

▶ ILO Brief

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Intervention Model: For extending social protection to migrant domestic workers

Key messages

- ▶ In 2013, there were **11.5 million migrant domestic workers** accounting for approximately 7.7 per cent of all migrant workers and 17.2 per cent of all domestic workers worldwide (ILO 2015). The ILO estimates that 90 per cent of domestic workers are excluded from social security coverage (ILO 2016).
- ▶ **Domestic work** is defined by Domestic Workers Convention, 2011 (No. 189) as work performed in or for a household or households, on an occupational basis, and within an employment relationship.
- ▶ The Domestic Workers Convention, 2011 (No. 189) and the Domestic Workers Recommendation, 2011 (No. 201) are designed to ensure domestic workers' **access to decent work and enjoyment of their social protection rights**. Both instruments cover all domestic workers, including migrant domestic workers, whether they live-in or live-out, whether they work for a single or multiple households, and those working through or for service providers. In addition, they include explicit provisions on migrant domestic workers. A number of other instruments are also relevant to migrant domestic workers' social protection.
- ▶ Migrant domestic workers face **specific barriers** to access social protection, including exclusion from coverage under labour and social security laws (as migrants, or as domestic workers, or both), failure to recognize domestic work as work, inability to meet eligibility criteria, limited organization and representation, and other administrative problems linked to the nature of their work (multiple employers, private households, unpredictable working hours and lack of written contracts).
- ▶ There is **limited monitoring and enforcement of labour laws and policies** with respect to domestic work, including through labour inspection. This exacerbates the vulnerability of domestic workers, including non-nationals, to human rights and labour law abuses such as violence and harassment, forced labour and trafficking.
- ▶ In order to adequately extend social protection to migrant domestic workers, countries must ensure the coverage of all domestic workers under **labour and social security laws and agreements**.
- ▶ The implementation of **national Social Protection Floors** in countries of origin and destination would give migrant domestic workers at least a minimum level of social protection and a higher level of benefits in line with the relevant ILO instruments.
- ▶ It is particularly important to simplify and adapt eligibility criteria and **administrative procedures** in order to ensure that domestic workers have effective access to social protection.

▶ Why this intervention model?

Drawing from the **ILO Guide on Extending Social Protection to Migrant Workers, Refugees, and their Families** developed in collaboration with ISSA and ITCILO, the **Intervention Models** aim to provide policymakers and practitioners with succinct practical guidance on how to extend social protection to specific groups of migrant workers. The intervention model includes a brief overview of the obstacles, the international legal framework, and a set of proposed policy options based on existing country practices and international labour standards.

▶ Introduction

Who are migrant workers?

A migrant worker is “a person who migrates or who has migrated from one country to another with a view to being employed otherwise than on his own account and includes any person regularly admitted as a migrant worker” (Migrant Workers (Supplementary Provisions) Convention, 1975 (No. 143). In statistical terms, “international migrant worker” refers to “all persons of working age present in the country of measurement”, whether or not they are usual residents and non-resident foreign workers (ICLS 2018). The International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families (ICRMW) defines a migrant worker as “a person who is to be engaged or has been engaged in a remunerated activity in a State of which he or she is not a national”.

Who are domestic workers?

Domestic workers are any persons engaged in domestic work – i.e., work performed in or for a household or households – on an occupational basis, within an employment relationship (C189, article 1).



Why extend social protection to migrant domestic workers?

Social security is a human right and the overarching principles of equality of treatment and non-discrimination calls on States to develop inclusive social protection laws and schemes (UDHR 1948, ICCPR 1966, ICESCR 1966).

Migrant domestic workers, like any other workers, can face social and economic risks throughout their life. These risks can entail significant financial consequences in the absence of social protection coverage. Out of 168 countries, 60.7 per cent of these countries, provide social protection to domestic workers for at least one branch. This covers roughly half of all domestic workers globally, with coverage varying widely across regions. Nevertheless, only 15 per cent of the 168 countries include domestic workers under all branches, as such less than 6 per cent of domestic workers benefit from comprehensive legal coverage (ILO 2021b).

