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## Overview of enquiries to the au pair-counselling in 2017

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 1<sup>st</sup> 2017 and December 31<sup>st</sup> 2017.

### Main conclusions are:

- 1,161 enquiries were made to the au pair-counselling in 2017. This equals an average of 3.2 enquiries per day. From 2016 to 2017 the number of enquiries decreased by 55 percent. In 2016, 2,602 enquiries were registered, which equals 7.13 enquiries per day.
- The most frequent topic of enquiry is general questions about contracts, visas and passports. This is followed by questions about non-payment of salary, working hours/holidays and immigration.
- From 2016 to 2017 there has been an increase in questions regarding non-payment of salary, where the percentage of questions has doubled from 10 percent in 2016 to 13 percent in 2017.
- The Au Pair Network also received 16 enquiries about sexual harassment/rape in 2017, as well as 23 about police cases and 10 about hospitals/clinics.
- 3 out of 4 (77 %) enquiries came from au pairs. 11 percent enquiries were from the host families and 7 percent came from relatives or friends. 4 percent of the enquiries were from former au pairs.
- 74 percent of the au pair enquiries were made by au pairs from the Philippines. This corresponds with the fact that 80 percent of au pairs in Denmark are from the Philippines.
- Most of the enquiries were made by phone or via Facebook. Most au pairs prefer phone, as most host families do. There has been a decrease in contact through Facebook and an increase in phone calls from 2016 to 2017.
- 12 percent of the 1.161 enquiries were forwarded to lawyers/legal consultants in 2017. The most common type of cases forwarded to lawyers concern non-payment of salary, holiday allowances and/or ticket.

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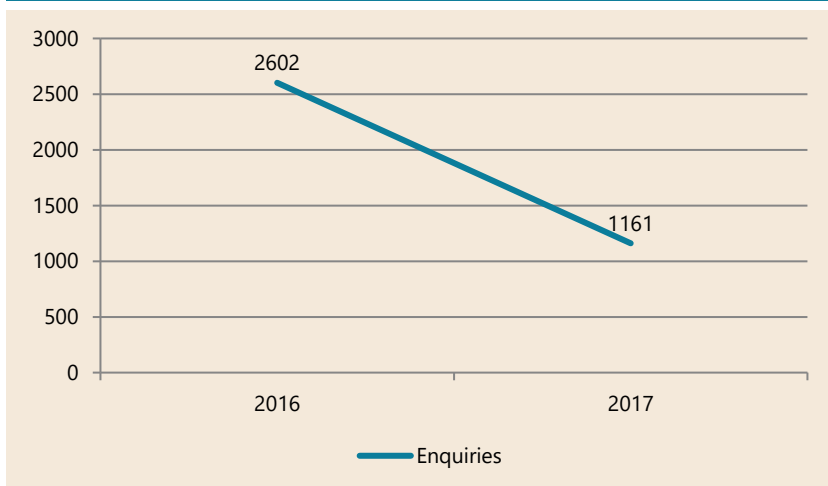
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### 1,161 enquiries were made to the Au Pair Network in 2017

In 2017 The Au Pair Network had 1,161 enquiries. On average this equals 3.2 enquiries per day throughout the year. In 2016, The Au Pair Network had 2,602 enquiries averaging 7.1 enquiries per day. In total figures the number of enquiries decreased with 1,441 or 55 percent from 2016 to 2017.

