

Overview of enquiries to the au pair-counselling in 2016

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 1st 2016 and December 31st 2016.

Main conclusions are:

- 2,602 enquiries were made to the au pair-counselling in 2016. This equals an average of 7.13 enquiries per day. From 2015 to 2016 the number of enquiries increased by 8 percent. In 2015, 2,420 enquiries were registered, which equals 6.65 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 2015 to 2016 there has been an increase in questions regarding non-payment of salary, where the number of questions has doubled from 305 enquiries in 2015 to 602 enquiries in 2016. Enquiries regarding immigration have almost tripled from 119 enquiries in 2015 to 342 in 2016.
- Other topics have also seen increases - e.g. working hours/days off/holidays (from 283 to 423) and pregnancy and paternity (from 130 to 199). Evictions from host families also grew from 232 to 282 enquiries.
- The Au Pair Network also received 36 enquiries about sexual harassment/rape in 2016, as well as 47 about police cases and 27 about hospitals/clinics. There has been an increase in enquiries regarding all three topics from 2015 to 2016.
- 3 out of 4 (74 %) enquiries came from au pairs. 1 out of 10 (11 %) enquiries were from former au pairs and 8 percent came from relatives or friends. 6 percent of the enquiries were from the host families.
- 82 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 via Facebook or as phone calls. Most au pairs prefer Facebook, most host families prefer the phone. There has been a small increase in contact through Facebook and a decrease in phone calls from 2015 to 2016.



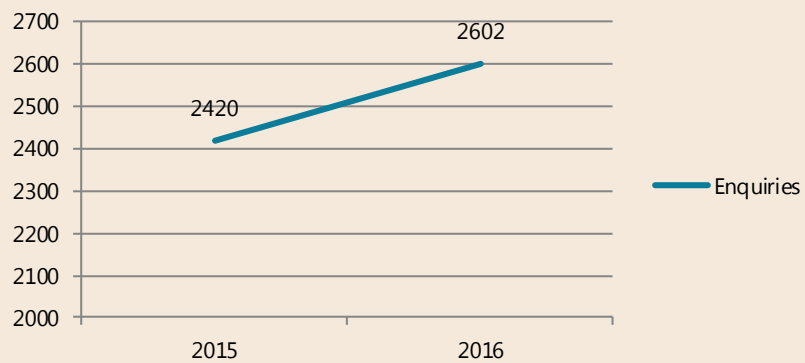
- 6.1 percent of the 2,602 enquiries were forwarded to lawyers/legal consultants in 2016. The most common type of cases forwarded to lawyers concerns non-payment of salary, holiday allowances and/or ticket.



2,602 enquiries were made to the Au Pair Network in 2016

In 2016 The Au Pair Network had 2,602 enquiries. On average this equals 7.13 enquiries per day throughout the year. In 2015, The Au Pair Network had 2,420 enquiries averaging 6.65 enquiries per day. In total figures the number of enquiries increased with 182 or 8 percent.

Chart 1 Number of enquiries 2015 - 2016





Most enquiries from au pairs

As chart 2 illustrates, almost 3 out of 4 (74 %) of the enquiries came from au pairs, 11 percent came from former au pairs, 8 percent came from relatives/friends, and 6 percent of the enquiries came from the host families.

Chart 2. To whom was the counselling given?