By extending social protection coverage to migrant domestic workers and their families, governments not only mitigate poverty, inequality, vulnerability, and income insecurity across an individual's life cycle; they also contribute to social cohesion, inclusive growth and sustainable development, as reflected in the 2030 Agenda for Sustainable Development.

Extending social protection to migrant domestic workers has many advantages:

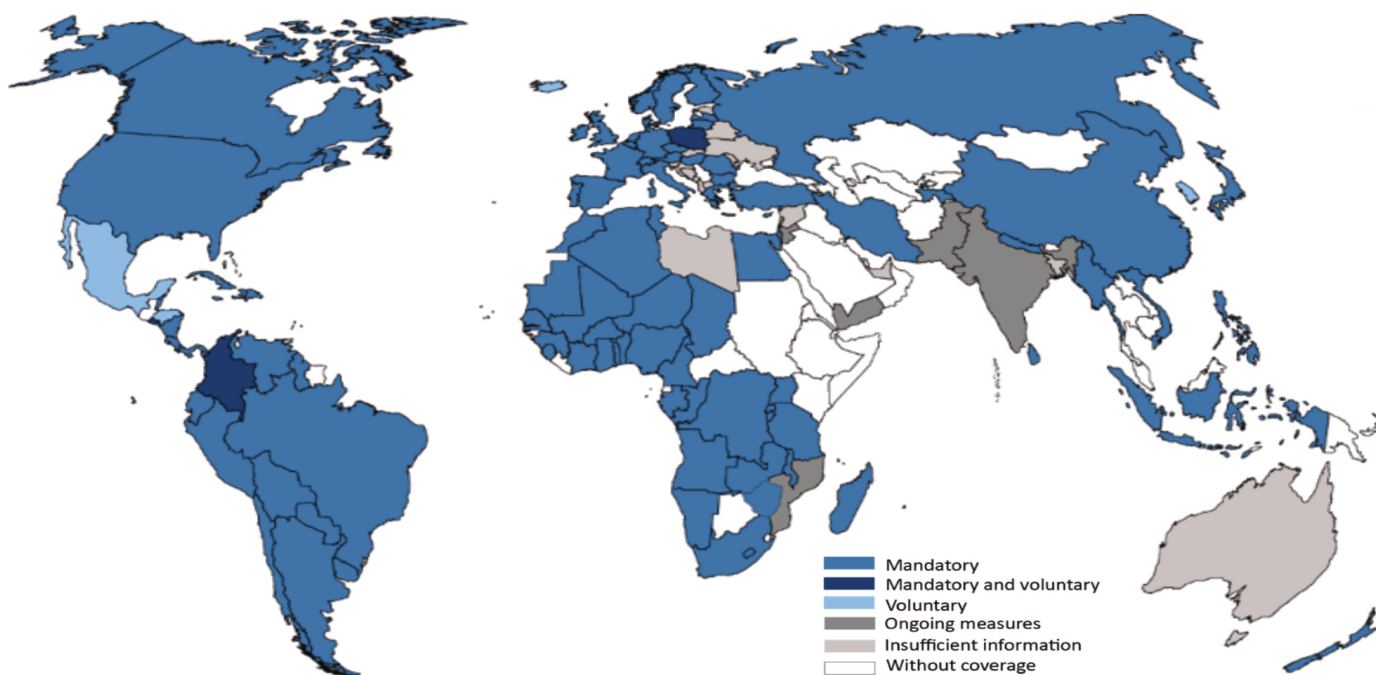
- ▶ It creates a **level playing field with other workers** by reducing unfair competition and the perverse incentive to recruit migrant workers as cheap and unprotected labour, potentially avoiding a race to the bottom.

- ▶ It provides protection **against economic and social risks**, reducing their vulnerability and enhancing their resilience, employability and productivity.
- ▶ It contributes to improving migrant domestic workers' **health status** and reducing public health risks (including the transmission of communicable diseases) as well as lowering infant and child mortality rates.
- ▶ As a large share of migrant domestic workers are women, it is of particular importance to ensure they benefit from **maternity protection, child and family benefits**, and do not risk losing their jobs in case of pregnancy. Furthermore, **pension benefits** are important to reduce poverty during old age, especially in the case of women.
- ▶ It contributes to facilitating the **transition to formality**.
- ▶ It contributes to **stronger and financially healthier social security systems** by spreading risk across a larger pool of members and enhancing the financial sustainability of these schemes since migrant workers are often net contributors over their lifetime. It also reduces pressure on tax-funded social protection mechanisms in countries of destination, or in countries of origin.

