



113th Session of the International Labour Conference

VI. General discussion on innovative approaches to combat informality and promote transitions to formality in order to foster decent work

Position Paper of the International Domestic Workers Federation (IDWF)

1. Domestic Work (DW) is wage-earning employment

DW has been –and still is in some countries– erroneously perceived as informal by its nature, which is not correct from a labour law perspective¹. **Paid domestic workers² carry out their tasks within an employment relationship in which an employer assigns the tasks to perform.** In practice, however, they often work in informal conditions for reasons detailed throughout this paper.

a. The household is also an economic unit

The concept of work, defined from a capitalist and patriarchal perspective, focuses on the production of goods and services for the market and excludes domestic work, child care and care work, although such work is fundamental to the sustainability of life and the workforce. This (erroneous) perception that work performed for households does not constitute a “productive” economic activity and does not generate economic value for their employers has had profound implications for the recognition of this work’s value and the exercise of DWs’ labour rights.

For years DW was considered as part of a family’s private affairs rather than an economic activity subject to labour regulation. Even when DWs were legally recognised as a distinct occupational category, rights were usually granted only partially, perpetuating the idea that DW is inferior to other occupations. Progress towards equal rights has therefore been slow and, in most cases, incomplete.

¹ Labor law regulates the relationship between the worker and the employer, recognizing the need to provide protection to those who are in a subordinate employment relationship, given their disadvantaged situation with respect to the economic and legal position of the counterparty.

² The term “domestic workers” is used in this document because it is the official term used by the ILO and enshrined in Convention 189. However, the domestic workers’ movement, particularly in Latin America, advocates for the term “household workers”.

As stated the ILO's 2024 Resolution on Decent Work and the Care Economy notes, “**care work, paid and unpaid, is essential for the performance of all other work.**” The household is a space that produces value and generates labour relations that must be covered by labour law, including social security systems. Work carried out by a DW frees up time for adults in the household, enabling them to participate in the labour market under better conditions.

Historic and multiple forms of discrimination —rooted in patriarchy and, in many regions, in colonialism— have excluded DWs from the protections and rights to which they are entitled as wage workers. **This historic discrimination lies at the heart of the high levels of informality in DW.**

b. C189 and Recommendation 201: the framework for defining Paid Domestic Workers rights (DWs)

In 2011 the ILO adopted its first international standard on paid domestic work: the Domestic Workers Convention (No. 189). This was a historic milestone, recognising that **domestic work is work** and that its workers **have the same rights** as all other workers. **C189 stipulates that DWs' labour rights must be respected within the employment relationship that exists inside a household.**

Convention 189 calls for regulatory frameworks and policies that lead to DWs' formalization. It sets minimum employment conditions, preferably through **written contracts** (Art. 7); reinforces DWs status as waged work, urging measures to guarantee **equal treatment on normal hours, rest periods and paid annual leave** (Art. 10); and calls for establishing a minimum wage (Art. 11). It further mandates that DWs enjoy **no less favourable conditions** than other workers regarding **social security protection**, including maternity protection (Art. 14) and labour inspection (Art. 17).

Recommendation 201, which complements C189, adds elements to be considered in employment conditions and calls for the establishment of a model employment contract for domestic work (Art. 6), and includes specifications regarding rest periods and vacation. It establishes the need for measures to facilitate the payment of social security contributions and makes a special call to ensure that **migrant domestic workers enjoy equal treatment** with respect to social security and are guaranteed the transferability of these rights (Art. 20).

For its part, ILO Recommendation N° 198 on the Employment Relationship (2006) establishes criteria confirming that DWs perform their work within the framework of an employment relationship given that the following key aspects are met: the existence of **subordination** (the work is carried out under the direction and authority of the employer), **remuneration** (payment made on a regular basis), **continuity** (the work is performed with a given frequency, regardless of the number of hours per week), and **non-autonomous purpose** (the product of their work is intended for an employer).

The recognition that Paid Domestic Workers are performed within the framework of an employment relationship is the basis for its inclusion in labour legislation, which automatically grants domestic workers social security rights and constitutes a step toward formalization.

