
Overview of enquiries to the au pair-counselling in 2019

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, 2019 and December 31st, 2019.

Main conclusions are:

- 1,145 enquiries were made to the au pair-counselling in 2019. This equals an average of 3.1 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.
- The share of enquiries regarding each subject was roughly the same in 2019 as in 2018.
- The Au Pair Network received a few enquiries (less than five) about sexual harassment/rape in 2019. Furthermore, 10 enquiries were made about hospitals/clinics/medicine, and 16 enquiries were made about police cases.
- 88 percent of enquiries were made by au pairs. 5 percent of enquiries were made by relatives or friends and 3 percent were made by host families. 2 percent of enquiries were made by former au pairs.
- 75 percent of the au pair enquiries were made by au pairs from the Philippines.
- Most enquiries were made via Facebook or by phone. Most au pairs prefer to use Facebook, while most host families as well as relatives/friends prefer to use the phone. There has been a decrease in the share of enquiries via Facebook from 2018 to 2019 and an increase in the share of enquiries by e-mail.

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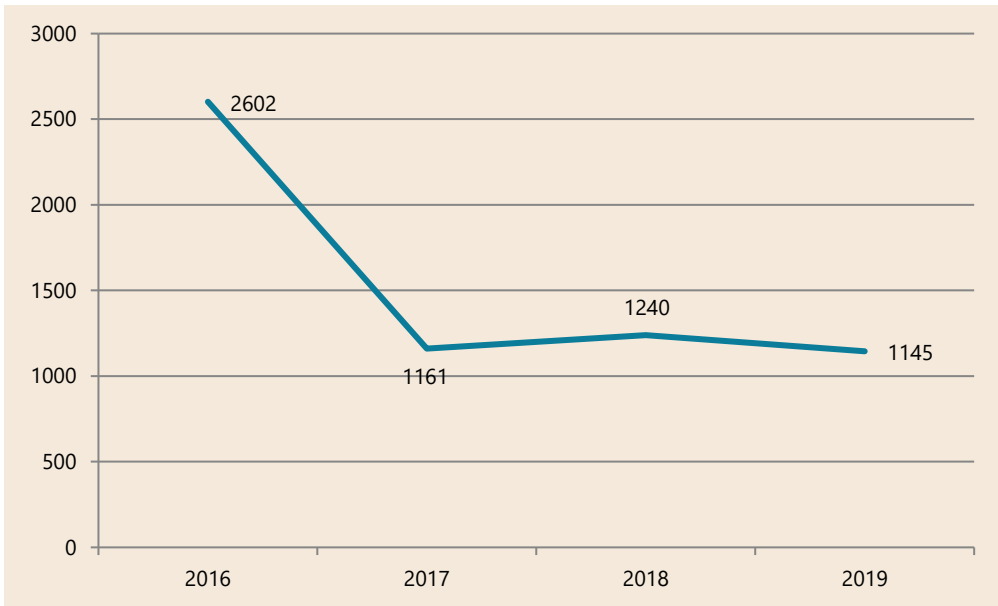
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1,145 enquiries were made to the Au Pair Network in 2019

