

Agency Agreement Pack

Au Pair in Australia



This Service Level Agreement is to confirm that the agent, as signed below, has agreed to market and promote the Au Pair in Australia program outlined in this agreement and to screen and prepare au pair candidates. In exchange, Smart Au Pairs Educational Exchange agreed to screen and prepare host families and provide au pair support in Australia.

This pack contains all you need to prepare for the Au Pair in Australia program, including

1. Program information
2. Checklist
3. Application form
4. Au Pair agreement
5. Agency agreement

1. Program information- What is an au pair?

As an au pair you take part in a cultural exchange program. You get the opportunity to be a 'big sister' (or brother) to the children in your Australian family and 'live as a local'. There is no intention to create a contractual, employment or legal relationship between the Host Family and the Au Pair.

For the au pair program, candidates must fit the following criteria:

- Age 18 - 30
- Eligible for Working Holiday Visa (Subclass 417) or Work and Holiday Visa (Subclass 462)
- Have a valid passport
- Be unmarried and have no children
- Be flexible, friendly and open minded
- Have at least 200 hours of childcare (babysitting) experience
- Be able to communicate in English (at least intermediate English)
- Be happy to help with childcare and light housework, usually 25-35 hours per week
- Able to be au pair for a period of 6 months minimum
- Be fit and healthy; no pre-existing medical conditions
- No criminal record
- Have a driver's license (preferred but not essential)
- Be a non-smoker

The Au Pair's motivations are to take part in an Au Pair Cultural Exchange Program to experience family life in Australia. As part of the cultural au pair experience, in exchange for helping out with the children and light housework (25-35 hours), your au pair is welcomed as a member of the family and given full board accommodation in a private room and paid pocket money. Your au pair can expect 2 full days off per week and lots of time to explore and enjoy!

As a member of CAPAA, Smart Au Pair Educational Exchange has received legal advice on the nature of a relationship between an au pair, a placement agency and a host family, and whether it forms an employment relationship in Australia. Each au pair relationship is unique. [The table on the CAPAA website](#) will assist families in forming an opinion about their own personal circumstances.

All of our documentation is designed to keep the au pair program protected as Cultural Exchange. All agencies have a duty of care to translate this message in their documentation for au pairs. There is no intention to create a contractual, employment or legal relationship between the Host Family and the Au Pair.

Visa

- **Working Holiday Visa (subclass 417) – visa application before you travel**
You can do this online once you are matched to your host family. For more info go to: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/work-holiday-417> OR
- **Work and holiday visa (subclass 462) – visa application before au pair application except for USA**
There is a limited number issued each year. For more info go to: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/work-holiday-462>

Compliance

To be an au pair in Australia, you need to have a valid Working With Children's Check (WWCC) or Bluecard, before you can care for other people's children. You must apply immediately upon arrival and inform Smart Au Pairs of your approval number within 2 weeks of arriving.

Rewards

- An opportunity to be treated as a member of the Host Family and take part in daily family life as a 'big sister' or 'big brother'
- Board and accommodation in a private, fully furnished room in a clean, safe and comfortable home
- Pocket money and completion payment
- Two free days per week- at least every alternate weekend off
- Public holidays off at full pay
- Guidance, support, and training
- Transport to/from the nearest International airport or Orientation location to Host Family home

To ensure a fair exchange the au pair pocket money is recommended using the average cost of 'room and board' in a home stay program** (\$350 per week).

While it is ultimately at the discretion of the host family how much pocket money they provide to their au pair, we provide a guide to ensure consistency of treatment across Australia. In relation to regular au pairs, we recommend a minimum amount of \$200-250 per week in pocket money. In relation to diamond au pairs, in recognition of their skillset, we recommend a minimum of \$360 per week in pocket money.

However, we suggest that in determining how much pocket money is provided to the au pair that the family have consideration for and recognised the assumption of any extra assistance with the children by the au pair, including during school holidays or to stay home with a sick child.

After 6 months, au pair receives completion payment of \$500

***Source – Average Homestay pricing adults 7 days a week, 3 meals a day in single room*

Your au pair pays for

You pay for your program fee, background check in your own country, flights, visa, gap year travel insurance and Working with Children's Check/Bluecard (on arrival in Australia).

Expected duties

Duties will vary by family. Expect the following to be part of your duties in most families. The family should prepare a detailed handbook outlining expectations.

