
Overview of enquiries to the au pair-counselling in 2018

This report contains statistics about the au pair-counselling in The Au Pair Network. The report is based on registrations made by the au pair-counsellors between January 1st, 2018 and December 31st, 2018.

Main conclusions are:

- 1,240 enquiries were made to the au pair-counselling in 2018. This equals an average of 3.4 enquiries per day.
- The most frequent topic of enquiry is general questions about contracts, visas and passports. This is followed by enquiries about "Working hours, days off and holidays" as well as enquiries about work tasks.
- From 2017 to 2018 the percentage of enquiries regarding au pair contracts has increased from 21 percent to 25 percent. During the same period, the percentage of enquiries regarding "non-payment of salary, holiday allowances and/or ticket" has decreased from 13 percent to 5 percent.
- The Au Pair Network received 8 enquiries about sexual harassment/rape in 2018, as well as 11 enquiries about hospitals/clinics/medicine, and 5 enquiries about police cases.
- 85 percent of enquiries were made by au pairs. 6 percent of enquiries were made by host families and 4 percent were made by relatives or friends. 3 percent of enquiries were made by former au pairs.
- 79 percent of the au pair enquiries were made by au pairs from the Philippines.
- Most of the enquiries were made via Facebook or by phone. Most au pairs prefer to use Facebook, while most host families prefer the phone. There has been an increase in Facebook enquiries from 28 percent in 2017 to 41 percent in 2018.

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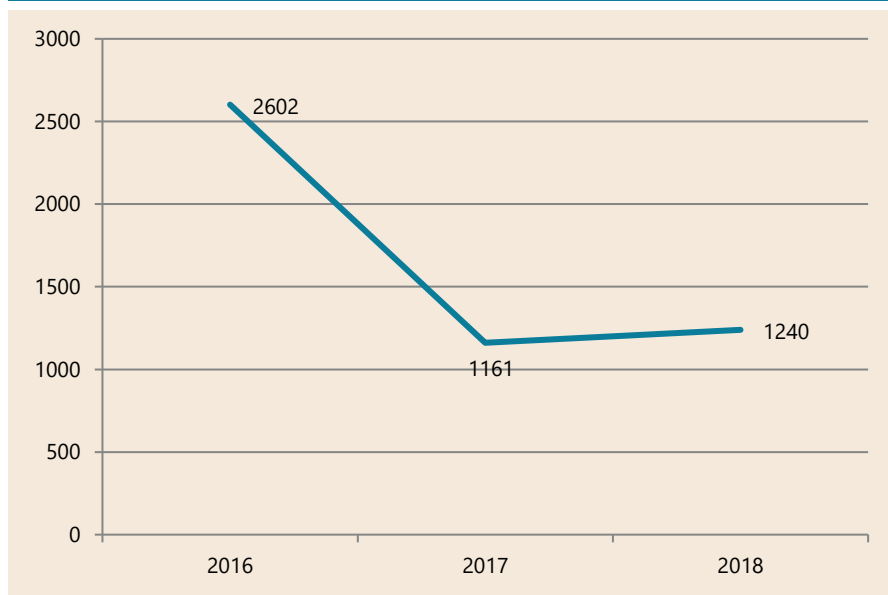


1,240 enquiries were made to the Au Pair Network in 2018

In 2018 The Au Pair Network received 1,240 enquiries (chart 1). On average this equals 3.4 enquiries per day throughout the year. In 2017, The Au Pair Network had 1,161 enquiries averaging 3.2 enquiries per day, and in 2016, The Au Pair Network had 2,602 enquiries averaging 7.1 enquiries per day.

From 2016 to 2017 public funding to The Au Pair Network decreased resulting in a reduction of opening hours, meetings, and events. The decrease in the number of enquiries between 2016 and 2017 might be fully or partially explained by this.

Chart 1. Number of enquiries 2016 – 2018.



Number of observations: 2,602 (2016), 1,161 (2017), 1,240 (2018).