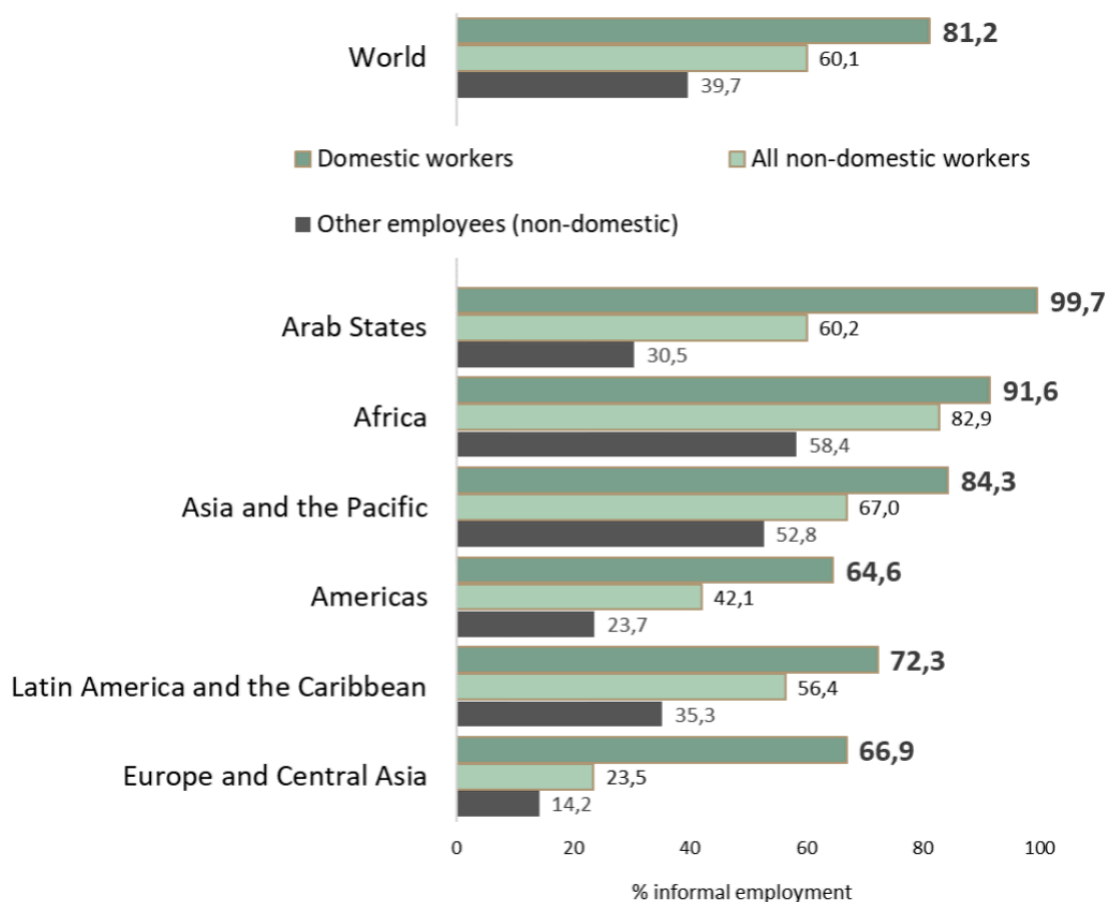
2. Why is informality so widespread in domestic work?

DW is one of the occupations with the highest levels of informal employment worldwide: **8 out of 10 DWs lack legal protection, social security and basic labour rights due to their exclusion from labour regulations or the failure to enforce them.** According to the definition of informality in [Recommendation 204 \(2015\)](#), this means they are either not covered—by law or in practice—or are insufficiently covered by formal systems and experience significant decent work deficits. The Recommendation acknowledges that domestic workers are among the groups facing the **highest rates of informality**: globally, more than double the rate compared to other wage workers (as shown in the chart).

Informal employment which is widespread in DW, increases decent work deficits and widens the gap with other workers. Globally, DWs earn a monthly income that represents, on average, 56% of the wages earned by other workers. DWs working in informal conditions earn even less: only 45% of what other workers earn. This highlights how **informality is linked to poverty and inequality, as well as its intergenerational reproduction.**"

Chart 1.