- Wake the children in the morning and get them ready
- Help the children to tidy their rooms and make their beds
- Prepare breakfast, lunch and snacks for the children + clean up dishes from meals
- Make sure children have books and homework for school
- Take children to/from school
- Tasks while children are at school: shopping, light housework, kids laundry
- Assist the children with their homework, initiate and supervise play
- Help the children with their bath routine and help get them ready for bed
- Babysitting

Part of the family

Being part of the family means that your au pair can expect to be included in family events and celebrations as well as possibly a family holiday! Au pairs may be asked to come along to soccer training or ballet!

Au pairs are expected to help out as any house-guest would do, for example

- Cook a meal for the family (and they can clean up!)
- Clean up if/when the family cooks a meal for you
- Keep your room and bath room tidy and clean
- Stay around after dinner or at weekends sometimes to read a book or play for a bit

SAMPLE ONLY

SAMPLE ONLY

2. Au pair in Australia checklist

The best profiles are chosen by the top families. Please use black print and write neat (but type where possible) and in English. You can use this list to check if you have all the documents we need.

When you're sending your application please note that files can be no bigger than 2MB.

- Au Pair Application form (see next page)
- "Dear Host Family" letter.
- Pictures - If possible, use photos of you interacting with children.
- Min. 2 References; at least one childcare reference. Use the forms attached – all references are checked! Character reference can be from your teacher, tutor, (ex) employer, church official etc.
 - *We cannot accept references from your family members and/or friends your own age.*
- Medical certificate
- Police check
- Signed au pair agreement (see page 15-16)
- First Aid certificate - if you do not yet have this, start your training today (<http://www.firstaidforfree.com>)

Bonus material:

- **Video introduction:** Ask for a Youtube video introduction, let the candidate talk about motivation, childcare experience, hobbies, interest in Australia etc.

3. Au Pair Application form 2019/2020

Availability

Earliest start date _____ Latest finish date _____

- 1 placement of 9 months
 1 placement of 6 months
 2 placements of 6 months

Most families prefer a 9 months placement. Between February and June, a 3-6 months placement may be possible.

Personal details

<input type="checkbox"/> Mr	_____	<input type="checkbox"/> Miss	_____
First name	_____	Surname	_____
Address	_____	City	_____
State	_____	Postcode	_____
Country	_____	Date of birth	_____
Place of birth	_____	Nationality	_____
Passport number	_____	Telephone	_____
Mobile	_____	E-mail	_____
Skype	_____		

Family details

<input type="checkbox"/> Father	Occupation _____	Age _____
<input type="checkbox"/> Mother	Occupation _____	Age _____
<input type="checkbox"/> Brothers	How many _____	Ages _____
<input type="checkbox"/> Sisters	How many _____	Ages _____

- I agree for you to use part of my application for marketing purposes, including pictures and video*
 * We only use first name and nationality in marketing material.

Children + Childcare experience

My childcare experience summary

- 0-12 months
 1-2 years
 3-5 years
 6-8 years
 9+ years
- Child with special needs (disabled)
 Yes
 No

My skills

- | | | |
|---|--|--|
| <input type="checkbox"/> Nappy changing | <input type="checkbox"/> Light housework | <input type="checkbox"/> Playing & reading |
| <input type="checkbox"/> Help with homework | <input type="checkbox"/> Caring for sick child | <input type="checkbox"/> Bath time |
| <input type="checkbox"/> Child under 2 | <input type="checkbox"/> Bed time | <input type="checkbox"/> Food shopping |
| <input type="checkbox"/> Simple cooking | <input type="checkbox"/> Potty training | <input type="checkbox"/> Bottle feed & preparation |
| <input type="checkbox"/> Help getting dressed | <input type="checkbox"/> Bed time/ spoon feeding | <input type="checkbox"/> Outings & excursions |

My childcare experience in detail

Number of Children and ages	Tasks

Duration: 50-100 hours 100-200 hours 200+ hours Reference

Number of Children and ages	Tasks

Duration: 50-100 hours 100-200 hours 200+ hours Reference

Number of Children and ages	Tasks

Duration: 50-100 hours 100-200 hours 200+ hours Reference

I am qualified to be a **DIAMOND** au pair, I can look after a child under 2 and get paid extra per week in recognition of my skill set because I have proof of:

- A minimum of 6 months full time childcare experience OR
- A childcare qualification

And I have a confident level of English.

My other skills

- Can you swim? Yes No
- Do you have a First Aid Certificate? Yes No In Progress (first aid for free, online training)

My driving skills

All candidates should pass their test prior to arrival. All families are expected to arrange a couple of hours driving lessons.

