

Overview of enquiries made to FOA in 2024

This report contains statistics about the au pair counselling from FOA. The report is based on registrations made by FOA between January 1st 2024, and December 31st 2024.

This year's report differs from previous years, following the closure of the Au Pair Network. This report now only contains statistics on FOAs au pair counselling. Because of this, there were fewer enquiries in 2024 compared to previous years.

Main conclusions are:

- 1,559 enquiries were made to FOA in 2024. This equals an average of 4.8 enquiries per day. The number of enquiries has decreased by 38 percent since 2023 (see explanation above)
- 49 percent of the counselling were enquiries, and 51 percent were cases.
- The most frequent topics of enquiries were case work, non-payment of salary, and holiday allowances and/or ticket. This is followed by enquiries about the au pair contract, immigration, and SIRI.
- FOA received less enquiries about sexual harassment/rape in 2024 (3) than in 2023 (15).
- 80 percent of enquiries were made by au pairs. 4 percent were made by host families and 4 percent of enquiries were made by relatives or friends. 12 percent of enquiries were made by former au pairs.
- 71 percent of the au pair enquiries were made by au pairs from the Philippines.
- Most enquiries were made via WhatsApp or Facebook. Most au pairs prefer to use WhatsApp. Former au pairs and relatives/friends prefer to use Facebook, and host families prefer to use e-mail.
- 8 percent of enquiries were forwarded to lawyers in FOA in 2024. This number has decreased from 12 percent in 2023.

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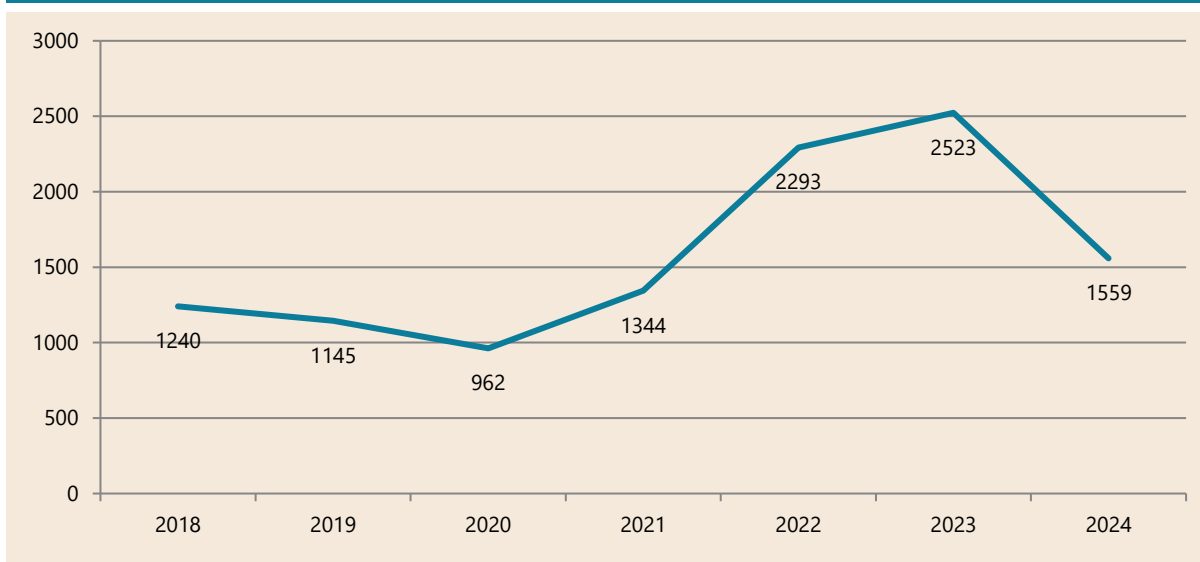
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1,559 enquiries were made to FOA in 2024