**Chart 1. Number of enquiries 2016 – 2017.**



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

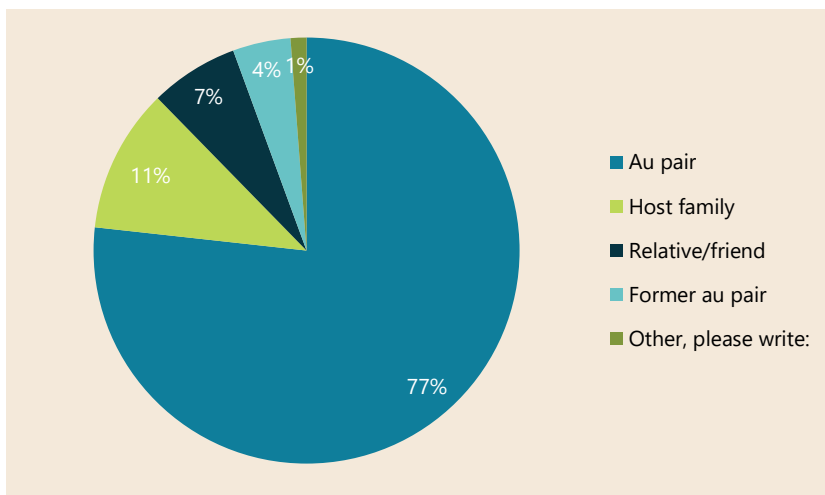


### Most enquiries came from au pairs

As chart 2 illustrates, more than 3 out of 4 (77 %) of the enquiries came from au pairs, 11 percent came from the host families, 7 percent came from relatives/friends, and 4 percent of the enquiries came from former au pairs.

1 percent of the enquiries came from some one else than the listed categories (the category "Other, please write"). The counsellors had the opportunity to write a comment with to whom the enquiry then came from. These comments show that this includes persons who want to become an au pair and journalists.

**Chart 2. To whom was the counselling given?**

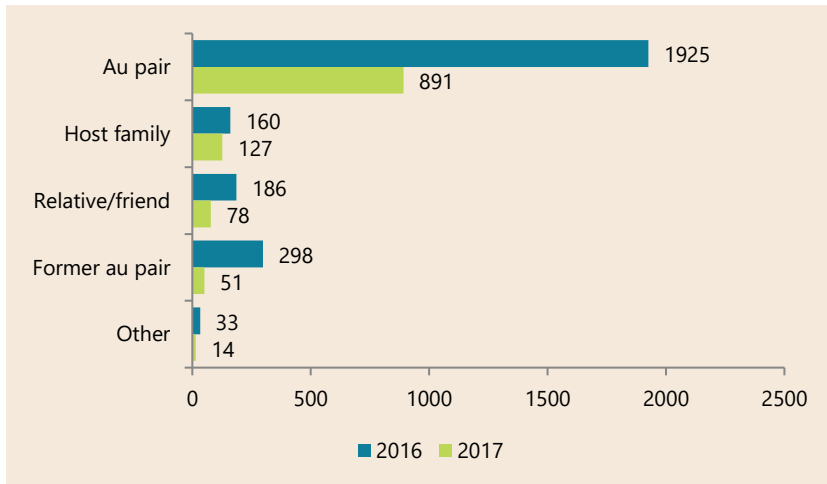


Number of observations: 1,161.



Chart 3 below shows the development in recipients of help from 2016 to 2017. As the charts shows, there has been a decrease in au pairs contacting the counselling from 1,925 in 2016 to 891 in 2017 (a decrease of 1,034 enquiries). There has been a decrease of 247 from 298 enquiries by former au pairs in 2016 to 51 enquiries in 2017. Also, fewer host families contacted The Au Pair Network in 2017, as 127 contacts were made in 2017 compared to 160 in 2016. Lastly fewer relatives and friends contacted The Au Pair Network counselling in 2017.

