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## Overview of enquiries to the au pair counselling in 2022

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>, 2022, and December 31<sup>st</sup>, 2022.

### Main conclusions are:

- 2,293 enquiries were made to the au pair counselling in 2022. There has been an increase of 71 percent in enquiries compared to 2021. The number of enquiries in 2022 equals an average of 6.3 enquiries per day.
- 60 percent of the counselling were enquiries, and 40 percent were cases.
- 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 Au Pair Network received more enquiries (23) about sexual harassment/rape in 2022 compared to 2021 (less than 5).
- 86 percent of the enquiries were made by au pairs. 6 percent were made by host families and 3 percent of enquiries were made by relatives or friends. 4 percent of enquiries were made by former au pairs.
- 73 percent of the au pair enquiries were made by au pairs from the Philippines.
- Most enquiries were made via WhatsApp, via Teams, or by email. Most au pairs prefer to use WhatsApp or Teams, similar to most relatives/friends who also prefer to use the WhatsApp or Teams. Host families prefer to use e-mail. There has been a decrease in the share of enquiries via phone from 2021 to 2022. In 2022, Instagram was added as a contact channel, and 5 percent of the enquiries were made through Instagram in 2022.
- 7 percent of enquiries to the Au Pair Network in 2022 were forwarded to lawyers in FOA.

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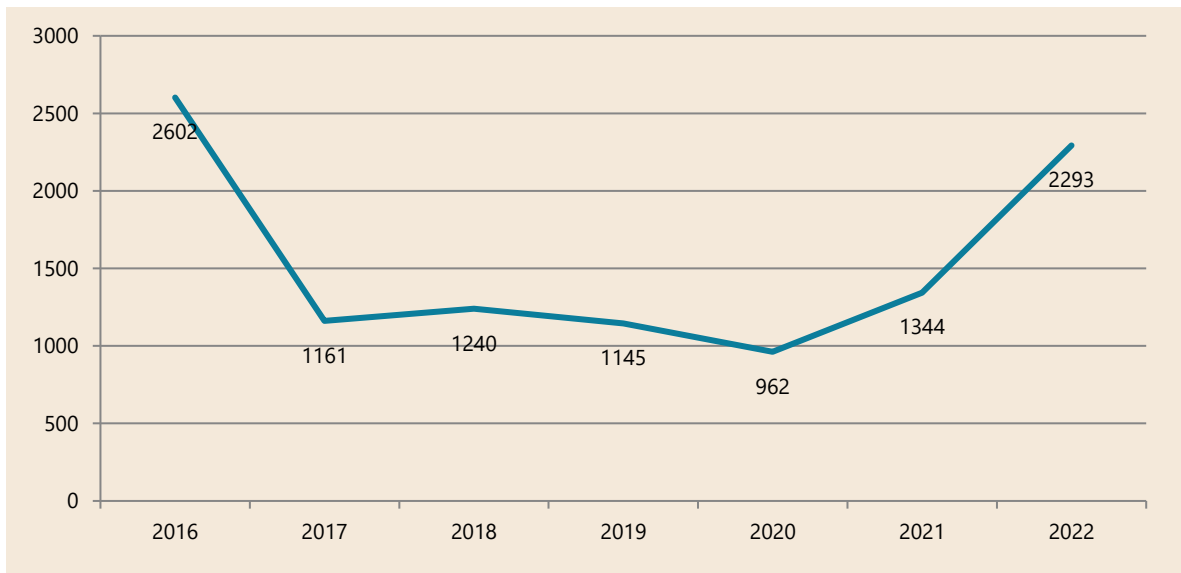
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## 2,293 enquiries were made to the Au Pair Network in 2022