Chart 1. Number of enquiries to The Au Pair Network, 2016-2019

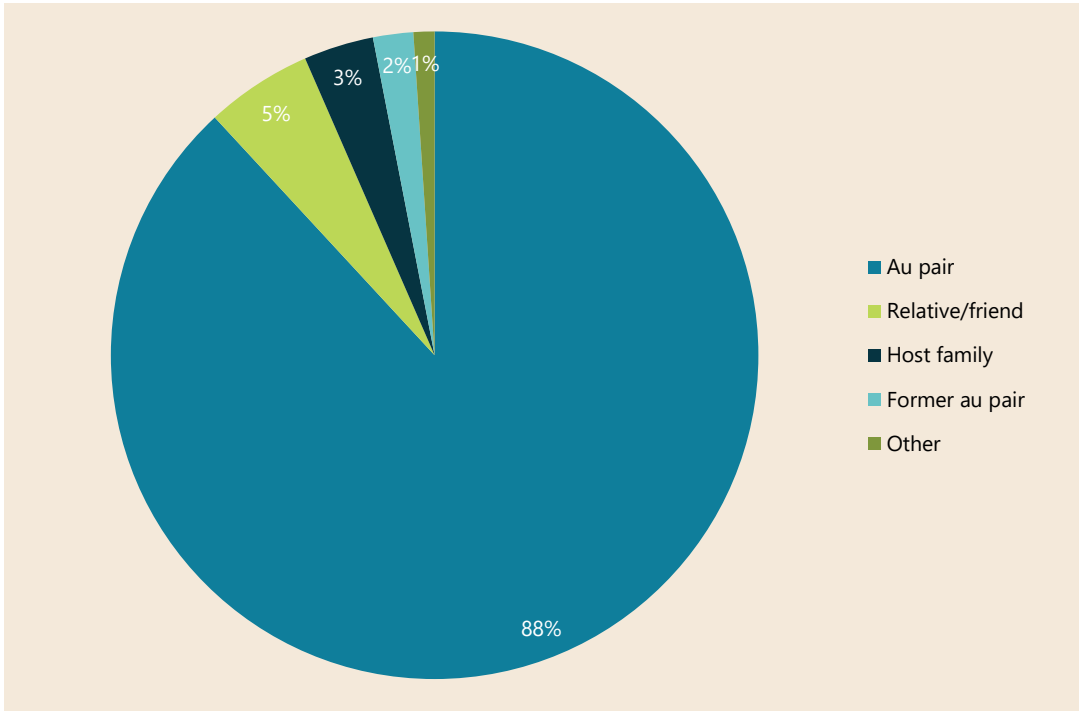


From 2016 to 2017, public funding to The Au Pair Network decreased, resulting in a reduction of opening hours, meetings, and events. The decrease in the number of enquiries between 2016 and 2017 might be fully or partially explained by this.



88 percent of enquiries are made by au pairs, and 5 percent are made by relatives or friends

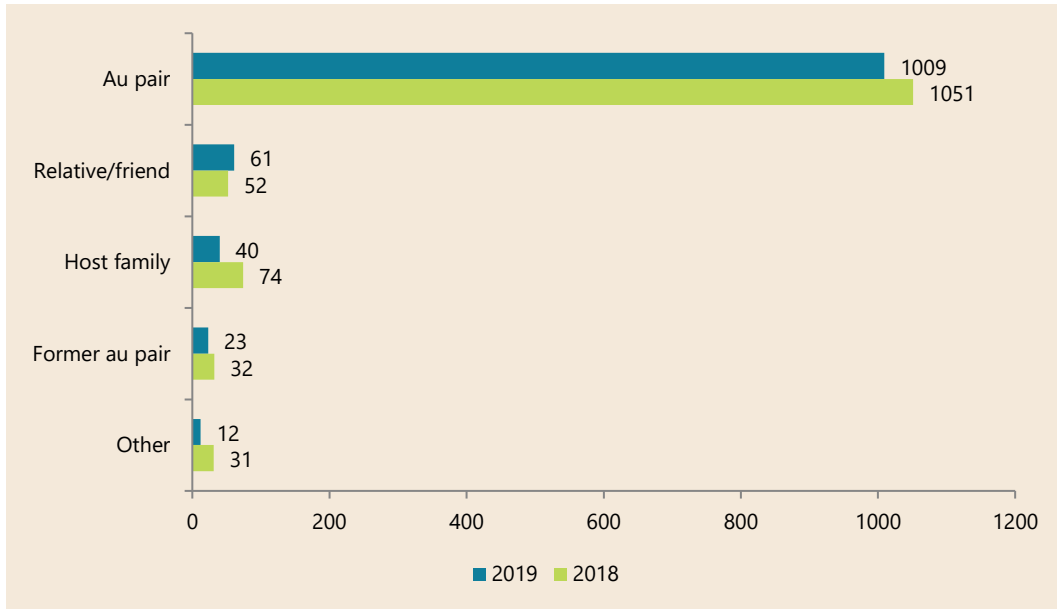
Chart 1. To whom was the counselling given?