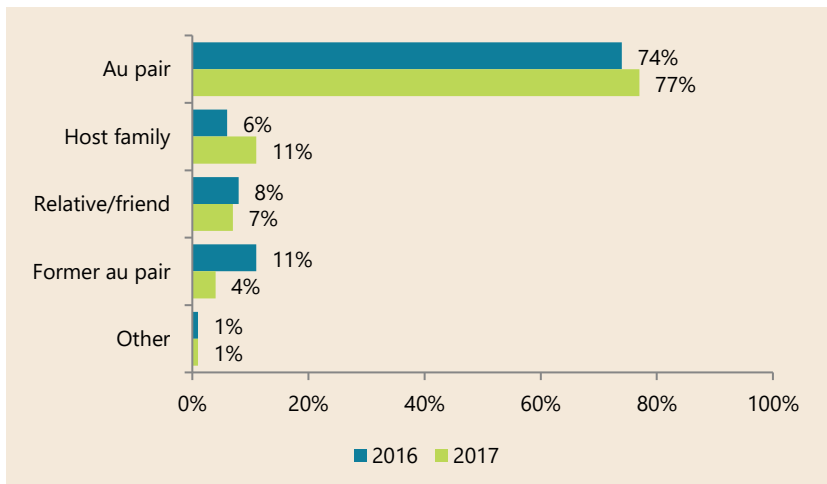
**Chart 3. To whom was the counselling given? In 2016 and 2015. In numbers.**



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

In percentages the picture is slightly different. A small increase in percentage is clear regarding au pairs. In 2016 74 percent of the counsellings were given to au pairs; in 2017 this percent is 77 percent. The percentage of counsellings given to host families has also increased from 6 percent in 2016 to 11 percent in 2017.

**Chart 4. To whom was the counselling given? In 2016 and 2015. In percentages.**



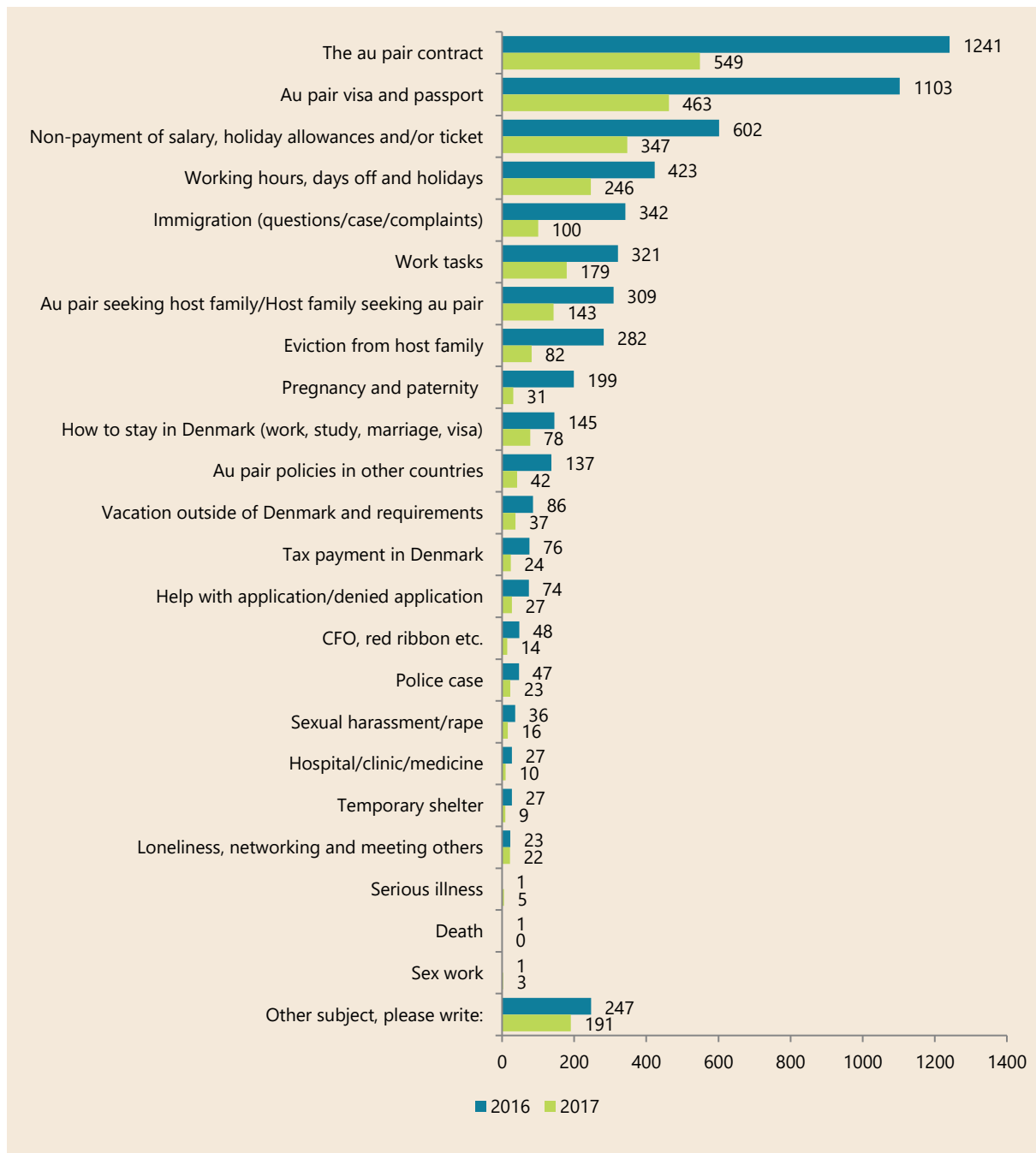
Number of observations: 2,602 (2016), 1,161 (2017).