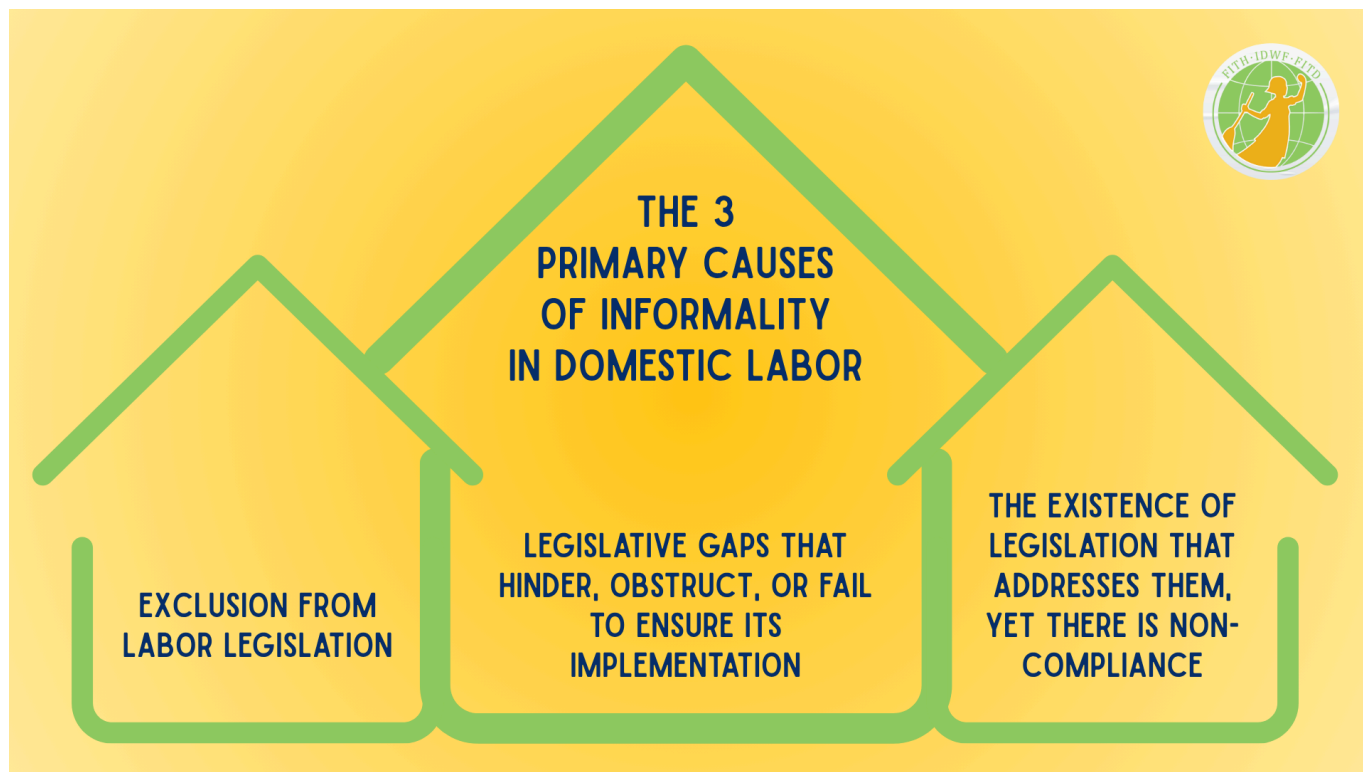
Domestic workers in informal employment compared to other workers, by region (percentages)



Source: ILO, 2021

Informality in domestic work is strongly associated with the lack —both in law and practice— of the existence of an employment relationship and the rights associated to it. Informal employment lies at one end of a spectrum and formal employment at the other, but in between there are multiple situations.

There are three main causes that explain informality among domestic workers: a) exclusion from labour legislation and social security; b) gaps in legislation that challenge, prevent, or fail to guarantee access to labour rights and social security; and c) the existence of legislation that covers them, but which is not enforced due to a lack of recognition and registration of the employment relationship.



2.1 Exclusion from labour legislation and social security

Recognition of the existence of an employment relationship is fundamental to formalization. Yet DWs face high levels of legally sanctioned discrimination. In several countries households are not recognized as workplaces and DWs are not recognised as workers nor granted access to social security. In the case of DWs, **informality is also the result of traditional prejudices and values, deeply influenced by gender, class, race, and ethnicity biases.**

Exclusion from the labour regulatory framework is a clear manifestation of informality. **Globally, 36.1% of domestic workers are excluded from national labour legislation. Exclusion from social security systems is even greater, affecting half of all domestic workers.** In other words, there are countries where domestic workers are covered by labour legislation but excluded from social security. Labor laws define employment conditions, yet nearly half of domestic workers (48.9%) are excluded from specific provisions that limit weekly working hours. Almost half (46%) have no right to a minimum wage. A large proportion of women engaged in domestic work are excluded from maternity leave benefits (46.5%) and from the monetary entitlements associated with this leave.