Number of observations: 1,145

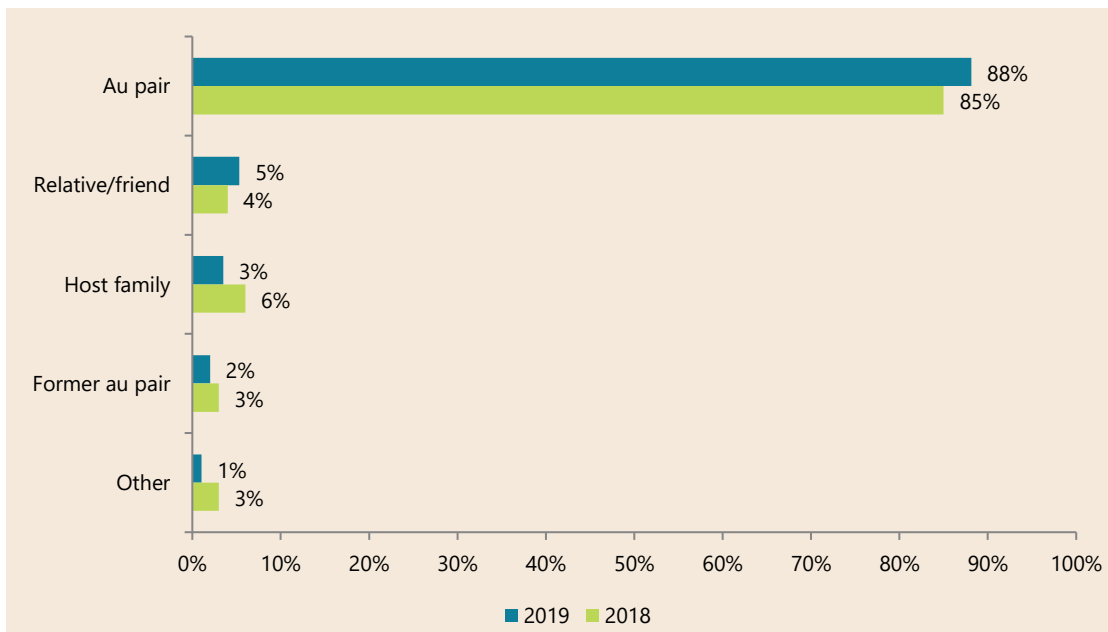


Chart 2. To whom was the counselling given? In 2019 and 2018. In numbers.



Number of observations: 1,145 (2019), 1,240 (2018).

Chart 4. To whom was the counselling given? In 2019 and 2018. In percentages.

