

### 1. Provide support in selecting the Au Pair

- A minimum of 3 Au Pair candidates for an initial interview will be presented. After the interview, we will provide the Host Family feedback through e-mail or phone/video meeting.
- Our office will call or e-mail at least 2 references that the Au Pair provided to check if the Au Pair has provided accurate and truthful details about themselves. The Host Family may also inform us if they want the other references checked.

### 2. All administration work, visa preparation and follow-up on the Au Pair year

- Collection of required documents in correct format and details
- Support in making the Au Pair Weekly Schedule
- Preparation of agreements between the Au Pair and Host Family, Agency and Au Pair, Agency and Host Family
- Liaising with IND for the visa application process
- Keeping the Host Family and Au Pair informed about the progress

### 3. Services for Filipino Au Pairs

Sunshine Au Pair has been placing mainly Filipino Au Pairs with our Host Families for the last 11 years. Therefore, we have gathered extensive knowledge in this area. We also have a team located in the Philippines who are up to date with information needed to support the Au Pair candidates through the processes in the Philippines.

- Call the references that Au Pairs have provided in their Reference Check Form. We will also reach out to their family members to have a better view of the candidate's character. \*
- Prepare the contract documents from the Philippine embassy in The Hague that needs to be legalized. The shipping fee of the document from the Netherlands to the Philippines is shouldered by the Host Family.
- Guide the Au Pair in the procedure of getting visa, and participating in the Commission on Filipinos Overseas (CFO) seminar

### 4. Support the Au Pair in getting their visa in their own country

-Provide her information on making appointments for the visa appointment

### 5. Provide support to the Au Pair after she has arrived in the Netherlands

- Provide them with "Sunshine Au Pair Welcome Handbook"
- Provide them with Sunshine Welcome brochure
- Follow-up to see if the Au Pair is registered with the Municipality and provide information on all administrative formalities
- Support and guide them with administrative work such as with the Dutch Basic Healthcare Insurance and care allowance (Zorgtoeslag) application that needs to be done in the Netherlands

### 6. Sunshine Au Pair Events

-You may check updates on our Events page to see what has been planned for the year. Au Pairs need to pay EUR 5 for registration to reserve their spot for the event.

### 7. Sunshine Au Pair WhatsApp Group

- We invite Au Pairs to join our Sunshine Au Pair WhatsApp Group to experience a sense of community. It is a place for them to meet other Au Pairs and make friends. We also send them important information and event details through this group. We also connect Au Pairs in the same or nearby cities.

### 8. Sunshine Au Pair Team Online Appointment Booking System – Follow-Up

- Our online appointment booking system is accessible to Host Families and Au Pairs who want to discuss any concerns or difficulties, need support during the stay, or even if they only want to share their experiences.
- We also invite Au Pairs for regular video calls to see how things are going for them.

### 9. Monthly Change Notification E-mail and Newsletter

- We send monthly emails to Host Families and Au Pairs to remind you to let us know if there are any changes in the family or the Au Pair. Sunshine Au Pair is obliged to inform the Dutch IND about all relevant changes during the exchange year. Please notify us immediately about changes regarding the Host Family composition, Host Family address, Host Family income, Au Pair weekly schedule, (early) departure of the Au Pair, the purpose of stay of the Au Pair, and any relevant change considering the situation of the Au Pair. You can always call/e-mail us if you have any questions.
- We also send a Monthly Newsletter to keep the Host Families and Au Pairs updated on the latest events, important information, and of any activities that may interest the Au Pairs and the Host Families.

### 10. Mediation between the Host Family and Au Pair

- In case there are concerns or conflicts between the Host Family and the Au Pair, we provide online mediation to resolve this. In case a personal visit is needed, please do not hesitate to reach out to us. This is free of charge.
- In an emergency situation, free accommodation will be provided to the Au Pair. (However, this needs to be confirmed with the Host Family and the Au Pair beforehand)

\*Even though all the information provided by the Au Pair is checked as far as possible/applicable, Sunshine Au Pair is not liable in any fashion for the correctness and accuracy of the information and data provided by the Au Pair.