I have had my driver's license since _____ and I know I have to apply for an International License to drive in Australia

My experience (Check all that apply):

- | | | | |
|---------------------------------------|--|--|-------------------------------------|
| <input type="checkbox"/> 50-100 hours | <input type="checkbox"/> 100-200 hours | <input type="checkbox"/> 150-200 hours | <input type="checkbox"/> 200+ hours |
| <input type="checkbox"/> By rain | <input type="checkbox"/> By snow | <input type="checkbox"/> By heavy wind | |
| <input type="checkbox"/> Country | <input type="checkbox"/> City centre | <input type="checkbox"/> Suburb | |

How often do you drive?

- Daily Several times a week Several times a month Less often

My language skills

My native language is _____

English: Poor Sufficient Good Excellent

Other: _____ Poor Sufficient Good Excellent

Other: _____ Poor Sufficient Good Excellent

My independence

Have you lived away from home? Yes No

Have you ever spent time abroad? Yes No

(e.g. school exchange, language exchange, holiday camp)

If yes, please explain:

My Household experience/skills

- | | | |
|---|--|----------------------------------|
| <input type="checkbox"/> Light cleaning | <input type="checkbox"/> Vacuum cleaning | <input type="checkbox"/> Baking |
| <input type="checkbox"/> Cooking | <input type="checkbox"/> Laundry | <input type="checkbox"/> Ironing |
| <input type="checkbox"/> Tidying up | <input type="checkbox"/> Folding clothes | |

My Hobbies/ Leisure skills

Sports

- | | | |
|---------------------------------------|----------------------------------|---------------------------------------|
| <input type="checkbox"/> Swimming | <input type="checkbox"/> Cycling | <input type="checkbox"/> Tennis |
| <input type="checkbox"/> Horse riding | <input type="checkbox"/> Dancing | <input type="checkbox"/> Water sports |
| <input type="checkbox"/> Other: _____ | | |



Hobbies

- Cooking/ Baking Art & Craft Games
 Reading Acting
 Other: _____

Music

- Listening Singing Recorder/ Flute
 Piano Violin Guitar
 Other: _____

My preferences (please be flexible)

Although we cannot guarantee placement in line with any of the below preferences, we will try our best to consider these when placing you with a family.

Location

- Flexible (If you mark Flexible, you will be given priority; a specific city will limit your choice and delay placement process!) **OR**
 Suburb/city Anywhere, including regional/ coastal town (within 1 hour of big city)

Age groups

- Flexible (If you mark flexible, you will be given priority)
 0-12 months 1-2 years 3-5 years 6-8 years 9+ years

Number of children

- Flexible (If you mark flexible, you will be given priority)
 1-3 3-4 4+ (not all at once/ often together with mom)

Care for child with mild special needs (no special skills required)

- Yes Yes, but no solo care No

Care for child under 2

- Yes Yes, but no solo care No

Other preferences

Dietary details

Do you have any dietary preferences? Yes No

If yes, please explain:

Do you have any food allergies? Yes No

If yes, please explain:

Are you a vegetarian? Yes No

MUST be willing to prepare meat for the family and make own meals if needed

Living arrangements

Single parent?

Yes

No

We have many single parent families, please be flexible! All families are screened.

Accept pets in the house?

Yes, to all Yes, to outside pets No, to dog No, to cat No, to all

Many Australian families have pets. Many Australian homes are large and open with hard flooring rather than carpet throughout. Consider this if you have a mild hair/dust/pet allergy.

Letter

Write a letter to your future host family. Tell them as much as you can about yourself. This will help us to find you a family where you will feel at home. Please add a printed Word document if you can, that way you can also use a spell check.

Here are some topics you should cover:

- A little about yourself.
- And your family/friends/pets.
- Your hobbies and interests, any special skills, passions or talents that you have.
- Sports/Music.
- Your home/your town/your region.
- What sort of work/study you do/have done.
- All about your childcare experience (details about ages, duration and type of care).
- Your plans for the future and details.
- Your motivation for wanting to be an au pair in Austral

An au pair can be as much a coach as a carer, especially with older children, so your hobbies, skills and talents are very important.