Even more are effectively excluded in practice—even when entitled—due to the informal status of their employment. As of 2020, domestic workers had no legal protection whatsoever in 13 countries³.

The legal exclusion of domestic workers is particularly severe in some regions, where this factor is the main cause of informality in the sector. In the Arab States, nearly all domestic workers (99.7%) work under informal conditions. Considering that 1 in 3 employed women in this region is engaged in domestic work, these figures indicate a high level of discrimination. The Asia-Pacific region, meanwhile, is home to the largest number of domestic workers in the world (around 50%) and also shows very high informality rates (84.3%). In both regions, the high levels of informality are primarily due to national labour laws that explicitly exclude the domestic work sector. This prevents domestic workers from accessing the minimum conditions guaranteed to other workers, such as social security coverage, regulation of standard working hours, or minimum wage protections. In the Arab States, legislation covers only 3.8% of domestic workers with regard to at least one social security contingency. In the Asia-Pacific region, this figure rises to 27.9% (see chart 1). No Arab State has ratified Convention 189, and only one country (the Philippines) has done so in the Asia-Pacific region.

Migrant domestic workers (MDWs)

High levels of informality and decent work deficits are further exacerbated in the Arab States and the Asia-Pacific region due to the **precarious working conditions faced by migrant domestic workers**. The way in which migration for domestic work is conducted tends to promote informal employment, due to a lack of coherence between migration and labour policies. Private international recruitment and employment agencies—operating primarily from Asia and Africa to the Arab States and some Asian countries—often engage in illegal and unethical practices, which frequently lead to exploitation, abuse, and even forced labour of MDWs.

The growing demand for care workers in higher-income countries cannot be met by the national workforce, generating strong demand for migrant domestic workers. Over 80% of DWs in the Arab States are migrants⁴, hired under conditions that national workers are unwilling to accept. The Arab States are among the main destinations for DWs from the Philippines, India, Sri Lanka, Nepal, and Ethiopia, and increasingly from other West African countries

³ ILO (2021). *Making Decent Work a Reality for Domestic Workers: Progress and Prospects Ten Years after the Adoption of the Domestic Workers Convention*, 2011. (No. 189): https://www.ilo.org/sites/default/files/wcmsp5/groups/public/%40asia/%40ro-bangkok/documents/publication/wcms_800224.pdf

⁴ ILO (2021). Regional Brief. *Making decent work a reality for domestic workers in the Middle East: Progress and prospects ten years after the adoption of the ILO Domestic Workers Convention*, 2011 (No. 189).

such as Kenya, Tanzania, Zanzibar, and Uganda. The working conditions and labour rights of MDWs are regulated through bilateral agreements (BAs) and memoranda of understanding (MOUs) between countries of origin and destination. This often results in unequal levels of protection between countries and, in many cases, in discriminatory treatment compared to the national workforce.

Despite ongoing challenges, important progress has been made in some cases—for example, through the establishment of standardized employment contracts that define a daily work schedule (ranging from 8 to 12 hours), weekly rest (at least one day off), mandatory on-time payment of wages, and a ban on the confiscation of passports. The Philippines has reached an agreement with Kuwait for contracts to be written in both Arabic and Tagalog; its embassy operates a 24/7 hotline and maintains a shelter for workers in distress; and domestic workers are allowed to change employers under certain defined circumstances.

The migration policies and temporary migration schemes commonly applied in the Arab States and in Asia lead to the structural suppression of migrant domestic workers' labor rights and, consequently, to their informality. In many Middle Eastern countries, one of the main challenges and threats is the Kafala system, which requires migrant domestic workers to have an employer sponsor and prohibits them from changing jobs or leaving the country without the employer's permission. If they defy this rule, they may face threats of deportation

In Asia, DWs play an important role in society, but in many countries they are explicitly excluded from fundamental labour rights. Moreover, several countries—including Taiwan, Hong Kong, Singapore, and Malaysia—depend almost entirely on the work provided by MDWs (who make up more than 70% in Malaysia and nearly 100% in Hong Kong and Singapore), and these workers often face significant decent work deficits and informal conditions. A study conducted by the ILO concluded that in Malaysia, these workers are subjected to disproportionately high levels of exploitation and abuse, and that just under one-third of them work under conditions that constitute forced labour.^{5 6}

