



au pair  
IN LUXEMBOURG

# Cultural exchange and flexible childcare



LE GOUVERNEMENT  
DU GRAND-DUCHÉ DE LUXEMBOURG  
Ministère de l'Éducation nationale,  
de l'Enfance et de la Jeunesse

[www.au-pair.lu](http://www.au-pair.lu)

# Hello!

*Luxembourg - a small country with great cultural diversity. The best conditions to welcome young people from all over the world and to embark together on a cultural expedition.*

Host families and young adults who are interested in the Luxembourg au pair programme will receive helpful information on how to prepare for the exchange and on living together during their stay.

Discover what has to be respected during the exchange, find out what can make living together on a short-term basis easier and which requirements have to be given by host families and au pairs.

*Let yourself be inspired so that the exchange becomes a positive experience for all parties.*



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## Role and tasks of the SNJ

*The legal framework for au pair work in the Grand Duchy of Luxembourg has been in place since 2013. The framework outlines the conditions for the admission or stay of au pairs and is intended to support and protect both the families and the young adult during their exchange.*

The tasks of the “Service national de la jeunesse” (SNJ) consist mainly of monitoring compliance with these regulations and processing and approving applications. In addition, the SNJ organises information events for au pairs and offers mediation in the event of conflicts of a legal nature.

However, the support of the SNJ can only be guaranteed if both parties meet the legal requirements and have signed the SNJ’s official au pair agreement.

→ *The conditions that host families have to meet for the approval of an au pair can be found here:*

[www.au-pair.lu  
Documents](http://www.au-pair.lu/Documents)

## Insight into the everyday life of an au pair

Many of the questions that host families and au pairs think about before, during and after the exchange are already regulated by legal requirements or can be answered by experience reports from families and au pairs.

In this brochure, you will find some tips that can help you in the preparation of the exchange.

*Discover what it is like to get to know a foreign culture in your own home and benefit from flexible childcare.*



# “Great! We have decided together on an au pair”

Host families who are interested in the au pair programme as a complementary childcare solution should find out in advance what the conditions and legal regulations are.

Is the family really suitable  
to host an au pair?

Once the family members have agreed on common ideas and expectations, the task is to find an au pair who fits the family and fulfils the SNJ conditions.

→ *find the conditions on:*  
[www.au-pair.lu](http://www.au-pair.lu) **FAQ**

Take  
the online test  
on:





## “How exciting! The first encounter over 10,650 km away”

Once an au pair candidate has been found, telephone calls or Skype interviews are essential to get to know each other better.

Wishes and expectations should be discussed openly.

The interview is also a good opportunity to exchange information about tasks and obligations during the au pair stay and to

discuss these in detail. The SNJ application template can serve as a guideline, since it already includes the legal requirements.

→ *find the au pair tasks on:*  
[www.au-pair.lu](http://www.au-pair.lu) **Documents**



“That was easy!”

Once the host family and au pair have reached an agreement, the application form is filled out and signed. It contains all admission and approval applications for

both the host family and the au pair, so that all parties involved only have to fill out this one document for the SNJ.

The application serves to secure both parties and must be submitted to the SNJ and approved

BEFORE the au pair travels. If all required documents are submitted correctly and completely, a processing time of approximately four weeks can be expected.

The au pair must be familiar with the entry and residence regulations in Luxembourg before undertaking the journey and make the necessary preparations.

→ link to application form:

<https://guichet.public.lu/en/ci-toyens/immigration/plus-3-mois/ressortissant-tiers/jeune-au-pair/au-pair-tiers.html>



## “The kids were so excited”

Preparing welcome gifts or notes will put the whole family in the right mood for the upcoming meeting.

A warm welcome, a small gift or a few sentences in the local language make it easier for everyone to start the exciting time ahead.

Then it's time to arrive and inform all the important bodies such as the SNJ and health insurance (Joint Social Security Centre) and liability insurance in good time.

→ *find the host family obligations on:*  
[www.au-pair.lu](http://www.au-pair.lu) **FAQ**





## “Sharing with other au pairs has helped me a lot”

At the compulsory information events, the newcomers are introduced to their contact persons at the SNJ and informed about their rights and obligations. In addition to providing important information, the events offer the opportunity to make acquaintance with other au pairs.

also simplify the exchange between au pairs, promote contact between them and can be an important help.

