



Associazione InCo – Interculturalità & Comunicazione
Via B. Bomporto, 12 – 38122 Trento - Italia
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Information on Welcoming an Au Pair

Terms and Conditions

What is an au pair?

In Europe, the au pair is regulated by a separate international agreement that was signed in 1969 by the Council of Europe. It is an act that has established principles, which are to be observed within the au pair field and establishes rules of conduct.

It is an opportunity offered to those between the ages of 18 and 30, which allows one to travel to a foreign country, live with a host family, and gain experiences of life and culture within a different country. Au pairs will also have the chance to learn the host country's language while attending language courses provided by the program.

In exchange for room, board, and a weekly allowance, the au pair is included as an integral part in the life of the host family, by taking care of the children and assisting the family in light housework.

In this regard, it is important to remember that the au pair is NOT to be seen as a domestic worker or an employee, the reason being that the au pair does not have a work contract with the organization or with the family. Although the au pair is here to assist the host family with childcare, it must be noted that the au pair is also here to learn and experience a new country, culture, and language. The au pair is usually a student from a different country, who as part of an experience of cultural exchange, makes its contributions in the life of a host family in accordance with the conditions that have been set forth. We would like to emphasize again, the au pair is NOT an employee.

Age and nationality

The au pair program in Italy is reserved for au pairs between the ages of 18 and 30 (both female and male), also keep in mind the age usually ranges between 18 and 26. Au pairs can come from:

- Countries within the European Union (EU and new member countries);
- Norway is not part of the European Union but has ratified the Au pair Agreement in Europe.

Period of stay

The family can choose between the following options:



- 1-3 months: this sort of accommodation is generally restricted to the summer period.
- 6-9 months, up to a maximum of 12 months: this accommodation usually occurs September-October and January. However, there are some months where this sort of stay is unlikely to happen, such as November-December and March-April.

The speed in placement of the au pair is subject to the availability of candidates at the time of request. In particular, the availability is based on an au pair that is suited to the needs required by the family. For these reasons, it is impossible for us to estimate a waiting period for both au pairs and families.

Board, lodging, and allowance

- The family is required to provide the au pair with board and a separate room of their own. There are exceptions where the family may ask the au pair to stay in the same room as the child, however this only occurs for a short time and for a specific reason (e.g. when the family goes on vacation). The family must make sure that the au pair agrees to this in advance;
- The au pair, in addition to room and board, receives a weekly allowance that should be no less than € 50 a week.

Working hours and Time off

The au pair is required to help the family through out the week, spending no more than 30 hours per week aiding the family. The hours are usually dispersed among 6 days and 5 hours spent on each of those days. Occasionally, there will be 2 to 3 evenings of babysitting, if required by the family.

Regarding the hours of work, it is important to note that the required effort must be characterized by a certain flexibility, both in regards to time and everyday tasks. In some cases, au pairs may be asked for a greater commitment (e.g. working more hours), which will be compensated by more free time and/or more allowance. However, the au pair must agree to this in advance. We remind you to not impose on the day or hours which the au pair may have a language course.

The au pair is to have one full day off per week, which will be established by the host family. In the event that the free day is not a Sunday, the family will then have to fix another free day per week for the au pair.

In addition to the free day, the au pair also has 3 to 4 free evenings per week, to be arranged with the family. Au pairs should have enough spare time for socio-cultural and recreational activities,



as well as attend a language course. In conclusion, the working commitment required daily should be as concentrated as possible with the avoidance of fragmentation of hours.

Vacations and holidays

When the family goes on the vacation they must, unless otherwise stated, bring the au pair along, pay for the au pairs full stay and travel. During this period, the au pair will continue his/her duties of an au pair. However, if the au pair does not go on vacation with the family, they must still continue to pay the au pairs allowance while they are away.

The au pair is entitled to two days per month of vacation leave. The period of leave is to be determined by both the host family and au pair. The allowance will be paid as regular, but the travel expenses are to be paid by the au pair.