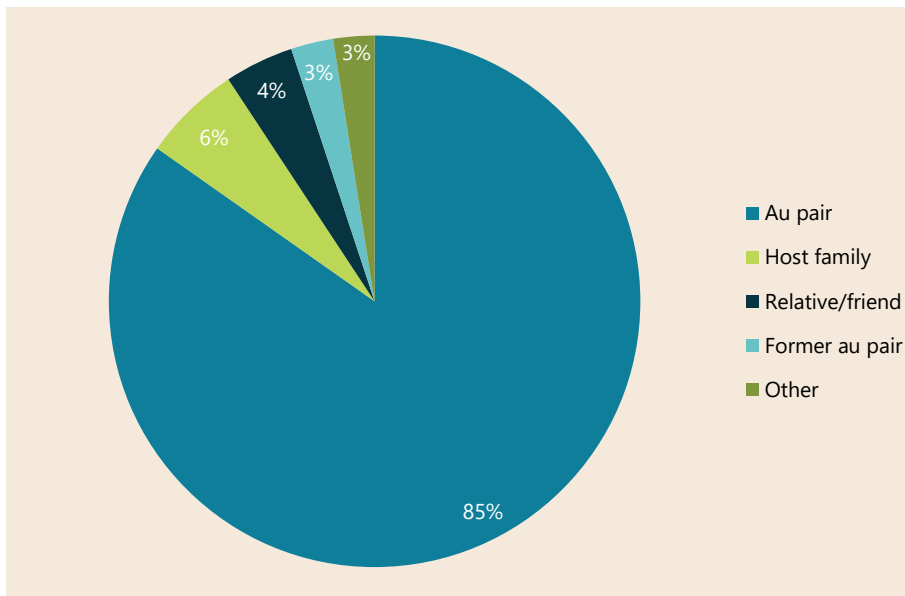


85 percent of enquiries are from au pairs, and 6 percent are from host families

As chart 2 illustrates, the vast majority (85 %) of enquiries were made by au pairs, 6 percent were made by host families, 4 percent were made by relatives/friends, and 3 percent were made by former au pairs.

3 percent of enquiries were made by someone else than the listed categories (the category "Other"). In these instances, the counsellors had the opportunity to write to whom the counselling was given. These include volunteers, partners, and persons who want to become an au pair.

Chart 2. To whom was the counselling given?

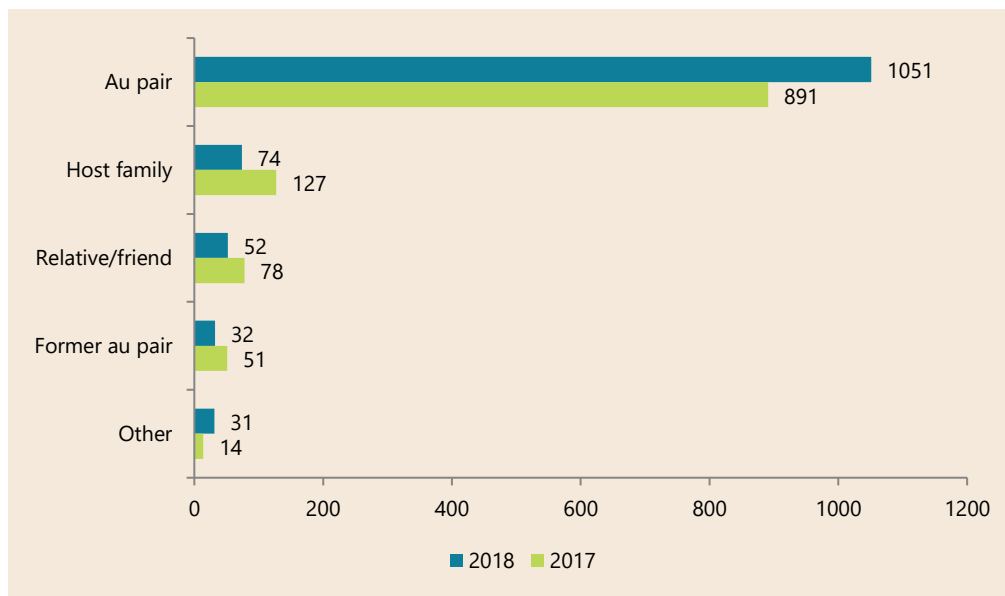


Number of observations: 1,240.



