



Working and Living in Australia

PRE-DEPARTURE GUIDEBOOK

for seasonal workers



Australian Government



Seasonal
Worker
Programme

Contacts

IF YOU NEED HELP WHILE IN AUSTRALIA YOU CAN CALL:

The Seasonal Worker Programme Information Line +61 2 6240 5234 (Calling from overseas)
(02) 6240 5234 (Calling from Australia)

This is the Department of Employment, Skills, Small and Family Business's Information Line that you can call if you have any questions or concerns about the Programme.

Emergency Hotline for Seasonal Worker Programme (in Australia) 1800 515 131

The Fair Work Ombudsman Information Line 13 13 94

Call this number if you have general questions about your employment conditions or pay rate, or, after talking to your employer you have concerns about your pay or employment conditions.

Department of Home Affairs 13 18 81

Call this number if you have general questions about your visa, or would like to change your contact details, or talk to a departmental officer.

Safe Work Australia 1300 551 832

If you require specific information on work, health and safety issues, Safe Work Australia may be able to refer you to the relevant authority in the state where you are employed.

If you are ever in a life threatening or time critical emergency, call emergency police, fire or ambulance 000

Your Labour Sending Unit _____

Your High Commission or Embassy _____

Your approved employer _____



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Working and Living in Australia

PRE-DEPARTURE GUIDEBOOK

for seasonal workers

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1 Introduction – The Seasonal Worker Programme

Key messages:

- This guidebook will assist you to get the most out of your time living and working in Australia under the Seasonal Worker Programme.
- The Seasonal Worker Programme will allow you to earn money for your family.
- If you are ever unclear about anything during your time in Australia, it is very important that you contact your approved employer.

1.1 WELCOME

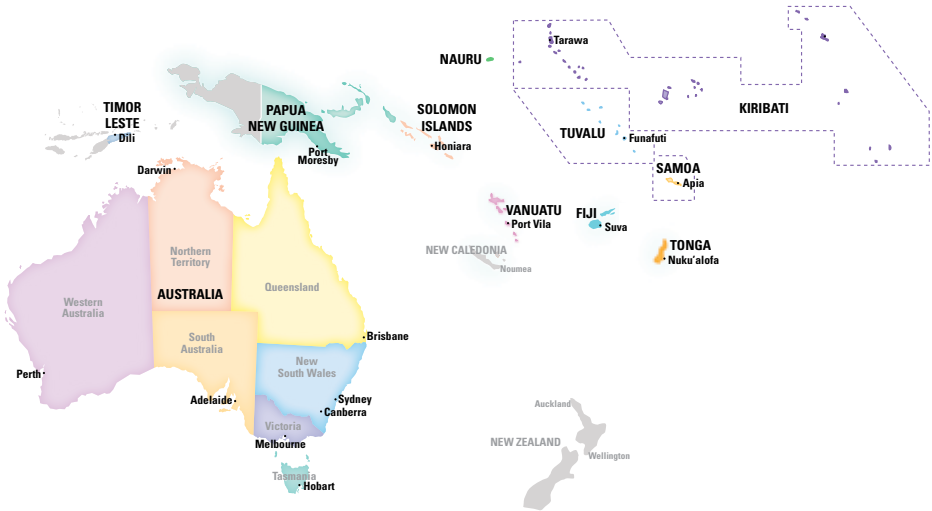
Welcome to the Seasonal Worker Programme (the Programme). This guidebook will help you prepare for working and living in Australia. It is a very important resource to use during your stay in Australia and when you return home. Please bring it with you, and make sure you are very familiar with all of the topics in this guide. This will make your time in Australia easier and help you to know what to expect.

Remember: If you do not know what to do, or are confused about anything from your payslip to your work duties, contact your approved employer. However, if you are concerned about pay or your workplace entitlements you should contact the Fair Work Ombudsman (FWO).

If there is an emergency and you need the police, the fire brigade or an ambulance, call **000**. This is a free number and will connect you with any of these services.



Participating Countries



1.2 ABOUT THE SEASONAL WORKER PROGRAMME

The Seasonal Worker Programme contributes to the economic development of Pacific Island countries and Timor-Leste by providing work opportunities in the Australian agriculture and accommodation industries. The Seasonal Worker Programme offers seasonal labour to employers in the agricultural industry and employers in selected locations in the accommodation industry who can't meet their seasonal labour needs with local job seekers.