Duties of the au pair

The au pair's duties consist of the following:

Childcare: (depending on age of child) prepare them for the day by getting them out of bed, prepare them breakfast, wash them or make sure they wash themselves, help them dress themselves, make sure they eat their meals, take them for walks, drop them off and pick them up from school, the gym, swimming, pool, or any extracurricular activities they may have. Make sure you keep them interested and busy by playing with them and/or teach them a new language, if it is required.

Household chores: make sure that your room and that of the children are well-kept and tidy, wash dishes or put them in the dishwasher (if available) and dry them, prepare their (children) breakfast and cook light meals, iron clothing and linen that belong to the children. Household chores that are excluded are heavy cleaning of the house, as well as housework for the parents, such as their laundry or the ironing of the laundry.

Language Course

The frequency of the language courses is at the discretion and expense of the au pair. The au pair may contact the host family or InCo to receive advice and information on schools that offer courses of Italian for foreigners in the city of placement.

Round-trip Travel

The organization of travel and travel cost are taken care of by the au pair. However, the expenses it may take to arrive/depart to the home of the host family is to be paid for by the family. For this



reason, it is recommended that the host family welcome the au pair when he/she arrives at the airport or train station.

Health Care

Medical and health benefits, which cover the basic medical needs and hospitalization, are guaranteed by the European Health Card, which is issued to all citizens of the European Union member states. The families that host an au pair must also obtain insurance to cover any small domestic incidents that may occur. This is the sole responsibility of the host family and not that of the association.

Costs

There are no membership fees; the payment of our fees must be paid after confirming an au pair by sending a formal letter of invitation.
Below are the rates for our organization:

1. For short periods:

- **1 month:** € 180,00 (IVA excluded)
- **1.5 months:** € 200,00 (IVA excluded)
- **2-3 months:** € 250,00 (IVA excluded)

The fees are to be paid in the form of one payment.

Once the fee has been paid and the family has sent the au pair an invitation, the association will then send a confirmation to the au pair for her/him to purchase a train or plane ticket.

If the collaboration between the au pair and the family ceases, the family is entitled to a replacement. Providing that a replacement cannot be found then the association will refund the portion of the remaining period that the family had previously paid.

2. For long periods:

- **5 to 6 months:** € 350,00 (IVA excluded)
- **8 to 12 months:** € 500,00 (IVA excluded)
- **Any additional months:** € 60,00 (IVA excluded)



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Once the fee has been paid and the family has sent the au pair an invitation, the association will then send a confirmation to the au pair for her/him to purchase a train or plane ticket. The quotes above are divided as follows:

- €180,00 (VAT excluded) is the rate for costs of research and coverage for the first month of stay. Information on payment will be sent to the family once they have chosen and confirmed an au pair. The fee is non-refundable.
- The remainder of the payment will be paid after the au pair has stayed with the family for one month and the success of the collaboration between au pair and family has been confirmed.

If, at the end of the first month, the au pair and family decided to cease the collaboration and the family would like to go forward with finding a replacement, then you will need to make a deposit of € 50,00 (VAT excluded) and proceed as directed. It is assumed that this will be a single replacement.

If the collaboration between the au pair and the family ceases, the family is entitled to a replacement. Providing that a replacement cannot be found then the association will refund the portion of the remaining period that the family had previously paid.

Payments are to be made by bank transfer to:

Associazione InCo – Interculturalità & Comunicazione
Banca Popolare - Volksbank, Via S. Croce 44, 38100 Trento
IBAN IT12 T058 5601 8000 7557 1194 399
BIC BPAAIT2B075

It should be noted that the payment of €180,00 for the first month of accommodation and research costs, will not be refunded in the following events:

- If the family withdrew after the final confirmation of accommodation, meaning that the family has sent the Invitation Letter and has correctly completed the payment of the fee, which is necessary for the association to send the au pair confirmation to purchase a ticket;
- In the event that the information on the Invitation Letter differs from the information on the Application form (e.g. characteristics of the au pair and/or required task, etc.) which can invariably lead to the au pair rejecting the invitation by the family;
- In the case that the au pair withdraws from the collaboration before his/her arrival and the family does NOT require a replacement.