Chart 3 illustrates how the number of recipients of help changed from 2017 to 2018. As the chart shows, there has been an increase in au pairs contacting the counselling from 891 in 2017 to 1,051 in 2018. There has been a decrease from 127 enquiries made by host families in 2017 to 74 enquiries in 2018. Also, fewer relatives and friends contacted The Au Pair Network in 2018, as 52 contacts were made in 2018 compared to 78 in 2017. Finally, 32 former au pairs contacted The Au Pair Network in 2018 compared to 51 in 2017.

Chart 3. To whom was the counselling given? In 2018 and 2017. In numbers.

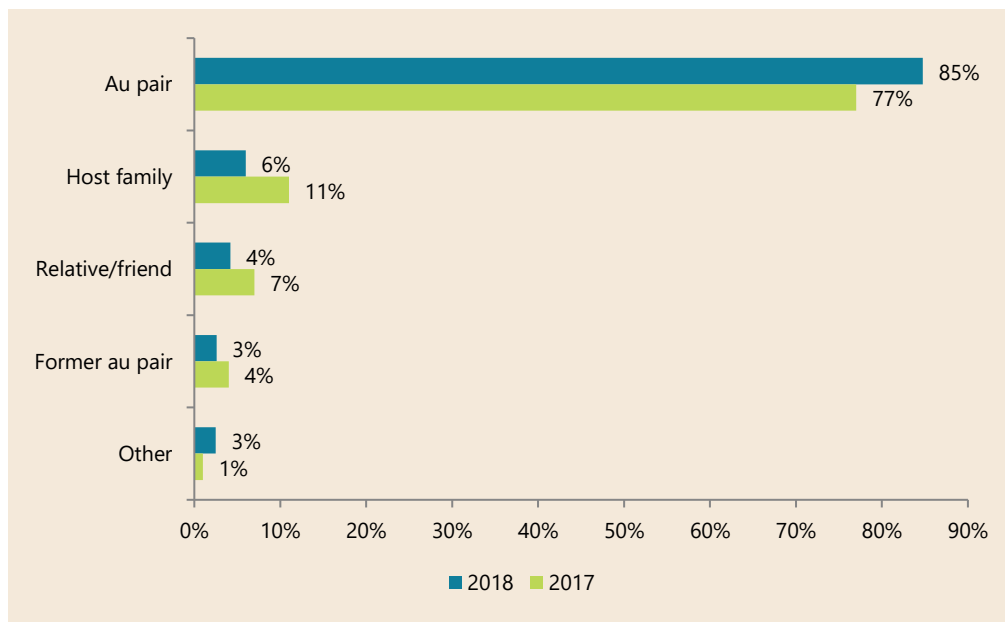


Number of observations: 1,161 (2017), 1,240 (2018).



Chart 4 illustrates the changes in percentage. A small increase in percentage is clear regarding au pairs. In 2017, 77 percent of the counsellings were given to au pairs and in 2018, the number is 85 percent. Enquiries from host families, relatives and friends, and from former au pairs have decreased from 2017 to 2018.

Chart 4. To whom was the counselling given? In 2018 and 2017. In percentages.