**On average 2.3 subjects were discussed in the total of 1,161 enquiries.**

The counselling receives many general questions about the au pair regulations. The most discussed topic in both 2016 and 2017 was "The au pair contract". In 2017 549 of the enquiries was about this topic. Further 463 of the enquiries was about "Au pair visa and passport".

**Chart 5. What was the subject of the counselling? All enquiries in 2016 and 2017 in numbers.**

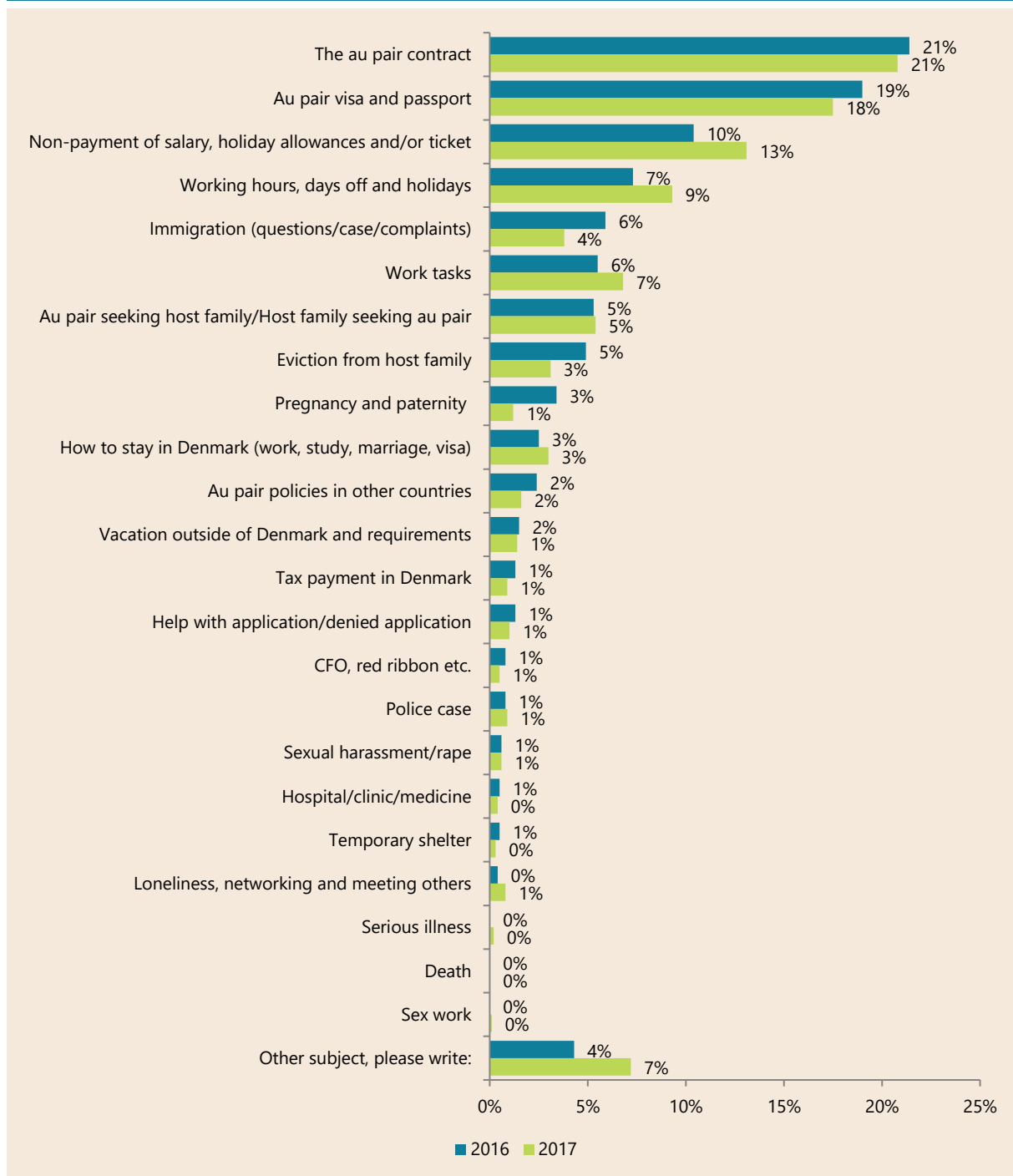


*One enquiry can concern more than one subject. In 2016 5,798 subjects were registered from 2,602 enquiries. In 2017 2,641 subjects were registered from 1,161 enquiries.*



Chart 5 illustrates that there has been a decrease in the number of enquiries about each subject, which stems with the general decrease in enquiries in total. The picture is somewhat different in percentage. The percentage of enquiries about the subjects "The au pair contract" and "Au pair visa and passport" is about the same in 2016 and 2017. There is however a small increase in enquiries about "Non-payment of salary, holiday allowances and/or ticket" and "Working hours, days off and holidays".

**Chart 6. What was the subject of the counselling? All enquiries in 2016 and 2017 in percentage.**



One enquiry can concern more than one subject. In 2016 5,798 subjects were registered from 2,602 enquiries. In 2017 2,641 subjects were registered from 1,161 enquiries.



7 percent of the enquiries concerned other subjects than those listed in the questionnaire. Among these enquiries the following subjects were the most common:

- Legal advice/assistance
- Case updates
- Different sorts of complications with host family
- Events in the Au Pair Network

### **Legal advice**

In total, 139 (12 %) of the 1,116 enquiries to the au pair-counselling were forwarded to lawyers/legal counsellors in FOA. In 2016, 160 enquiries (6 %) were forwarded to lawyers in FOA.

Among the forwarded enquiries in 2017 the following subjects were most frequent<sup>1</sup>:

- Non-payment of salary, holiday allowances and/or ticket (80 %)
- The au pair contract (20 %)
- Au pair visa and passport (16 %)
- Other subjects (16 %)

### **Enquiries by host families**

The most common topics among host families were the au pair contract (47 %), host family seeking au pair (24 %), au pair visa and passport (23 %) and non-payment of salary, holiday allowances and/ or ticket (17 %).

<sup>1</sup> One enquiry can concern more than one subject.



### Most enquiries came from au pairs from the Philippines

74 percent of the enquiries in 2016 were made by au pairs from the Philippines. In 2016, 82 percent of the enquiries were also made by au pairs from the Philippines (not shown in table 1).