→ You can find more information about events for au pairs on:

[www.au-pair.lu](http://www.au-pair.lu) **Agenda**

Another opportunity to get to know other au pairs and possibly make friends are the meeting points offered by the SNJ. These meetings are voluntary. WhatsApp groups





## “Creating a weekly schedule together”

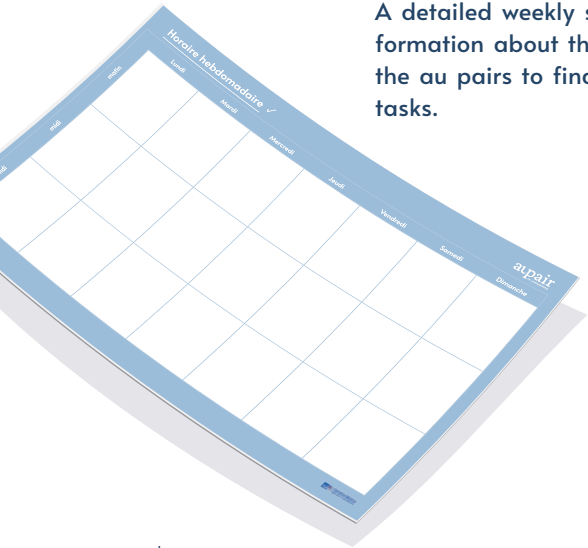
A detailed weekly schedule containing information about the time and place helps the au pairs to find their way in their new tasks.

Involving the au pairs in drawing up the plan will help prevent conflicts.

The weekly plan should be visible for everyone and changes or problems should be discussed right away.

*Download your weekly calendar template on:*

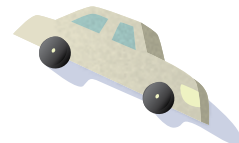
→ [www.au-pair.lu](http://www.au-pair.lu) **Documents**



## “Time to play and learn from each other”

Free afternoons can be spent relaxing at home with the au pair. Cooking or playing together results in a carefree cultural exchange.

In order to fetch the children by car or to drive them to leisure activities, the au pair needs a driving licence recognised in Luxembourg and sufficient driving experience.



## “Language barriers? We overcame them quickly!”

Language connects people!

In the compulsory language courses, au pairs not only deepen their knowledge in the chosen language to make life in the host family easier — by learning together, they also exchange experiences and build friendships. The au pair can choose the institute and the language to be learned.

To cope independently outside the family, it is compulsory to be able to speak one of the national languages (French, German, Luxembourgish) or English (level A2). If another language is spoken in the host family, the au pair must also have basic knowledge (level A1) of the family's language.

→ *Institut of national languages (INL)*  
<http://www.inll.lu/en/cours-de-langues/>





## “Time for yourself – that’s what everybody needs”

The host family must provide the au pair with a room of their own and respect their free time. This also applies to the children.

An au pair is not allowed to work more than 5 hours per day as a weekly average, and not more than 25 hours a week on average for the host family.

→ find the conditions for  
the host family on:

[www.au-pair.lu](http://www.au-pair.lu) [FAQ](#)





## “Shared experiences bring us closer together”

Preparing food for the children is one of the tasks of an au pair.

If the children are involved, this is a way of enjoying cultural exchanges in everyday life.

Socialising, having fun, learning to make new dishes – shared experiences strengthen the relationship between the au pair and the host family.

→ find the au pair tasks on:  
[www.au-pair.lu](http://www.au-pair.lu) **FAQ**



## “Assistance in the household – a real help”

Light household tasks that the au pair can do are listed in the application form and should be discussed and determined in advance.

These include preparing school and kindergarten bags, washing the children's clothes and emptying the dishwasher.

→ *Link to the application form:*

[www.au-pair.lu](http://www.au-pair.lu) [Documents](#)



## “A dreamlike sight: the Grand Ducal palace in the snow”

In addition to the cultural experiences in the family, the au pair should also be able to discover the country and the Luxembourgish culture on its own and with other young people. The basic requirements for this are sufficient free time and financial independence.

For this reason, the au pair is entitled to at least three free evenings and one rest day per week, in addition to two rest days per month and regular pocket money.

→ *find the family's commitments on:*

[www.au-pair.lu](http://www.au-pair.lu) **Documents**





## “What a lovely party!”

Participation in family celebrations, excursions and holidays promotes the feeling of togetherness between the host family and the au pair.

Questions about the cultural aspects of the au pair's home country or organising meetings with family and friends, where the au pair can present their own home country and culture, show your own interest in the au pair's cultural exchange and demonstrate your appreciation for the au pair.

The au pair is part of the family for a certain period of time and not just a worker.