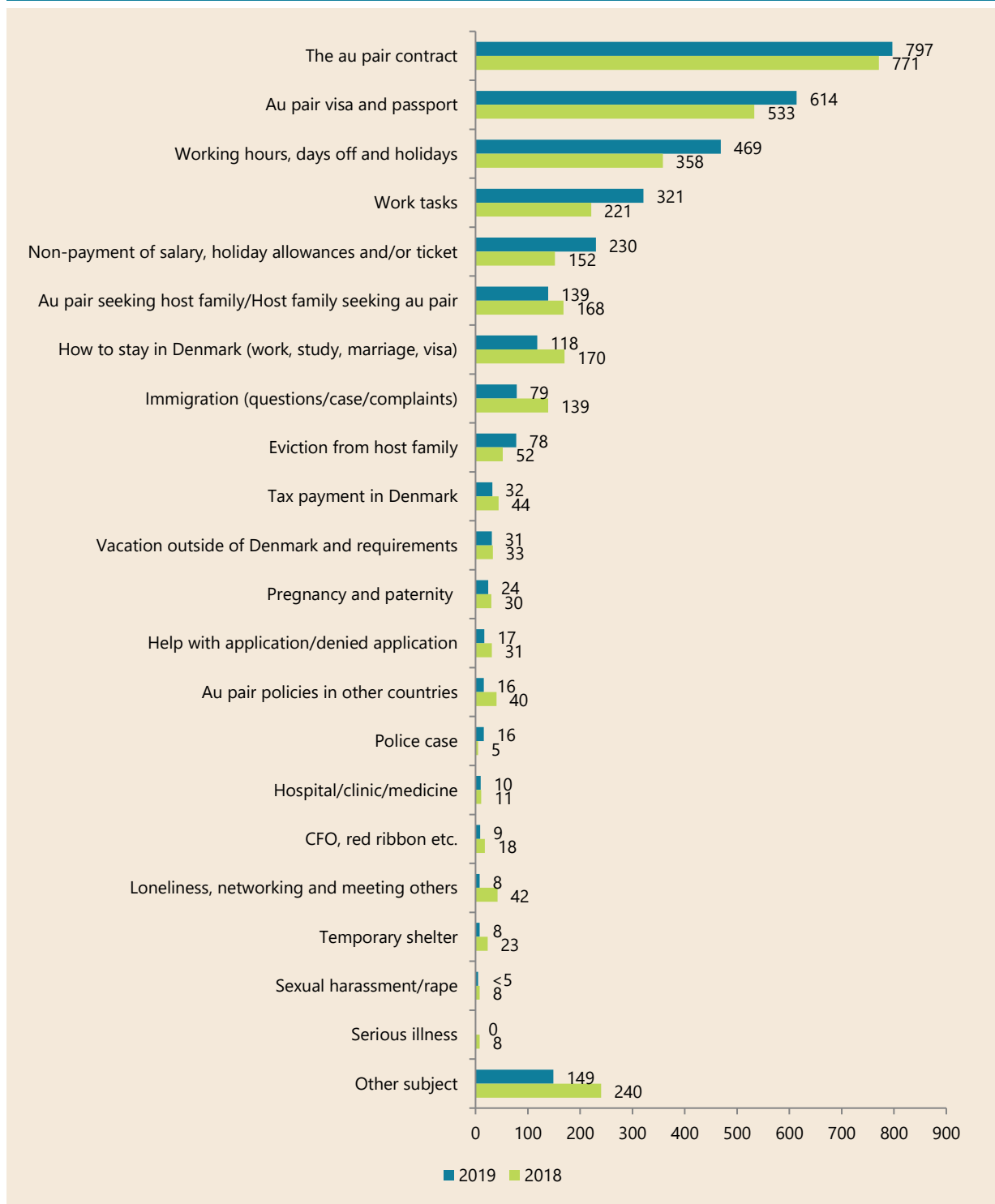


Number of observations: 1,145 (2019), 1,240 (2018).



On average, 2.8 subjects were discussed in the total of 1,145 enquiries

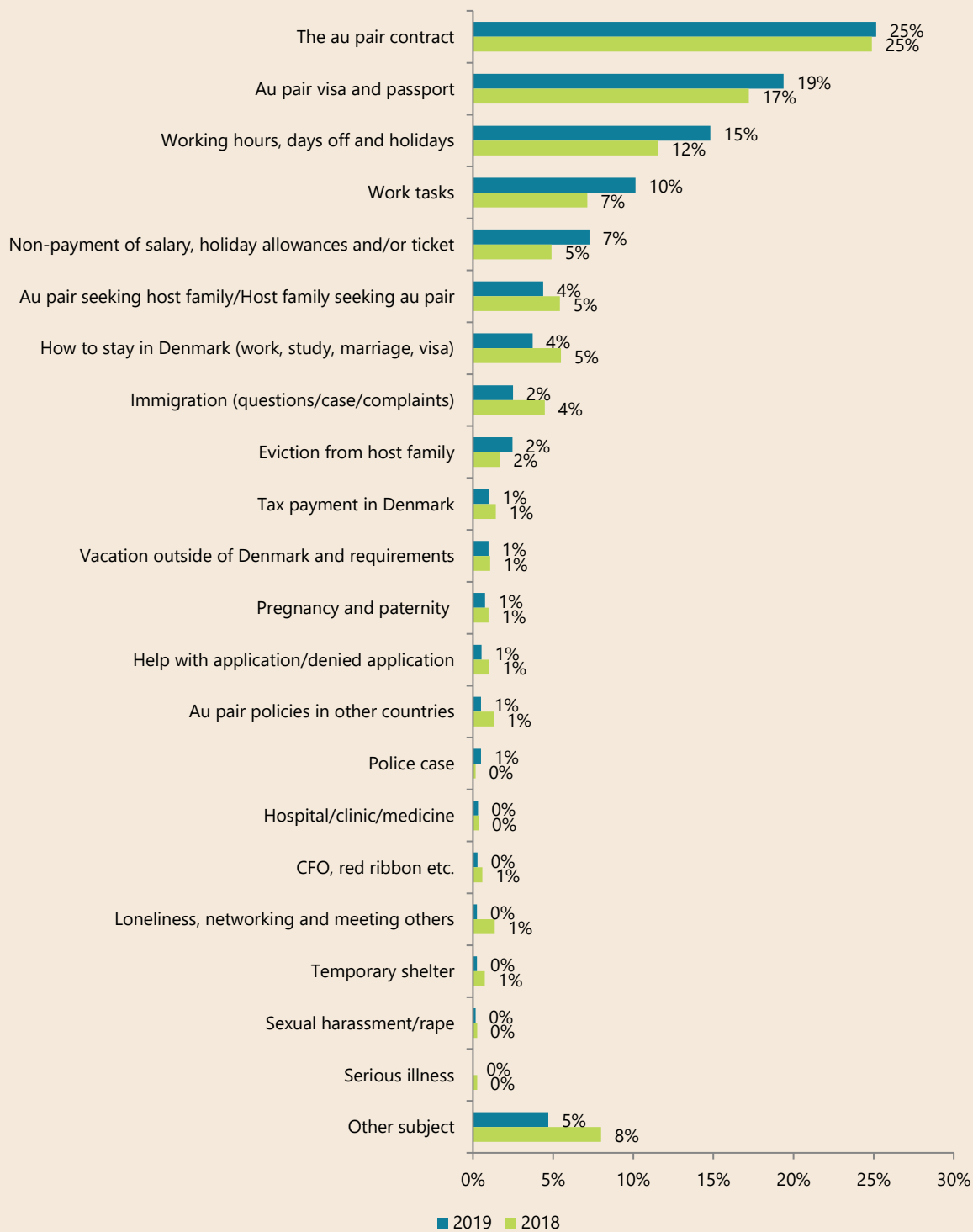
Chart 5. What was the subject of the counselling? All enquiries in 2019 and 2018 in numbers.