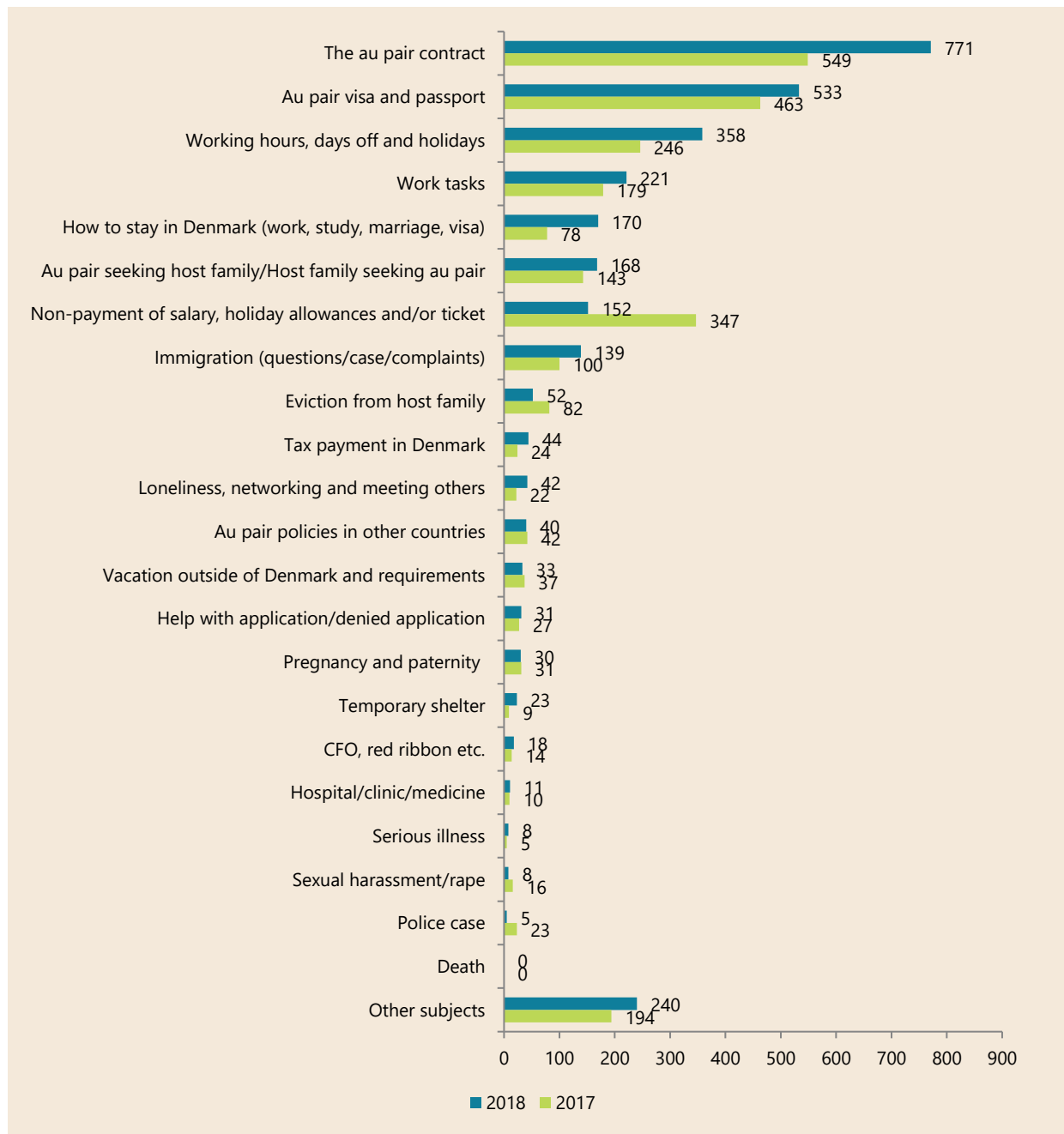
Number of observations: 1,161 (2017), 1,240 (2018).



On average 2.5 subjects were discussed in the total of 1,240 enquiries

The Au Pair Network received many general questions about the au pair regulations (chart 5). The most discussed topics in 2018 were "The au pair contract" (771 enquiries) and "Au pair visa and passport" (533 enquiries). Other frequent topics were "Working hours, days off, and holidays" (358 enquiries), "Work tasks" (221 enquiries), "How to stay in Denmark (work, study, marriage, visa)" (170 enquiries), and "Au pair seeking host family/Host family seeking au pair" (168 enquiries).

Chart 5. What was the subject of the counselling? All enquiries in 2018 and 2017 in numbers.