Box 1. A snapshot of migrant domestic workers

According to ILO estimates, in 2013 there were 11.5 million migrant domestic workers accounting for approximately 7.7 per cent of all migrant workers and 17.2 per cent of all domestic workers worldwide (ILO 2015). With ageing societies and changing family structures, labour market demand for domestic workers, and thus for migrant domestic workers, is likely to continue to grow. The ILO estimates that 49.9 per cent of domestic workers are legally covered for at least one social security benefit, however 81.2 per cent of domestic workers are currently not contributing to social security (ILO 2021b).

Figure 1. Global situation of the statutory coverage of social security for domestic workers (2021)



Source: ILO (2021b).

► Key ILO Conventions and Recommendations

Domestic Workers Convention and Recommendation

[The Domestic Workers Convention, 2011 \(No. 189\)](#) establishes that domestic workers should enjoy the same rights as other workers with respect to terms of employment, minimum age of employment, working conditions, hours of work, wages, social protection, access to justice and living conditions. The Convention provides for the progressive extension of social security to domestic workers, including migrant domestic workers. It also includes measures to protect domestic workers from violence, harassment, and other abusive practices such as retention of wages, confiscation of identification documents, long working hours, lack of rest periods, indecent living and working conditions and lack of access to healthcare and social protection benefits, which can lead to exploitive situations and forced labour.

It is supplemented by [the Domestic Workers Recommendation, 2011 \(No. 201\)](#), which encourages States to adopt additional measures to ensure the effective protection of migrant domestic workers, such as facilitating the payment of social security contributions, concluding bilateral social security agreements, and securing access of domestic workers to complaint mechanisms at the national level.

Table 1. ILO Conventions and Recommendations with provisions applicable to migrant domestic workers

C97	Migration for Employment Convention (Revised), 1949
C102	Social Security (Minimum Standards) Convention, 1952
C118	Equality of Treatment (Social Security) Convention, 1962
C143	Migrant Workers (Supplementary Provisions) Convention, 1975
C157	Maintenance of Social Security Rights Convention, 1982
C168	Convention on Employment Promotion and Protection against Unemployment, 1988
C181	Private Employment Agencies Convention, 1997
C189	The Domestic Workers Convention, 2011
R086	Migration for Employment Recommendation (revised), 1949
R151	Migrant Workers Recommendation, 1975
R202	Social Protection Floors Recommendation, 2012
R204	Transition from the Informal to the Formal Economy Recommendation, 2015

Ratifications

Of the 187 ILO Member States, 35 have ratified C189 as of September 2021.



► **18.7%**



[YOUR TOOLKIT ON ILO](#)

[CONVENTION 189 -THE DOMESTIC](#)

[WORKERS' CONVENTION](#)

▶ Obstacles, barriers, protection gaps and challenges

Migrant workers are a heterogeneous group. Their migration status, type of employment contract, duration of stay, skills set, income level and demographic characteristics, as well as the industry or sector in which they work, influence their access to comprehensive social protection. While there is an array of ILO instruments that can be used to protect migrant domestic workers, numerous obstacles hinder the extension of social protection to them.