Chart 1. Number of enquiries to FOA, 2018-2024

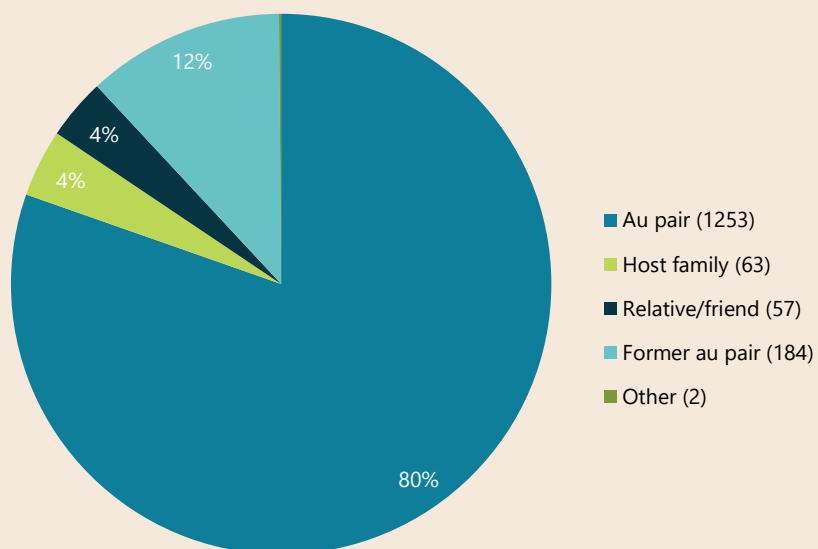


** This year's report differs from previous years, following the closure of the Au Pair Network. This report now only contains statistics on FOAs au pair counselling. Because of this, there were fewer enquiries in 2024 compared to previous years.*



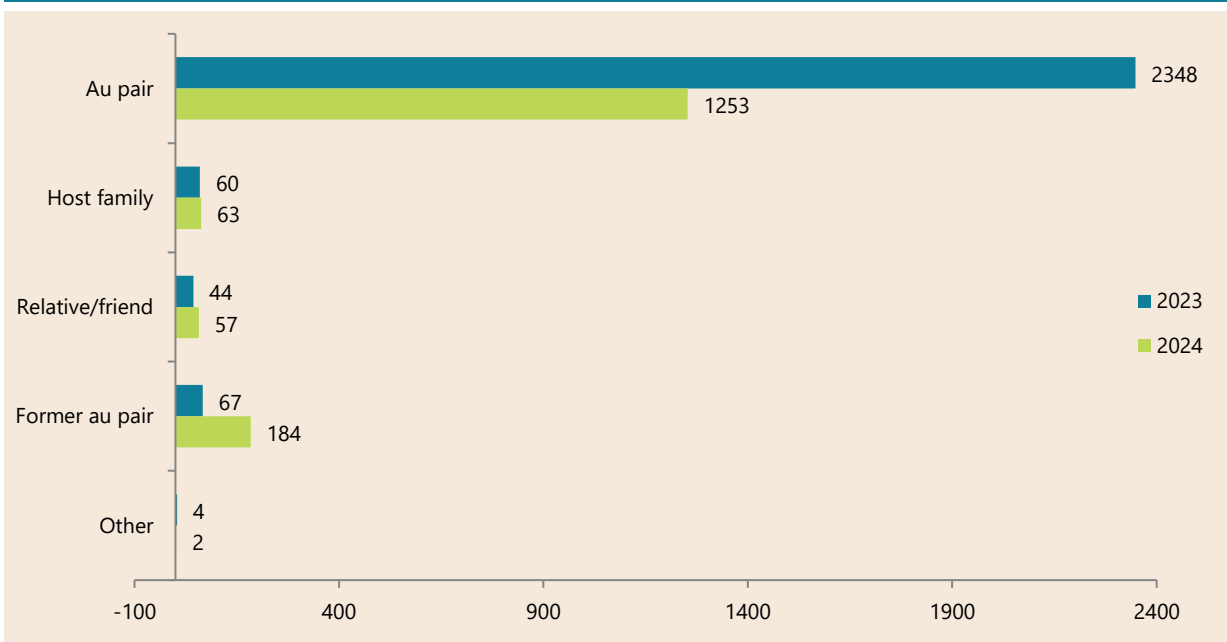
80 percent of enquiries are made by au pairs, and 12 percent are made by former au pairs

Chart 2. To whom was the counselling given?