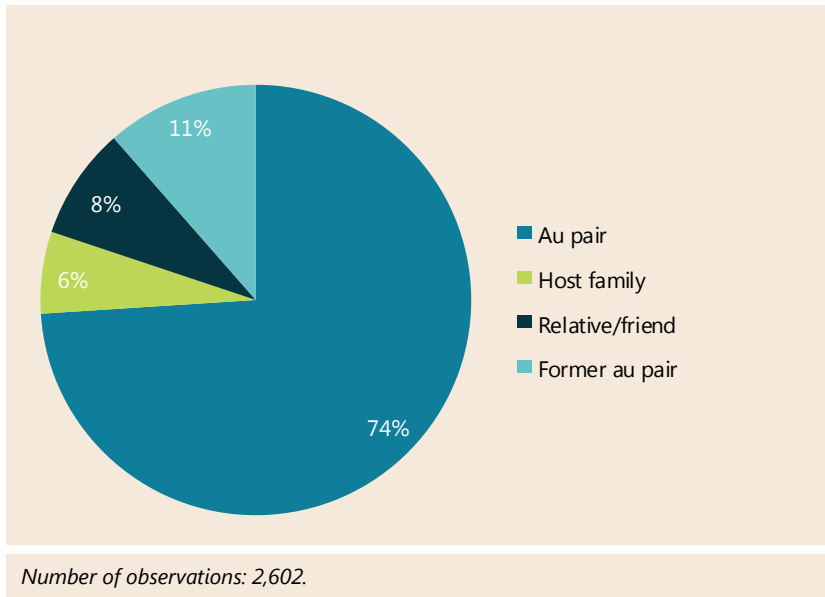


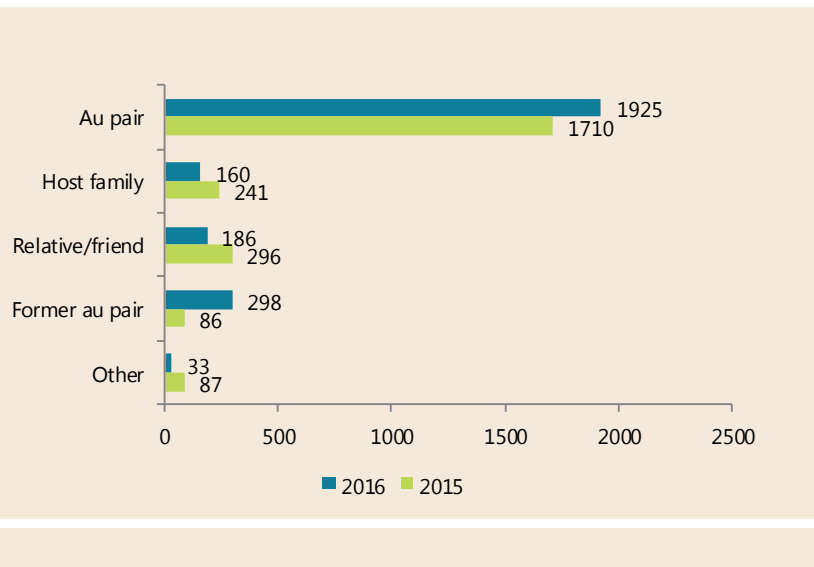


Chart 3 below shows development in recipients of help from 2015 to 2016.

There has been an increase in au pairs contacting the counselling from 1,710 in 2015 to 1,925 in 2016 (an increase of 215 enquiries). Looking at percentages there is no noteworthy difference – from 71 percent of the enquiries made by au pairs in 2015 to 74 percent in 2016.

There has been an increase of 212 from 86 enquiries by former au pairs in 2015 to 298 enquiries in 2016. Fewer host families contacted The Au Pair Network in 2016. In 2016, 160 contacts were made compared to 241 in 2015. Fewer relatives and friends contacted The Au Pair Network counselling in 2016.