- ▶ **Legal exclusion** – One of the main challenges to providing social security coverage to migrant domestic workers often lies in the limitations of national legislations. These can include the following:
 - ▶ Domestic workers may be expressly or implicitly excluded from coverage under labour and social security laws;
 - ▶ Domestic workers may be included in labour or social security laws but be excluded from certain benefits such as maternity, employment injury and unemployment protection or pensions (ILO 2021b);
 - ▶ Domestic workers may be subject to specific exclusions based on job-related factors; many countries deny them social protection if their earnings or working hours per household fall below a minimum threshold (ILO 2019; ILO 2021a) or if they are working in the informal economy;
 - ▶ Migrant domestic workers may be excluded from social protection owing to the length of their stay in the country or due to the irregularity of their status;
 - ▶ Migrant domestic workers may lack coverage under the social security system of their countries of origin and have limited or no coverage in their country of employment; in the absence of effective bilateral or multilateral social security agreements, they may also lose coverage when they return to their home countries (ILO 2011).
- ▶ **Lack of implementation of the law/institutional capacity** – Even where laws exist, these are often not implemented in practice. Social security schemes may not be designed to take into account the specificities of the sector, such as the contributory capacity of household employers and of domestic workers, or may not have the institutional capacity to promote and enforce compliance through relevant government agencies. The designation of teams that are trained and mandated to work specifically on domestic work can help to implement the labour and social security laws.
- ▶ **Complexity and lack of appropriate procedures** – Social security registration and contribution collection procedures are often designed with enterprises in mind, yet households are the main employers of domestic workers in most countries. Procedures that are time-consuming and difficult to understand raise transaction costs for all parties concerned. Thus, the inadequacy of administrative mechanisms is often a deterrent to social security registration for both employers and workers (ILO 2019).
- ▶ **Lack of monitoring and inspection** – Domestic workers work in a sector that is not easily monitored and inspected owing to a lack of adequate policies, laws, and tools and to the fact that domestic work is performed in private households (ILO 2019). The latter, in particular, complicates inspections as many countries' legislation requires the head of household's consent or prior judicial authorization before an inspection can be carried out. Moreover, labour inspectors are seldom instructed on the particularities of the sector and do not have a good understanding of the best practices for intervention, especially where (migrant) domestic work is excluded from the applicable legislation. These challenges, together with a lack of the resources required for the adequate performance of inspections fosters an environment that subjects domestic workers, particularly those of foreign origin, to labour and human rights abuses such as physical violence, forced labour and child labour (ILO n.d.).
- ▶ **Lack of information** - Information on domestic workers' rights, and on their applicability to migrant domestic workers, may be unavailable or available only in languages that they cannot read. As a result, domestic workers and household employers may not be aware of existing legal obligations, social protection schemes and entitlements, and how to access them. Furthermore, the fact that these workers often work long hours and have limited resting

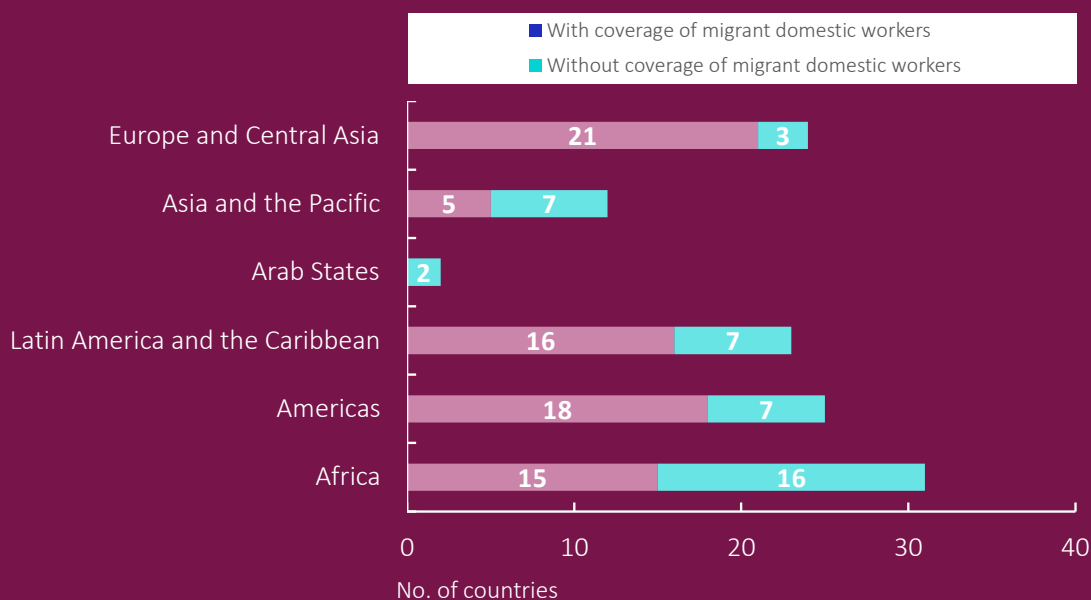
periods does not give them the necessary time and resources to access information (ILO 2019). This situation can lead to:

- Asymmetry in negotiations with employers;
- Place migrant domestic workers at a disadvantage when advocating for their rights and accessing justice;
- Increase their vulnerability to exploitation and forced labour.