Chart 1. Number of enquiries to The Au Pair Network, 2016-2022

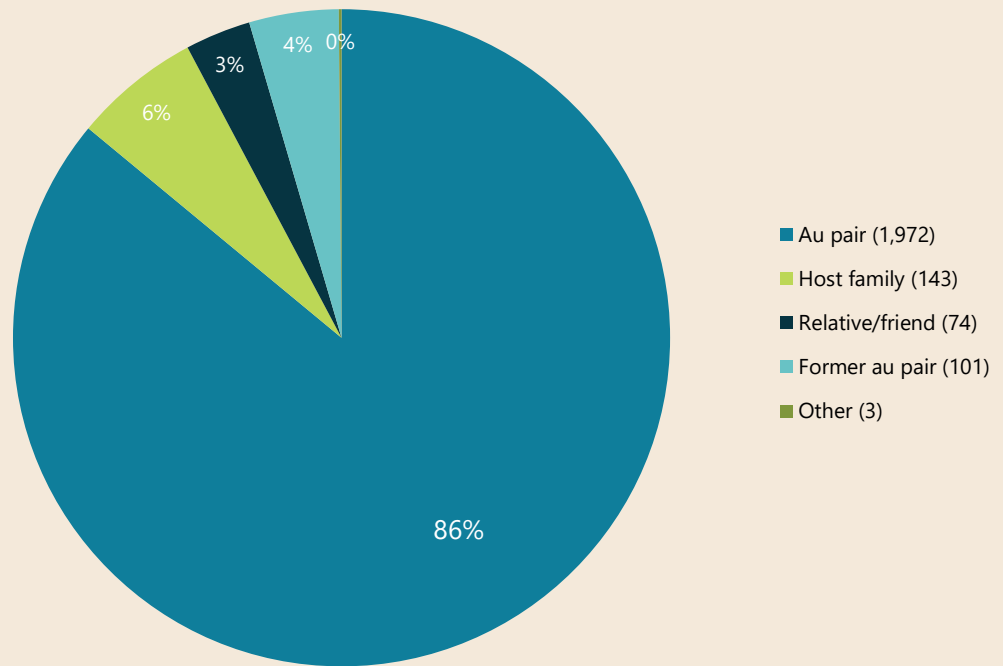


*From 2016 to 2017, public funding to The Au Pair Network decreased, resulting in a reduction of opening hours, meetings, and events. The decrease in the number of enquiries between 2016 and 2017 might be fully or partially explained by this.*



**86 percent of enquiries are made by au pairs, and 6 percent are made by host families**

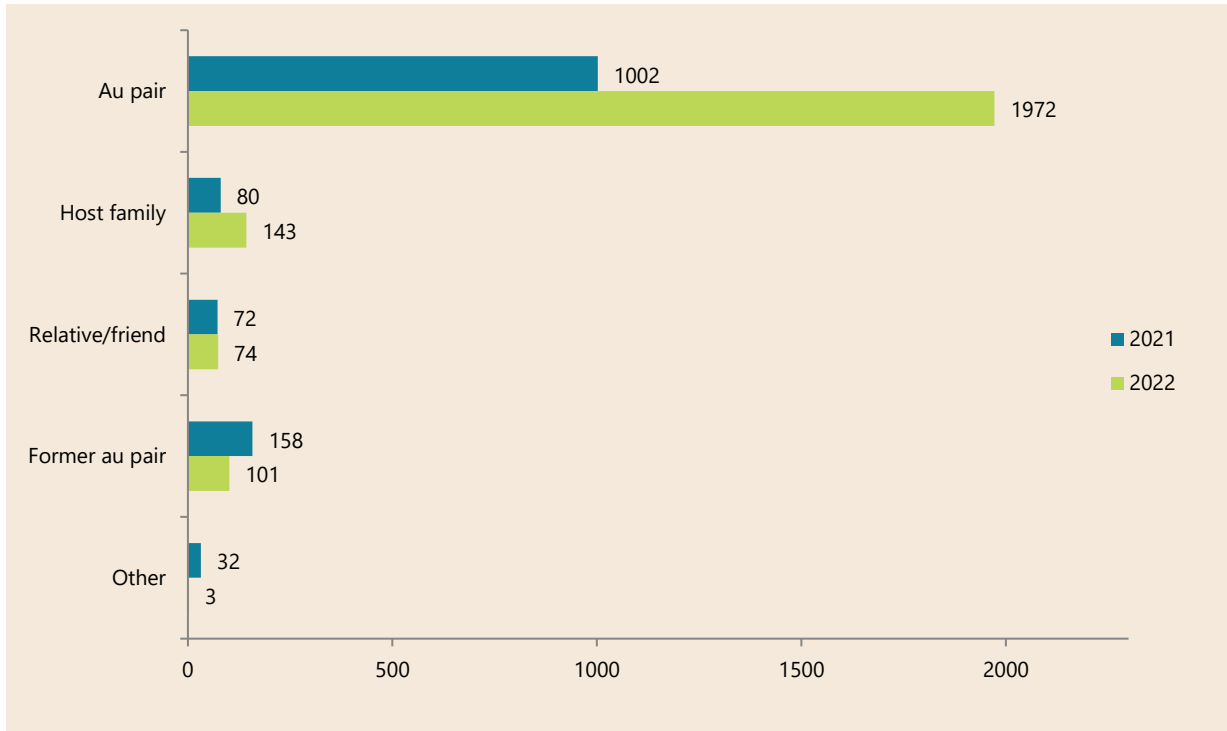
**Chart 2. To whom was the counselling given?**



Number of enquiries: 2,293.

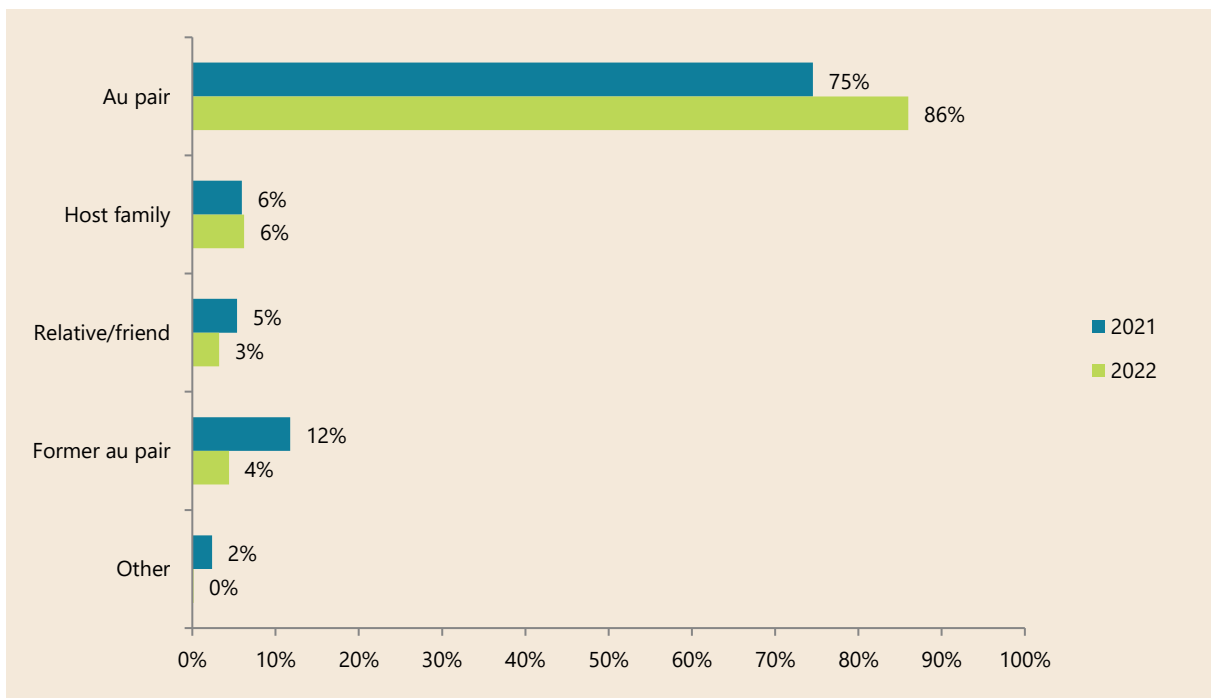


**Chart 3. To whom was the counselling given? In 2021 and 2022. In numbers.**



Number of enquiries: 1,344 (2021), 2,293 (2022).

**Chart 4. To whom was the counselling given? In 2021 and 2022. In percentages.**

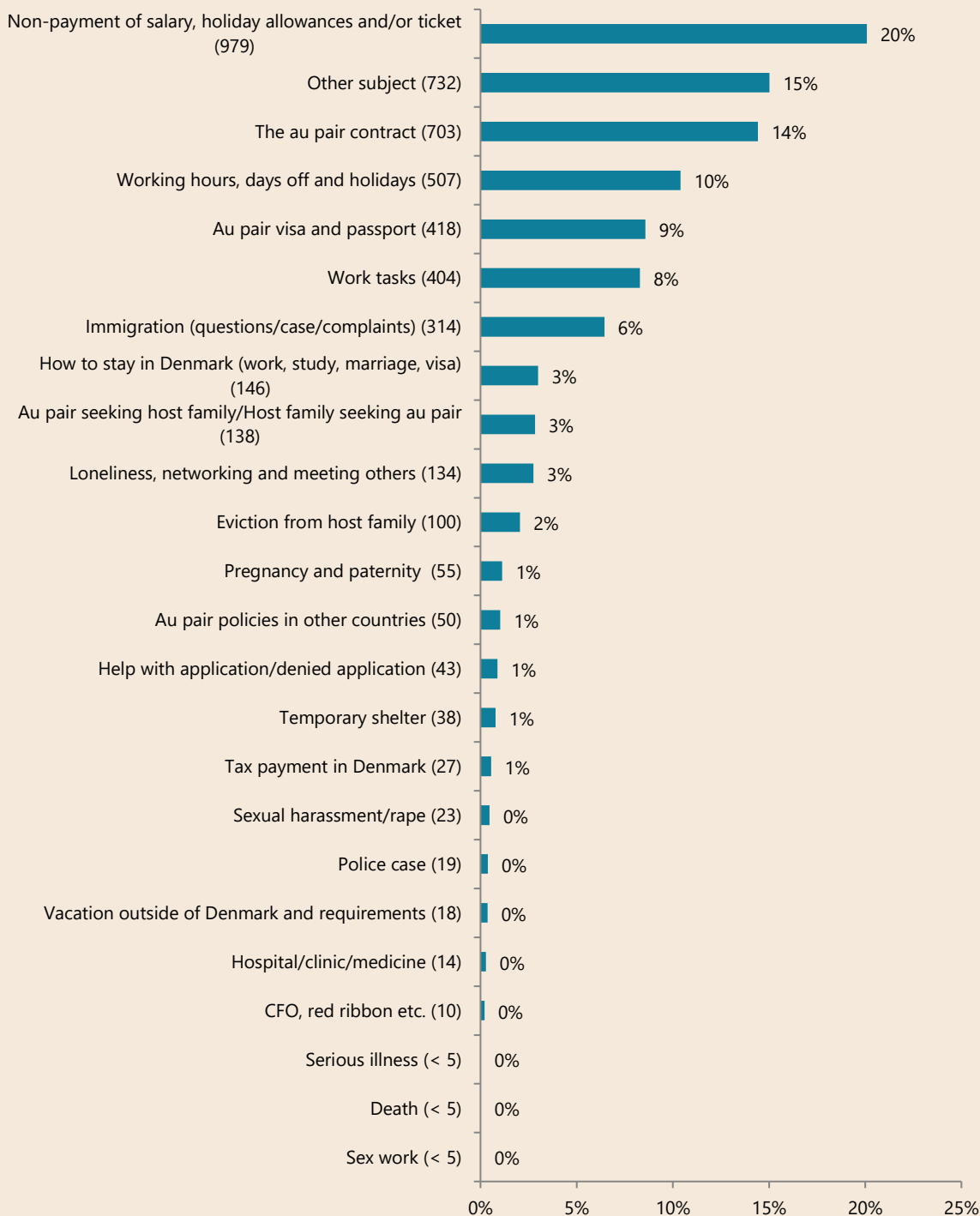


Number of enquiries: 1,344 (2021), 2,293 (2022).



On average, 2.1 subjects were discussed in each of the 2,293 enquiries

Chart 5. What was the subject of the counselling? All enquiries in 2022 in percentages with numbers in parentheses.



One enquiry can concern more than one subject. In 2022, 4,875 subjects were registered from 2,293 enquiries.



### Enquiries in total

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

- Case work, including case updates, case settlements, case negotiations and case referrals (60 %).
- Questions regarding administrative help, with more than half of those being about SIRI, the Danish Agency for International Recruitment and Integration (9 %).
- Problems with host family, especially how to talk to the host (9 %).
- Court cases (7 %).
- Questions about food allowance (5 %).
- Covid-19 (4 %).

### Enquiries by host families

In total, 143 (6 %) of the 2,293 enquiries to the au pair counselling were made on behalf of the host families.

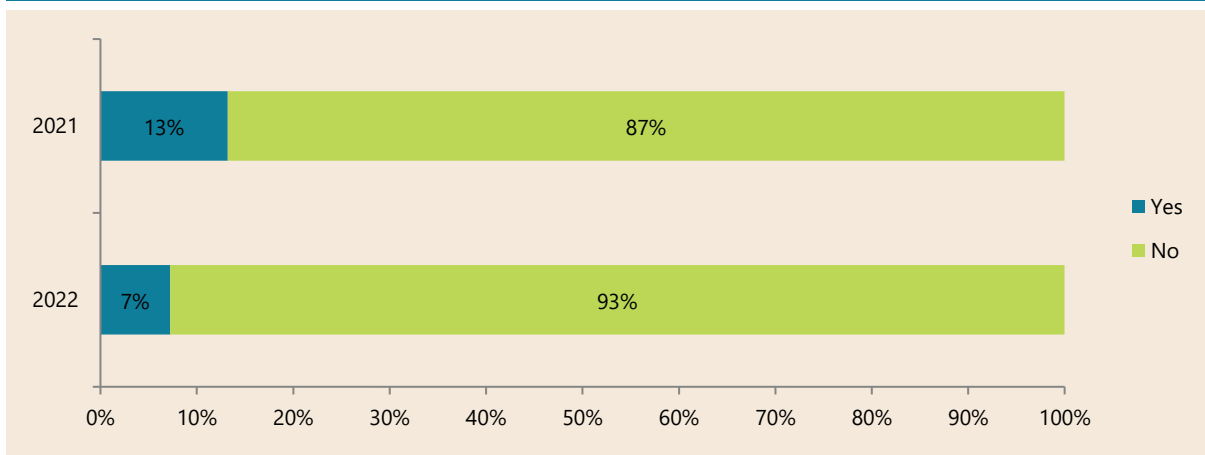
The most common topics among host families were<sup>1</sup>:

- Non-payment of salary, holiday allowances and/or ticket (85 %).
- The au pair contract (17 %).
- Other subject (78 %). Out of these, 52 % were regarding case negotiations, while 40 % were regarding case settlements.
- Au pair visa and passport (6 %).



## Legal advice

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



Number of enquiries: 1,339 (2021), 2,292 (2022).

Among the 166 enquiries, which were forwarded to lawyers in 2022, the following subjects were most frequent<sup>1</sup>:

- Non-payment of salary, holiday allowances and/or ticket (81 %).
- Other subjects (77 %). Out of these, 58 % were regarding case work, including case settlement, case updates and case negotiations, while 38 % were regarding court cases.
- Working hours, days off and holidays (12 %).
- The au pair contract (11 %).
- Work tasks (6 %).
- Au pair visa and passport (5 %).

<sup>1</sup> 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.**

<b>Country</b>	<b>Frequency</b>	<b>Percent</b>
Philippines	1,429	73%
Thailand	82	4%
Mexico	63	3%
Brazil	60	3%
Columbia	46	2%
Nigeria	43	2%
Peru	40	2%
Argentina	39	2%
Kenya	38	2%
Guatemala	29	1%
Uganda	24	1%
Indonesia	14	1%
Spain	11	1%
Bolivia	6	0%
Japan	6	0%
Ukraine	5	0%
Ghana	<5	0%
German	<5	0%
Madagascar	<5	0%
Italy	<5	0%
Dominican Republic	<5	0%
Ecuador	<5	0%
Korea	<5	0%
South Africa	<5	0%
Taiwan	<5	0%
Turkey	<5	0%
Unknown	<5	0%
Zimbabwe	<5	0%
Denmark	<5	0%
Vietnam	<5	0%
USA	<5	0%
Panama	<5	0%
<b>Total</b>	<b>1,967</b>	<b>100%</b>

*Number of enquiries: 1,967 (all enquiries made by au pairs).*



**Gentofte is the municipality with the highest frequency of enquiries****Table 2. Enquiries by municipality.**

<b>Municipality</b>	<b>Frequency</b>	<b>Percent</b>
Unknown	1,566	69%
Gentofte	270	12%
København	105	5%
Hørsholm	49	2%
Vejle	45	2%
Rudersdal	44	2%
Aarhus	31	1%
Herning	20	1%
Ringsted	19	1%
Lyngby-Taarbæk	15	1%
Aalborg	15	1%
Furesø	14	1%
Frederiksberg	11	0%
Kerteminde	9	0%
Roskilde	9	0%
Silkeborg	8	0%
Kolding	5	0%
Odense	5	0%
Other municipalities	38	2%
<b>Total</b>	<b>2,278</b>	<b>100%</b>

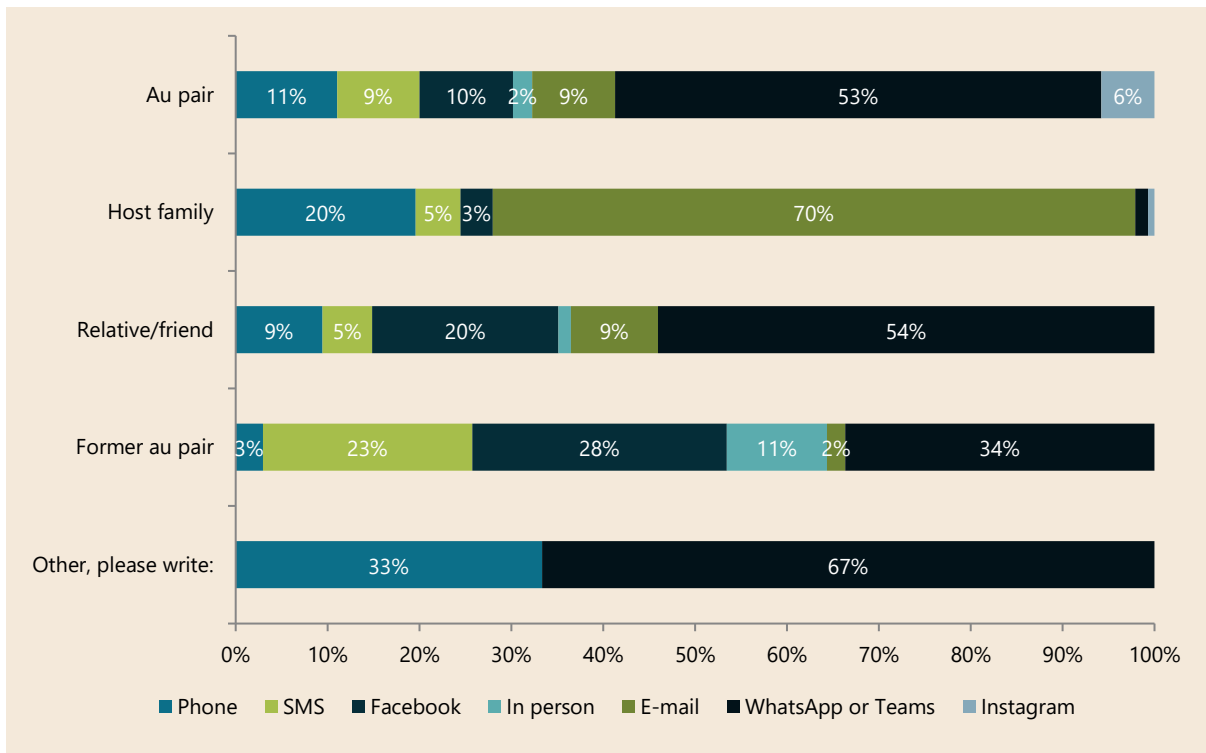
Number of enquiries: 2,278.

Only municipalities with more than 5 observations are shown. In total, 712 enquirers stated their municipality, representing 36 different municipalities.



**Most enquiries were made through WhatsApp, via Teams, or by phone**

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



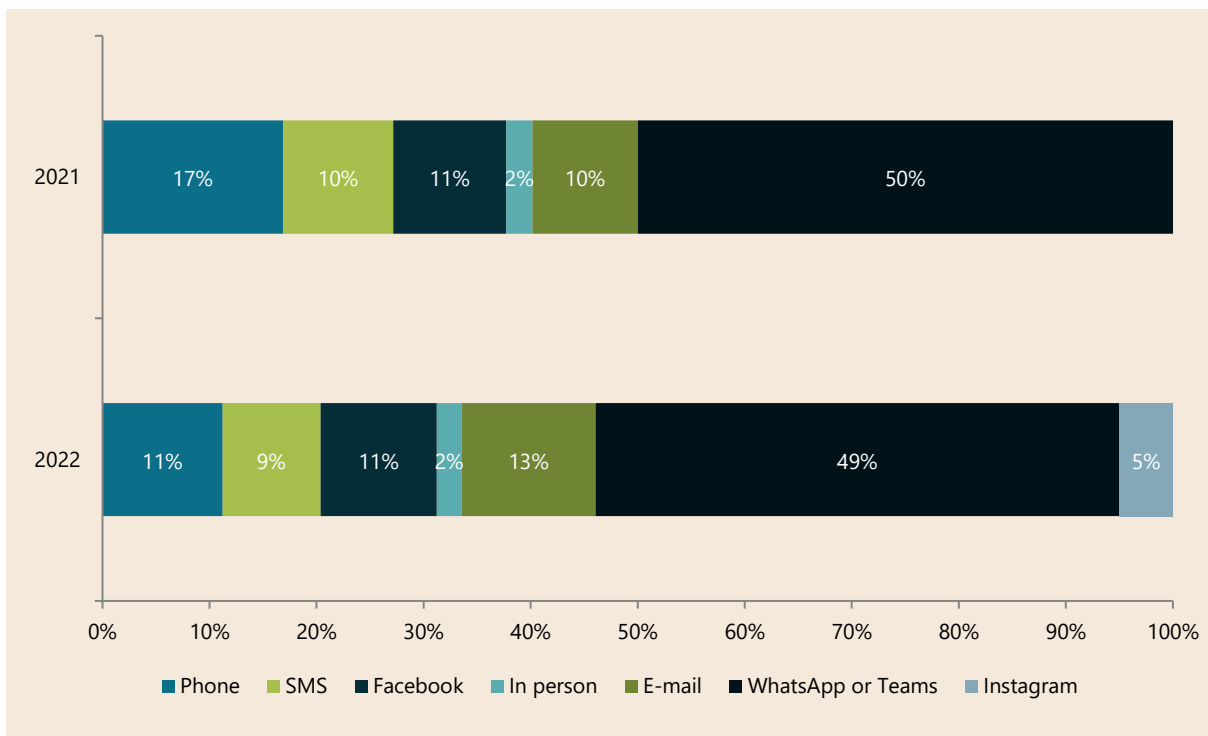
Number of enquiries: 2,292.

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

Instagram was not available as an option in 2021.



Chart 8. Means of contact in percentages. In 2021 and 2022.

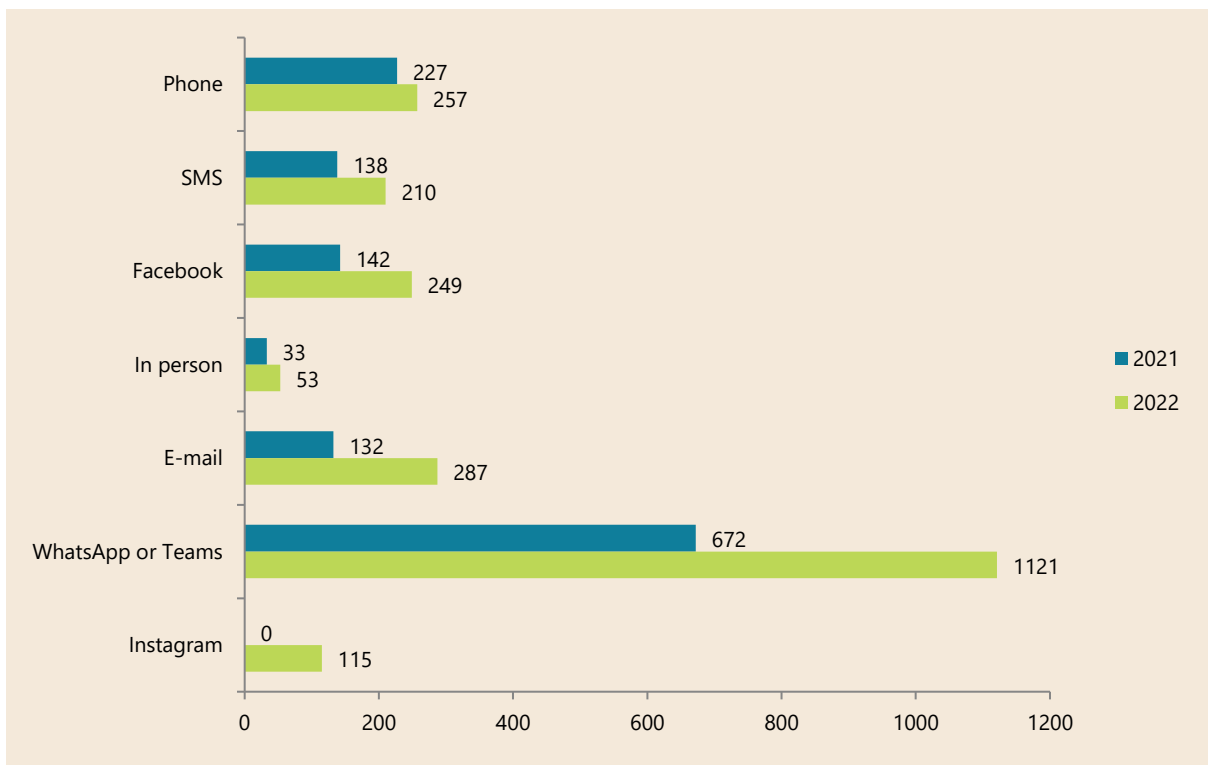


Number of enquiries: 1,344 (2021), 2,292 (2022).

Note: Categories with less than 2 % are not shown. Instagram was not available as an option in 2021.



**Chart 9. Means of contact in numbers. In 2021 and 2022.**



Number of enquiries: 1,344 (2021), 2,293 (2022).

Note: Instagram was not available as an option in 2021.



## Methodology

This report is based on registrations made by the au pair counsellors concerning enquiries between January 1<sup>st</sup>, 2022 and December 31<sup>st</sup>, 2022. 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 2,293 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.