Childcare reference 1

This person is applying to be an au pair abroad:

Au pair name _____

Date of birth _____

I know this person as our

- Babysitter
 Nanny/au-pair
 Employee (nursery/school)
 Club leader
 Trainee (learning to be child-carer)
 Other _____

I have known this person since _____

Number of boys	Ages	Number of girls	Ages

Duties included

- | | | |
|---|--|--|
| <input type="checkbox"/> Nappy changing | <input type="checkbox"/> Light housework | <input type="checkbox"/> Playing & reading |
| <input type="checkbox"/> Help with homework | <input type="checkbox"/> Caring for sick child | <input type="checkbox"/> Bath time |
| <input type="checkbox"/> Child under 2 | <input type="checkbox"/> Bed time | <input type="checkbox"/> Food shopping |
| <input type="checkbox"/> Simple cooking | <input type="checkbox"/> Potty training | <input type="checkbox"/> Bottle feed & preparation |
| <input type="checkbox"/> Help getting dressed | <input type="checkbox"/> Bed time/ spoon feeding | <input type="checkbox"/> Outings & excursions |

Please rate

- | | | | | |
|------------------------------|------------------------------------|-------------------------------|-------------------------------|------------------------------|
| Communication with children | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Entertain/play with children | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Patience | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Flexibility | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Able to follow instructions | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Communication with adults | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| General work quality | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| General attitude | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |

Would you recommend this person to work with children? Yes No

Any comments?

Referee's name* _____

Speak English Yes No

Email _____

Telephone _____

Daytime _____ Evening _____

* By giving your reference you give permission to be contacted.

Signature: _____ Date _____

Childcare reference 2

This person is applying to be an au pair abroad:

Au pair name _____

Date of birth _____

I know this person as our

- Babysitter Nanny/au-pair Employee (nursery/school) Club leader
 Trainee (learning to be child-carer) Other _____

I have known this person since _____

Number of boys	Ages	Number of girls	Ages

Duties included

- | | | |
|---|--|--|
| <input type="checkbox"/> Nappy changing | <input type="checkbox"/> Light housework | <input type="checkbox"/> Playing & reading |
| <input type="checkbox"/> Help with homework | <input type="checkbox"/> Caring for sick child | <input type="checkbox"/> Bath time |
| <input type="checkbox"/> Child under 2 | <input type="checkbox"/> Bed time | <input type="checkbox"/> Food shopping |
| <input type="checkbox"/> Simple cooking | <input type="checkbox"/> Potty training | <input type="checkbox"/> Bottle feed & preparation |
| <input type="checkbox"/> Help getting dressed | <input type="checkbox"/> Bed time/ spoon feeding | <input type="checkbox"/> Outings & excursions |

Please rate

- | | | | | |
|------------------------------|------------------------------------|-------------------------------|-------------------------------|------------------------------|
| Communication with children | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Entertain/play with children | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Patience | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Flexibility | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Able to follow instructions | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| Communication with adults | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| General work quality | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |
| General attitude | <input type="checkbox"/> Excellent | <input type="checkbox"/> Good | <input type="checkbox"/> Fair | <input type="checkbox"/> N/A |

Would you recommend this person to work with children? Yes No

Any comments?

Referee's name* _____

Speak English Yes No

Email _____

Telephone _____

Daytime _____ Evening _____

** By giving your reference you give permission to be contacted.*

Signature: _____

Date _____

Character reference

This person is applying to be an au pair abroad:

Au pair name _____

Date of birth _____

I know this person, as I am their

Teacher/tutor Employer Religious leader Other _____

I have known this person since _____

Please rate

Communication with children	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> N/A
Entertain/play with children	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> N/A
Patience	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> N/A
Flexibility	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> N/A
Able to follow instructions	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> N/A
Communication with adults	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> N/A
General work quality	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> N/A
General attitude		<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair
	<input type="checkbox"/> N/A			

Would you recommend this person to work with children? Yes No

Any comments?

Referee's name* _____ Speak English Yes No

Email _____

Telephone _____

Daytime _____ Evening _____

** By giving your reference you give permission to be contacted.*

Signature: _____

Date _____

Medical

Either provide medical certificate from your doctor or ask your doctor to complete and sign this form.

This person is applying to be an au pair abroad:

Au pair name _____

Date of birth _____

Has the applicant suffered from/been treated for any of the following **in the past 2 years**

- | | | | | | |
|-----------------------------|--|-----------------------------|-------------------|------------------------------|-----------------------------|
| Asthma | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Epilepsy | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Diabetes | <input type="checkbox"/> Yes | <input type="checkbox"/> No | Allergies | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Nervous illness | <input type="checkbox"/> Yes <input type="checkbox"/> No | | Stress/Depression | <input type="checkbox"/> Yes | |
| <input type="checkbox"/> No | | | | | |
| Drug problems | <input type="checkbox"/> Yes <input type="checkbox"/> No | | Eating disorder | <input type="checkbox"/> Yes | |
| <input type="checkbox"/> No | | | | | |

Is the applicant taking medication? Yes

No

Is the applicant pregnant? Yes No

Do the applicant have any pre-existing medical conditions? Yes No

If yes to any of the above, please give details in comments

Would you consider the applicant fit to work with children? Yes No

Any comments?

