



What is an au pair in Germany?



Pastoral Telephone
Emergency Service

Emergency hotline:

0800-111-0-111 or
0800-111-0-222
Nationwide, 24 hours
per day, confidential,
free of charge
www.telefonseelsorge.de

Under an agreement concluded between the Pastoral Telephone Emergency Service and Gütegemeinschaft Au pair, the former's telephone numbers may also serve as emergency call numbers for au pairs. These numbers are exclusively reserved for emergency calls and, in a situation of crisis, make sure that there is a qualified and competent person at the other end. Having been provided with the necessary specialist information by Gütegemeinschaft, the Pastoral Telephone Emergency Service is in a position to help an au pair with a problem. The Pastoral Telephone Emergency Service in Germany is made available by the Evangelical and Catholic churches.

» An au pair is like a family member for a given period of time in a fair equilibrium of give and take.

- » DURATION: 6 to 12 months
- » ACCOMMODATION AND MEALS: will be made available by the host family free of charge. The au pair must be provided a separate, heatable and sufficiently furnished room in the family's house or flat, and a family contact (e.g. by being invited to take part in the family's meals) must be guaranteed.
- » LANGUAGE OF HOST FAMILY: Au pairs are coming to Germany in order to improve their command of German. For this reason, German must be spoken by the family.
- » WORKING HOURS AND TYPE OF HELP WITH HOUSE-KEEPING: Help with housework will cover a maximum of 30 hours per week and should not exceed six hours per day, baby sitting included. Duties will comprise child care and light housework (e.g. preparing a simple meal, ironing, etc.).
- » EXPENSES COVERED BY THE HOST FAMILY: monthly pocket money of € 260,-; health, accident and liability insurance; cost of medical examinations if requested by the authorities or by the host family; fares of transportation required to attend a language course in the closest possible vicinity of the family's residence.
- » HOLIDAYS: two days of paid leave per month of actual presence (whereby the Sundays are not considered as a day of leave). Public holidays are free or must be compensated by giving time off.
- » FREE TIME: The host family must allow a day and a half of uninterrupted free time per week covering a weekend at least once a month, and at least four free evenings per week.
- » NOTICE: The period of notice is 14 days. Termination of the contract must be in writing.



What is the Quality Seal?



GÜTEZEICHEN



RAL Quality Seal
Au Pair

The RAL Quality Seal Au Pair is awarded to duly inspected and certified agencies only. This seal carries a quality commitment.

To the consumer the RAL Quality Seal is a safe indication of high quality and its reliable monitoring. Providers entitled to display the RAL Quality Seal have a definite advantage in competition with other agencies. Infringements are subject to fines and may lead to withdrawal of the seal.

- » Gütegemeinschaft Au pair e.V. was founded in November 2004 with the assistance of the Federal Ministry for Family Affairs, Senior Citizens, Women and Youth (German abbreviation BMFSFJ) aiming to improve the quality and transparency of accommodation in host families and to give young people interested in a home stay under an au pair scheme a better chance to know what to expect.
- » The Association aims to secure a high standard of provision and care for au pair jobs through inspection and grading under the recognized RAL Quality Seal procedure. Compliance with the provisions relating to quality and inspection is monitored by a board of inspection bound to neutrality. Gütegemeinschaft guarantees the consumer clearly defined quality standards.
- » Gütegemeinschaft Au pair is a registered association offering membership to all organisations and agencies providing au pair placement in Germany. Membership is voluntary.
- » Entitlement to display the RAL Quality Seal is granted by Gütegemeinschaft which is also responsible for the future development of quality standards and the supervision of their observance.
- » Prior to implementation the directives governing the quality and inspection of home stays under an au pair scheme will be examined by bodies responsible for public transport and by business circles such as the Central Agency for Consumer Protection, The Central Agency for the Fight Against Unfair Competition, by au pair specialist organisations and, of course, by RAL.

The Executive Committee: June 2006

SUPPORTED BY:
Federal Ministry
for Family Affairs,
Senior Citizens,
Women and
Youth



Bundesministerium
für Familie, Senioren, Frauen
und Jugend



www.guetegemeinschaft-aupair.de



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Emergency hotline: 0800-111-0-111/-222



Bundesministerium
für Familie, Senioren, Frauen
und Jugend

The Au Pair Quality Seal guarantees



Au pairs are guaranteed



- » Guidance provided by placement staff during the au pair stay and availability of staff on five days per week
- » Help with all questions and problems concerning the au pair stay
- » Round the clock emergency hotline when problems arise outside of the agency's opening hours
- » Monitored compliance with the agreed minimum standards based on the legal requirements for home stays under an au pair scheme
- » Via establishments and bodies concerned with youth and cultural work as well as embassies, information made available by serious au pair agency staff in the respective home country
- » Working in close cooperation with the authorities, contacts provided for privately recruited au pairs
- » An impartial first contact provided by the executive of Gütezeichen e.V. in case of problems arising with a given agency

"Yesterday at home, today in distant climes, a new language, a new life? Give and take, understanding each other. And tomorrow? I'll have become wiser!"



Host families are guaranteed



"We have been in touch with our former au pairs to this very day, and our children have friends in far-away countries with whom they remain in contact. This is what I call international understanding."

- » Competent placement staff who regularly attend further education courses
- » Thorough preparation for the stay of both the family and the au pair
- » Help with questions and problems concerning the au pair stay
- » Guidance for au pairs and host families during the home stay
- » Impartial contact in case of problems arising in cooperation with the agencies/organisations
- » Regular self-monitoring of placement staff and their supervision from outside
- » Inspection criteria recognized by the appropriate bodies concerned with transport and by business circles (consumer protection, competition)

PRESENTED BY YOUR RAL QUALITY SEAL AGENCY:



Agencies are guaranteed



"I am a member of Gütegemeinschaft because I want to give my clients quality service inspected by a neutral body."

"First-rate service is more than just quality. Securing this type of service means that I guarantee my standards by having them continuously monitored by a neutral agency."

- » The Quality Seal displayed on letter heads, the Internet etc. is excellent publicity enjoying maximum public acceptance.
- » Ministries and statutory authorities consider the Quality Seal Association as the most important contact for the purposes of quality development.
- » The Federal Ministry for Family Affairs, Senior Citizens, Women and Youth promotes the Quality Seal with statutory authorities, embassies and institutions abroad who, in turn, will inform the general public about the Quality Seal agencies.
- » RAL helps to disseminate information about the Quality Seal through regional and supra-regional media.
- » Placement services are striving for further development by seeking help when preparing for supervision checks and by organising qualified exchanges with other agencies.
- » Image head start for agencies displaying the Quality Seal.