MDWs with irregular immigration status face greater risks of abuse and poor working conditions, in addition to remaining largely invisible. Even in countries with legislation that guarantees their rights and allows participation in collective bargaining processes, these workers fall outside all protection and, out of fear of deportation, do not access complaint mechanisms or labour justice. In the United States, studies have shown that they earn lower wages and face higher levels of violence from employers. According to the European Foundation for the Improvement of Living and Working Conditions (EUROFOUND), more than 2.1 million people work in the care

⁵ ILO (2023). *Skilled to care: forced to work? Recognizing the skills profiles of migrant domestic workers in ASEAN amid forced labour and exploitation*.
https://www.ilo.org/sites/default/files/wcmsp5/groups/public/@asia/@ro-bangkok/documents/publication/wcms_885139.pdf

⁶ Porticus, IDWF et al (2024) *Why aren't migrant domestic workers in Malaysia getting a day off?*.
<https://idwfed.org/wp-content/uploads/2024/03/Full-Report.pdf>

sector in the European Union. In countries such as Spain and Italy, irregularity levels in this sector exceed 30% and 47%, respectively⁷.

Partial exclusion

The struggle of DWs and their organizations has been long and has gradually led to the recognition of their rights, with the aim of equalizing them with those of other wage workers, as outlined in Convention 189. However, **a situation of partial exclusion from labour legislation persists**, as most countries still maintain special legal regimes or provisions that restrict the rights of domestic workers.

Box 1

Rights most commonly denied to DWs

- **Working hours:** 49% of domestic workers worldwide are not covered by legal regulations.
- **Minimum wage:** 46% of domestic workers worldwide are not legally entitled to a minimum wage.
- **Maternity protection:** 47% of domestic workers worldwide are not covered by maternity legislation.
- **Social security:** Only 6% of domestic workers worldwide have access to the full range of social security benefits available to other wage workers.

Source: ILO, 2021

Africa is the region with the second-highest rate of informality in DW (91.3%). This is due to a combination of factors, most notably insufficient legal coverage and extremely high levels of non-compliance (where legal coverage does exist). Cultural factors that devalue DW are compounded by weak institutional capacity to enforce the law. In countries such as South Africa, Zambia, and Tanzania, domestic work is recognized under labour regulations. About 28% of DWs in the region are entitled to the same minimum wage as other workers (32% are entitled to a minimum wage, but the rate is lower than that of other occupational categories). Other rights for which legislation grants DWs parity with other workers include: maximum weekly working hours (covering 45% of DWs), paid annual leave and weekly rest (60%), and maternity leave (67%), as well as at least one social security benefit. However,

⁷ <https://poruntrabajodignought.org/>

the reality is different: 92% of DWs in Africa are not covered by social security, and their average monthly income amounts to just 31% of what other workers earn⁸.

Legislation grounded in the principles set forth in Convention 189, which recognizes DWs as workers, is essential for advancing towards their formalization. Since the adoption of C189 in 2011, the process of reviewing national laws and regulations has accelerated in several countries. Among the most recent examples, as a result of the campaign led by the Network of Domestic Workers in Thailand (NDWT), an affiliate of IDWF, DWs have been included in the labour code (Labour Act and Social Protection), guaranteeing their rights to a minimum wage, a maximum daily work limit of 8 hours, overtime pay, paid maternity leave, and protection from dismissal due to pregnancy (among other rights)⁹. In Ghana, thanks to the active mobilization of the Domestic Services Workers Union (DSWU), also affiliated with IDWF, parliament approved a law in 2021 that incorporates domestic work into labour code regulations. The new law requires the signing of a written contract, aligns daily working hours with national standards, and guarantees minimum rest periods and paid leave. It also extends the national minimum wage and access to social security to DWs¹⁰. In Peru, a new law was adopted in 2020 regulating DW, aligning the rights of domestic workers with those of other workers, as established in Convention 189¹¹. The new legislation includes provisions on working hours, duration of paid leave, national minimum wage, mandatory written contracts, and compulsory social security for all domestic workers, among other rights. This law is the result of years of mobilization by domestic worker organizations, grouped in their union federations FENTTRAHOP and FENTRAHOGARP, who also participated in an institutional social dialogue during the drafting of the law's regulations. In Qatar, since 2018, IDWF has actively mobilized alongside other international federations to reform the "Kafala" sponsorship system, widely criticized for facilitating the exploitation of migrant workers. As a result, in 2020 Qatar eliminated the requirement for a "No Objection Certificate" (NOC), allowing migrant domestic workers to change jobs freely and leave the country before their contract ends without the employer's permission. A monthly minimum wage of 1,000 Qatari riyals (approximately 275 USD) was also established for all workers, regardless of