In 2017, enquiries from relatives and friends were also mostly from the Philippines (72 %), and 21 percent were from Danes (not shown in table 1). 90 percent of enquiries from host families were Danish (not shown in table 1).

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

Country	Frequency	Percent
Philippines	660	74 %
Other country/region	65	7 %
Brazil	51	6 %
Kenya	35	4 %
Nepal	19	2 %
USA	16	2 %
Thailand	14	2 %
Mexico	10	1 %
Ukraine	8	1 %
Denmark	6	1 %
Vietnam	6	1 %
Spain	1	0 %
<b>Total</b>	<b>891</b>	<b>100 %</b>

*Number of observations: 891.*

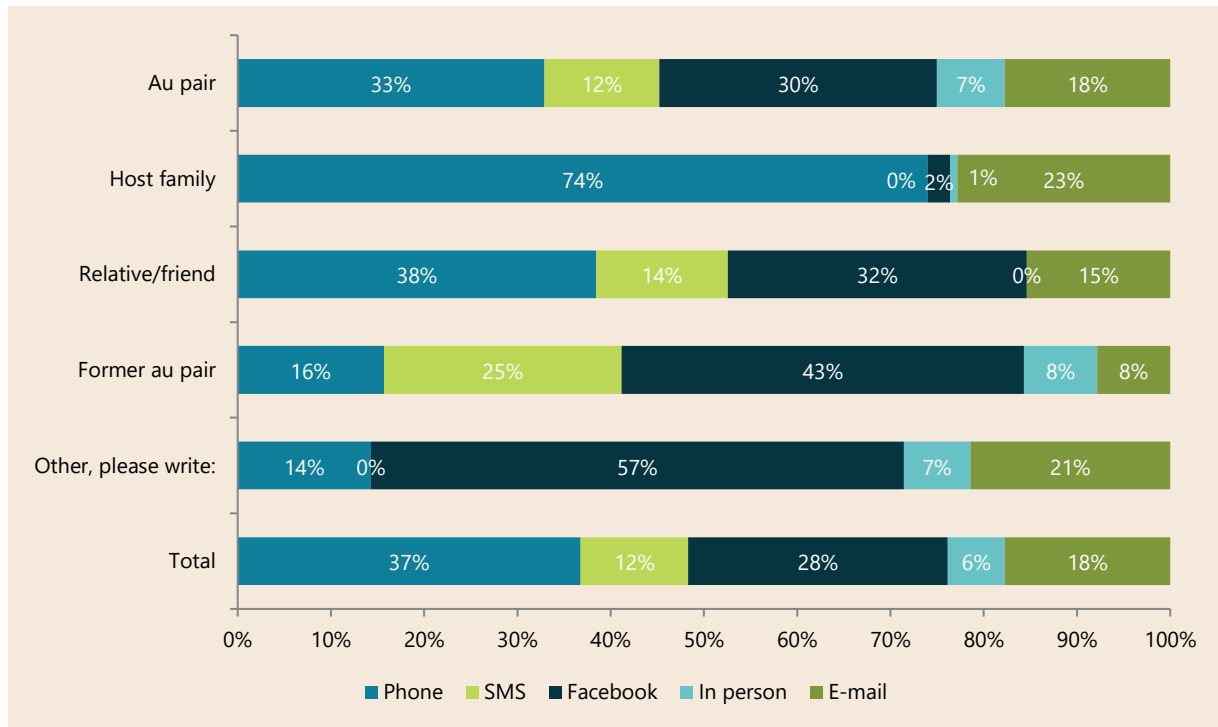




### Most enquiries were made through phone or Facebook

The most common way to contact The Au Pair Network was by phone (37 % of all enquiries) or via Facebook (28 % of all enquiries). Au pairs preferred to use phone (33 %), as 3 out of 4 (74 %) of the host families did.