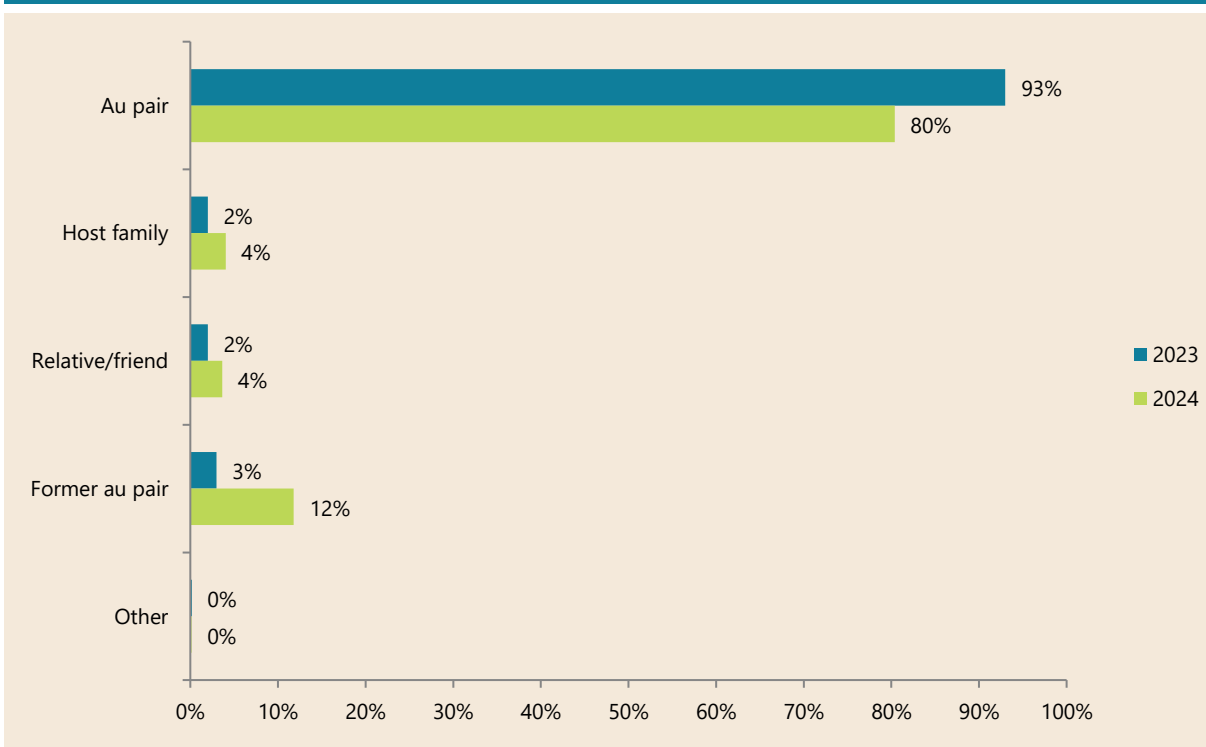
Number of enquiries: 1,559

Chart 3. To whom was the counselling given? In 2023 and 2024. In numbers.



Number of enquiries: 2,523 (2023), 1,559 (2024).

Chart 4. To whom was the counselling given? In 2023 and 2024. In percentages.



Number of enquiries: 2,523 (2023), 1,559 (2024).



On average, 1.6 subjects were discussed in each of the 1,559 enquiries

Chart 5. What was the subject of the counselling? All enquiries in 2024 in percentages with numbers in parentheses.



One enquiry can concern more than one subject. In 2024, 2,55 subjects were registered from 1,559 enquiries.