## “It doesn’t have to be goodbye forever”

If contact with the au pair is maintained after the farewell, e.g. via Skype and telephone, it makes the separation easier for the children and makes all participants feel better.

The end of the stay should also be well prepared for the children. Talking about the upcoming return journey and preparing a small farewell party will help all participants cope with the situation.

*Contact can be maintained via Skype and telephone, making the separation more bearable.*





## Testimonials

Elder  
 Philippines



▶ “Be focused, follow the guidelines and the deals you’ve signed up.”



Alexandra  
 Italy

▶ “You are not a babysitter for the kids, you’re going to live with them.”



Christina  
 Romania

▶ « Pour mon anniversaire, ils m’ont offert un cadeau et une lettre, j’étais très émue. »



Family  
 Luxembourg

▶ „Et war déi bescht Léisung fir eis.“



→ [www.au-pair.lu](http://www.au-pair.lu)



Laura  
 Colombia

▶ “I can trust them and they can trust me. Communication, that’s the key.”

# Conflict management



*The best way to manage conflicts is to avoid them in the first place.*

Clearly formulate and communicate your expectations: Explain your expectations and ideas early on, while searching for an au pair or host family. Being honest right from the start is the only way for both parties to have a clear picture of what to expect from each other.

→ You can find the legal requirements online or in your contract documents: [www.au-pair.lu Documents](http://www.au-pair.lu/Documents)

Talk to each other: During the au pair's stay, encourage honest and open communication and regular discussions in order to avoid misunderstandings and conflicts.

Stick to agreements and dates:

Allow time off for language courses and leisure activities and stick to this.

Discuss responsibilities: The au pair shouldn't be given full responsibility for the children. Bear in mind that parents are always primarily responsible for their children.

Take cultural differences into account: Young people from different cultural backgrounds, even within Europe, may not be used to addressing adults at eye level and may seem very reserved during discussions.

## Classification of the conflict

Of course, as is the case in all families, conflicts may still arise despite regular communication and the goodwill of everyone involved. In such cases, the first thing to do is clarify whether the conflict in question is due to cultural differences, language barriers or other misunderstandings, and can be resolved, or if it relates to non-compliance with legal regulations, thus requiring the help of SNJ.

"Our au pair doesn't air his/her bedroom." Have you ever considered that in some countries, due to the climate conditions, it's not even necessary or worth airing rooms?

"Our au pair always looks away when we talk to him/her." In some cultures, it's impolite for young people to look people whom they respect in the eye.

"Our au pair obviously doesn't recognise what he/she needs to do or see when help is needed. We have to tell him/her everything." Au pairs are young, mostly inexperienced people, who are probably living far away from their home country for the first time. You need to be aware that au pairs are not trained helpers.

"Our au pair often arrives late to appointments or events! It's just not on." This may not be due to bad intentions, impoliteness or a lack of respect. In many other countries, deadlines aren't as strict and people often turn up late. Explain to your au pair that failing to arrive at agreed times is seen as rude and disrespectful in Luxembourg.

→ In the event of serious conflicts and/or if the safety of the children or the au pair is endangered, the SNJ must be called in.

# Contact

*We now offer a hotline to answer your questions.*

*We can be reached on Tuesdays and Thursdays  
from 09.30 a.m. to 12h00 noon on the following number:*

**(+352) 247-86408**

**Or by e-mail: *aupair@snj.lu***

*Feel free to send us an e-mail at any time  
for a quick and efficient written response.*

*If you have a reference or endorsement,  
please mention it in all correspondence.*

You can find detailed information about  
welcoming an au pair into your family at:

[https://guichet.public.lu/en/citoyens/famille/  
parents/garde-enfants/accueil-au-pair.html](https://guichet.public.lu/en/citoyens/famille/parents/garde-enfants/accueil-au-pair.html)

Further information about the legal regu-  
lations and requirements that you have to  
fulfil in order to come to Luxembourg as an  
au pair can be found here:

[https://guichet.public.lu/en/citoyens/  
famille/parents/garde-enfants/deve-  
nir-jeune-pair-luxembourg.html](https://guichet.public.lu/en/citoyens/famille/parents/garde-enfants/devenir-jeune-pair-luxembourg.html)

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*Take  
the online test  
on:*



**au-pair.lu**

Find out if the au pair programme  
is right for you.

Find out what you need to con-  
sider during the au pair exchange  
and which conditions have to be  
fulfilled by the host family and  
the au pair.

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