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

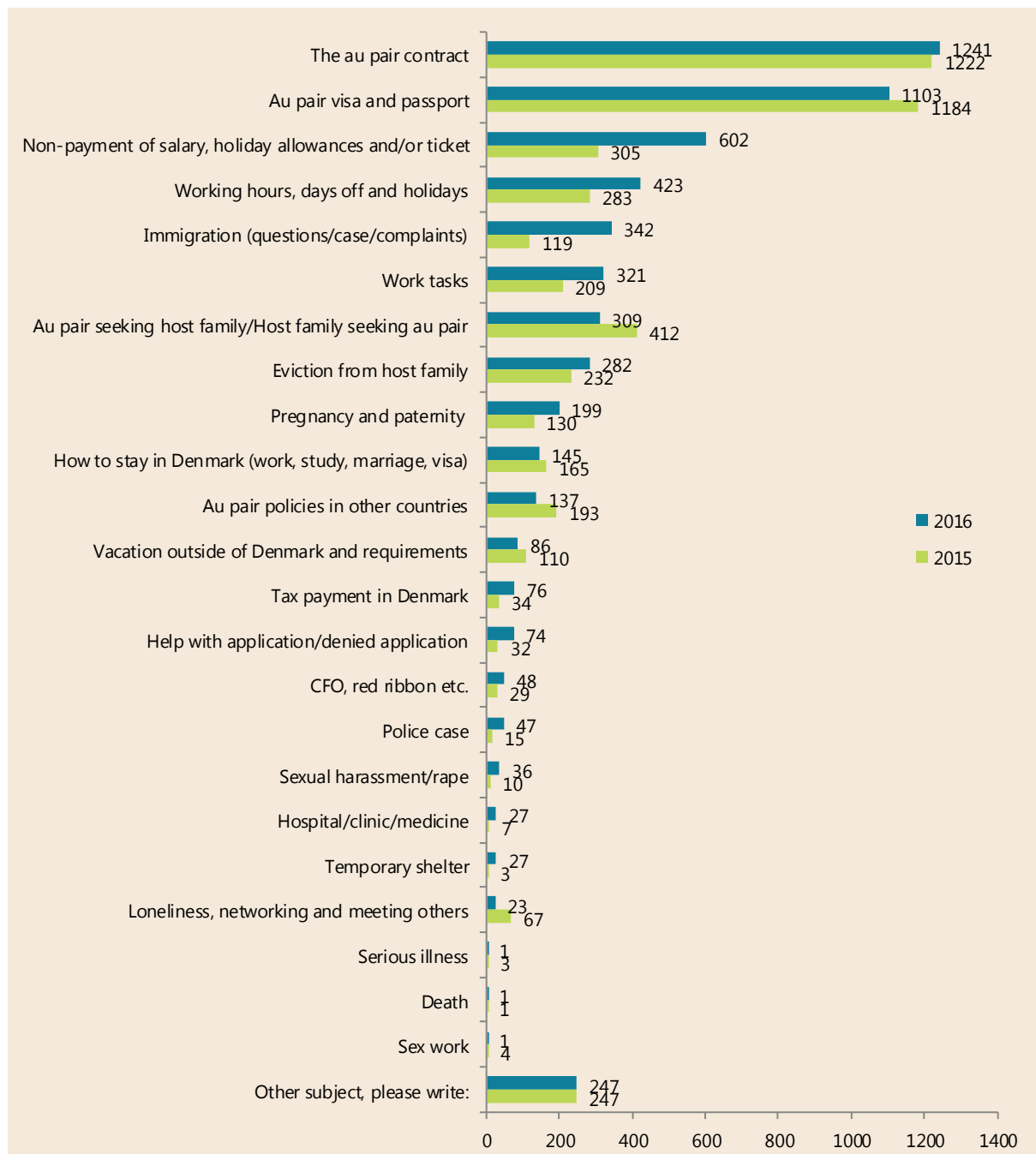




The number of enquiries about non-payment of salary has doubled

On average 2.2 subjects were discussed in the total of 2,602 enquiries. The counselling receives many general questions about the au pair regulations. The most discussed topic was "The au pair contract". 1222 or almost half (48 %) of the enquiries was about this topic. Further 1184 (42 %) was about "Au pair visa and passport".

Chart 4. What was the subject of the counselling? All enquiries.
One enquiry can have more than one subject.



In 2016 5,798 subjects were registered from 2,602 enquiries. One enquiry can concern more than one subject. In 2015 5,016 subjects were registered from 2,420 enquiries.



Another common topic is "Non-payment of salary, holiday allowances and/or ticket". From 2015 to 2016 there has been an increase from 305 to 602 enquiries about this topic. Also enquiries about working hours and immigration have seen steep increases (working hours from 119 to 342 enquiries, and immigration from 283 to 423).

Also pregnancy and paternity has seen an increase from 130 enquiries in 2015 to 199 enquiries in 2016. This increase started already in 2014, as only 83 cases concerned pregnancy and paternity that year. Other subjects such as sexual harassment/rape, police cases and "Hospital/clinic/medicine" are also more common in 2016. In 2016, 36 enquiries were made concerning sexual harassment/rape, 47 concerning police cases and 27 about "Hospital/clinic/medicine".

Almost 1 out of 10 (9 %) 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
- Counselling on how to process AU1 (residence permit)
- Different sorts of complications with host family
- Mental illness

Legal advice

In total, 160 (6.1 %) of the 2,420 enquiries to the au pair-counselling were forwarded to lawyers/legal counsellors in FOA. In 2015, 108 enquiries (4.4 %) were forwarded to lawyers in FOA. The procedure for forwarding enquiries to lawyers changed during 2016, so the numbers are not comparable.

Among the forwarded enquiries in 2016 the following subjects were most frequent¹:

- Non-payment of salary, holiday allowances and/or ticket (78 %).
- The au pair contract (16 %).
- Au pair visa and passport (11 %).
- Eviction from host family (11 %).
- Other subjects (18 %).

Enquiries by host families

The most common topics among host families were the au pair contract (59), host family seeking au pair (52), au pair visa and passport (47) and non-payment of salary, holiday allowances and/ or ticket (12).

¹ One enquiry can concern more than one subject.



Most enquiries came from au pairs from the Philippines

82 percent of the enquiries in 2016 were made by au pairs from the Philippines. In 2015, 84.3 percent of enquiries were also made by au pairs from the Philippines (not shown in table 1).