⁸ ILO (2021). *Making Decent Work a Reality for Domestic Workers: Progress and Prospects Ten Years after the Adoption of the Domestic Workers Convention, 2011 (No. 189)*.
https://www.ilo.org/sites/default/files/wcmsp5/groups/public/%40ed_protect/%40protrav/%40travail/documents/publication/wcms_802551.pdf

⁹ Ministerial Regulation No. 15, Ministry of Labour of Thailand, April 2024. See:
<https://idwfed.org/news/new-legal-protections-for-dws-in-thailand-a-milestone-with-more-struggles-ahead/>

¹⁰ Labor Domestic Act LI 2408

¹¹ Law No. 31047 — Domestic Workers' Law, enacted in Peru in October 2020.

nationality or sector, along with the obligation for employers to provide adequate housing and food or to compensate financially for these¹².

2.2 Gaps in legislation that prevent the exercise of rights

In some countries, there are gaps in national legislation that prevent DWs from accessing their rights, pushing them into informality. These are situations where, even though national laws do not explicitly exclude DWs—or their rights are even included in constitutional texts—the process remains incomplete. In practice, the legislation does not reflect their specific circumstances, or the necessary regulations and mechanisms for implementation are lacking.

As a result of economic and social transformations, recent years have brought significant changes in how DW is carried out. There is a growing trend—especially since the crisis triggered by COVID-19—toward domestic work performed by the day or by the hour and for multiple employers. In most countries, labour legislation—designed around the model of a factory worker—does not take this situation into account. This promotes informality in domestic work, as it allows only one employer to register the contract while simultaneously imposing minimum thresholds for social security contributions, which cannot be met when contributions do not cover all jobs. This situation has led some countries, such as Brazil, to define domestic work as only that which is performed more than two days a week for the same employer, pushing the rest into informality by classifying them as self-employed workers.

In other cases, informality results from a **lack of political will to enforce the legal framework**. This is the case in countries where, although laws exist to include DWs in social security systems, the absence of implementing regulations (as in Bolivia) or the failure to make necessary adjustments in the governance of the social security institutions (as in Mexico) has prevented workers from exercising this right in practice. Similarly, countries that have established a minimum wage for DWs that is lower than the national threshold required for social security contributions effectively exclude them from the system, keeping them in informality (as in the Dominican Republic).

2.3 Labour legislation that includes DWs, but with high levels of non-compliance

Driven by the adoption of Convention 189, many countries have made significant progress in their legal frameworks toward equalizing the rights of DWs with those of other wage workers. Amending legislation to grant them the rights they are entitled to is a major step forward, but it can remain merely symbolic if not effectively enforced. **It is estimated that, globally, 1 in 3 DWs in informal employment is actually covered by existing labour and social security laws, but implementation gaps persist.**

¹² WIEGO (2021). Ten Years Since Winning C189: Domestic Workers Become an Unstoppable Movement. https://www.wiego.org/wp-content/uploads/2021/06/C189%20Ten%20Years%20Since%20Winning%20C189%20for%20web_0.pdf

Among the factors behind the implementation gaps is a **culture of non-compliance**, which leads to the disregard of legal provisions. This is rooted in cultural norms and prejudices that view DW as a lower-value occupation, deserving of fewer rights. Other contributing factors include a lack of awareness about legal obligations, the existence of burdensome administrative procedures, and a widespread perception of impunity for non-compliance.

Latin America and the Caribbean is the region with the highest rate of ratifications of Convention 189 and where a large number of countries have introduced significant legal reforms, allowing substantial progress in the equalization of rights. Despite this, 72.3% of DWs still operate under informal conditions due to the lack of effective implementation of the law¹³. This widespread situation of non-compliance and informality goes beyond social security affiliation and is reflected in practices that restrict the exercise of other rights enshrined in law, such as working hours, paid annual leave, payment of legal bonuses, and overtime compensation.

For these reasons, it is particularly important to establish ways to **guarantee the effective enforcement of laws and regulations for the protection of rights, and to have an effective labour inspection system**, as set out in Article 17 of Convention 189. Given the historical inequality between the members in the employment relationship within the DW sector, the role of labour inspection is especially important in defending the rights of workers. Their last resort is to turn to labour inspection for support from the State to protect their rights. DWs also face health and safety risks that may be greater, as households are uncontrolled environments and, in principle, are not designed or regulated as workplaces.

