



Phoenix Au-Pairs

Au pairs and Mother's helps from Phoenix Au Pairs

This document will explain in detail the types of candidates that we provide, as well as what duties they can undertake, according to their position.

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Hosting an au pair is a unique experience and if you are unsure if your family would suit a long term placement, engaging a summer au pair is an ideal way for you to discover if it is something you would like to take advantage of in the future. When deciding for a specific type of au pair, please have in mind the age of your children, the hours you need your au pair to work and the minimum pocket money you will have to offer for each type. If you are not sure what type of au pair would suit you better, please feel free to contact us and discuss your family requirements.

Also, for everybody's safety, we will not be able to provide you a basic au pair or an au pair plus, if you have children aged under 2 years old. In this case, we will only supply mother's helps candidates.

What is an au pair?

"Au Pair" literally means "on par" or an equal. Au pairs are young people who live with a British family so they can learn about the English language and British culture. They must have their own bedroom and be provided with full board. An au pair should be treated as a member of your family and given the choice to be included in activities, including meals. Please remember at all times that au pairs are not hired help, nor employees. They should be treated as members of the family.

TYPES OF AU PAIRS

All the candidates that we provide are live-in. The candidate must have her own private bedroom in the host family's home and she must be granted access to amenities, like bathroom, kitchen and appliances (washing machine, cooker, microwave etc). We provide the following types of au pairs, in accordance to your family needs:

Basic au pair

A basic au pair is a person aged between 18 and 29 years old, with a low to intermediate level of English. They have childcare experience, mainly babysitting, with children aged 4-12+ years old. They can be drivers or non-drivers. In most of the cases, they experience the Au Pair Programme for the first time.

A basic au pair will work 25 hours per week. In exchange they will get accommodation and meals from your family and pocket money should be at least £75 per week*.

Au pair plus

The main differences between a basic au pair and an au pair plus are:
They have experience with children over 2 years old, mainly babysitting.



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We do not recommend that they are left in the sole charge of very young children - 2-5 years old. The level of English – from intermediate to good
They might have experienced the Au Pair Programme before
Weekly working hours are 35
Minimum pocket money is £95 per week*.

Au pairs basic and plus cannot undertake the responsibility of caring for children under the age of 2, so we cannot place them with families who have children under 2 years old. We also advise you strongly to satisfy yourself, as the parent that the au pair is capable to be left in charge of any child over the age of two.

Mother's help

A mother's help is a person generally aged over 21 years old; with an intermediate to excellent level of English (although this varies.) They can be drivers or non-drivers. They are experienced with different age groups of children and may be left in the sole charge of a baby** (you must be satisfied that you are happy with your mother's help to be left with this type of responsibility as you are the parent). They will work 40 to 50 hours per week (any babysitting hours must be included in the weekly working hours required). Any babysitting required must be included in the weekly working hours.

The minimum pocket money for a mother's help is:

- £180 for 40 hours per week*
- £200 for 45 hours per week*
- £225 for 50 hours per week*

For families who have children under 2 years old, we can only supply mother's help candidates. For families with children under the age of 2, we recommend a minimum pocket money* of £200 per week for 40 hours worked (minimum £5/hour), minimum £225 for 45 hours worked and minimum £250 for 50 hours worked.

Mother's help housekeeper

A mother's help housekeeper will only have housework duties and help with pets. If necessary the au pair would work 40 to 50 hours per week and their pocket money should be paid at a minimum rate* of £6/hour. The minimum working hours for them is 25 per week. The au pair would have to have their own room and all meals, just like the other types of au pairs and mother's help.

Summer au pairs

This type of placement is only available between June and September. The term of the placement can vary between 1 and 3 months. At Phoenix Au Pairs we know that the summer holidays can be a great time for families but we also understand that having to look after and entertain children 24 hours a day for 6 – 8 weeks can be exhausting and at times, impossible.



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We recognise that during the long summer holidays it's important for parents to know that their children are safe and cared for. School is out, the children are home and having an extra pair of hands helping out can seem like a lifeline. It's very useful to have a reliable and energetic person to look after the children when no one else can.

A summer au pair could be the answer!

It's a fantastic opportunity for families that are unable to take their well-earned breaks during the school holidays and is an effective childcare solution that will not only benefit your eager au pair but you as a family.

Couple Au Pairs

Couple Au pairs are male and female who will work together for your family. They will share the room and the duties. We highly recommend them for families who live in remote areas or families who need more than 50 hours per week.

IMPORTANT

When deciding on a specific type of au pair, please bear in mind the age of your children, the hours you need your au pair to work and the minimum pocket money you will have to offer for each type. If you are not sure what type of au pair would suit you better, please feel free to contact us and discuss your family requirements. Also, for everybody's safety, we will not be able to provide you with a basic au pair or an au pair plus, if you have children aged under 2 years old.

Au pairs should also be provided with a key to your home and should be encouraged to register at a local college if they want to. Phoenix Au-Pairs can suggest details of suitable local courses for the au pair, but it is the responsibility of the family to support them in the registration process. Any fees for courses will be payable by the au pair.

Please note, we do not advise that au pairs should be left in sole charge of very young children for long periods, as they are not trained in childcare.

* This relates to the minimum pocket money that a family should pay the candidate. However, each family's requirements are assessed individually and if the circumstances are deemed exceptional (i.e. very rural environment, more than 3 children, two or more children under the age of 4 etc.) then the family should consider offering a higher pocket money than the minimum stated above. We will advise accordingly.