The Programme has been designed so that you have the opportunity to benefit financially from working here. However, you must work hard and manage your money carefully. You have the opportunity to earn more money in Australia than you do back home, but living in Australia is expensive. It is easy to spend the money that you make, so budgeting is important.

1.3 WHY THE PROGRAMME IS IMPORTANT

The Seasonal Worker Programme is important to both Australia and your home country. For example, it can help Australian farmers grow and pick their produce and the money you earn can be sent home to help your family and community.

When you return home you will also be able to use the training you receive and the skills you learn in Australia to help build your community and contribute to your country's economic development.

1.4 YOUR BEHAVIOUR IN AUSTRALIA

Remember that while you are in Australia you are a representative of your country. It is important that you represent your country well and that you do not do anything that could reflect poorly on you, your family, or your country. If you behave poorly, you may not be allowed to return to Australia as a seasonal worker in the future.

1.5 WHAT DO YOU HOPE TO ACHIEVE BY WORKING IN AUSTRALIA?

You might like to think about why working in Australia through the Seasonal Worker Programme is important to you. For example, some workers want to earn money to support the education of family members, and pay for things like school fees. Others want to use the money to build or renovate their house and others may want to earn money so they can start their own business when they return home. There may be many reasons why you want to participate, and writing these down can help motivate you to work hard.

You can write down three goals you would like to achieve while working in Australia. What would you like to do with the money you earn and the skills you learn? This list will help remind you why you joined the Programme.

I would like to use the money I earn while working in Australia to:

1.

2.

3.



2 Your Visa

Key messages:

- You need a visa from the Australian Government to participate in the Seasonal Worker Programme.
- To be granted a visa, you must have a written Letter of Offer from an approved employer to work in the Seasonal Worker Programme.
- To be granted a visa, you also need to be of good health and character.
- Seasonal workers from all participating countries can work in Australia for up to nine months. These countries include Fiji, Papua New Guinea, Samoa, Solomon Islands, Tonga, Vanuatu, Kiribati, Nauru, Tuvalu and Timor-Leste.
- You must not work for any other employer while in Australia.
- You must tell the Department of Home Affairs if you leave your employer, as this is a breach of your visa and could result in you being deported.
- You cannot apply for any other type of visa while in Australia.
- If you break your visa conditions, your visa may be cancelled and you may be removed from Australia.
- It is important that you leave Australia before your visa expires.

2.1 WHAT CAN I DO ON THIS VISA?

- Under the Seasonal Worker Programme you are allowed to work in Australia for up to nine months, but only for your approved employer. You are only allowed to work for the employer who invited you to work in Australia. You may work for a number of farmers and growers if your employer has permission from the Australian Government to place you with them.
- You can leave Australia and return during the time your visa allows you to stay in Australia, but you must get approval from your employer and pay for your own travel costs. Please remember that if you decide to leave Australia during this time, you will not be given extra time on your visa when you get back. The time you are away is part of your visa period.
- You must leave Australia **before** your visa expires.

2.2 WHAT CAN'T I DO ON THIS VISA?

There are a number of visa conditions that you must follow.

- You must not work for another employer.
- You must not work on your own account (self-employed) providing work or services to anyone.
- You cannot apply for another visa until you leave Australia. For example, if you were to marry an Australian citizen or permanent resident, you would still need to return home to apply for a spouse visa.
- You must have health insurance for the whole time you are working in Australia, and you cannot cancel it (see chapter 9.2).
- You cannot bring your family with you, unless they apply to work in Australia and are given a Letter of Offer (like the one you received).

If you breach any of your visa conditions approved employers are unlikely to hire you again.

2.3 WHAT HAPPENS IF I BREAK ANY OF MY VISA CONDITIONS?

It is important that you do not break any of your visa conditions as the Australian Government takes breaches of visa conditions seriously. If you do:

- your visa may be cancelled
- you may be asked to leave from Australia
- you may not be allowed back into Australia for some time.

If you break any of your visa conditions, it will not only harm your chances of returning to Australia in the next season but it may also affect other seasonal workers from your country. You will also lose the opportunity to provide income for you and your family.

2.4 WHAT IF MY CIRCUMSTANCES IN AUSTRALIA HAVE CHANGED?

If your circumstances change and you think your visa may be breached, you must speak to your approved employer. If you feel that your employer is not the right person to talk to, you can contact the Department of Home Affairs directly or call the Seasonal Worker Programme information line on **(02) 6240 5234**. Your employer and the Australian Government want to help you.