One enquiry can concern more than one subject. In 2019, 3,167 subjects were registered from 1,145 enquiries. In 2018, 3,097 subjects were registered from 1,240 enquiries.



Chart 6. What was the subject of the counselling? All enquiries in 2019 and 2018 in percentage.



One enquiry can concern more than one subject. In 2019, 3,167 subjects were registered from 1,145 enquiries. In 2018, 3,097 subjects were registered from 1,240 enquiries.



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

- Food allowance (47 enquiries)
- Case follow-up (14 enquiries)
- Illegal work/work outside the au pair contract (12 enquiries)
- Problem with host family not treating the au pair right (10 enquiries)
- Participation in a language course (6 enquiries)

Legal advice

In total, 64 (6 %) of the 1,145 enquiries to the au pair-counselling were forwarded to lawyers/legal counsellors in FOA.

Among the forwarded enquiries in 2019, the following subjects were most frequent¹:

- Non-payment of salary, holiday allowances and/or ticket (83 %)
- The au pair contract (27 %)
- Working hours, days off and holidays (27 %)
- Au pair visa and passport (20 %)
- Other subjects (19 %)
- Work tasks (16 %)

Enquiries by host families

The most common topics among host families were:²

- The au pair contract (43 %)
- Working hours, days off, and holidays (33 %)
- Au pair visa and passport (30 %)
- Host family seeking au pair (15 %)
- Non-payment of salary, holiday allowances and/or ticket (19 %)

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****Table 1. Enquiries from au pairs by nationality.**

