

# Tailored guidelines summary: **SOCIAL DIALOGUE**

## What is social dialogue?

Social dialogue is tripartite participation (labour, employer and government) in negotiations, exchanges and consultations to improve a given industry. However, social dialogue alone is not enough: collective bargaining must accompany social dialogue to add accountability to all parties. This process has been shown to benefit all stakeholders, as it helps to raise working standards and improve the image of the industry as a whole. In the PHS sector, standards are mostly weak or non-existent, although there are some examples where social dialogue has improved wages, working conditions and health and safety. Social dialogue is important in improving social and economic conditions, governance, industrial relations and economic progress.<sup>1</sup>

## Why is this important to PHS?

### 1. Industry-wide standard

PHS is not standardised or even defined in similar ways across the EU. Improved social dialogue could enhance the understanding of the industry and bring about much-needed minimum standards.

### 2. Undeclared work

Traditionally this work has gone undervalued and unrecognised, leading to a large portion of it currently being undeclared. Social dialogue could support the recognition of this work and highlight these workers as being part of the larger workforce.

### 3. Professionalisation

Across the EU home care workers have various levels of training from very little to advanced post-graduate degrees. It has also become obvious during the COVID-19 pandemic that basic training and disease prevention training is needed. Please see the guideline on this topic.

### 4. Rights and obligations of workers and employers

Both workers and employers should know and understand their roles. There are many things that employers need to do to protect workers' rights, as well as health and safety. Please see the guideline on this topic.

## Limitations

Social dialogue is not the panacea to all the issues stakeholders in PHS are facing. However, it is a step towards improving matters and coming to a consensus. With improved social dialogue, major improvements in the industry are possible. In order to be truly effective collective bargaining must be the outcome.

<sup>1</sup> International Labour Organisation: Social Dialogue: <https://www.ilo.org/ifpdial/areas-of-work/social-dialogue/lang--en/index.htm>%20%20a

## Partners



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