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

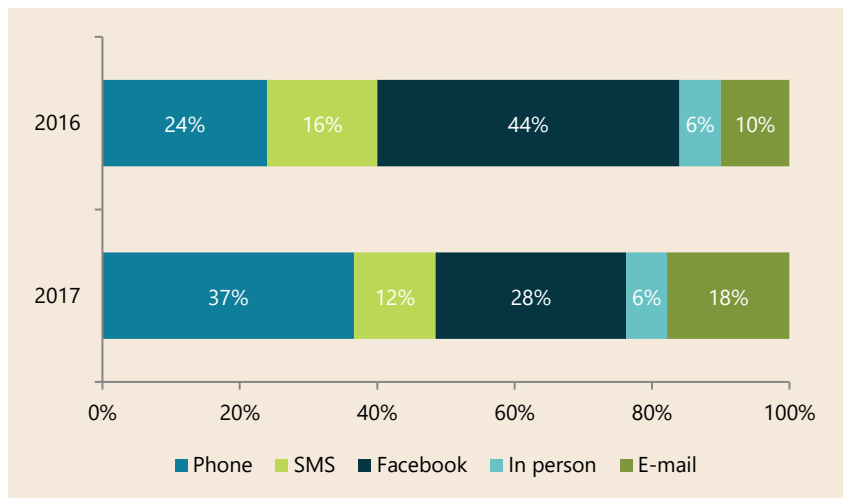


Number of observations: 1,161.



There have been some minor changes in the percentages from 2016 to 2017. Contact through Facebook decreased from 44 percent in 2016 to 28 percent in 2017, whereas contact by phone has increased from 24 percent to 37 percent. Contact via SMS decreased from 16 percent to 12 percent. In contrast to 2016 Facebook is not the most used mean of contact in 2017. See chart 8 below.

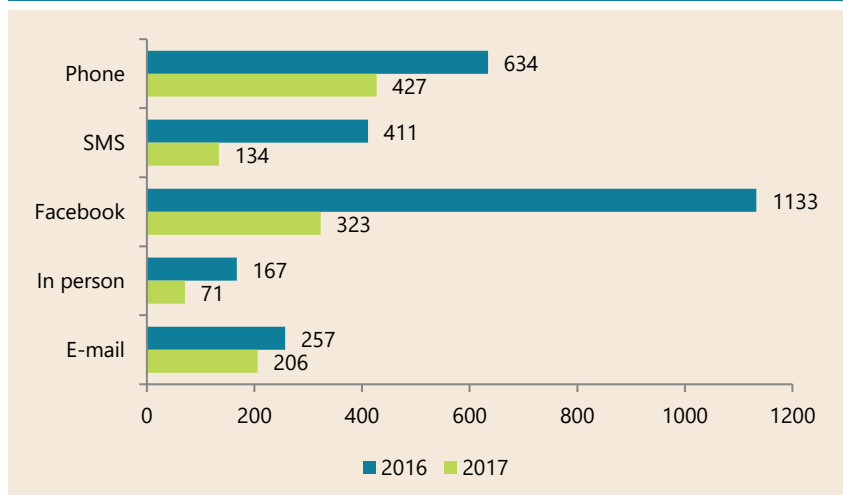
**Chart 8. Means of contact in percentages. In 2016 and 2017.**



Number of observations: 2,602 (2016) and 1,116 (2017).

Chart 9 below shows the differences in means of contact between 2016 and 2017 in numbers. This chart can illustrate where the great decrease in enquiries in total especially has taken place, as the number of contact via Facebook has decreased from 1,133 enquiries to 323 in 2017. The number of phone calls also decreased from 634 times in 2016 to 427 times in 2017.

**Chart 9. Means of contact in numbers. In 2016 and 2017.**



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



## Methodology

This report is based on registrations made by the au pair-counsellors concerning enquiries between January 1<sup>st</sup> 2017 and December 31<sup>st</sup> 2017. 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 1,161 enquiries during the mentioned period. Consequently, since the report is not based on a sample, there is no statistical uncertainty and statistical significance is not calculated.

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.