
Overview of enquiries to the au pair-counseling in 2021

This report contains statistics about the au pair-counseling in The Au Pair Network. The report is based on registrations made by the au pair-counselors between January 1st, 2021, and December 31st, 2021.

Main conclusions are:

- 1.344 enquiries were made to the au pair-counseling in 2021. It is an increase of 28 % compared to 2020. This equals an average of 3.7 enquiries per day.
- The most frequent topic of enquiry is general questions about contracts, non-payment of salary, holiday allowances and/or ticket. This is followed by enquiries about "Working hours, days off and holidays" as well as enquiries about au pair visas and passports.
- The counselors answered a number of enquiries regarding covid-19. Since this was not categorized as a separate topic, we do not know the exact number.
- The Au Pair Network received a few enquiries (less than five) about sexual harassment/rape in 2021.
- 75 percent of enquiries were made by au pairs. 5 percent of enquiries were made by relatives or friends and 6 percent were made by host families. 12 percent of enquiries were made by former au pairs.
- 77 percent of the au pair enquiries were made by au pairs from the Philippines.
- Most enquiries were made via WhatsApp or Teams or by phone. Most au pairs prefer to use WhatsApp or Teams, similar to most relatives/friends who also prefer to use the WhatsApp or Teams while host families prefer to use e-mail. There has been a decrease in the share of enquiries via text-messages from 2020 to 2021 and an increase in the share of enquiries on WhatsApp or Teams.

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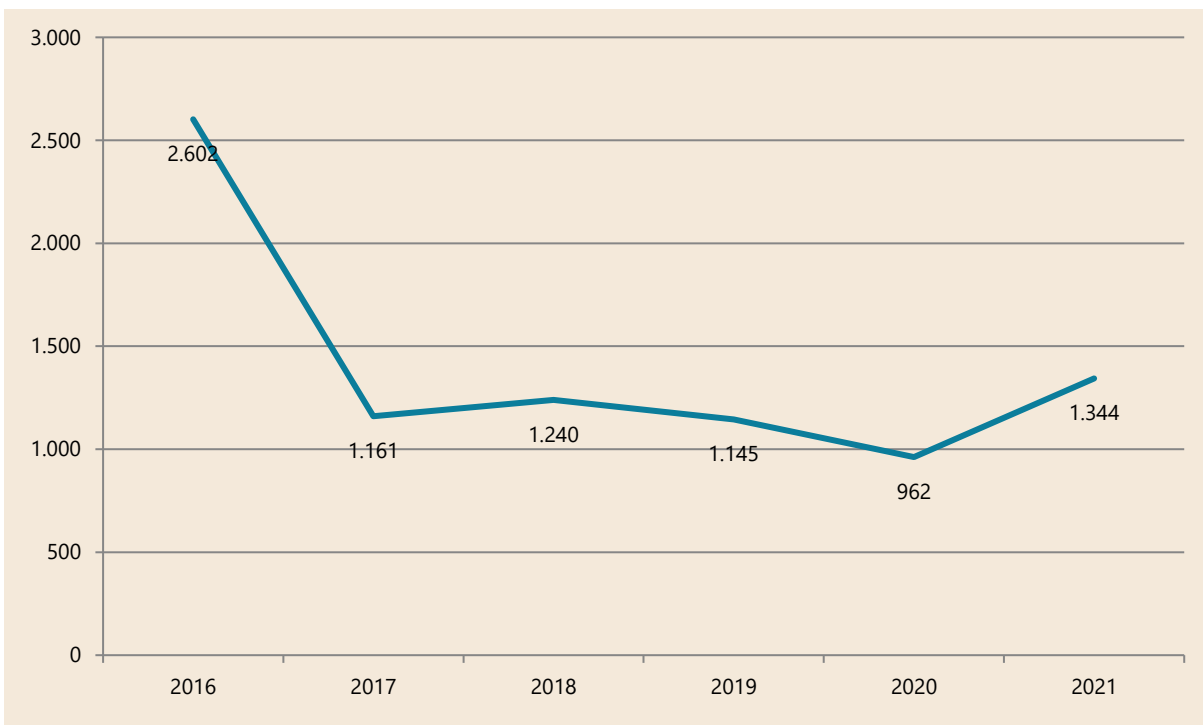
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1.344 enquiries were made to the Au Pair Network in 2021