In 2016, enquiries from relatives and friends were also mostly from Filipinos (74 %), and 20 percent were from Danes (not shown in table 1). 93.7 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	1577	82 %
Other country/region	63	3 %
Mexico	52	3 %
Spain	41	2 %
Kenya	40	2 %
Nepal	40	2 %
Ukraine	36	2 %
USA	32	2 %
Brazil	17	0,9 %
Thailand	15	0,8 %
Denmark	8	0,4 %
Madagascar	3	0,2 %
Indonesia	1	0,1 %
Total	1,925	100,0 %

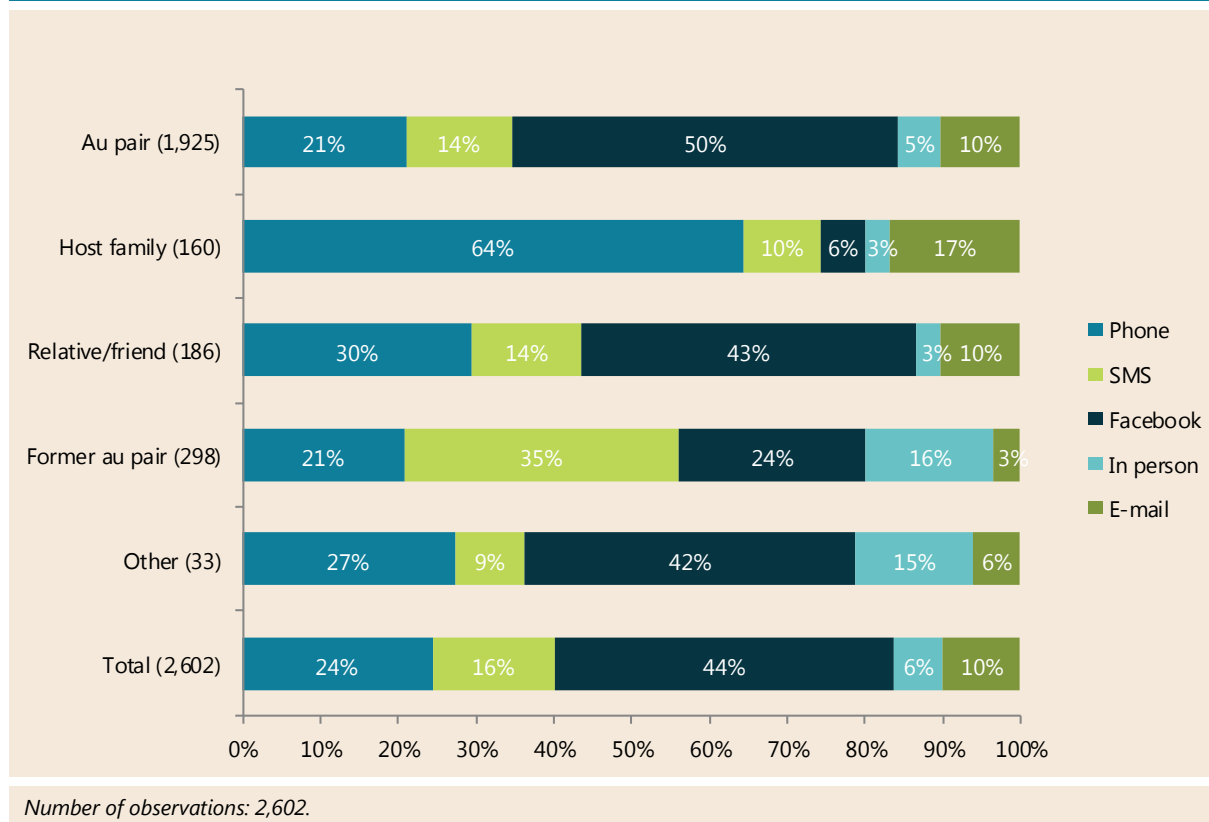
Number of observations: 1,925.



Most enquiries were made through Facebook or phone

The most common way to contact The Au Pair Network was via Facebook (44 % of all enquiries) or by phone (24 % of all enquiries). Au pairs preferred to use Facebook (50 %), while almost 2 out of 3 (64 %) host families preferred phone.