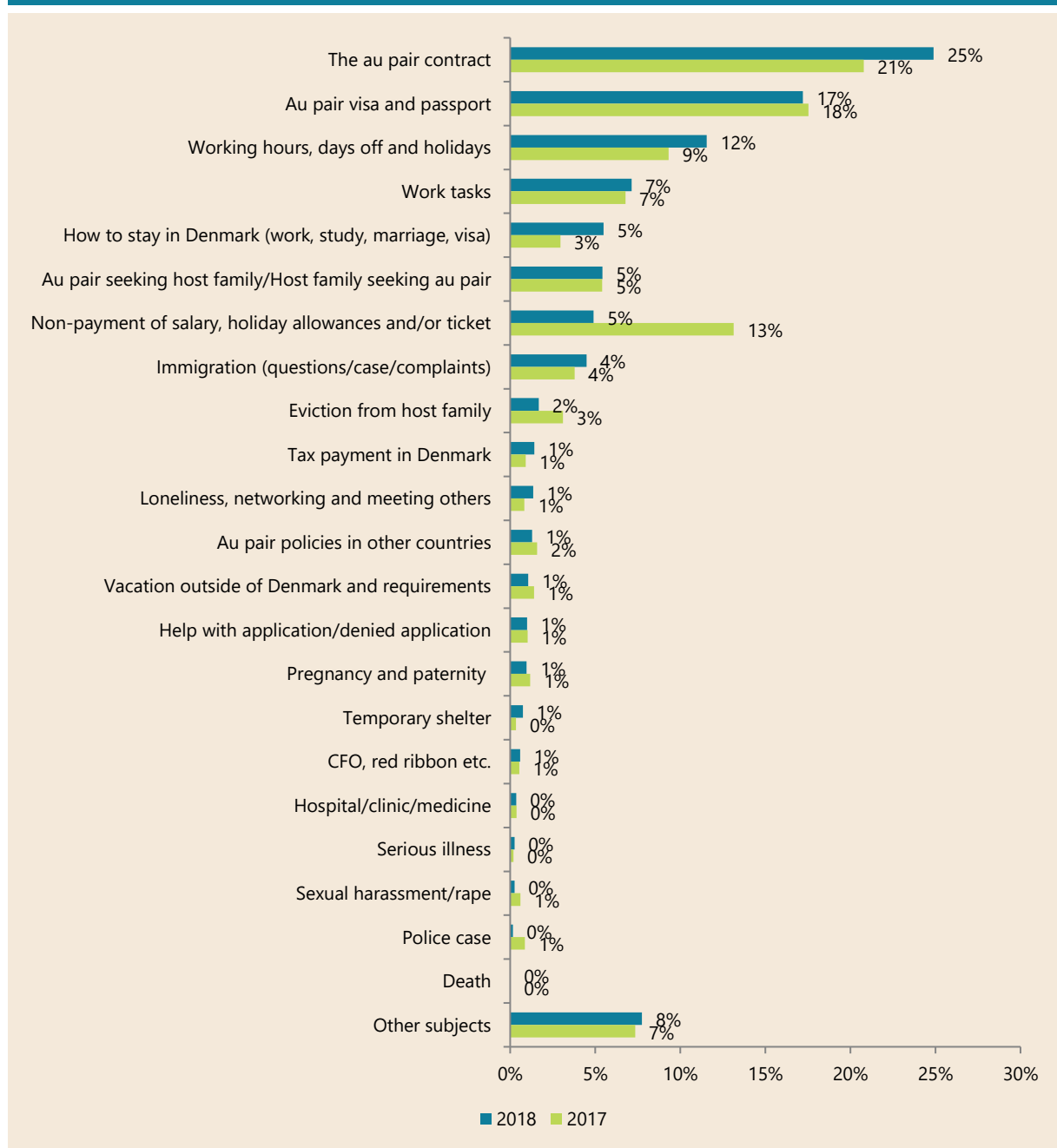


One enquiry can concern more than one subject. In 2018, 3,097 subjects were registered from 1,240 enquiries. In 2017, 2,641 subjects were registered from 1,161 enquiries.