Enquiries by host families

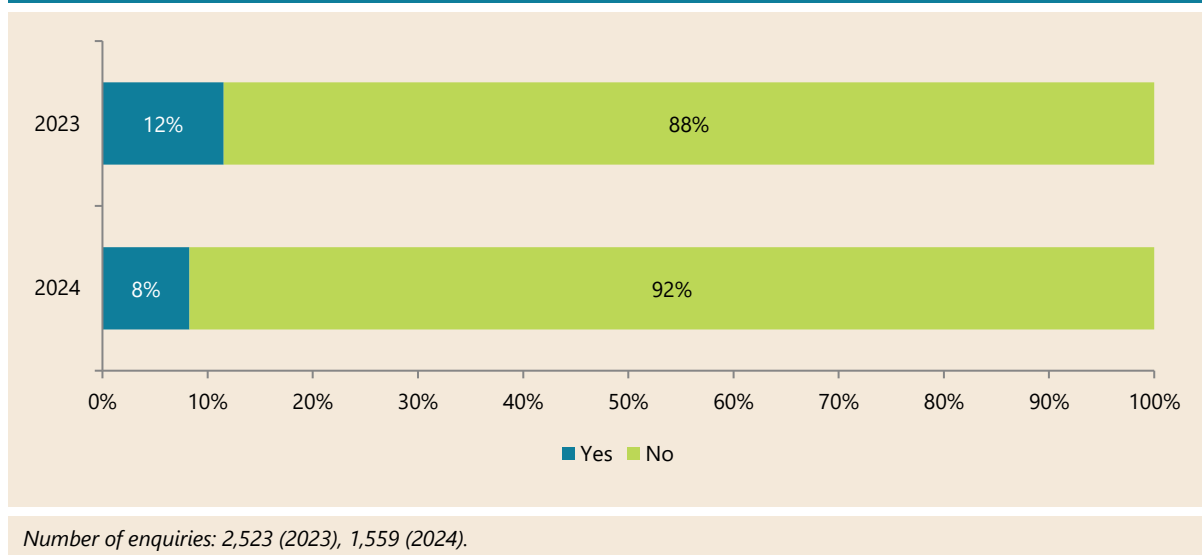
In total, 63 (4 %) of the 1,559 enquiries made to FOA were made on behalf of the host families.

The most common topics among the host families were:

- Case Work (computation of claims, updates, settlements, negotiations, referral) (98 %).
- Non-payment of salary, holiday allowances/or ticket (3 %).

Legal advice

Chart 6. Has the case/the enquiry been forwarded to lawyers in FOA?



The following subjects, among the 129 enquiries which were forwarded to lawyers in 2024, were the most frequent¹:

- Case Work (computation of claims, updates, settlements, negotiations, referral) (96 %).
- Non-payment of salary, holiday allowances/or ticket (5 %).
- The au pair contract (5 %).
- Eviction/termination of the contract (2 %)
- SIRI (application, biometrics, refusal/denied application, reports of abuse) (2 %).

¹ One enquiry can concern more than one subject.