A lack of accurate information on the number of migrant domestic workers and their demographic and socio-economic profiles can also make it difficult for national administrations to develop a strategy for providing them with social security coverage.

- **Lack of representation** – While workers’ organizations have played an important role in raising awareness of rights and negotiating for the extension of protection, domestic workers are not always organized into trade unions. Organizations of employers of domestic workers are even less common. In addition to the usual legal, political, and other obstacles that workers face, isolation is a serious barrier to domestic workers’ unionization.
- **Lack of coordination between countries** – Even where bilateral and multilateral social security agreements exist, they rarely mention migrant domestic workers as a specific group. General references to workers in international social security agreements often lead to the exclusion of migrant domestic workers, especially in countries where they are not covered under the national legislation.

Figure 2. Number of countries that have social security provisions for domestic workers with an indication of whether migrant workers are also covered



Source: ILO (2021b)

▶ How to extend social protection to migrant domestic workers?

Extending social protection to migrant domestic workers is an indispensable component for strategies aiming at gender equality, poverty reduction and combating social exclusion. The unique characteristics and needs of domestic workers should be taken into account when developing and implementing policies or mechanisms aimed at extending social protection. States should also ensure coherence between migration, employment and social protection policies and strategies. To address the obstacles faced by migrant domestic workers, States can opt for various policy options which are not mutually exclusive.

Policy Options

1. The development and implementation of inclusive labour and social security legislation.

Domestic workers should be covered by all labour and social security laws, including all branches of social security, at an adequate level of protection, and under conditions no less favourable than for other workers. The development of social security schemes should take into account the specificities of the domestic work sector. For instance, the employment relationship should be recognized and declared, contribution rates should be differentiated and registration and contribution procedures should be simplified.

2. The ratification and application of relevant ILO Conventions and Recommendations. The principles and standards therein, notably the principle of equality of treatment, can be incorporated into domestic law.

3. The conclusion and enforcement of social security agreements (bilateral/multilateral) to ensure social security coordination and the portability of social security entitlements for migrant domestic workers.

4. The inclusion of social security provisions in bilateral labour arrangements (BLAs) or MoUs can be a step towards the protection of migrant domestic workers' rights, yet their coverage will also depend on related national laws and social security agreements, where they exist.

5. The adoption of unilateral measures including national social protection floors to extend social protection to migrant domestic workers and their families. States can include migrant domestic workers in national contributory or non-contributory social security schemes or programmes on a unilateral basis based on the principle of equality of treatment between nationals and non-nationals.

6. Complementary measures addressing the administrative, practical, and organizational obstacles faced by migrant domestic workers such as awareness raising campaigns, translation of indispensable information related to social security schemes, and implementation of complaint mechanisms.

▶ How to extend social protection to migrant domestic workers?

Examples

- ▶ Examples of inclusive labour and social security legislation can be found in **Spain** and **Germany** (extended the scope of coverage of social security legislation to domestic workers); **Paraguay** (extended labour rights to domestic workers in 2015); **South Africa** (recognized domestic work as work and includes access to social protection); **Argentina** (sets out five categories of domestic work with their corresponding minimum wage level and special protection to youth), **Sudan** (the revision of the Sudanese Domestic Workers Act to align it with international standards), etc.
- ▶ The instruments that are particularly relevant for migrant domestic workers and that should be ratified are listed on page four. In total, 35 countries have ratified the Domestic Workers Convention (No. 189) as of September 2021.
- ▶ Examples of social security agreements include the MERCOSUR Multilateral Social Security Agreement; the agreement between France and Tunisia; and the two bilateral social security agreements signed by Spain with Morocco and with Ecuador, amongst others. Although not explicitly mentioned in the agreements, migrant domestic workers are covered.
- ▶ In 2013, **Saudi Arabia** and the **Philippines** signed a bilateral labour agreement aiming at ensuring better protection and welfare for Filipino domestic workers employed in Saudi Arabia.
- ▶ In **Chile** and **Italy**, migrant domestic workers are eligible for medical coverage under a general social security regime. In **the Philippines**, the Overseas Workers Welfare Administration provides a range of social services to (migrant) domestic workers, including life and personal accident insurance, monetary benefits for members who suffer work-related injuries, illness, or disability during employment abroad. It also facilitates access to the Philippines Health Insurance (PhilHealth).
- ▶ **Argentina** launched a comprehensive policy, including tax incentives, simplification of procedures and an information campaign, aimed at increasing formalization and social security coverage of the most precarious workers (migrants and workers in domestic work and construction).

