-poland_en.pdf.



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Thank you for your attention.



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