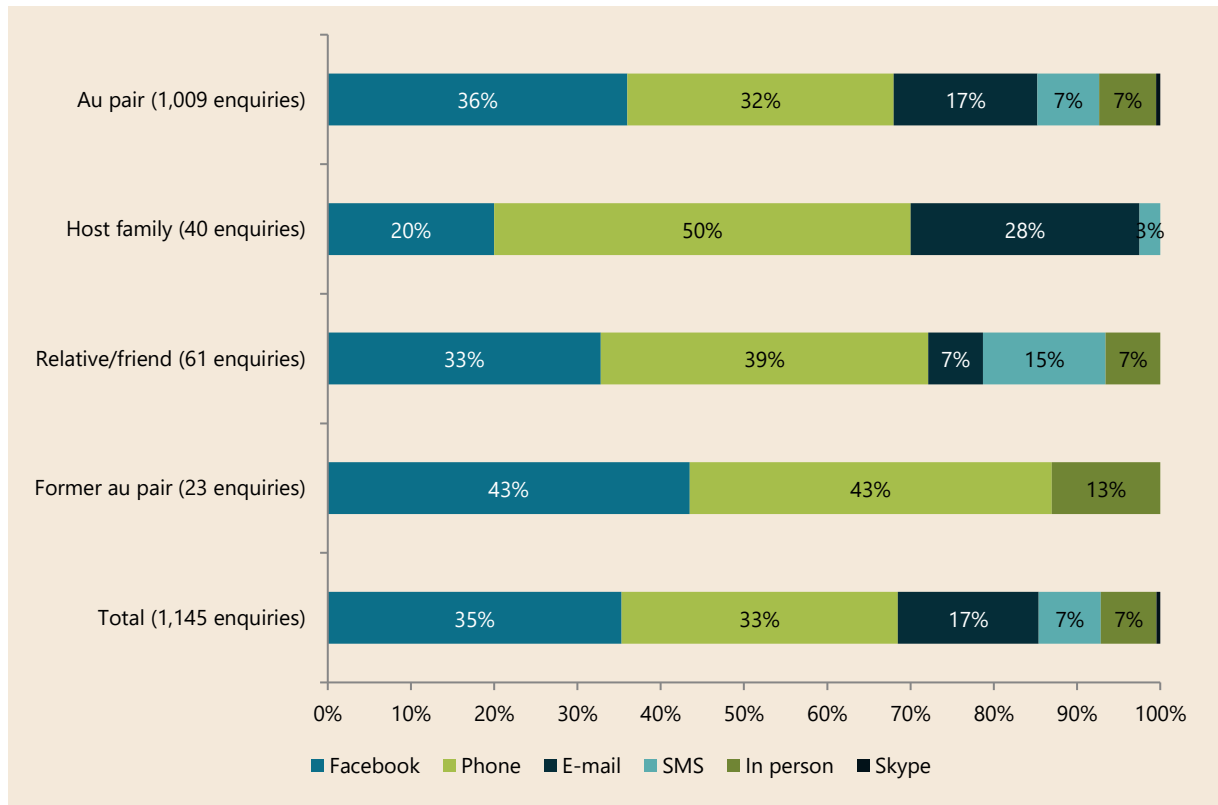
Country	Frequency	Percent
Philippines	761	75 %
Kenya	76	8 %
Brazil	28	3 %
Indonesia	22	2 %
Mexico	21	2 %
Thailand	16	2 %
Vietnam	16	2 %
Columbia	12	1 %
Nepal	8	1 %
USA	6	0 %
Ukraine	5	0 %
Zimbabwe	4	0 %
Uganda	4	0 %
Serbia	3	0 %
Denmark	3	0 %
Turkey	2	0 %
Guatemala	2	0 %
Latin America	2	0 %
Peru	2	0 %
Madagascar	2	0 %
Nigeria	1	0 %
Malawi	1	0 %
Zambia	1	0 %
South Africa	1	0 %
Korea	1	0 %
Australia	1	0 %
Argentina	1	0 %
Botswana	1	0 %
Singapore	1	0 %
Italy	1	0 %
Poland	1	0 %
Germany	1	0 %
Spain	1	0 %
China	1	0 %
Unknown	8	1 %
Total	1,009	100 %

Number of observations: 1,009 (all enquiries made by au pairs)