Chart 1. Number of enquiries to The Au Pair Network, 2016-2021

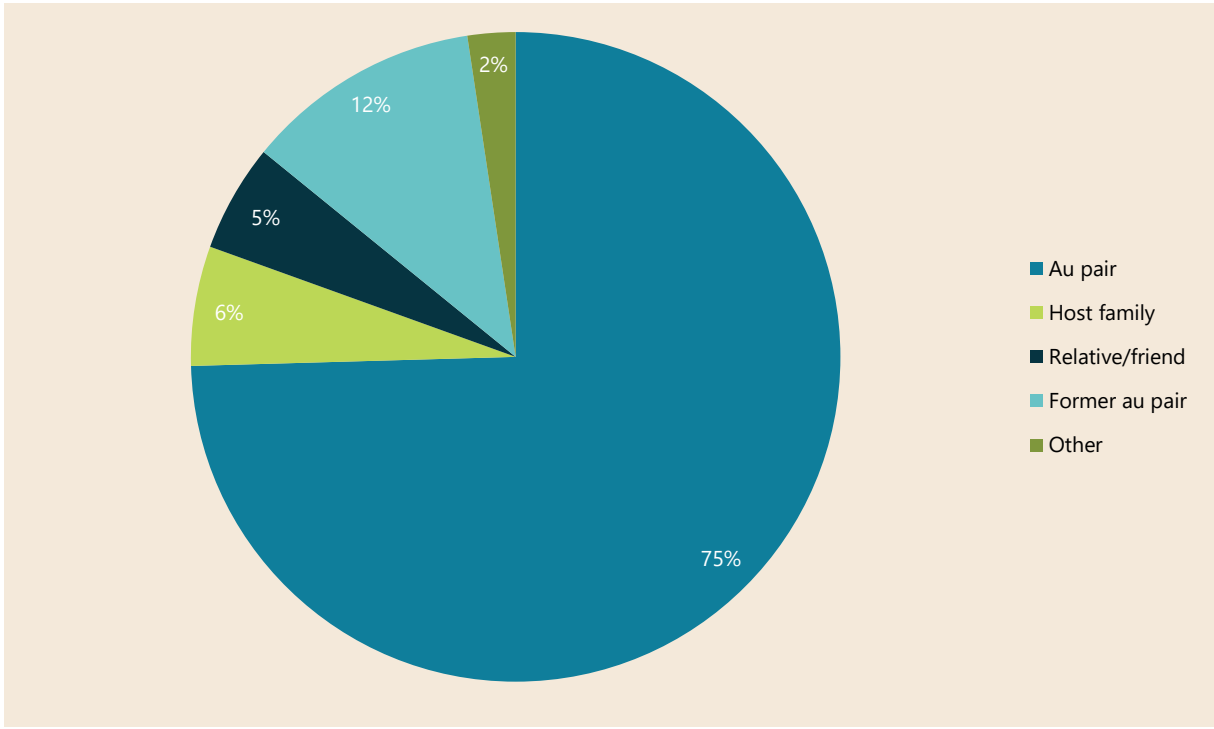


From 2016 to 2017, public funding to The Au Pair Network decreased, resulting in a reduction of opening hours, meetings, and events. The decrease in the number of enquiries between 2016 and 2017 might be fully or partially explained by this.



75 percent of enquiries are made by au pairs, and 12 percent are made by relatives or friends