2.5 WHAT IF I WANT TO STAY IN AUSTRALIA PERMANENTLY?

As a seasonal worker, you cannot apply for any other type of visa while in Australia. When you get back to your home country, you may be able to apply for other types of visas that might let you stay longer or you can apply again for the Seasonal Worker Programme next year. If you are a good worker, your employer may want you to come back the next season.



3 Your Letter of Offer

Key messages:

- Your Letter of Offer contains your employment details in Australia, your living arrangements and any deductions that may be made from your pay.
- You must read your Letter of Offer carefully, and make sure you understand what you are committing to.
- If you do not understand parts of your Letter of Offer ask your approved employer, or ask to have your letter translated.

3.1 LETTER OF OFFER

You will receive a Letter of Offer before you travel to Australia, and before you apply for your visa. This letter details your employment and living arrangements in Australia, you must read through this very carefully. The letter will have your approved employer's letterhead on it, and you will need to sign to say that you understand and agree to the terms and conditions offered. You must ask your approved employer, their agent or the representative from your Ministry / Department for help if you do not understand anything in your Letter of Offer. Before you leave your home country ask your Labour Sending Unit to assist you in the translation of the Letter of Offer.

3.2 WHAT WILL BE IN MY LETTER OF OFFER?

The letter will have all your employment details including:

- the type of work you will be doing
- where in Australia you will be working (e.g., Emerald, Queensland, Victoria)
- the host businesses you will be placed with (e.g. an orange grower, or accommodation provider)
- how long you will work in Australia
- when you will start work in Australia
- when you will return home
- whether you will be employed as a full-time, part-time or casual employee
- how you will be paid and details of your rate of pay
- your employer contact details
- transport to get you from your accommodation to work and back each day.



The letter will also have all your living arrangements including:

- details of your accommodation, and how much this will cost
- details of transport, and how much this will cost
- details of your health insurance policy, and how much this will cost
- who will meet you at the airport when you arrive into Australia, and how you will get to where you will be working.

You will have money deducted from your pay (signing your Letter of Offer will mean that you agree to the deductions), for things such as:

- the cost of your return international airfare and domestic transfer costs over A\$300
- visa application fee (if your employer paid for this)
- transport to get you to and from work
- accommodation costs
- health insurance (see chapter 9.2)
- taxation at 15% (see chapter 8)
- start-up costs, such as a pay advance, bedding, food etc. until you start working.

Very important: Make sure you understand and are satisfied with everything in your Letter of Offer before you sign it. If you do not understand, contact the representative from your Ministry / Department, your approved employer or the Seasonal Worker Programme Information Line.



4 Your approved employer

Key messages:

- Your approved employer is your direct employer who organises your flights, accommodation, pastoral care and pays your wages.
- You cannot accept work from anyone else while in Australia.
- If you are a returning worker, you must remember to bring your tax file number and details of any Australian bank accounts you still have open.

4.1 WHAT IS YOUR APPROVED EMPLOYER?

Under the Seasonal Worker Programme, your approved employer is the company that directly employs you, and pays your wages. Approved employers have signed agreements with the Australian Government. Your approved employer might be an orange grower who recruits you to work on their property, a hotel that employs you to work as a housekeeper, or a labour hire company who recruits you and places you on different growers' farms. Whoever your approved employer is, they are responsible for the same things.

4.2 WHAT IS YOUR APPROVED EMPLOYER RESPONSIBLE FOR UNDER THE PROGRAMME?

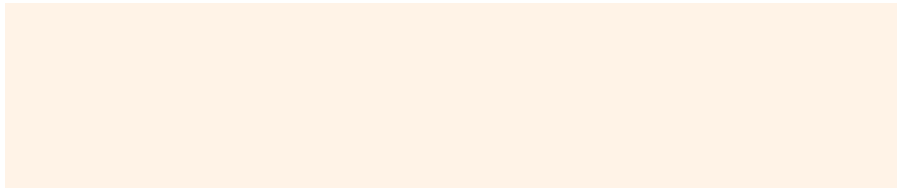
Approved employers have a number of responsibilities under the Seasonal Worker Programme. You must only work for your approved employer, and must not look for other employment.