Most enquiries were made through phone or Facebook

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

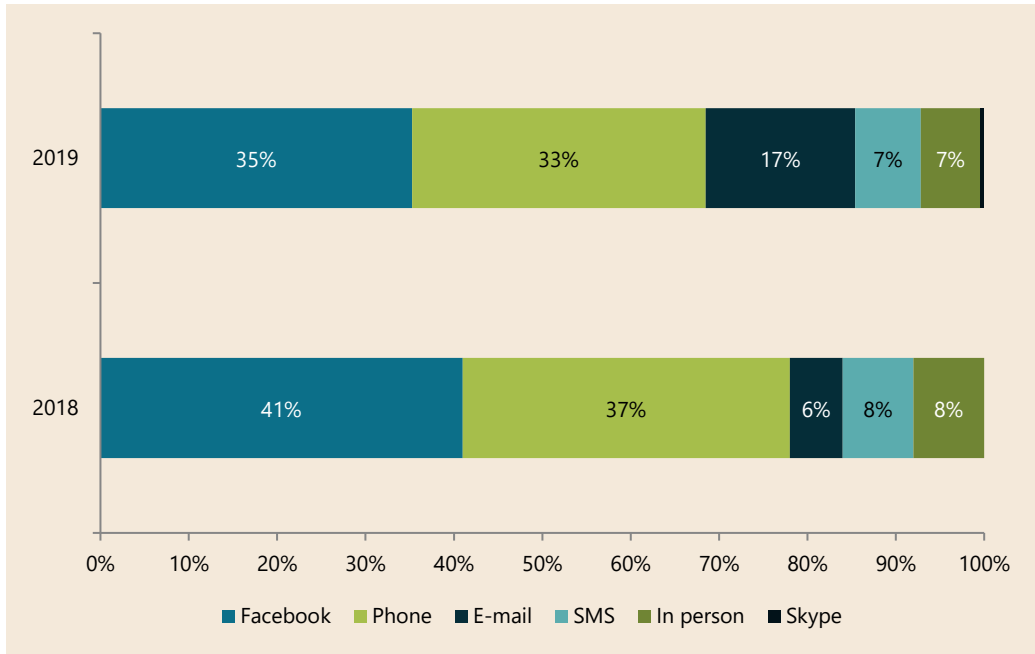


Number of observations: 1,145.

Note: Enquiries by Skype were only registered as such from the summer of 2019 onwards.



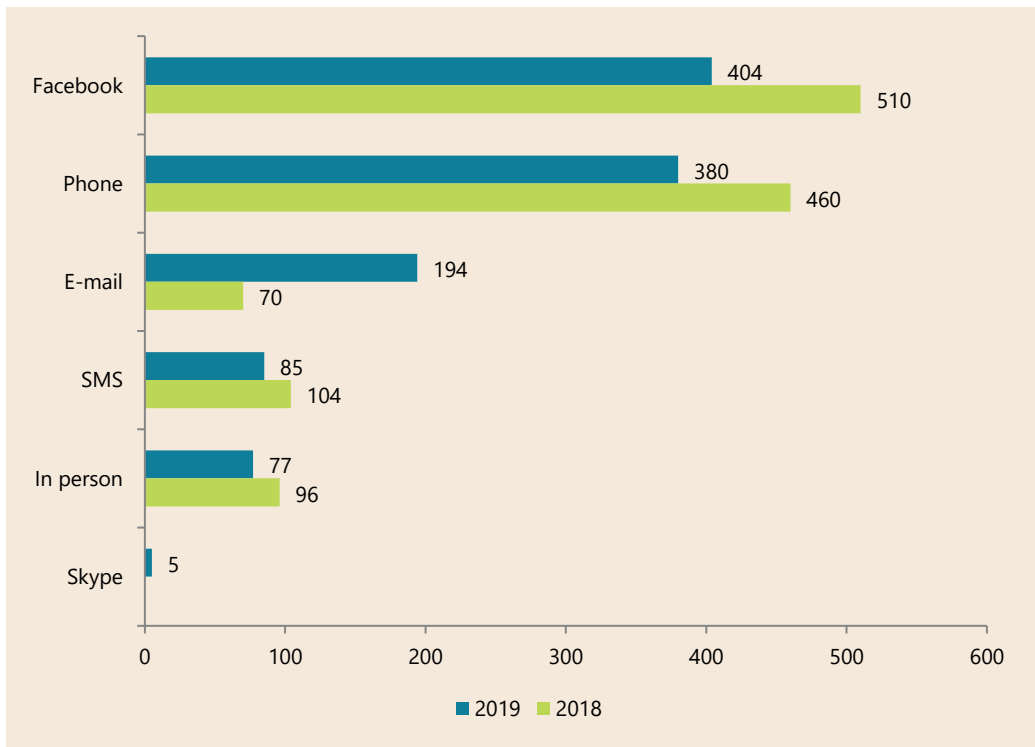
Chart 8. Means of contact in percentages. In 2019 and 2018.



Number of observations: 1,145 (2019) and 1,240 (2018).

Note: Enquiries by Skype were only registered as such from the summer of 2019 onwards.

Chart 9. Means of contact in numbers. In 2019 and 2018.



Number of observations: 1,145 (2019) and 1,240 (2018).

Note: Enquiries by Skype were only registered as such from the summer of 2019 onwards.



Methodology

This report is based on registrations made by the au pair counsellors concerning enquiries between January 1st, 2019 and December 31st, 2019. Throughout this 12-month period, the counsellors have registered all enquiries in notebooks and continuously transferred their notes to an electronic database.

This report includes data from all 1,145 enquiries that were made 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 senior consultant Nina Banerjee.