**Most enquiries were made by au pairs from the Philippines****Table 1. Enquiries from au pairs by nationality.**

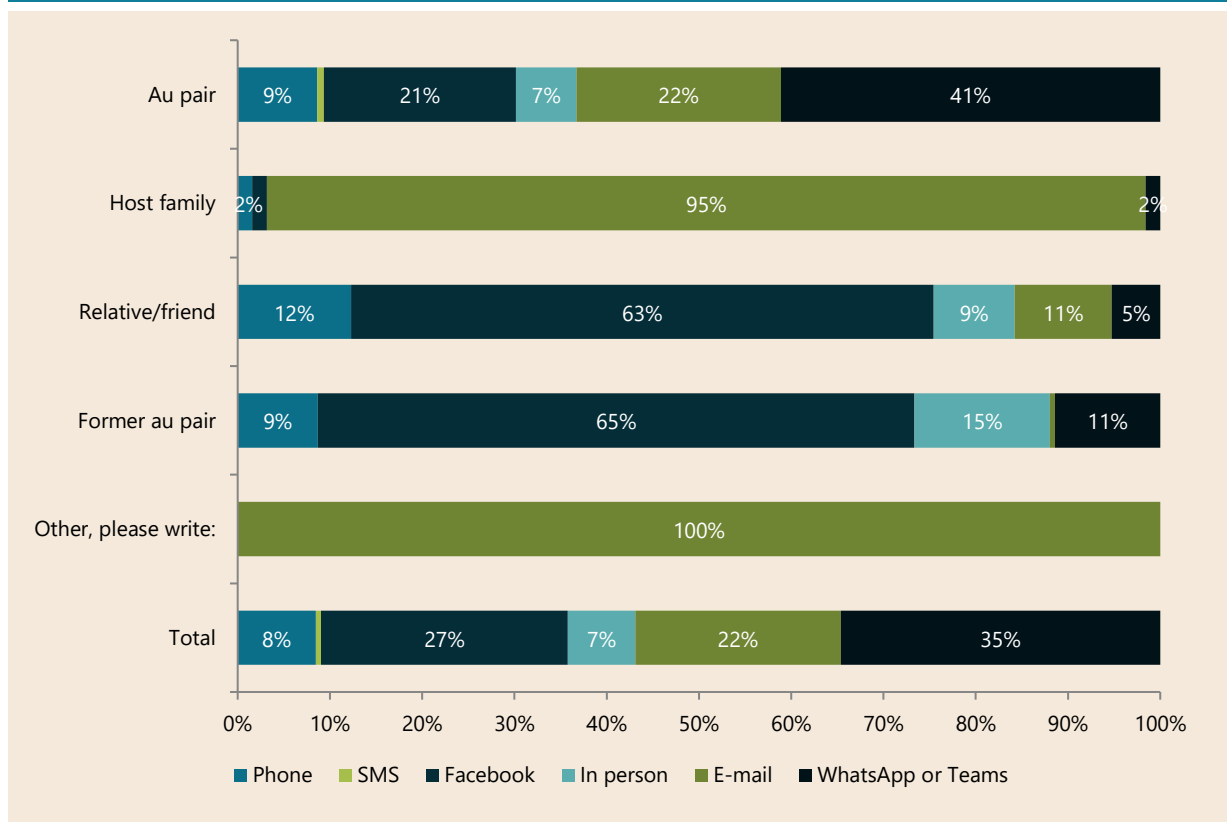
Country	Frequency	Percent
Philippines	1106	71%
Kenya	146	9%
Thailand	107	7%
Denmark	70	4%
Indonesia	39	3%
Brazil	34	2%
Bolivia	28	2%
Unknown	5	0%
Italy	<5	0%
Mexico	<5	0%
Germany	<5	0%
South Africa	<5	0%
Peru	<5	0%
Namibia	<5	0%
Nepal	<5	0%
Argentina	<5	0%
Uganda	<5	0%
Columbia	<5	0%
Spanish	<5	0%
USA	<5	0%
Total	1,559	100%

Number of enquiries: 2,348 (all enquiries made by au pairs).



Most enquiries were made through WhatsApp (35 %) or Facebook (27 %)

Chart 7. Means of contact. Distributed on recipient of counselling.

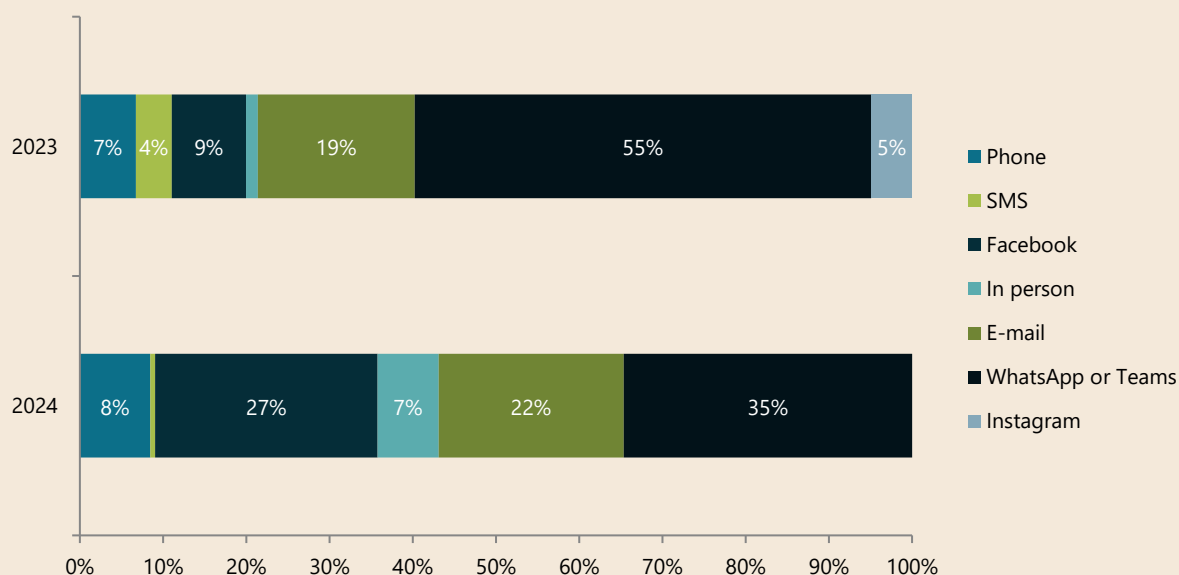


Number of enquiries: 1,559

Note: Categories with less than 2 % are not shown.