Support and guidance



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InCo will be a point of reference for the duration of the au pairs stay for both, the family and the au pair. If in the days following the au pairs arrival, or even later than that, the au pair feels relational difficulties (e.g. culture shock or difficulty in adapting) or other problems, the family should contact our association. We will provide any necessary assistance to resolve any problems that may arise for the au pair and/or the family. We would like to stress, that our goal is to always resolve problems in order to ensure that the au pair can have a long-lasting relationship with the family and that the collaboration is mutually rewarding. We ask that both the au pair and family be in high spirits when it comes to collaborating with each other.

Finally, it is not to be forgotten that the au pair is a visitor and will be coming from a place (city/country) that is different from ours. For this reason it is necessary that there be much attention paid to the au pair when he/she first arrives, making sure they are comfortable and to illustrate the habits of the family.

In the event that a serious problem arises that can not be resolved, the family can then come to displace the au pair with another family or have the au pair return home. In this regard, remember that you always have 2 weeks to notify us in order to locate a new au pair for you and/or host family for the au pair. During this period, the family will continue to accommodate the au pair and the au pair will continue to carry out the tasks, as we try to find a replacement that is available and more suitable for the family and the au pair.

Please remember that the replacement is never guaranteed as it depends on a number of unpredictable factors. One such factor is the actual availability of a suitable family and/or au pair.

In the event that a replacement cannot be made, our association will make a refund in the amount of the remaining period of time.

Also note, that a portion of the initial first payment will give the association the possibility to find a single replacement, if requested.

Registration at the Registry Office

A foreign citizen, even for those that are part of the European Union must have their residence notified to the Residence Office of Trento within 48 hours. The police station must also be notified within 8 working days.

◇ It should be noted, that information on residence is deemed to change from year to year. Therefore, it is best to consult the Residence Office before the arrival of the au pair.

How to proceed when hosting an au pair



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The first step is to send scanned document via email. The signed documents are as follows:

- The application form for the welcome of an au pair.
- The agreement on an au pair (in Italian and English).
- The privacy form (authorization to be used for personal data).

After receiving the above documentation correctly filled out and signed, you will be contacted by the association for confirmation. Any further form of communication on the part of the association will happen when a suitable candidate has been found for your family.

In this regard we would like to highlight:

- Only in the case of valid reasons or if the au pair proposed is not suitable for your family (based on reason mentioned before), the procedure will be interrupted and we will propose for a second candidate.
- We would also like to clarify, **we never propose more than one candidate for each family.** We do this to avoid any delay in the allocation of au pairs to other families.

After the file of an au pair has been sent to your family, you must communicate to us your acceptance or rejection of the au pair within the deadline agreed by us.

If you are interested in the au pair we have proposed we will proceed to send you the necessary documentation of the au pair candidate. Please keep in mind that the prospective au pairs are selected by our foreign correspondents, which shall prepare the complete documentation for the au pairs. They will also make sure to check the characteristics, flexibility, and experiences of the au pairs, as well as relay the duties and/or tasks that the host family will expect from the au pair.

Such documentation, written in English and sometimes in Italian, consists of the following:

- Information of the au pair regarding personal data, such as family of origin, level of education, their level of childcare experience, the period of availability, as well as other various information;
- A letter of introduction written by the au pair;
- 2 to 3 letters of reference;
- Medical certificate of good health;
- Photographs of the au pair and any other form of documents to completion.

Once you have confirmed interest in the au pair, you will then prepare and send the correct documentation to said au pair.



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Only at this stage will it be possible, in agreement with our association, to organize a phone call with the au pair and the family. This will be a way for the family to get to know the au pair and vice versa. If the phone call is a success for both sides then the family will send a formal letter of invitation to the au pair and in turn the au pair will formally accept.

When the letter of invitation is received and the fee is paid to the association, we will then notify the au pair confirmation on purchasing a train or plane ticket. Also needed, the signing of the contract on your part, of the au pair, and of InCo.

Additional Information

If you are interested in hosting an au pair we would be more than happy to provide further information.

Sincerely yours,

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Open:
Monday-Thursday: 9-13h
As well as, Tuesday and Wednesday afternoons, 14-18h