Chart 5 illustrates that the number of enquiries about most subjects have increased. The picture is somewhat different in percentage (chart 6). The percentages of enquiries about most subjects are about the same in 2018 as in 2017. However, the percentages of enquiries about "Non-payment of salary, holiday allowances and/or ticket" has decreased significantly while the percentages of enquiries about "The au pair contract", "Working hours, days off and holidays", and "How to stay in Denmark (work, study, marriage, visa)" have increased.

Chart 6. What was the subject of the counselling? All enquiries in 2018 and 2017 in percentage.



One enquiry can concern more than one subject. In 2018, 3,097 subjects were registered from 1,240 enquiries. In 2017, 2,641 subjects were registered from 1,161 enquiries.



239 enquiries concerned other topics than those listed in the questionnaire. Among these enquiries the following topics were the most common ones:

- Food allowance (76 enquiries)
- Participation in language course or first aid course (33 enquiries)
- Case follow-up (16 enquiries)

Legal advice

In total, 47 (4 %) of the 1,240 enquiries to the au pair-counselling were forwarded to lawyers/legal counsellors in FOA. In 2017, 139 enquiries (12 %) were forwarded to lawyers in FOA. The decrease in the number of enquiries forwarded to FOA's lawyers reflects new procedures, where the counsellors now forward less cases to the lawyers and instead handle some types of cases under supervision by a lawyer. For more detailed information about the cases handled by The Au Pair Network in 2018, please refer to the separate brief about au pair cases.

Among the forwarded enquiries in 2018, the following subjects were most frequent¹:

- The au pair contract (70 %)
- Non-payment of salary, holiday allowances and/or ticket (45 %)
- Au pair visa and passport (40 %)
- Working hours, days off and holidays (36 %)
- Other subjects (32 %)

Enquiries by host families

The most common topics among host families were "The au pair contract" (64 %), "Au pair visa and passport" (37 %), "Working hours, days off, and holidays" (18 %), "Host family seeking au pair" (16 %), and "Other subjects" (19 %)².

¹ One enquiry can concern more than one subject.

² One enquiry can concern more than one subject.



Most enquiries came from au pairs from the Philippines

79 percent of the enquiries in 2018 were made by au pairs from the Philippines (table 1). In 2017, 74 percent of enquiries were made by au pairs from the Philippines (not shown in table 1). Aside from au pairs from The Philippines, most enquiries were made by au pairs from Kenya, Brazil, Thailand, Vietnam, and Nepal. This list of countries corresponds to the number of residence permits granted to au pairs of different nationalities in Denmark in 2017: Most residence permits were granted to au pairs from The Philippines. Other countries on top of the list are Kenya, Nepal, Brazil, Ukraine, and Thailand³.

In 2018, enquiries from relatives and friends were also mostly from the Philippines (52 %), and 39 percent were from Danes (not shown in table 1). By contrast, 92 percent of enquiries from host families were from Danes (not shown in table 1).

Table 1. Enquiries from au pairs by nationality.

Country	Frequency	Percent
Philippines	832	79 %
Kenya	55	5 %
Brazil	38	4 %
Thailand	32	3 %
Vietnam	16	2 %
Nepal	13	1 %
Guatemala	7	1 %
Ukraine	6	1 %
Albania	6	1 %
USA	5	0 %
Georgia	5	0 %
India	4	0 %
Columbia	3	0 %
Denmark	3	0 %
Czech Republic	3	0 %
Uganda	2	0 %
Spain	2	0 %
Mexico	2	0 %
Turkey	2	0 %
Scotland	2	0 %
China	1	0 %
Morocco	1	0 %
Indonesia	1	0 %
Venezuela	1	0 %
Italy	1	0 %
Germany	1	0 %
Other country	7	1 %
Total	1,051	100 %

Number of observations: 1,051.