It is up to each individual family to satisfy themselves that they are aware of their tax & NI contributions responsibilities for their au pairs & au pair mothers' helps. The family is



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responsible for paying any tax and NI contributions for the au pair, where applicable.
Further information is available here: <http://www.hmrc.gov.uk/>

Duties that your au pair/mother's help can undertake

The au pairs and the mother's helps will help your family with childcare and light housework duties. The following list does not apply to Mother's help housekeeper candidates.

Childcare duties - these are examples, please consider them as such:

- Help getting the children ready for nursery/school in the morning: get them dressed, help with toileting, prepare breakfast
- Take them to/from nursery/school
- Prepare and feed the children lunch
- Take them in the park/activities etc.
- Spend time with them: play games, supervise homework, keep them entertained
- Help with bathing and putting the children to sleep

As basic au pairs and au pairs plus do not have extended childcare experience - it sometimes can be only babysitting experience - we do not recommend that they are left in the sole charge of young children for prolonged periods of time (for example all the 5/7 hours they work per day). For children under 2 years of age, we highly recommend mother's helps candidates, as they have more childcare experience and they are ready to undertake the responsibility of caring for babies/toddlers in sole charge.

As part of their duties, the au pairs and mother's helps are ready to help with light housework as well. Please note that the au pairs and mother's helps are not housekeepers, so they shouldn't be asked to undertake all housework by themselves, this will remain the host family's responsibility. We usually refer to light housework as any housework related to the children. You can find below some examples.

List of housework duties accepted as "light housework"

- Washing dishes, including loading and unloading dishwasher
- Preparing simple meals for children
- Keeping kitchen clean & tidy, including sweeping & mopping the floors
- Loading and unloading children's laundry into washing machine
- Ironing for children
- Putting washed clothes away
- Vacuuming
- Dusting
- Making and changing children's beds



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- Cleaning children's bathroom
- Everything to do with keeping their own room / bathroom clean and tidy
- Light shopping (not the household shopping)
- Walking and feeding pets
- Emptying bins

List of duties considered unsuitable for an au pair or mother's help

- Gardening
- Window cleaning
- Spring or general cleaning
- Cleaning the oven, other than simple wiping out
- Washing carpets
- Washing the car
- Weekly shopping
- Pet training
- Clearing up after untrained pets
- Making parents bed*
- Ironing for parents*
- Cleaning parents' ensuite bathroom*
- Polishing silver and brassware
- Cooking the family meal (unless the au pair enjoys cooking and has chosen to do this for the family)*

*These duties can be included where there is less childcare and the children are out of the house for most of the day, if this is agreed in advance.

Duties a mother's help housekeeper can undertake:

- Washing dishes, including loading and unloading dishwasher
- Keeping kitchen clean & tidy, including sweeping & mopping the floors
- Cleaning the oven and other kitchen appliances
- Ironing
- Laundry (with a washing machine)
- Putting washed clothes away
- Vacuuming
- Dusting
- Cleaning bathrooms
- Changing bedding
- Cooking
- Everything to do with keeping their own room / bathroom clean and tidy
- Light shopping
- Walking and feeding pets
- Emptying bins
- Window cleaning



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- Help with spring or general cleaning
- Optional duties - if your family needs help with the following duties, they should be specifically mentioned in the registration form, in the "other requirements" field:
- Washing carpets
 - Washing the car
 - Pet training and clearing up after untrained pets
 - Gardening
 - Polishing silver and brassware

OTHER USEFUL INFORMATION

Travel costs

Candidates are responsible for their own travel costs from their home country to the UK and the host family is responsible for meeting the candidate at the point of entry to the UK (which may be an airport/coach station in London).

If the host family cannot meet the candidate on arrival (i.e. because they live elsewhere in the country), Phoenix Au-Pairs will provide every assistance with making reservations for the onward travel. The host family will be responsible for paying for the candidate's onward journey from the entry-point in UK to host family's home, whether that is a flight, train, bus ticket or a taxi fare.

Driving in the UK

Where the candidate is required to drive in the UK, Phoenix Au-Pairs will use its best endeavours, along with partner agencies, to ensure that candidates have a full and valid driving license, but cannot be held responsible for their driving skills.

The host family is responsible to assess the candidate's driving skills and, if necessary, for providing refresher driving lessons with a local driving school or a qualified and experienced driver, in order to ensure that candidate is competent to drive in the UK.

The host family is also responsible for providing the necessary insurance to cover the use of family's vehicle, together with any maintenance or service fees. The candidate (no matter of their liability) and the agency cannot be held responsible for any damage of the car, if involved in an accident.

Au pairs and babysitting

Au pair/ au pair plus are prepared to provide 2 evenings babysitting each week and these should be arranged where possible during the au pair's working week. Where host families



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require regular babysitting to be undertaken on the au pair's free days, extra pocket money should be paid.

Babysitting can be arranged on top of the usual working hours for au pairs basic and plus. For clarity, "babysitting" refers to time when the au pair is responsible for children in the evening when they are asleep/about to go to bed. It is not time when the au pair is expected to carry out household duties. A babysitting evening should not be longer than 2 hours. If the family need the au pair to babysit more than 2 hours, they should inform the au pair in advance and they should agree the extra money to be paid for this.

If host families do not make use of the 2 evenings babysitting each week, then the hours cannot be "saved" or used at an alternative time.

For the mother's help and mother's help housekeeper candidates all babysitting should be included in their working hours.



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