In 2023 the ILO Regional Office for Latin America and the Caribbean issued the roadmap “**Making Domestic Work Decent Work: Investing in Care – A Common Agenda**” –a methodology on formalization adopted by several governments and supported by DWs organisations, it prioritises **5 areas: 1) Equal rights; 2) Formalization (which includes, among other dimensions, a strategy to strengthen labour inspection); 3) Recognition and professionalization of DWs; 4) Strengthening organizations and spaces for social dialogue; and 5) Addressing the risks faced by DWs, including occupational health and safety risks, as well as violence and harassment.**

In Europe and Central Asia, although DWs are widely included in regulatory frameworks, informality still affects 66.9% of them—a rate more than four times higher than that experienced by other workers (see Chart 1).

¹³ The ILO (2021) uses a definition of informality in the domestic work sector that includes: exclusion from labour and social security legislation, lack of enforcement or compliance with such laws, and insufficient or inadequate levels of legal protection. In Latin America and the Caribbean, only 7% of domestic workers in informal employment are in that situation due to the absence of legal coverage. The remaining 93% are informal due to lack of enforcement of existing regulations. This indicates that while a legal framework that recognizes and protects the full set of rights of paid domestic workers is a necessary condition, it is not sufficient for the full realization of those rights.

https://www.ilo.org/sites/default/files/wcmsp5/groups/public/%40ed_protect/%40protrav/%40travail/documents/publication/wcms_802551.pdf

International experience shows that while having an appropriate regulatory framework is essential, new regulations that extend to DWs will have no effect if their implementation and oversight are weak, which perpetuates situations of exploitation and abuse.

3. New forms of work organization: the rise of platforms hiring DWs and the risk of increasing informality

Given that DW is an occupation historically marked by discrimination, significant decent work deficits, and high levels of informality, **new digital employment platforms pose the risk of further increasing informality**—especially those that offer on-demand services, as most characterize their business as technological intermediation and consider workers to be self-employed.

Platforms that provide “on-demand” services to households (occasional or short-duration services) introduce new forms of labour insertion similar to those enabled by “on-demand” digital platforms. This type of intermediation has been described as the ‘uberization’ of domestic and care work.

DWs employed through platforms face **various forms of discrimination** based on their social, ethnic, or racial background and their migration status, among other factors. The intersection of these social asymmetries places them in a position of powerlessness that makes it difficult to claim their rights. Platforms vary widely in their business models, and studies show that in some cases, they exploit gaps or exclusions in legal frameworks or simply act as intermediaries connecting parties, which results in high levels of informality. However, there are also cases where the agency operates as an employer that hires workers as employees under formal contracts. Platforms that function as staffing providers often add layers of opacity and performative pressure through reputation systems (driven by algorithms), compounding the already precarious conditions under which the majority of DWs operate.

There are also platforms created by DWs cooperatives with the aim of providing a service that also addresses the needs of the workers themselves. These cooperative platforms operate under radically different models from commercial digital platforms. The main difference lies in governance: cooperatives are owned by the workers themselves and are governed and managed by them, in accordance with cooperative principles.

4. Effective measures towards formalisation

- DWs have a long history of trade union organization and collective action. The founding of the International Domestic Workers Federation (IDWF) in Montevideo in 2013 marked the international expansion of the domestic workers' movement, built through the connection of national and regional organizations composed exclusively of domestic workers. IDWF represents over 670,000 DWs through 94 affiliates in 70 countries around the world. IDWF is the result of a long history of mobilization by domestic workers in defence of their rights. The establishment of an international federation of domestic workers is a sign of the growing strength of the movement and represents a key moment to assess the progress of workers who have long been excluded from basic labour protections. **IDWF has played a vital role in building the capacity of emerging domestic workers' organizations around the world.** This includes the founding of domestic workers' unions in several countries.
- The situation of informality affecting the vast majority of DWs has been a particular concern for the IDWF. At its most recent Congress, held in 2023, a comprehensive **Resolution on the Care Economy** was adopted, which includes the commitment to “promote and guarantee domestic workers' access to maternity leave benefits is included in national social protection schemes and implemented in practice.” The Resolution also expresses concern about the vulnerability faced by workers after a lifetime of work in informal conditions, which prevents them from accessing a pension.
- ILO Convention 189 establishes minimum standards for decent work for DWs. As of May 2025, 39 countries have ratified Convention 189: 19 in Latin America and the Caribbean, 11 in Europe, 8 in Africa, and 1 in Asia. The fact that so few countries have ratified the Convention in most regions reflects how challenging it is to reform the sector. **Convention 189 must be recognized as a central pillar of policies aimed at transitioning to formality.**
- **DWs must be fully and explicitly recognized as workers, and the households in which they work must be recognized as workplaces.** They must be **covered by national labour codes and national social security systems**, and protected on equal terms as workers in other sectors.
- Pathways to formalization for DWs must be prioritized, and their skills—whether acquired through training or experience—**must be recognized, valued, and fairly compensated.** They should be provided with access to training that enables them to acquire skills linked to opportunities for formal employment.
- **Rights-based migration pathways** must empower and protect DWs by providing open work permits and formal employment covered by labour and social protection regulations. These pathways should grant them residency status in the country of destination and facilitate family reunification. Bilateral agreements must be grounded in the standards established by Convention 189, ensuring migrant DWs have access to