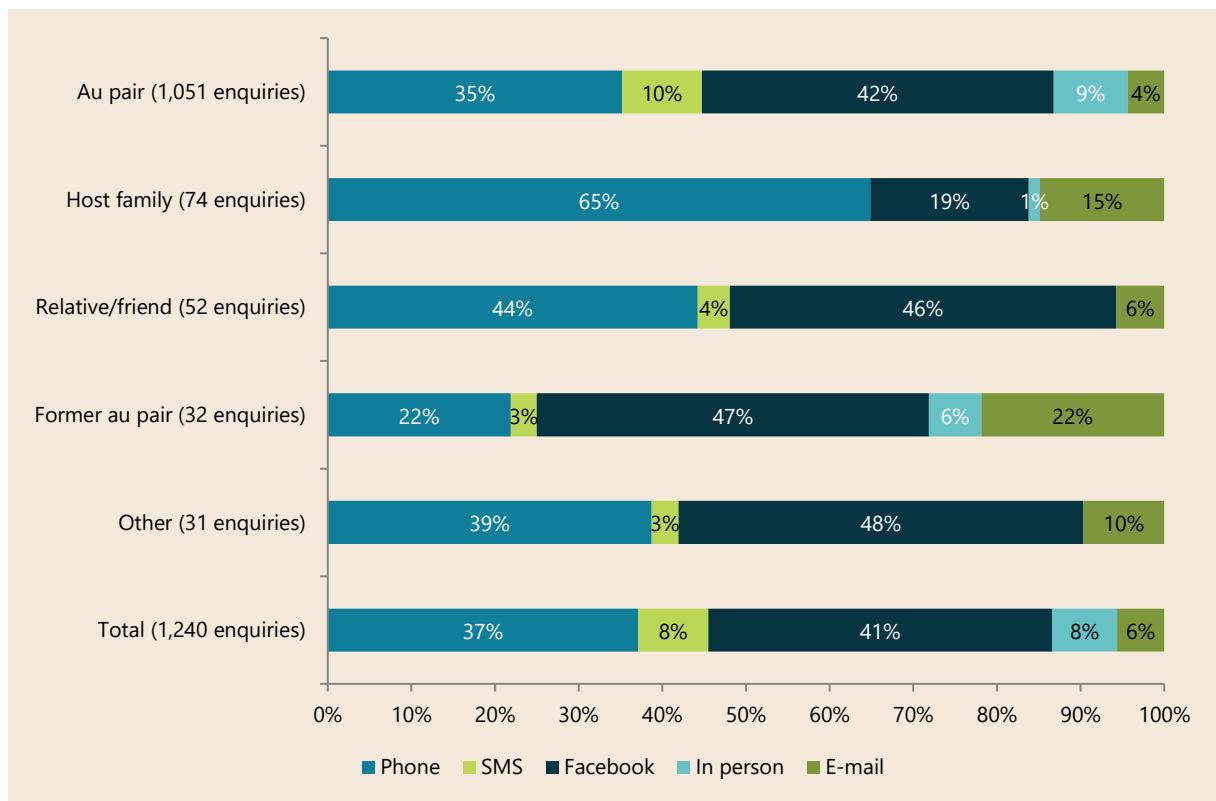
³ Source: <https://www.nyidanmark.dk/da/Numbers>



Most enquiries were made through phone or Facebook

The most common way to contact The Au Pair Network is via Facebook (41 % of all enquiries) or by phone (37 % of all enquiries). Most au pairs prefer to use Facebook (42 %), while 65 percent of host families prefer to make an enquiry by phone.

Chart 7. Means of contact: And to whom the counselling was given.

