

R.O.S.A. Network for employment and care services

**Promoting the regulation of undeclared work and
improving quality**

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Introduction: main objectives, key-issues addressed, status

ROSA aims to implement high quality home care services and combat undeclared informal care work:

- supporting families in finding and choosing qualified Italian and migrant care workers;
- sustaining the matching of demand and supply in home care services (qualified and declared labor market);
- providing private (Italian and migrant) care workers with continuing education in order to guarantee quality of care work;
- deepening knowledge of undeclared work in home care services in order to combat it;
- creating a system that allows working women to reconcile work and family life.

PILOT PROJECT
TERMINATED

PILOT PROJECT
ONGOING

PROJECT
TERMINATED

PROJECT
ONGOING

IMPLEMENTED PRACTICE
RESTRICTED AREAS

WIDELY SPREAD PRACTICE
ROLLED OUT

Why was this project developed/implemented?

Strategic priorities in Puglia Region:

- Quality of care work
- Implementation of home services for older people
- Reconciliation of work and family life
- Decrease of undeclared work by migrant people

Main features of the example (description)

- qualified Italian and migrant care workers are being enrolled in a list administered by the Province
- training and qualification for care workers
- financial incentives dedicated to informal carers to encourage employment of migrant care workers (MCW) with regular labour contracts
- information and consultation points about employment contracts in each local social district
- information campaigns involving “Patronati” (offices run by trade unions where people get free or cheap administrative/bureaucratic help)

What are/were the effects?

The project is still on-going, but two important results are already evident:

- **Occupational increase**

Home care in Italy depends mainly on private and informal initiatives. Family care is traditionally up to women, who, because of the current negative trend, are less and less involved in the labor market and with low opportunities to attend re-qualification training programs. The project has contributed both to re-qualify women in the home care field and to improve access to the labor market.

- **Regularization of undeclared work**

Since the 1990s, for historical and geographical reasons, the Puglia Region has been a region of important migration flows, with a high percentage of migrants finding jobs as home care workers. In most cases families did not draw up a regular contract to avoid a huge burden of expenses – the practice of illegal care work has diminished.

Strengths and limitations

Strengths

- promoting quality home care facilities for frail people needing LTC
- supporting home care work and informal carers by employing migrant care workers
- promoting the matching of demand and supply, the regularisation of undeclared work and female occupation
- promoting reconciliation of work and family life
- improving the culture of regularization of work contracts

Limitations

- No local mechanism to guarantee services (i.e. monitoring, tutoring, respite services, substitutions, etc.)
- low involvement of social services and no linking with occupational services
- Restricted amount of care vouchers for migrant care workers' regularisation
- older people and informal carers are not used to choose migrant care workers from a "special list": more communication and dissemination are needed

Conclusions

For practice and policy:

- There is a need to include private care workers in health and social services network
- ROSA shows how to realize a stable collaboration network among different institutional levels (i.e. Region, Provinces, Municipalities) and among local organisations (trade unions, local associations) to add private care work provided by migrant women into the local services network