► Extending social protection to migrant domestic workers: A three-step-process

The below step-by-step process and checklist draws on the [Social Protection Floors Recommendation](#), 2012 (No. 202) para. 14 (see box 2) and the ILO guide on [Social Protection Assessment Based National Dialogue](#) (ABND).

The ABND Guide provides guidance on how to identify social protection gaps, set priorities and develop national social protection strategies to extend coverage and strengthen social protection systems, in line with [ILO's two-dimensional strategy](#) that aims to guarantee at least a basic level of social protection to all (social protection floors) and progressively higher levels of protection. These strategies may include: i) the improvement of the scheme in terms of benefit level or scope; ii) the creation of new social protection schemes; iii) the expansion of existing schemes to new groups or categories of workers.

The ILO recommends the development of inclusive and comprehensive social protection strategies and schemes. Below an example of the steps that can be followed to extend social protection to migrant domestic workers within such a framework.



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Step 1: Set up coordination and implementation arrangements

- Identify the key stakeholders (e.g., MoL, other relevant Ministries, workers' and employers' representatives, social security institutions, labour inspectors, NGOs/CSOs, academia);
- Create a tripartite working group to drive the situational analysis and consultation process (step 2 and 3 below) to develop the policy options for the extension of social protection to migrant domestic workers. This working group should identify its lead, working modalities and objectives. It may also be involved in the implementation and monitoring;
- It may be necessary to create technical sub-working groups as relevant (e.g., legal, actuarial/financial, communication, etc.) that will accompany the steps below and report back to the tripartite working group;
- Efforts should be made to ensure the adequate representation of organizations of domestic workers and of employers of domestic workers, be they household or service providers or both, throughout the process described below;
- Identify potential technical and financial partners.

Step 2: Undertake a situational analysis

A situational analysis aims to provide a comprehensive overview of the social protection landscape in a country and a better understanding of the characteristics and needs of migrant workers, their coverage levels and the obstacles they face accessing social protection. It is an essential step to inform the decision-making process and policy reforms.

- Conduct a desk review of available information. This includes identifying and analysing existing national data, including existing surveys, administrative sources, studies, reports, and micro data from national labour force and household surveys. In case of access to microdata, follow guidance on how to identify domestic workers (i.e., the latest [statistical resolution on statistics concerning work relationships](#), and its application (see methodological Annex 4, ILO 2021b));
- Carry out interviews and focus group discussions including with domestic workers (migrant and nationals), selected employers, and other relevant key stakeholders identified under step 1. When doing so, it is essential to obtain both qualitative and quantitative information;
- Conduct a behavioural diagnostic on barriers to social security registration and contributions;
- Take into account gender considerations in the analysis of existing data as well as for primary data collection processes, interviews, and analyses;

- ▶ Collate the information gathered in a situational analysis report that should include at least the following information:
 - ▶ demographic profile of the targeted migrant and non-migrant population, labour migration and social security statistics, administrative records (including information on gender, age, number of children, disability status, country of destination, conditions of work, migration and employment status, employer's status, etc.);
 - ▶ profile of the households, enterprises, service providers or any other entity that employ migrant domestic workers, including size, type and budget. With respect to households, information on earnings and the proportion of the household's budget spent on domestic work, etc.;
 - ▶ barriers to social security registration for domestic work as well as the capacity building, awareness raising, and networking initiatives in place at national and sub-national levels to organize, address and reduce the barriers to social security registration;
 - ▶ laws and policies relevant for (migrant) domestic workers' social protection coverage (e.g., inclusion of domestic work in labour/social security law; information on social security schemes by branch; existing restrictions to coverage based on nationality and/or residence; restrictions to payment of benefits abroad; minimum qualifying periods);
 - ▶ functioning and capacity of social security institutions, labour inspection and other relevant administrative bodies responsible for managing and delivering social security benefits;
 - ▶ review of the recent actuarial studies and other relevant documents to establish current financial status of the social security schemes;
 - ▶ the number of ratifications and implementation of UN and ILO conventions;
 - ▶ social security agreements (bilateral/multilateral) including: material and personal scope, branches covered, provisions, if any, regarding equality of treatment, legislation applicable, maintenance of acquired rights and payment of benefits abroad, maintenance of rights in course of acquisition (totalization), and administrative assistance; as well as an operative structure (decision-making bodies, consultation bodies, liaison offices) and operational data exchange;
 - ▶ bilateral labour agreements or MoUs or other relevant temporary labour migration schemes, free movement protocols, regional labour migration frameworks;
 - ▶ the practical barriers that (migrant) domestic workers face in accessing social protection (e.g., lack of information, language, complex administrative procedures, discrimination).
- ▶ Review relevant national policies (e.g., employment, migration, education, and training) to ensure coherence of the recommendations;
- ▶ Analyse information, identify protection gaps, and propose recommendations in line with ILO standards and international good practice. This includes a legislative gap analysis to determine the extent to which national laws, regulations and practices, as applied in the domestic work sector, are aligned with international labour standards on social protection and migration;
- ▶ Ensure that any information presented and/or published is available in the national language(s) as well as in the languages associated with the main countries of origin of migrant domestic workers.

Step 3: Consultations to develop policy options for the extension of social protection to migrant domestic workers

- ▶ Organize a tripartite meeting to present and discuss the findings and recommendations of the situational analysis and to identify adequate and gender responsive policy options (see list of possible options above) reflecting national priorities;
- ▶ Undertake a feasibility and costing study of the selected policy options, using for example the [ILO Rapid Assessment Protocol \(RAP\) model](#);
- ▶ Organize a tripartite meeting to present and discuss the findings of the RAP and to agree on the policy options to be implemented, pending validation by the concerned authorities (e.g., parliament, ministry of labour);
- ▶ Develop a road map to support the implementation of the selected policy options, establish a monitoring and evaluation mechanism, and a communication strategy.

Box 2. Social Protection Floors Recommendation, 2012 (No.202) para. 14

When formulating and implementing national social security extension strategies, Members should:

- a. set objectives reflecting national priorities;
- b. identify gaps in, and barriers to protection;
- c. seek to close gaps in protection through appropriate and effectively coordinated schemes, whether contributory or non-contributory, or both, including through the extension of existing contributory schemes to all concerned persons with contributory capacity;
- d. complement social security with active labour market policies, including vocational training or other measures, as appropriate;
- e. specify financial requirements and resources as well as the time frame and sequencing for the progressive achievement of the objectives; and
- f. raise awareness about their social protection floors and their extension strategies, and undertake information programmes, including through social dialogue.

► Checklist

This checklist can guide policy makers and practitioners in identifying the key issues and actions to consider when extending social protection to migrant domestic workers.

Consultations/methodology

- Have you consulted current, potential, and/or returning migrant domestic workers on the challenges they face, especially in relation to accessing social protection?
- Do (migrant) domestic workers and/or employers (including households and service providers) have representation in your country or are there restrictions in place that prohibit freedom of association and collective bargaining?
- Are there NGOs providing direct assistance to (migrant) domestic workers or households as employers? And have you consulted them?
- Have you consulted with other key stakeholders (e.g., employers, social security administrators, recruitment agencies, labour inspectors, etc.) to assess the protection gaps and practical barriers faced by (migrant) domestic workers both at home and in the country of destination?
- Have gender considerations been taken into account in the consultation process?

Availability of statistics/information

- Do you have access to accurate and reliable data on (migrant) domestic workers' social protection coverage in and across countries, as well as on households that employ domestic workers in the country of employment? Are microdata files available to perform an in-depth analysis?
- Is the data disaggregated including by sex/gender, age?
- Is there adequate information regarding the social protection programme/scheme and (migrant) domestic worker's entitlements? Is such information present in relevant languages?
- Has a fiscal space assessment been carried out recently?

Legal and practical considerations

- Has your country ratified and implemented the key UN and ILO Conventions and Recommendations relevant for migrant domestic workers' social protection (see table 1)?
- Does your country recognize domestic work as work, which is covered by labour and social security laws in line with the ILO Domestic Workers Convention, 2011 (No. 189)? Are these laws effectively implemented?
- Does your country have law or policies in place ensuring that (migrant) domestic workers have an identifiable employment relationship; receive an adequate and stable income; and/or benefit from a legally enforced minimum wage?

- ▶ Concerning social protection programmes/schemes in your country:
 - ▶ Do they cover (migrant) domestic workers and for which contingencies?
 - ▶ Are there entry requirements that may be dissuading registration or contribution?
 - ▶ Are administrative procedures simple and easy to follow for both (migrant) domestic workers and their employers (including households and service providers)?
 - ▶ Are there tools facilitating registration and contribution payment?
 - ▶ Are the contribution rates fixed and affordable for the majority of employers and domestic workers?
 - ▶ Are these programmes and schemes gender-sensitive given that women (migrant) domestic workers experience increased vulnerabilities?
- ▶ Are there bi-or multilateral social security agreements?
 - ▶ Do they cover migrant domestic workers?
 - ▶ Do they cover all nine branches of social security?
 - ▶ Do they include all key social security principles (equality of treatment, maintenance of acquired rights and payment of benefits abroad, maintenance of rights in the course of acquisition, applicable legislation, administrative assistance, and reciprocity)?
 - ▶ Have these agreements entered into force or is their enforcement being hindered by limited institutional capacities, a lack of training and information on the content of the agreement as well as on how to implement it, a lack of data and information exchanges, a lack of regular contact/exchange between the liaison offices, etc.?
 - ▶ Have you considered the Maintenance of Social Security Rights Recommendation, 1983 (No. 167), which provides useful guidance including on how to surmount the differences between social security systems (social insurance/providence funds)?
- ▶ Are there bilateral labour agreements or MoUs in force?
 - ▶ Do they cover migrant domestic workers?
 - ▶ Do they include provisions on social security and which contingencies are covered?
 - ▶ Do they refer to existing social security agreements or national legislation?
 - ▶ Do these provide for equality of treatment between migrant domestic workers and nationals?
 - ▶ Do these lay out monitoring as well as complaint mechanisms for migrant domestic workers?
 - ▶ Do these adequately ensure the exchange of information between countries?
- ▶ Has your country considered the adoption of unilateral social protection measures for nationals (migrant domestic workers) working abroad as well as for non-nationals (migrant domestic workers) on its territory (see Chapter 5 of the ILO Guide on Extending Social Protection to Migrant Workers, Refugees, and their Families)?
 - ▶ Are there provisions on equality of treatment and non-discrimination?
 - ▶ Are there provisions or mechanisms allowing nationals working abroad and their dependents to remain affiliated to a social security scheme or to maintain their rights thereof in their country of origin?
 - ▶ Is there a migrant specific social security scheme or an overseas welfare programme for nationals working abroad?
 - ▶ Are there provisions allowing for the payment of benefits abroad?
 - ▶ Is there flexibility in the design of the scheme and assistance with regard to qualifying conditions and minimum requirements by:
 - allowing retroactive payment of missed contributions periods?
 - incorporating flexibility or exceptions into the qualifying requirements?
 - ▶ Can workers receive lump sum payments or reimbursements of contributions when leaving a scheme?
 - ▶ Do returning migrant domestic workers have access to social protection floor benefits?
- ▶ Have you considered complementary measures addressing the administrative, practical, and organizational obstacles faced by (migrant) domestic workers? This could include awareness raising campaigns, translation of indispensable information related to social security schemes, as well as the implementation of complaint mechanisms, etc.

Cooperation

- ▶ Are there opportunities for enhanced cooperation (through diplomatic representation including consular services) and/or negotiations of agreements with the main countries of destination/origin?

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Consult our websites for regular updates:

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