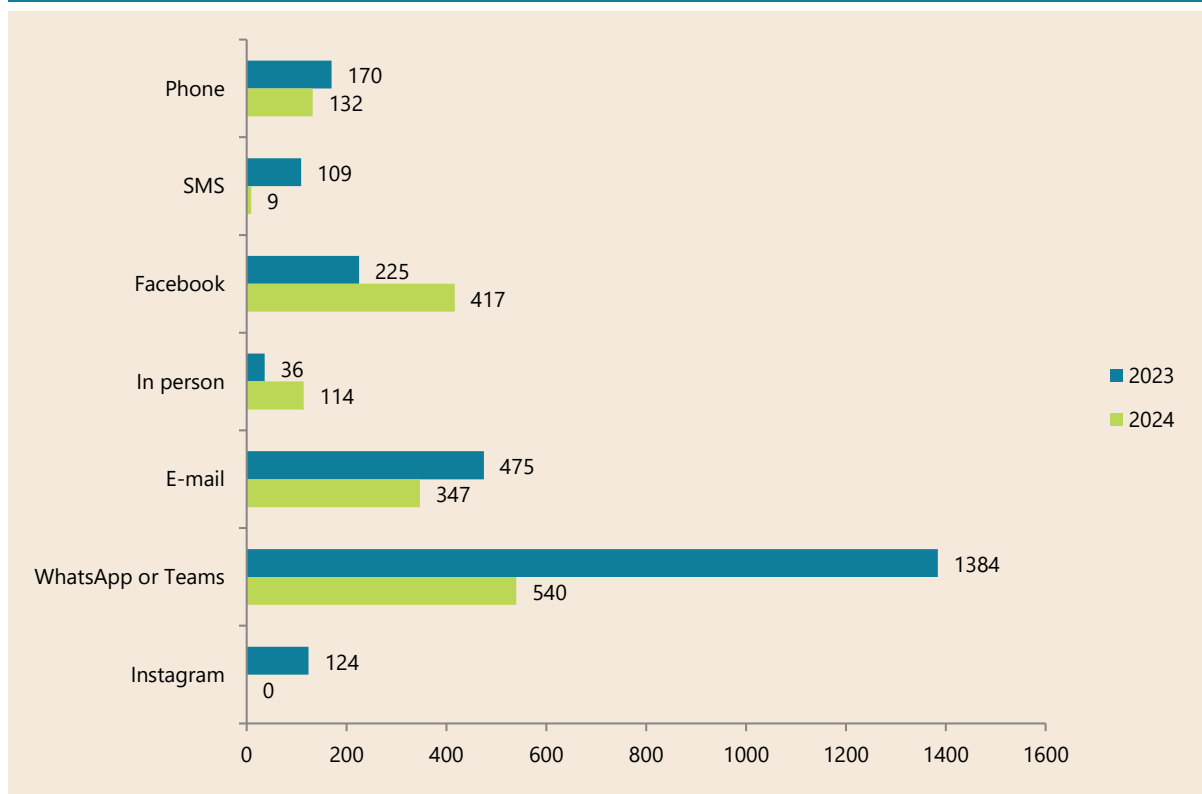
Chart 8. Means of contact in percentages. In 2023 and 2024.



Number of enquiries: 2,523 (2023), 1,559 (2024)
Note: Categories with less than 2 % are not shown.



Chart 9. Means of contact in numbers. In 2023 and 2024.



Number of enquiries: 2,523 (2023), 1,559 (2024).

Methodology

This report is based on registrations made by FOA concerning enquiries between January 1st, 2024 and December 31st, 2024. 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 1,559 enquiries that were made during the mentioned period. 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 Alexander Teilmann Larsen. Questions regarding the au pair counseling should be directed to consultant Jean Gocotano.