fundamental labour rights: freedom of association, non-discrimination, occupational health and safety, fair wages, access to justice mechanisms, protection against gender-based violence and harassment, social protection, portability of social security benefits, and formal recognition of skills for the purpose of setting employment conditions, including wages. Migration policies must be developed through a gender-sensitive lens to ensure that DWs enjoy **migration that is free, safe, and rights-based**.

- Ensure the **proper classification of individuals working on digital platforms** with respect to the existence of an **employment relationship**, guided primarily by the facts relating to the performance of work and the remuneration received by the worker on the digital platform. This should be done in accordance with Recommendation No. 198 on the Employment Relationship (2006), while taking into account the specific characteristics of platform-based work. Ensure that digital platform workers enjoy **social security protection** under conditions no less favourable than those applicable to other workers in a comparable situation.

Box 2

Chile shows significant progress in terms of formalization: 54% of DWs are in formal employment. This is the result of clear political will and decades of mobilization and active engagement by domestic workers' trade unions. Labor legislation grants DWs equal rights in nearly all aspects, and migrant DWs have the same rights as nationals. The legislation has adapted to account for multiple employers and establishes the obligation for all employers to register the employment contract (based on a standard model) with the Labor Inspectorate and to make social security contributions, regardless of the number of weekly working hours. DWs are entitled to rights across all 9 areas of social security, as established by Convention 102, just like other workers. The system for registering and paying contributions is simple, and the Labor Inspectorate uses big data tools to monitor employer compliance. In exercising its authority, it can summon employers to prove compliance with the law, and failure to appear may result in a fine.

Actions related to the ILO Office

- Increase awareness-raising campaigns and on-the-ground technical assistance to **promote the ratification and implementation of Convention 189** by Member States.

- Provide technical support and advice to its tripartite constituents for the **development of formalization strategies for DWs, effectively guaranteeing their voice and representation**. Within this framework, the IDWF requests the ILO to provide guidance and technical training to its tripartite constituents on the development of regulatory frameworks, national policies, roadmaps, and action plans to advance the formalization of DWs.
- Support national, regional, and global campaigns to promote the **recognition and value of DWs** as a key element of formalization strategies.
- Support **formalization campaigns and affiliation to social security**, including **incentives, simplified procedures**, and **strengthened labour inspection systems** that ensure legal compliance.
- Technical support for the (re)**design of social security systems**, taking into account the specific characteristics of this occupation, such as low wages and the tendency toward multiple employers.
- Support the creation and strengthening of institutional spaces for **social dialogue** between DWs unions and organizations, employers' organizations, and government institutions, including ministries of labor, social security agencies, ministries of education, finance, and others.
- Technical assistance to develop **shared institutional agendas for the formalization of DW and the implementation of C 189 and R 201**.
- Technical support for the design and implementation of roadmaps for implementation of **decent work for DWs, within the framework of national care systems and plans**, and aligned with Resolution 204 on Decent Work in the Care Economy.
- **Capacity-building and professionalization programs** aimed at DWs should be conceived as formalization strategies with the broader goal of decent work—not merely technical training. In this sense, the ILO Office is requested to implement joint actions with DWs unions and organizations and employers, to develop career pathways, **skills certification**, and professionalization initiatives for DWs, centered on labour rights and decent working conditions as a core element of professionalization.
- Support to countries to ensure that **MoUs and bilateral agreements for the temporary employment of MDWs are governed by Articles 8 and 15 of Convention 189**.