

1. Provide support in selecting the right Au Pair

- A maximum of 3 Au Pair candidates for an initial interview will be presented. After the interview, we will provide the Host Family a feedback through e-mail or phone/video meeting.
- Our office will also have a video/phone meeting with the Host Family and Au Pair to confirm the match.
- 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 following up

Collection of required documents in correct format and details; support in making the Au Pair schedule; preparation of contracts between the Au Pair and Host Family, Agency and Au Pair, Agency and Host Family; liaising with IND for the Visa process and keeping the Host Family and Au Pair informed.

3. Services for Filipino Au Pairs

Sunshine Au Pair has placed mainly Filipino Au Pairs with our Host Families for almost 8 years so we have extensive knowledge in this area. We also have a team located in the Philippines that is up to date with the information needed in the Au Pair process in the Philippines. They are available to support and guide the Au Pair candidates in the whole process.

- Our team will call the references that the 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.
- Preparing the legalized document from the Philippine embassy in The Hague that needs to be signed. The shipping fee of the document from the Netherlands to the Philippines will be shouldered by the Host Family.
- Guiding the Au Pair in the procedure of getting a visa, and in participating in the Commission on Filipinos Overseas (CFO) seminar.

4. Support the Au Pair in getting their visa in their own country - Providing 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 the “Sunshine Au Pair Welcome Handbook”.
- Following up to see if the Au Pair is registered and providing information on all administrative formalities.
- Support and guide them with administration work such as Dutch Basic Health.
- Insurance, Zorgtoeslag application that needs to be done in the Netherlands.

6. All Sunshine Au Pair events that are free for our Au Pairs - You may check updates on our Events page to see what has been planned for the moment.

7. Sunshine WhatsApp Group

We invite the Au Pairs to join our Sunshine Au Pair WhatsApp Group to experience a sense of community. It can be a place for them to meet other Au Pairs and make friends. We also send them important information and event details through this app 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 for Host Families and Au Pairs in case they want to discuss any concerns or difficulties, if they need support during the stay, or even if they only want to share their experiences.
- We also invite the Au Pair 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 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 IND about all relevant changes during the exchange year. Please notify us immediately about changes regarding Host Family composition, Host Family address, Host Family income, Au Pair schedule, (early) departure of the Au Pair, purpose of stay of the Au Pair, 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 Family and Au Pair updated on the latest events, important information and of any activities that may interest the Au Pair and the Host Family.

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 an 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)