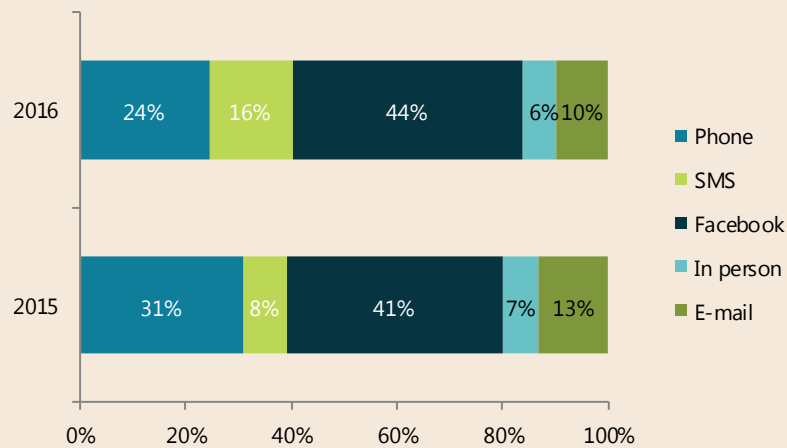
Chart 5. Means of contact: *And to whom the counselling was given.*



There have been some minor changes in the percentages from 2015 to 2016. Contact through the phone decreased from 31 percent in 2015 to 24 percent in 2016. Contact via SMS increased from 8 percent to 16 percent. Facebook is still the most used mean of contact, especially by the au pairs.



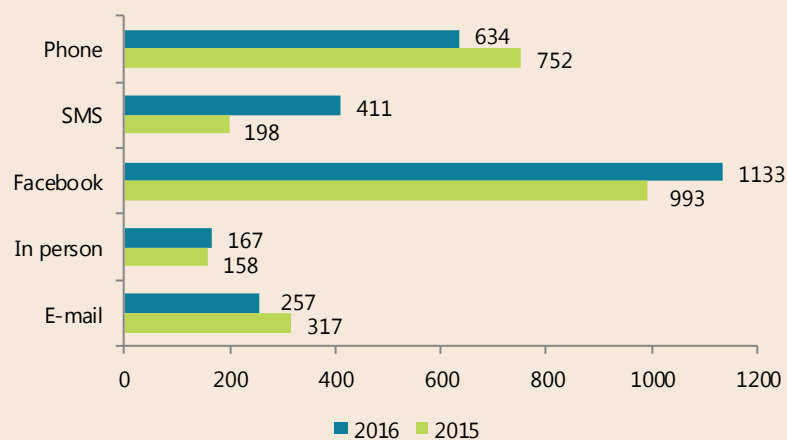
Chart 6. Means of contact in percentages. In 2016 and 2015.



Number of observations: 2,602 (2016) and 2,419 (2015).

Chart 7 below shows the differences in means of contact between 2016 and 2015 in numbers. The number of phone calls decreased the most from 752 times in 2015 to 634 times in 2016. E-mail as a mean of contact also decreased from 317 in 2015 to 257 in 2016. The au pair-counselling experienced the biggest increase in contact via SMS from 198 to 411. The number of enquiries via facebook also grew by 140.

Chart 7. Means of contact in numbers. In 2016 and 2015.



Number of observations: 2,602 (2016) and 2,418 (2015).

**Appendix 1****Table 2 – What was the subject of the counselling?***One enquiry can have more than one subject.*

Subject	Frequency	Percent
The au pair contract	1,241	48 %
Au pair visa and passport	1,103	42 %
Non-payment of salary, holiday allowances and/or ticket	602	23 %
Working hours, days off and holidays	423	16 %
Immigration (questions/case/complaints)	342	13 %
Work tasks	321	12 %
Au pair seeking host family/Host family seeking au pair	309	12 %
Eviction from host family	282	11 %
Pregnancy and paternity	199	8 %
How to stay in Denmark (work, study, marriage, visa)	145	6 %
Au pair policies in other countries	137	5 %
Vacation outside of Denmark and requirements	86	3 %
Tax payment in Denmark	76	3 %
Help with application/denied application	74	3 %
CFO, red ribbon etc.	48	2 %
Police case	47	2 %
Sexual harassment/rape	36	1 %
Hospital/clinic/medicine	27	1 %
Temporary shelter	27	1 %
Loneliness, networking and meeting others	23	1 %
Serious illness	1	0 %
Death	1	0 %
Sex work	1	0 %
Other subject, please write:	247	9 %
Total	2,602	-

5,798 subjects were registered from 2,602 enquiries. One enquiry can concern more than one subject. Percentages are calculated based on the 2,602 enquiries; therefore, the percentages do not add up to 100.



Methodology

This report is based on registrations made by the au pair-counsellors concerning enquiries between January 1st 2016 and December 31st 2016. 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 2,602 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.

The number of observations differs, since some questions were not completed by the counsellors by registration of the enquiry.

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.