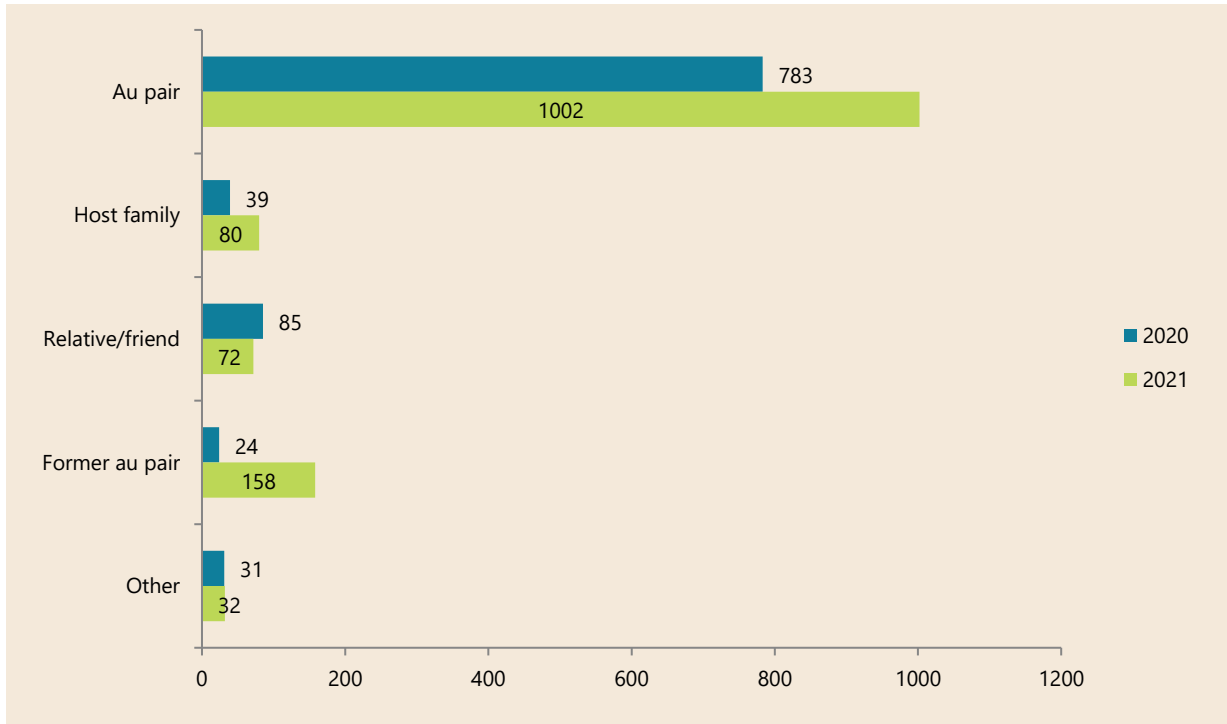
Chart 2. To whom was the counseling given?



Number of respondents: 1.344

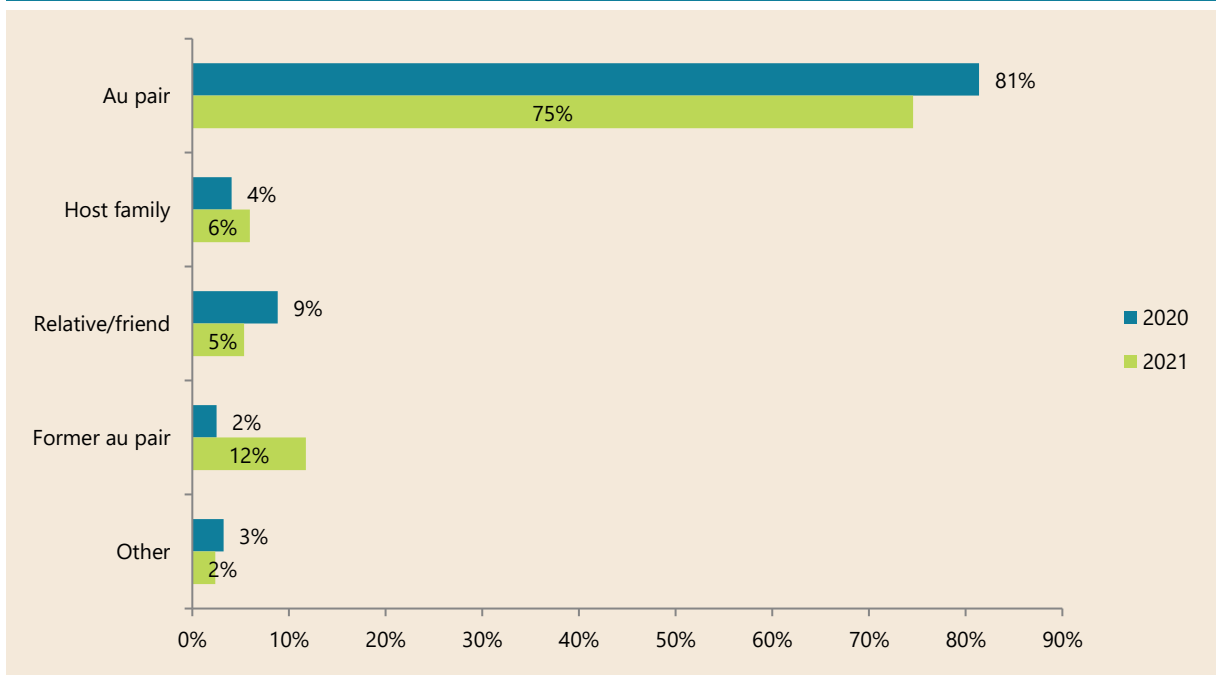


Chart 3. To whom was the counseling given? In 2021 and 2020. In numbers.



Number of respondents: 962 (2020), 1,344 (2021)

Chart 4. To whom was the counseling given? In 2021 and 2020. In percentages.

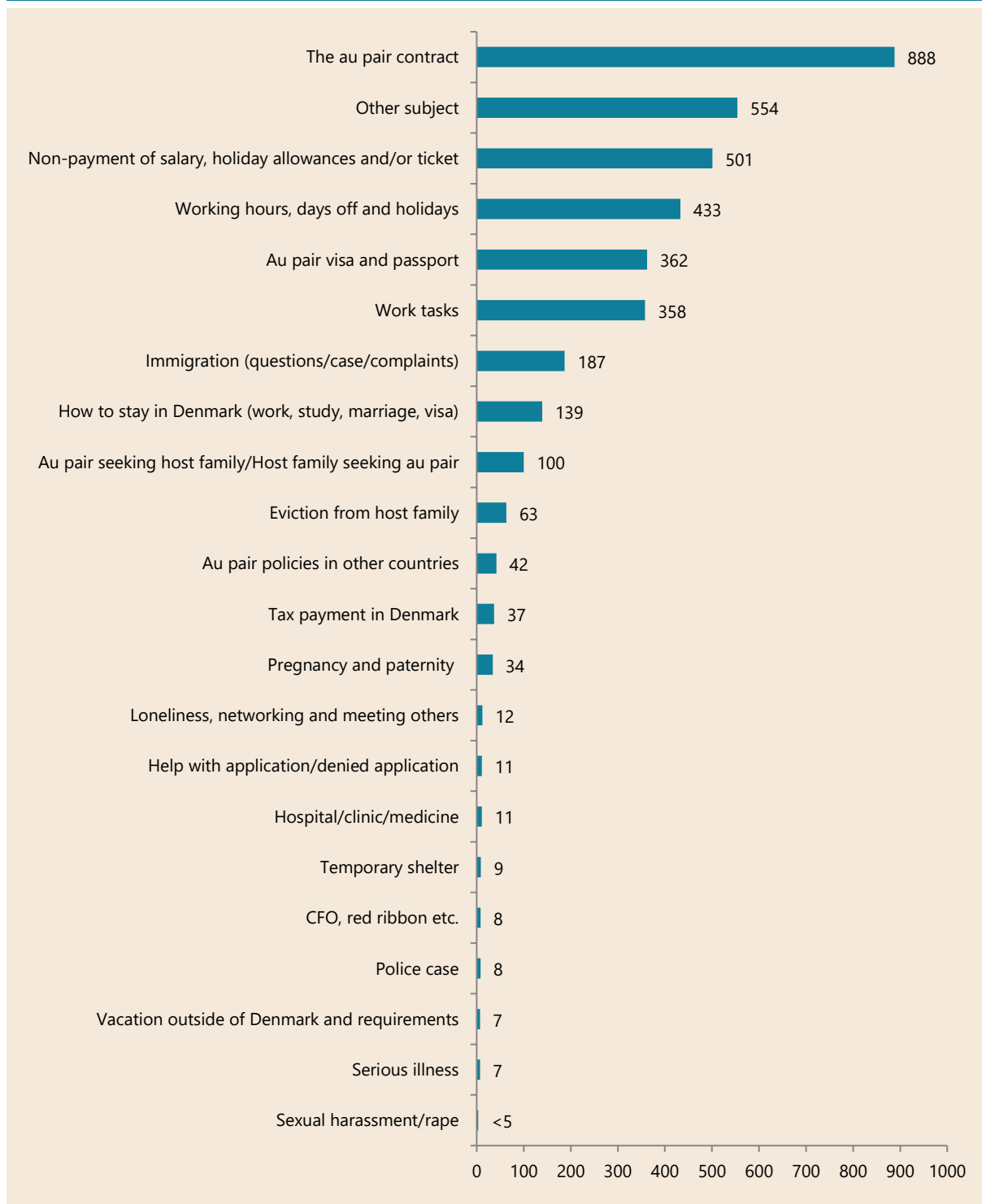


Number of respondents: 962 (2020), 1,344 (2021)

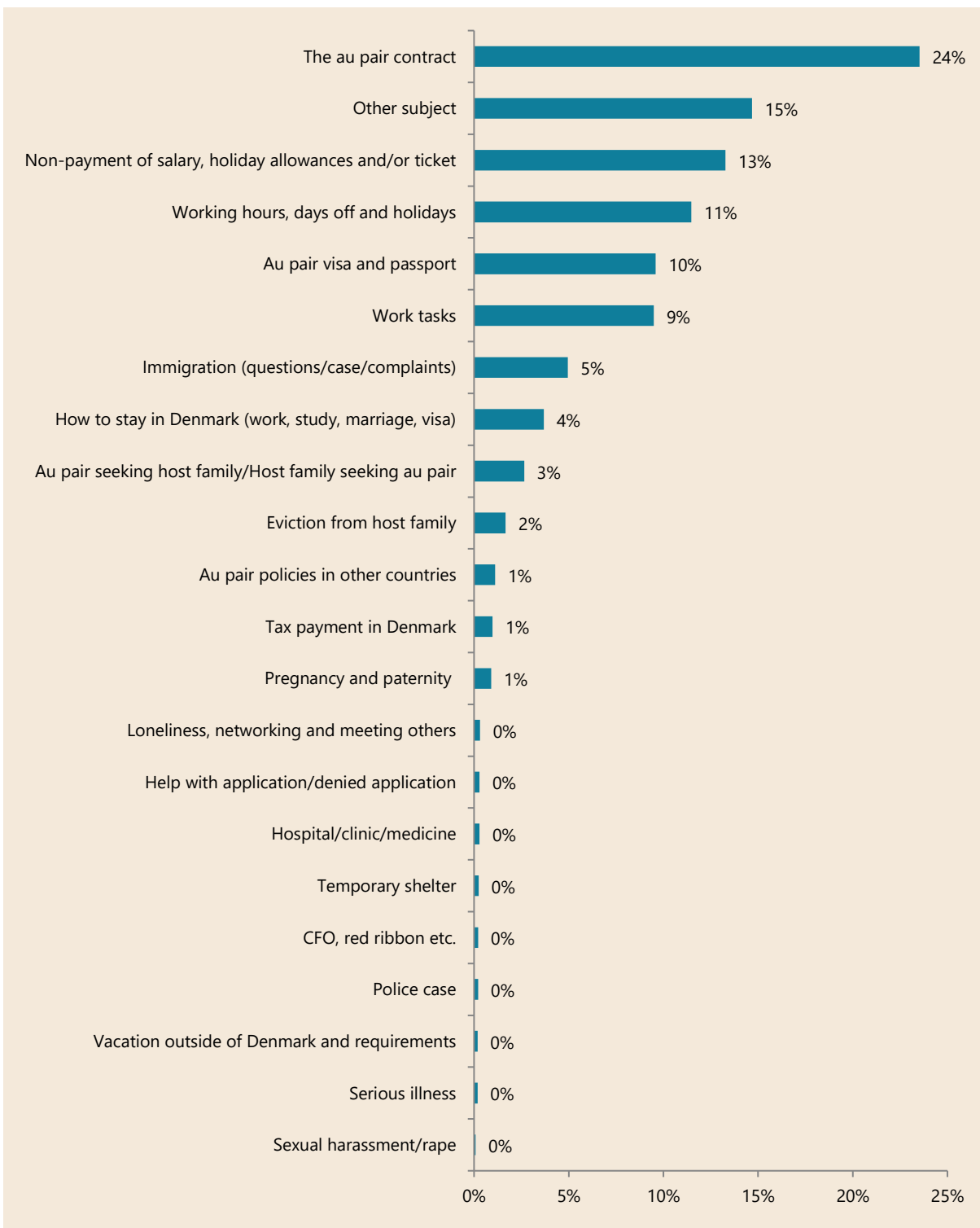


On average, 2.8 subjects were discussed in the total of 1.344 enquiries

Chart 5. What was the subject of the counseling? All enquiries in 2021 in numbers.



One enquiry can concern more than one subject. In 2021, 3.774 subjects were registered from 1.344 enquiries.

**Chart 6. What was the subject of the counseling? All enquiries in 2021 in percentage.**

One enquiry can concern more than one subject. In 2021, 3.774 subjects were registered from 1.344 enquiries.



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

- Case follow-up (29 %)
- Computation of claims (21 %)
- Au pair network (13 %)
- Questions regarding COVID-19¹ (8 %)
- Problem with host family (7 %)

Legal advice

In total, 177 (13 %) of the 1.344 enquiries to the au pair-counseling were forwarded to lawyers/legal counselors in FOA. This is a decrease of 9 % compared to 2020.

Among the forwarded enquiries in 2021, the following subjects were most frequent²:

- Non-payment of salary, holiday allowances and/or ticket (62 %)
- Other subjects (71 %)
- The au pair contract (60 %)
- Working hours, days off and holidays (22 %)
- Work tasks (21 %)
- Au pair visa and passport (12 %)

Enquiries by host families

In total, 80 (6 %) of the 1.344 enquiries to the au pair-counseling were made on behalf of the host families.

The most common topics among host families were:¹

- Non-payment of salary, holiday allowances and/or ticket (81 %)
- The au pair contract (10 %)
- Other subject (76 %)
- Au pair visa and passport (5 %)

¹ Please note, that COVID-19 was not systematically registered as it was not categorized as a separate topic and thus the counselors assess that the actual number of enquiries regarding COVID-19 was higher than reported.

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.**

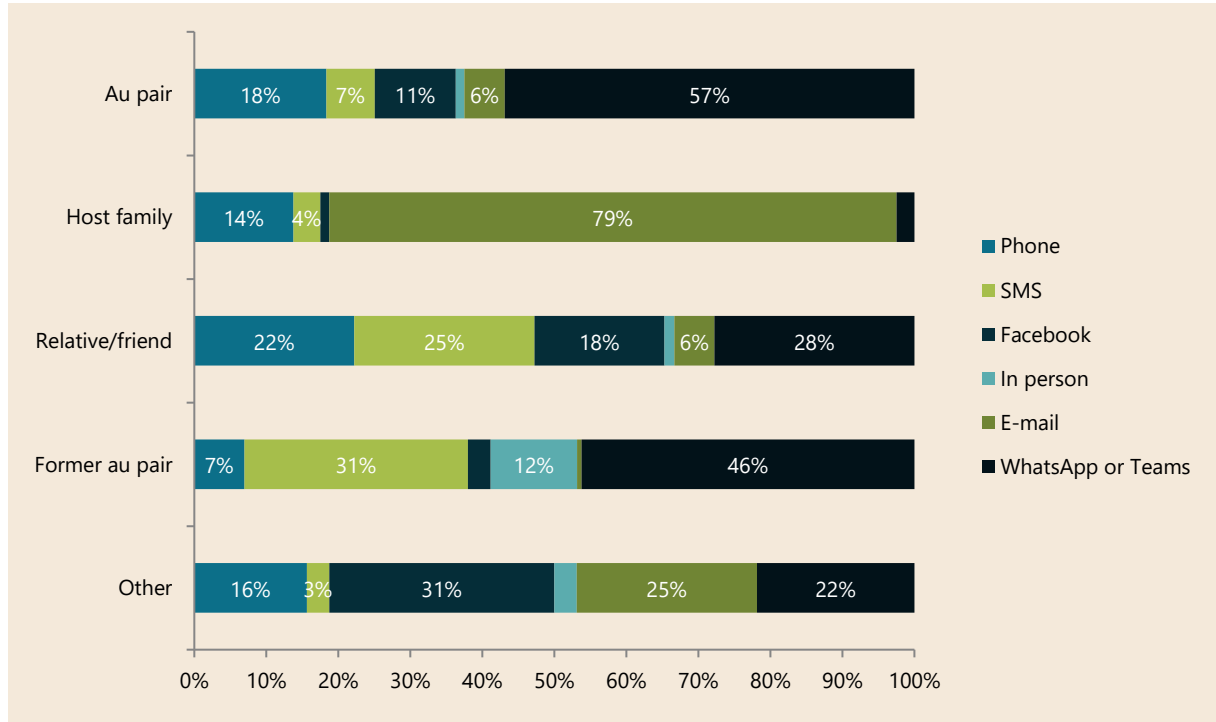
Country	Frequency	Percent
Philippines	825	77%
Indonesia	28	5%
Mexico	28	2%
Brazil	20	3%
Thailand	17	1%
Kenya	14	2%
Morocco	14	1%
Vietnam	10	1%
Unknown	9	1%
Spain	9	1%
Columbia	9	1%
Argentina	8	1%
Turkey	7	1%
Bolivia	5	1%
Uganda	<5	0%
South Africa	<5	0%
Denmark	<5	0%
Nepal	<5	0%
Venezuela	<5	0%
UK	<5	0%
Madagascar	<5	0%
Iceland	<5	0%
Italy	<5	0%
Ukraine	<5	0%
Kirgisistan	<5	0%
Cameroon	<5	0%
Congo	<5	0%
Indonesia	<5	0%
Togo	<5	0%
Chile	<5	0%
Portugal	<5	0%
Sri Lanka	<5	0%
Dubai	<5	0%
Bosnia	<5	0%
Herzegovina	<5	0%
Norway	<5	0%
Croatia	<5	0%
EU-no specification	<5	0%
Nigeria	<5	0%
Total	1.003	100%

Number of respondents: 1.002 (all enquiries made by au pairs)



Most enquiries were made through phone or Facebook

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

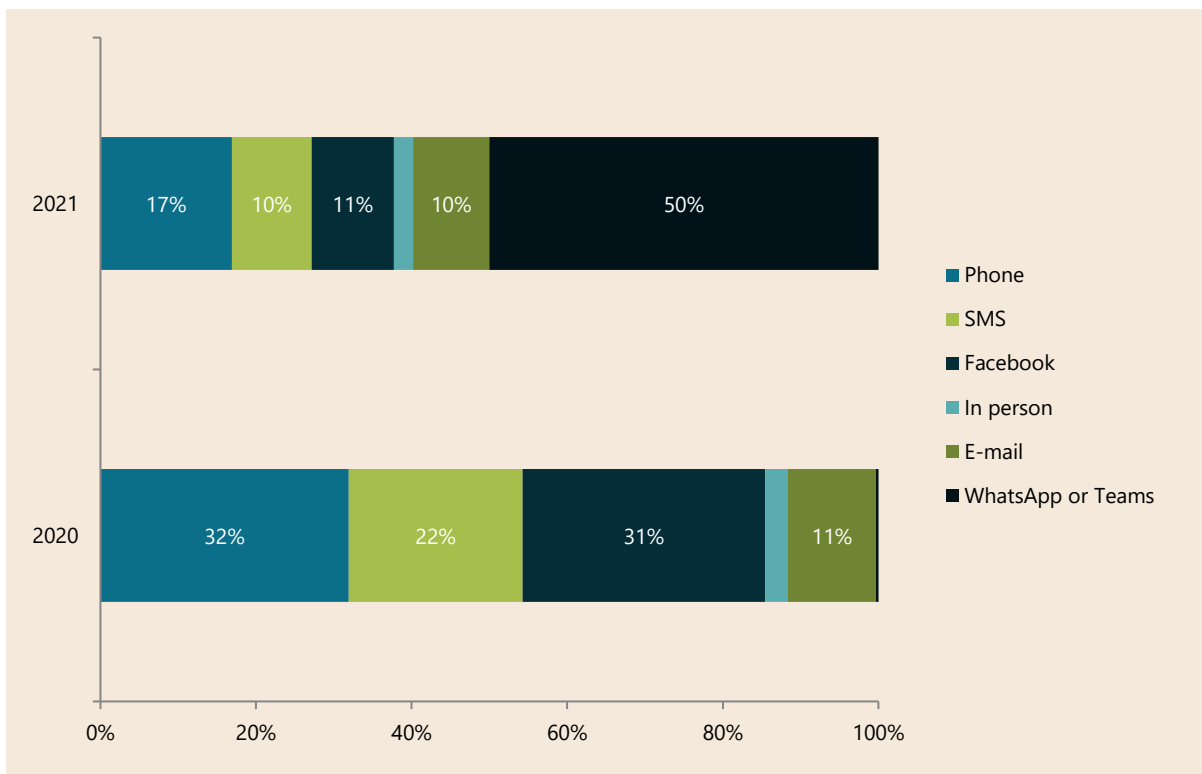


Number of observations: 1.344

Note: Categories with less than 3 % are not shown.



Chart 8. Means of contact in percentages. In 2021 and 2020.

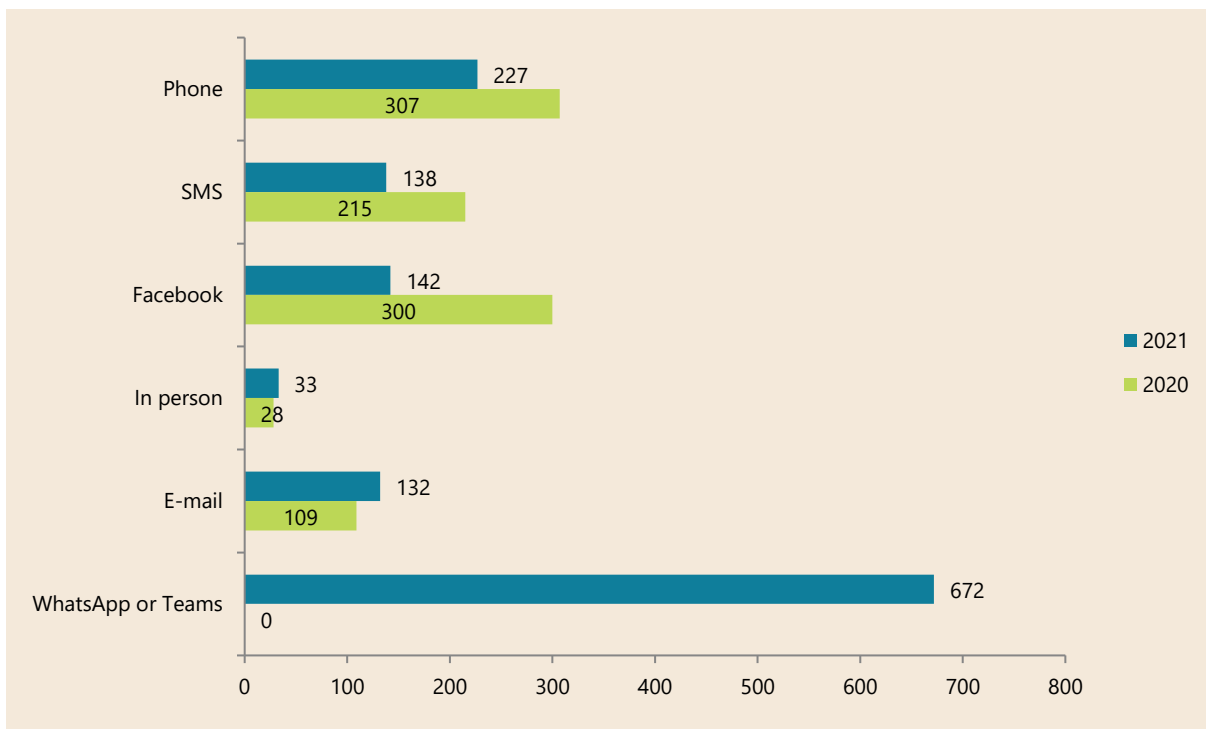


Number of observations: 1.344 (2021) and 962 (2020).

Note: Categories with less than 3 % are not shown. WhatsApp or Teams was not available as an option in 2020.



Chart 9. Means of contact in numbers. In 2021 and 2020.



Number of observations: 1.344 (2021) and 962 (2020).

Note: WhatsApp or Teams was not available as an option in 2020.



Methodology

This report is based on registrations made by the au pair counselors concerning enquiries between January 1st, 2021 and December 31st, 2021. Throughout this 12-month period, the counselors have registered all enquiries in notebooks and continuously transferred their notes to an electronic database.

This report includes data from all 1.344 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 Alexander Teilmann Larsen. Questions regarding the au pair counseling should be directed to consultant Jean Gocotano.