Physicians name _____ Phone Number _____ Email _____ Date/signature _____	Stamp
--	-------

4. Au pair Agreement- Au Pair in Australia

1. I _____ confirm that I have read and understood all material provided and that I fulfil all criteria and agree to abide by the au pair program guidelines, local legislation and immigration conditions. In Australia, au pair is NOT a work program.
2. I give permission to release all my personal information to potential host families, securely and lawfully.
3. I confirm that I am a non-smoker and in good health physically and mentally. I understand that pre-existing medical conditions may not be covered by my travel insurance and agree to pay for any medical expenses not covered by insurance.
4. I confirm that I will pay my program fee as calculated by the sending agency prior to travel to Australia.
5. I confirm that all information I have provided is honest, correct, complete and up to date. If my situation changes, I will inform my agency and my host family immediately.
6. After my confirmed placement I agree to stay in touch with the host family. I will not travel until I receive my Au Pair Invitation and all details are confirmed by my host family and sending agency.
7. I understand that, prior to travel, I need to arrange and pay for travel to/from my host country + comprehensive travel insurance for the entire duration of my placement and visa.
8. I understand that, on arrival in Australia, I need to arrange and pay for my Australian Background Check, also referred to as Working with Children Check or Blue Card. This is a state dependent legal requirement.
9. I ensure visa, passport + international driver's license are ready for travel and valid for the entire duration of my stay.
10. I will respect the family and their house rules and will carry out my child care duties to my best ability.
11. I shall seek advice of the host family before using any form of discipline on the children and under no circumstances shall I hit the children or leave them alone.
12. I understand that the success of the au pair experience depends largely on my initiative and flexibility to adapt.
13. Within the first 2 weeks, I will inform Smart Au Pairs Australia of my Australian Mobile Phone number and my Background Check number. (Also referred to as Working with Children Check or Blue Card)
14. If I have any issues that I cannot resolve with the host family, I shall contact Smart Au Pairs for assistance.
15. I will make every effort to resolve any differences with my host family. If a solution is not found, I will give 14 days' notice and may apply for a new placement for a minimum duration of 6 months. During notice, duties and pay continue as normal unless by mutual agreement.
16. If I request to be placed in a new family, I understand I need to be flexible about location and family composition and I may have to move to another city and cover my own cost (travel, accommodation and other). Every effort will be made to re-home as quickly as possible; non-drivers should be prepared for some delay.
17. I shall not hold the agency responsible for any losses, injury or damage.

18. I understand that my au pair program can be terminated if I fail to abide by this agreement, if I disrespect my family invitation or if there is a case of misconduct. This includes (but is not limited to) lying and falsification of documents.
19. I have the right to: advance family selection (pre-match), travel/arrival co-ordination, support before and during placement, au pair training manual, follow up call, helpdesk service, re-homing (once) if needed (conditions apply).

Name _____

Date _____

SAMPLE ONLY

SAMPLE ONLY

5. Agency Agreement- Au Pair in Australia

To confirm that you agree to our conditions of collaboration, please sign on the final page of this agreement.

We expect your agency to apply the information provided in page 1-8 as part of best practice and the safeguarding of the Au Pair in Australia program as a Cultural Exchange experience.

Your agency may use our application forms with your logo and call to action added or use your own forms with the same information. We highly recommend you use the Smart Au Pairs Au Pair Agreement provided in this pack to ensure compliance and safeguarding of the program.

Your au pair is your customer. Smart Au Pairs does not sign an agreement with your au pair or charge any fee. Smart Au Pairs acts on behalf of your agency to provide host family screening & preparation, au pair to family introductions and au pair support during the 6-9 months program in Australia.