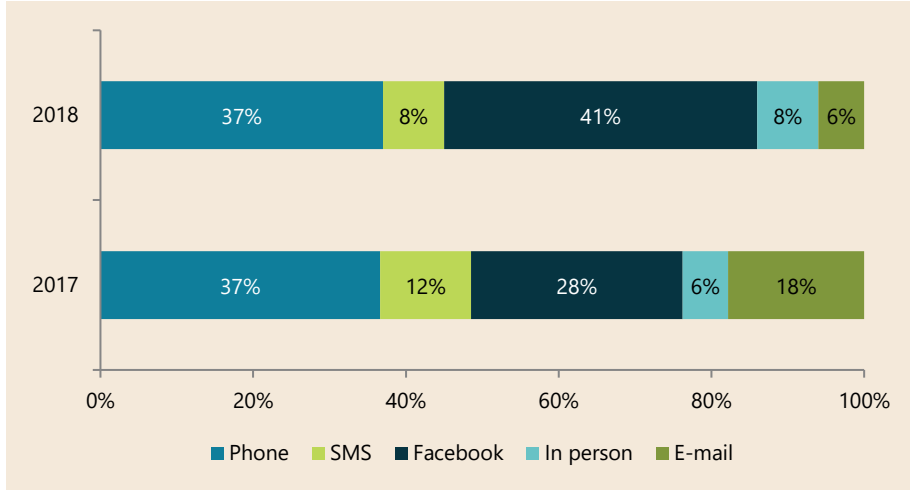


Number of observations: 1,240.



There have been some minor changes in the way people have contacted The Au Pair Network (chart 8). Contact through Facebook increased from 28 percent in 2017 to 41 percent in 2018, whereas contact by e-mail has decreased from 18 percent to 6 percent. Contact via SMS decreased from 12 percent to 8 percent and contact in person increased from 6 percent to 8 percent.

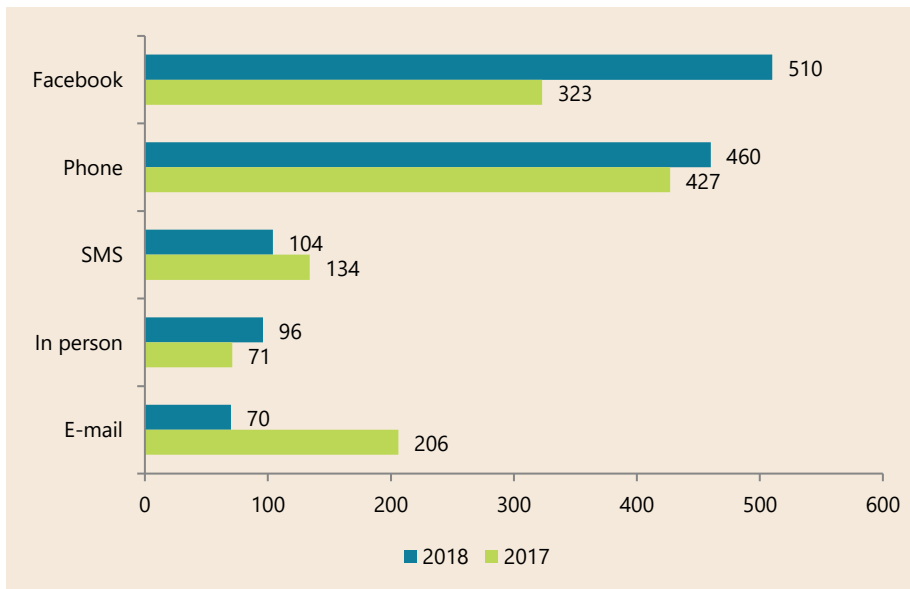
Chart 8. Means of contact in percentages. In 2018 and 2017.



Number of observations: 1,116 (2017) and 1,240 (2018).

Chart 9 shows the differences in means of contact between 2017 and 2018 in numbers. Contact via Facebook has increased from 323 enquiries in 2017 to 510 in 2018. The number of phone calls also increased from 427 in 2017 to 460 in 2018, and enquiries in person increased from 71 to 96. Fewer made contact by SMS in 2018 (104 enquiries) than in 2017 (134 enquiries) and only 70 used e-mail in 2018 compared to 206 in 2017.

Chart 9. Means of contact in numbers. In 2018 and 2017.



Number of observations: 1,116 (2017) and 1,240 (2018).



Methodology

This report is based on registrations made by the au pair-counsellors concerning enquiries between January 1st, 2018 and December 31st, 2018. Throughout this time, the counsellors have registered all enquiries in note books and continuously transferred their notes to an electronic database.

This report includes data from all 1,240 enquiries during the mentioned period. Consequently, since the report is not based on a sample, there is no statistical uncertainty.

Questions regarding the statistics in this report should be directed to consultant Katrine Bonde Nielsen. Questions regarding the au pair counselling should be directed to Nina Banerjee.