

## **Project “4Quality!”(PHS):- Why the Vienna Regional Seminar is important?**

### **Why this seminar is relevant?**

The topics to be covered concern work and employment quality and the quality of the services in personal care and household services. The emphasis will rather be put on care services (for the elderly, disabled and children) than on household services. For this reason, the project is very relevant for EPSU and EPSU affiliates. If the topic of personal household services (What is understood by this term? Who is providing them? Who is financing? Is there enough focus on the quality of work or the quality of services) is being debated in your trade union, the EPSU Secretariat would encourage you to participate in the regional seminar.

These are the topics to be covered:

- Social and economic context
- National/local regulation and policies (Policy background; Political and legal backgrounds, incl. legal definition of LTC and PHS; Structural framework, funding and actors involved)
- Work and employment quality (employment conditions, pay conditions, skills and qualifications, health and safety at the workplace)
- Quality of services (availability, affordability and comprehensiveness of services, as well as quality of regulation (in particular accreditation and authorisation) and quality of management and organisational level)

### **What is your role?**

The regional seminars are a forum of discussion and knowledge-sharing, where the **participants are the experts** and the reports constitute the point of departure of discussions.

The **reports will be in English and in the official language of the country covered**. On availability, about two weeks prior to the seminar, we will inform you accordingly and also upload them to page <http://www.epsu.org/a/11245>.

The **discussions** will revolve around 1) the contents and quality of the reports (10:00-11:15: “Assessing the relevant national reports”), 2) the good practice examples and 3) recommendations for policy-makers both at national and at EU level. The **working groups will be divided by country and held in Czech (for CZ) and German (for A and D)**. This will be the moment to discuss the reports prepared by two project partners (PLS + ORSEU).

### **What will happen at the seminar?**

The expectations to participants are to:

- **Make comments on the reports** in order to improve them (and then **also in writing after the seminar**);
- **Present/inform about existing practice** (for EPSU affiliates most likely initiatives of social partners or trade unions to improve the pay, working and training conditions or on relevant legislation) from which stakeholders in other countries can also learn and that have the potential for transferability; => 12:00-13:00: “Presentation of best practices”
- Discuss/suggest (policy) recommendations based on your experience (legislation, policy, social dialogue from their country)