How we work together – Step by step

1. You (sending agency) markets the program, screens and prepares candidates and remains on-hand during their placement
2. You (sending agency) explain to the candidate:
 - What is an au pair?
 - What makes a great au pair?
 - Au Pair matching process, invitation, Immigration & Visa conditions, local obligations such as Working With Children's check etc. NOTE: If you are not sure, please use our Au Pair in Australia Pack!
 - Limitations for rematch and need to be extra flexible for au pairs who are non-drivers, have fair English, are only 18 years of age, male, vegetarian, not open to pets
 - NOTE: Affordable part-time language classes are hard to find in Australia and au pairs are expected to learn English from daily interaction with the family and friends, not from school attendance during their au pair stay.
3. You (sending agency) check the application including references and organize a telephone interview (minimum requirements)
4. You send the application and documentation to Smart Au Pairs electronically, in line with your GDPR requirements. Each candidate is offered to us on an exclusive basis.
5. We receive your au pair application and treat it in line with #28 of the GDPR, we confirm that we agree to handle personal data lawfully and securely. We can confirm that we will:
 - Always treat personal data completely confidentially
 - Only give staff and service providers access to personal data needed to handle actions required to fulfil the agreement with the specific customer.
 - Delete personal data as soon as it is no longer required for the purpose of fulfilling customers' specific requests and when the law's record retention periods are over.
 - Comply with all current and effective laws in regards to personal data.

6. Your candidate is now active and ready to be introduced to families. As soon as we shortlist the candidate to relevant families, we send your au pair an email with a password to access our website. You/your au pair can log-in any time to view their shortlist of families at our website <https://www.Smart Au Pairs.com.au/login/>
7. Make sure your au pair understands the login and interview process. Au pairs may also email the host families on their list for a quick introduction and to express interest. Au Pairs should check mail daily and respond quickly.
8. Not every family will contact the au pair. We continue to send out the application to more families until placement is confirmed.
 - *Tip1: Make sure your applicant has A Skype account, video connection and KNOWS how to use Skype.*
 - *Tip 2: Tell your applicant to prepare for the interview by drafting questions for the host family about the children and their interests and by checking Google maps to look up the family's location.*
 - *Tip 3:Some families invite an au pair after just ONE interview as they have hosted many successful au pairs before, its OK to ask to think about it for a couple of days*

Once your au pair accepts a family invitation, we have a match!

9. We will send the family an invitation to prepare and forward to your agency and then the au pair. This is an electronic document. Please ensure the au pair signs the invitation without delay. All 3 parties will receive a copy once the invitation is signed.
10. You can now help the au pair book flights, visa and insurance. Your au pair will be asked to complete our online arrival form. We can ONLY process arrival information online as this allows us to closely monitor any missing info. Once complete; your au pair, your agency and the host family will receive an overview of the arrival details. NOTE: If your au pair is to depart within 4 weeks of confirming with a host family, we need flight details urgently. NOTE 2:Au Pairs CANNOT travel to Australia without proof of insurance. Also, please check that the policy provides personal liability cover, at least \$2m of emergency medical and repatriation, including cover for existing medical conditions.
11. All au pairs will receive follow up communication by email and phone. Smart Au Pairs provides the au pair with information on how to apply for the Working With Children's Check or Blue Card, depending on the state where they live.
12. Smart Au Pairs Au Pair Support includes a 24 hour helpline, au pair events and get-togethers for au pairs in Sydney, Melbourne and Brisbane in conjunction with their travel partner and Smart Au Pairs Orientation and weekly Welcome Desk in Sydney. Introduction to other au pairs is facilitated via Smart Au Pairs Facebook Group and our meet-ups in Melbourne and Brisbane. We will provide the au pair with all relevant social information, best communication is on Facebook Group for au pairs.
13. Smart Au Pairs provides placement service and local support at no cost to the au pair or to your agency. A standard re-match will be communicated to your agency by email and no involvement from your agency is needed. If you are communicating with the au pair at time of re-match, please encourage au pair to be flexible (about location and other preferences) to allow us to re-match

quickly. **Note:** Re-homing of a candidate is subject to availability and flexibility of the candidate (duration of re-match placement must be 6 months) and may incur additional costs for the au pair such as travel and/or temporary accommodation. These are payable by the candidate unless otherwise agreed. Non-drivers must understand match & rematch limitation.

Service Level Agreement for Au Pair in Australia

This SLA is to confirm that the agent, as signed below, has agreed to screen au pair candidates and provide profiles according to the Agency Information.

All information concerning the business, the website, families, training, policies and anything not specifically mentioned here remains the property of Smart Au Pairs. You will not copy, disclose or use any of this property other than for the purpose of arranging placements on behalf of Smart Au Pairs.

Hosting agent:

Signature:

Email:

Sending agent:

Signature:

Email: