

Overview of enquiries made to the Au Pair Network in 2023

This report contains statistics about the au pair counselling of The Au Pair Network in 2023. The report is based on registrations made by the au pair counsellors between January 1st, 2023, and December 31st, 2023.

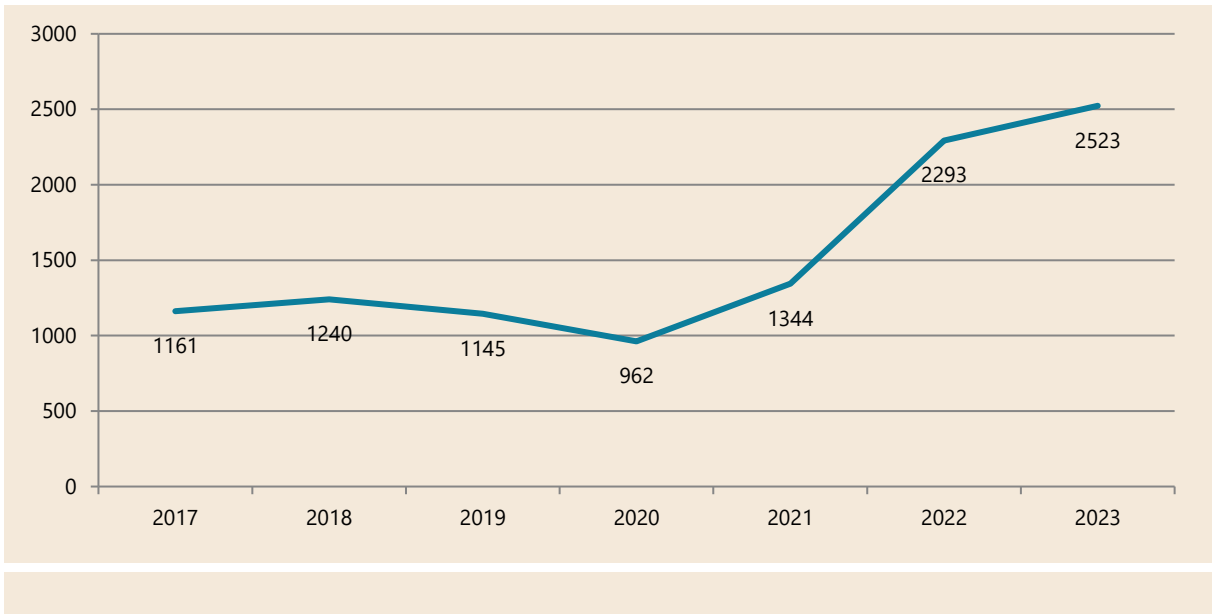
Main conclusions are:

- 2,523 enquiries were made to the Au Pair Network in 2023. This equals an average of 6.9 enquiries per day. The number of enquiries has increased by 10 percent since 2022.
- 60 percent of the counselling were enquiries, and 40 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.
- The Au Pair Network received less enquiries about sexual harassment/rape in 2023 (15) than in 2022 (23).
- 93 percent of enquiries were made by au pairs. 2 percent were made by host families and 2 percent of enquiries were made by relatives or friends. 3 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 Teams or by email. Most au pairs prefer to use WhatsApp or Teams, similar to most relatives/friends who also prefer to use WhatsApp or Teams. Host families prefer to use e-mail. There has been an increase of enquiries via e-mail from 2022 (13 %) to 2023 (19 %).
- 12 percent of enquiries were forwarded to lawyers in FOA in 2023. This number has increased from 7 percent in 2022.



2,523 enquiries were made to the Au Pair Network in 2023

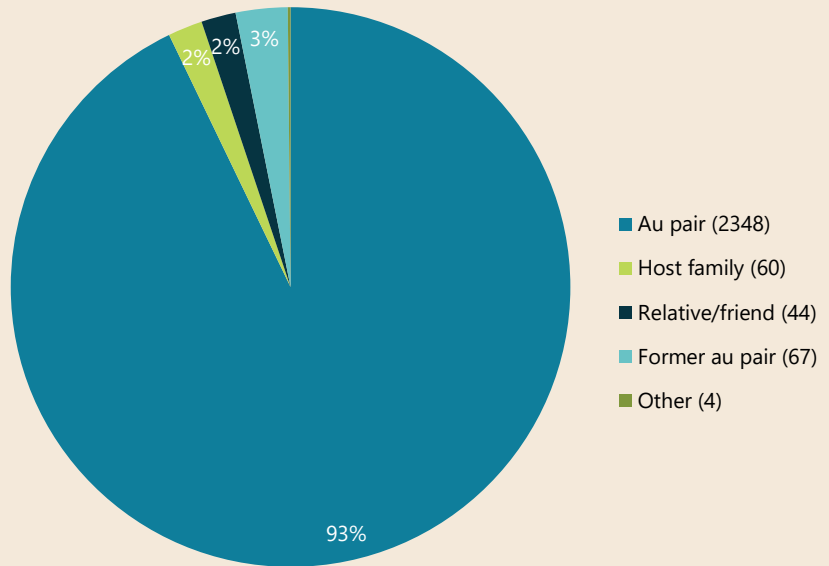
Chart 1. Number of enquiries to The Au Pair Network, 2017-2023





93 percent of enquiries are made by au pairs, and 3 percent are made by former au pairs

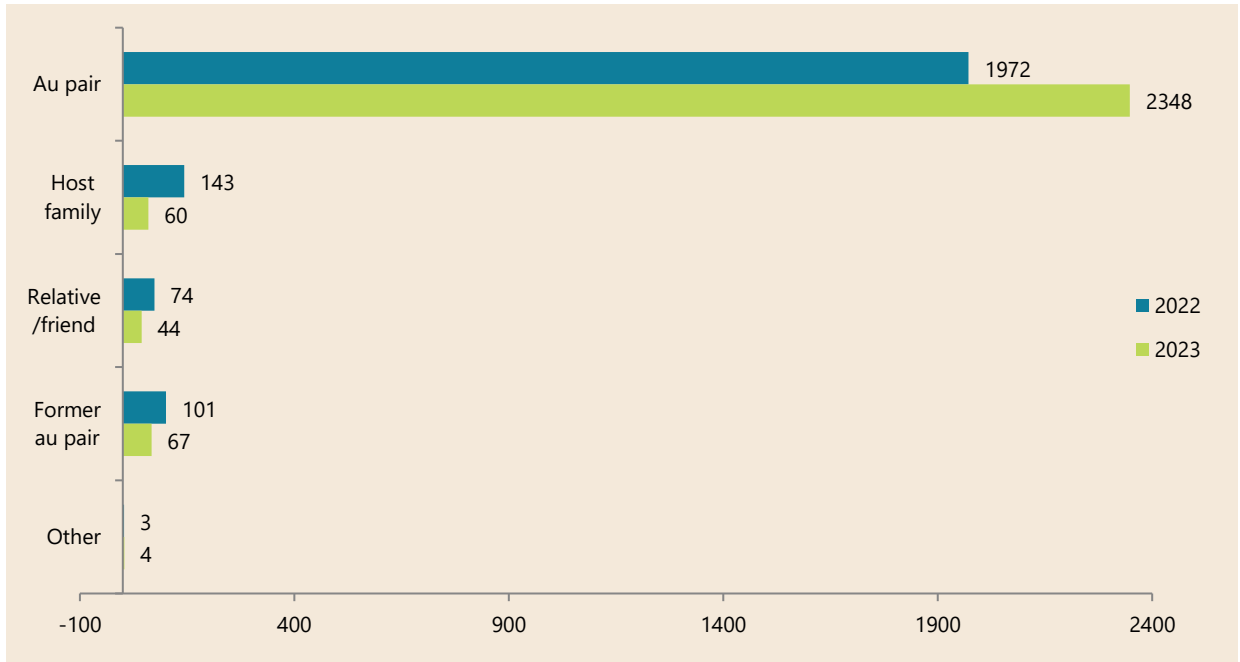
Chart 2. To whom was the counselling given?



Number of enquiries: 2,523.

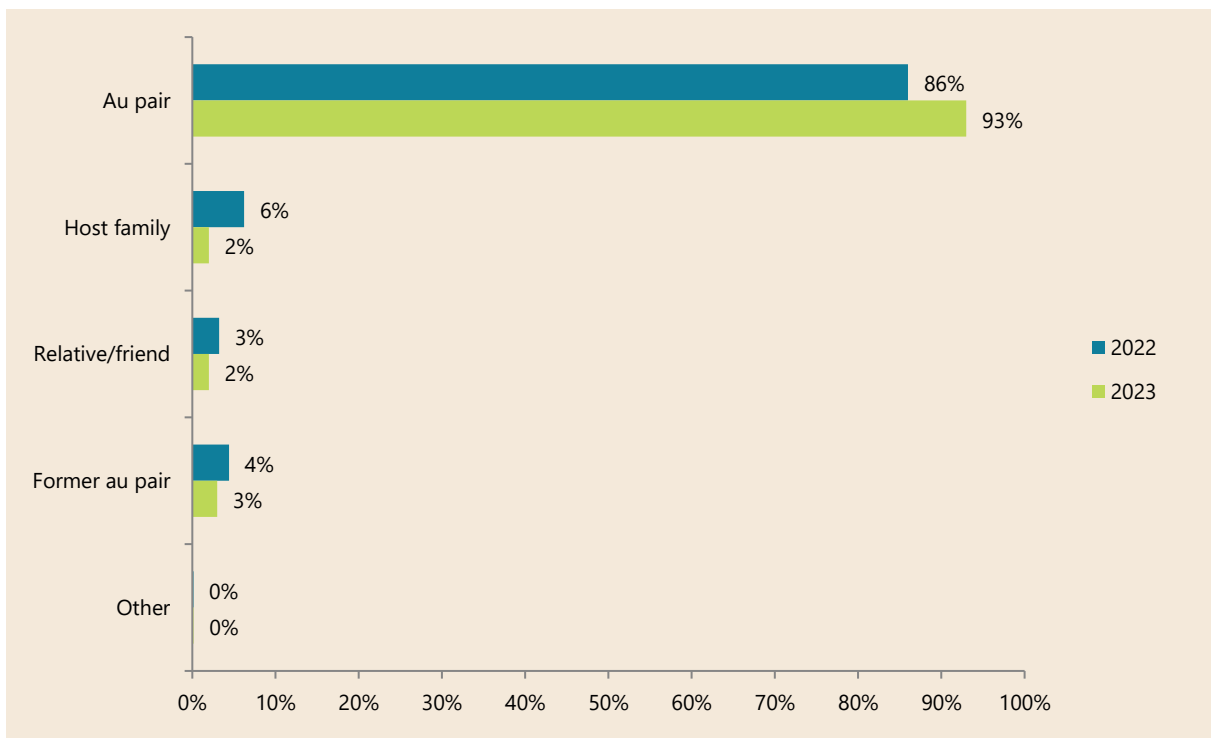


Chart 3. To whom was the counselling given? In 2022 and 2023. In numbers.



Number of enquiries: 2,293 (2022), 2,523 (2023).

Chart 4. To whom was the counselling given? In 2022 and 2023. In percentages.

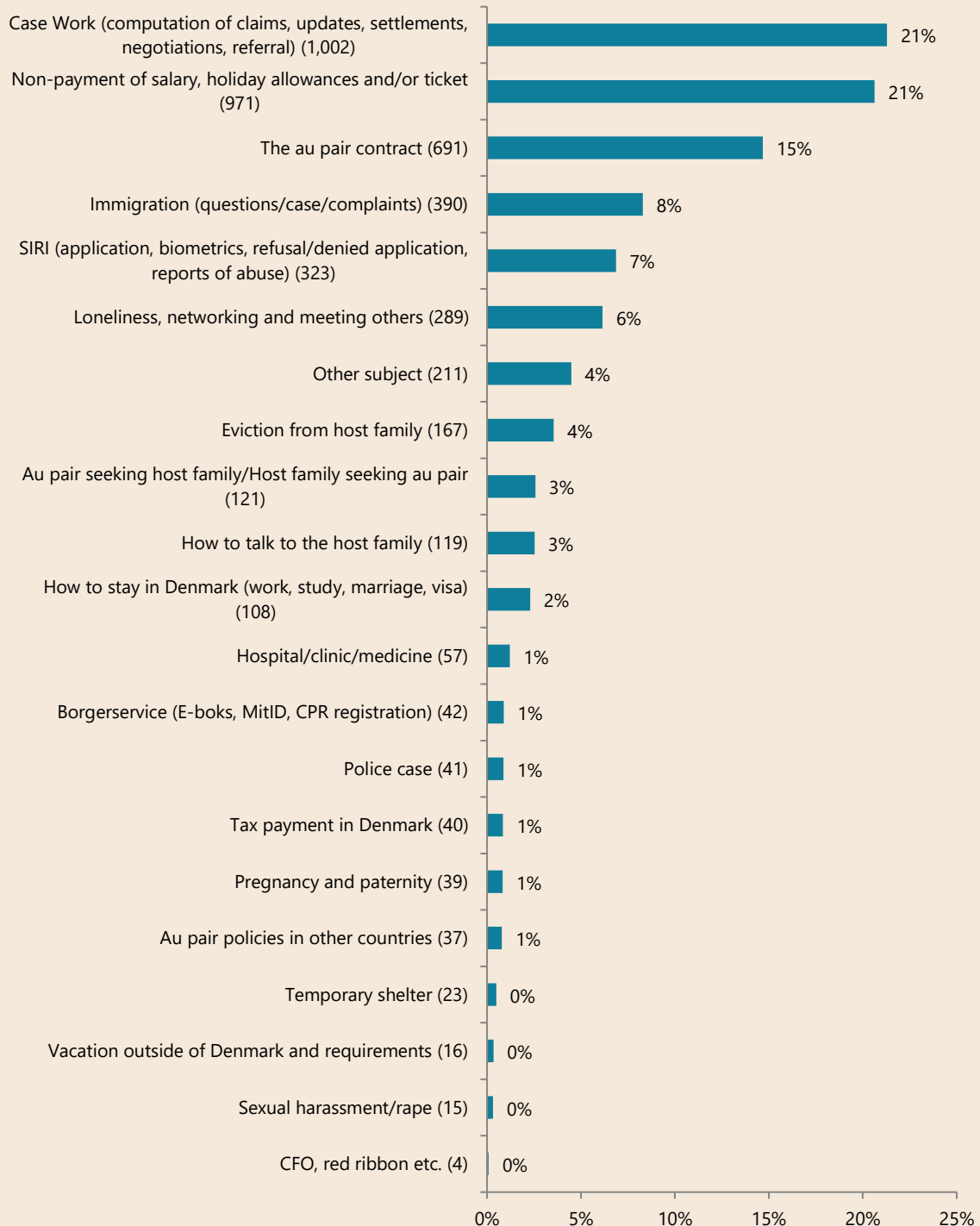


Number of enquiries: 2,293 (2022), 2,523 (2023).



On average, 1.9 subjects were discussed in each of the 2,523 enquiries

Chart 5. What was the subject of the counselling? All enquiries in 2023 in percentages with numbers in parentheses.



One enquiry can concern more than one subject. In 2023, 4,706 subjects were registered from 2,523 enquiries.



Enquiries in total

211 enquiries concerned other topics than those listed in the questionnaire. Among these enquiries, the following topics were the most common ones¹:

- Food allowance (31 %)
- Transport in Denmark (11 %)
- Overwork (7 %)
- How to be a volunteer (7 %)
- SIS Registration (5 %)

Enquiries by host families

In total, 60 (2 %) of the 2,523 enquiries made to the au pair counselling were made on behalf of the host families.

The most common topics among the host families were:

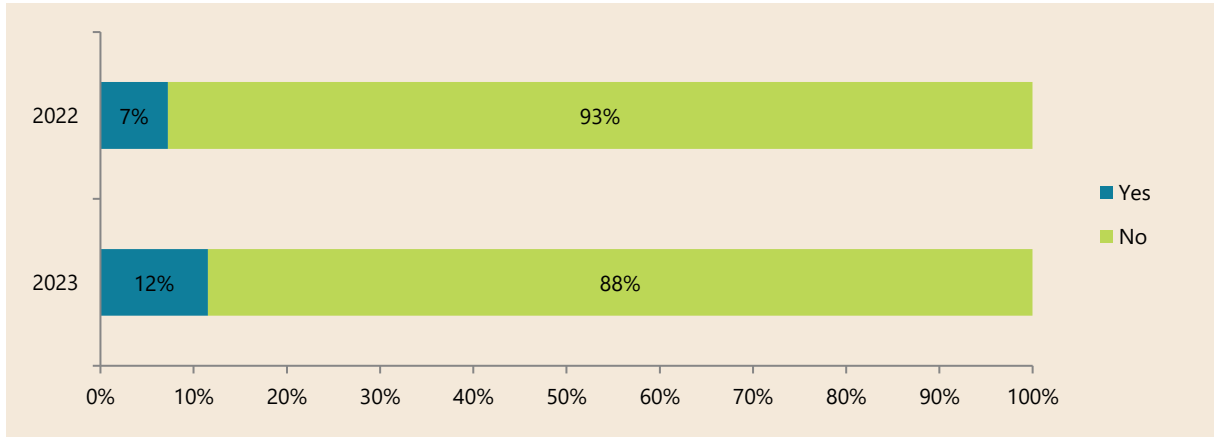
- Non-payment of salary, holiday allowances/or ticket (70 %).
- Case Work (computation of claims, updates, settlements, negotiations, referral) (62 %).
- The au pair contract (22 %).
- SIRI (application, biometrics, refusal/denied application, reports of abuse) (5 %).

¹ One enquiry can concern more than one subject.



Legal advice

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



Number of enquiries: 2,292 (2022), 2,522 (2023).

The following subjects, among the 291 enquiries which were forwarded to lawyers in 2023, were the most frequent²:

- Case Work (computation of claims, updates, settlements, negotiations, referral) (86 %).
- Non-payment of salary, holiday allowances/or ticket (68 %).
- The au pair contract (9 %).
- Eviction/termination of the contract (5 %)
- SIRI (application, biometrics, refusal/denied application, reports of abuse) (4%).

² 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	1,783	71%
Thailand	179	7%
Brazil	91	4%
Bolivia	50	2%
Kenya	43	2%
Peru	37	1%
Mexico	35	1%
Columbia	21	1%
Italy	16	1%
Argentina	12	0%
Guatemala	12	0%
Ecuador	10	0%
Indonesia	9	0%
Namibia	8	0%
Uganda	8	0%
Unknown	7	0%
Nigeria	<5	0%
Nepal	<5	0%
Ghana	<5	0%
India	<5	0%
Madagascar	<5	0%
Tanzania	<5	0%
Tunisia	<5	0%
Zimbabwe	<5	0%
Chile	<5	0%
Egypt	<5	0%
Japan	<5	0%
Sri Lanka	<5	0%
USA	<5	0%
Venezuela	<5	0%
Total	2,348	100%

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

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

Country	Frequency	Percent
Unknown	1,880	75%
Gentofte	198	8%
Rudersdal	88	3%
København	79	3%
Esbjerg	43	2%
Aarhus	42	2%
Kolding	36	1%
Vejle	33	1%
Ringsted	25	1%
Lyngby-Taarbæk	17	1%
Fredericia	13	1%
Roskilde	11	0%
Struer	9	0%
Odense	8	0%
Hørsholm	7	0%
Aalborg	7	0%
Herning	5	0%
Holstebro	5	0%
Other municipalities	17	1%
Total	2,523	100%

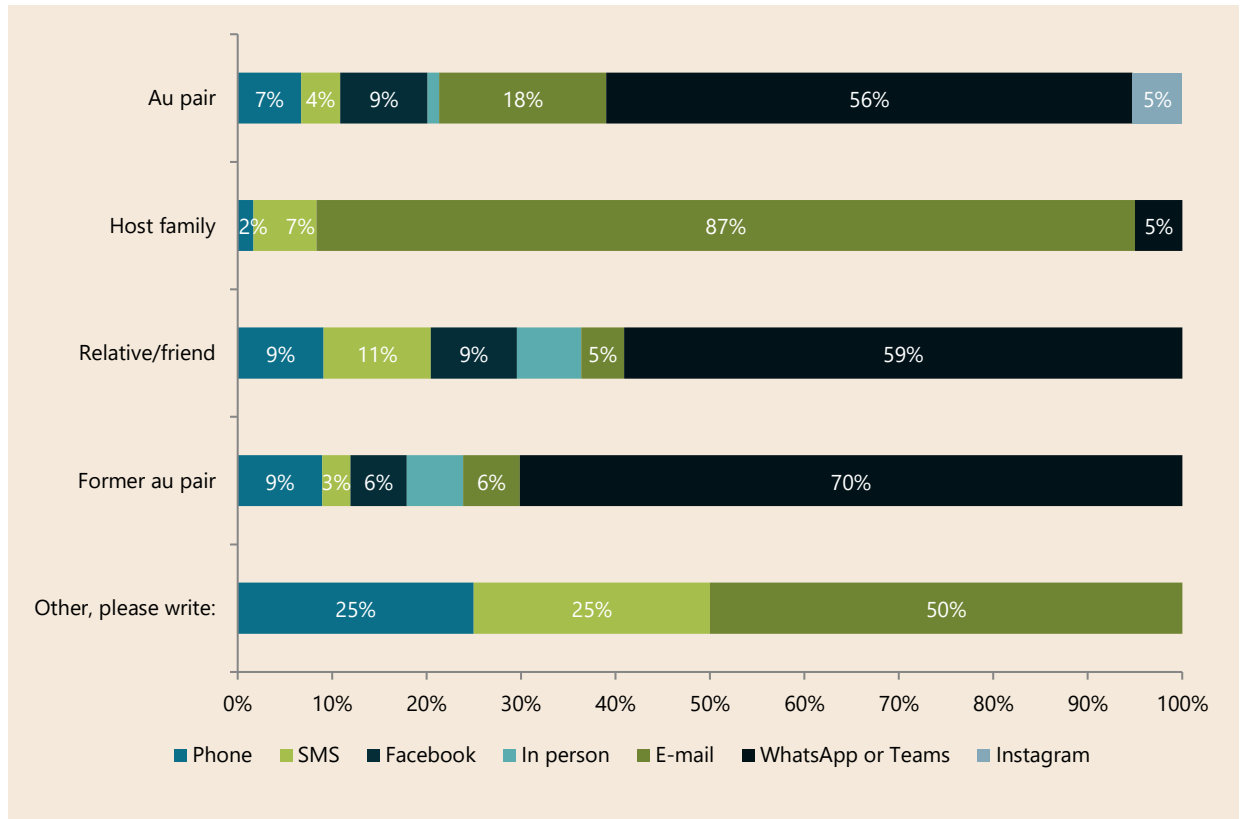
Number of enquiries: 2,523.

Only municipalities with over 5 observations are shown. In total, 643 enquirers stated their municipality, representing 27 different municipalities.



Most enquiries were made through WhatsApp or Teams or by phone

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

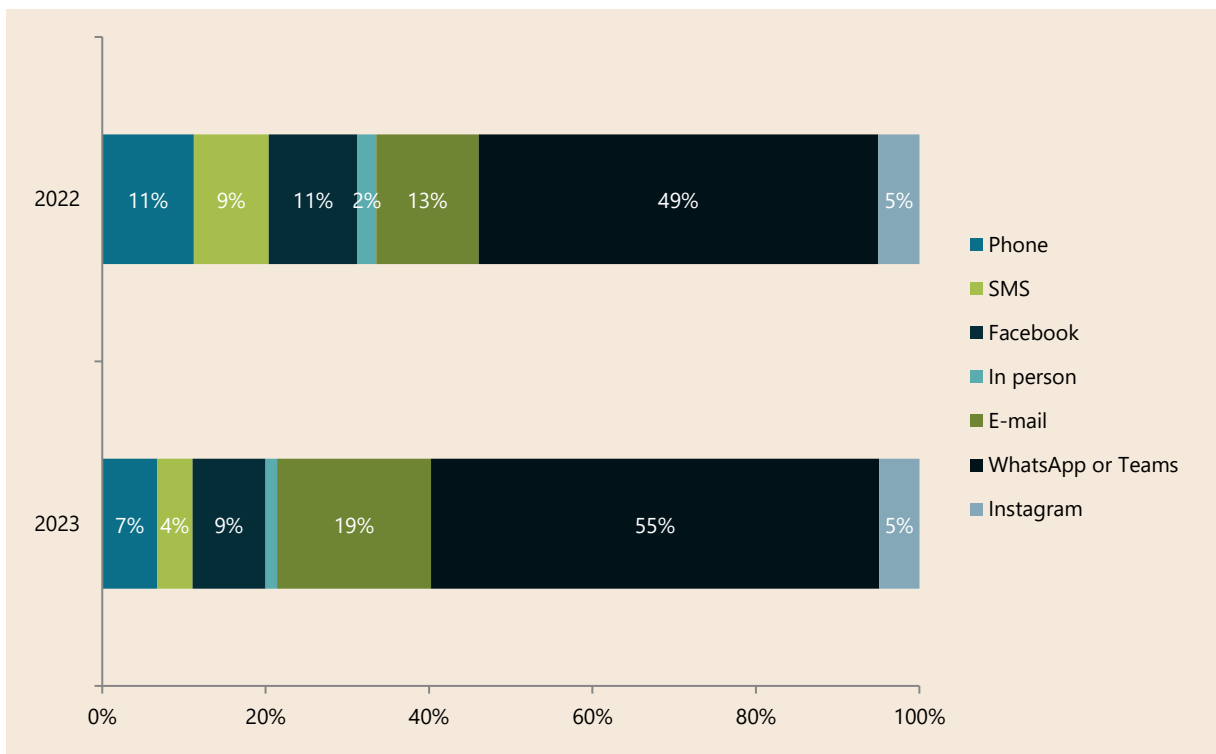


Number of enquiries: 2,523.

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



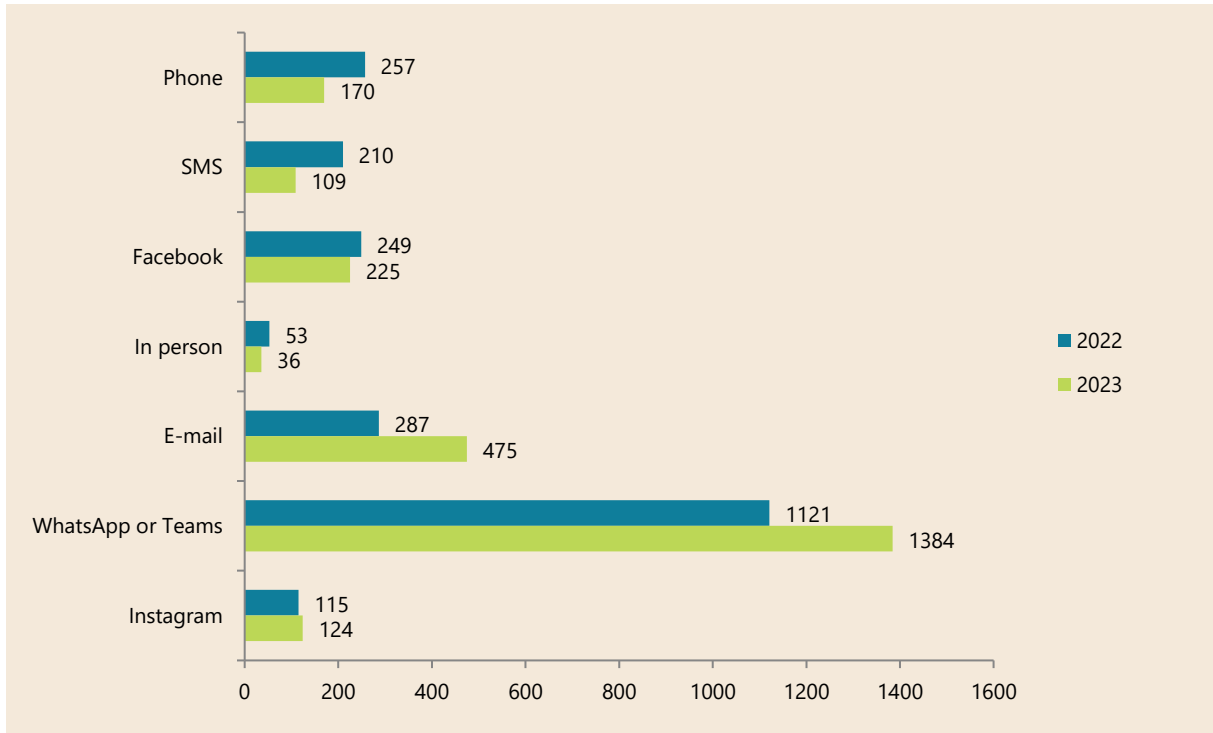
Chart 8. Means of contact in percentages. In 2022 and 2023.



Number of enquiries: 2,292 (2022), 2,523 (2023).
Note: Categories with less than 2 % are not shown.



Chart 9. Means of contact in numbers. In 2022 and 2023.



Number of enquiries: 2,293 (2022), 2,523 (2023).



Methodology

This report is based on registrations made by the au pair counsellors concerning enquiries between January 1st, 2023 and December 31st, 2023. 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 2,523 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.