It is important that you know what your approved employer is responsible for, so please read the following list carefully. An approved employer is responsible for:

- giving you a Letter of Offer
- booking and paying for your return airfare before your trip and then deducting money from your pay in instalments to cover the cost of your airfare over A\$300
- getting you from the airport in Australia to where you will live
- employing you under Australian workplace entitlements
- paying your wages under Australian law
- organising health insurance for you
- organising your briefing when you arrive in Australia
- pastoral care and helping you adjust to life in Australia
- providing you with a contact phone number so you can reach them at any time



- organising your transport to and from work
- organising your accommodation, unless you tell your approved employer that you will organise your own accommodation
- helping you set up a bank account in Australia



4.3 WHAT IS PASTORAL CARE?

Your employer will help you adjust to your life in Australia and provide pastoral care to look after your wellbeing. This includes physical, psychological, social, and spiritual support. Your employer can introduce you to the local church, help you to register with the local medical centre, or help you to join a local sports club.

4.4 INFORMATION FOR RETURNING WORKERS

If you have participated in the programme before, you must bring:

- your tax file number, so that your employer can help you fill out taxation and superannuation forms when you come back to Australia
- details of any bank accounts you still have open in Australia, as well as your bank card and 'Personal Identification Number' (PIN).



5 Employment conditions and arrangements

Key messages:

- Your pay rate and employment arrangements will depend on the industry you are employed in. Your approved employer will provide this information in your Letter of Offer.
- If you have a problem at work, it is important that you discuss it with your employer and try to work it out. If you cannot, you can contact the Seasonal Worker Programme Information Line, the Fair Work Ombudsman or your union, if you are a member.

5.1 RATE OF PAY

Under Australian law employees may be paid on a hourly rate for each hour worked or a piece rate based on how much work is performed. A piece rate is based on how much work you do. For example you may be paid for the number of buckets of fruit you fill. There are different rates for different jobs and sometimes there are higher rates if you work outside your normal hours.

Minimum rates of pay may be set by an ‘award’. An award is a legal document which provides your minimum rights and rates of pay. For example, a fruit picker can find their rate of pay in the Horticultural Award 2010.

You can use the Pay and Conditions Tool which can be found at [calculate.fairwork.gov.au/](https://www.fairwork.gov.au/your-conditions) [findyouraward](#) to calculate your pay rates, or call the Fair Work Ombudsman on 13 13 94.

5.2 PIECEWORK AGREEMENTS

You might be asked by your employer to be paid at a “piece rate”, instead of an hourly or weekly rate of pay. Employers can only make piece rate agreements if they are in certain industries, for example fruit and vegetable picking, which is paid under the Horticulture Award 2010.

Workers are paid for the amount of work they complete. For example, a fruit picker might be paid per bucket of fruit picked. If your employer wants to pay you a piece rate, they must include this in your Letter of Offer.

If you are paid at a piece rate and if you work slowly, you may get paid less than a worker being paid an hourly rate. This may happen if you are still learning or it is very wet or very hot which can slow the pace of work. Also, if you do not work at all for a day or days because you are sick or because of the weather, you will not get paid for that time.

A piece rate must:

- allow the average, competent employee to earn at least 15% more per hour than the minimum award hourly rate that applies to the employee.
- be contained in the written agreement, the agreement must be signed by you and your employer.

Important: Under a piecework agreement, the amount that you earn depends on how much you produce or complete. Therefore you are not entitled to a minimum hourly, daily or weekly rate of pay. If you are under a piecework arrangement, you may not get penalty rates, overtime amounts and meal allowances. Other entitlements available to full-time or part-time employees (such as annual leave) may apply to pieceworkers, but only if they are employed on a full-time or part-time basis rather than as a casual employee.

Case study: Johnson and Johnson Orchards

Mr Johnson runs an orange orchard and is an approved employer under the Seasonal Worker Programme. He wants to hire Mary, under a piecework agreement, as a fruit worker. Mary's minimum rate of pay comes from the Horticulture Award 2010.

Mr Johnson would like to pay Mary a piece rate per crate of oranges she picks. Under the Horticulture Award 2010, an average pieceworker must be able to earn 15% more per hour than the minimum hourly rate that applies if they work at an average competent speed.

Mr Johnson asks Mary to agree to a piece rate agreement, and provides her with a written agreement that has the proposed piece rate. Mary thinks about the agreement and agrees that the offered piece rate would allow her to earn 15% more per hour than the minimum hourly rate that would otherwise apply to her. She agrees to the piece rate with Mr Johnson, and both parties sign the written agreement.

Mr Johnson needs to keep in mind that the rate an average competent pieceworker produces may vary day to day, depending on things that might change, like weather conditions, the size of trees/plants and the ripeness of the fruit.

If the piecework rate or other parts of the piecework agreement are to be changed, the agreement needs to be agreed to in writing and signed by both Mary and Mr Johnson.

Make sure you know what hourly wage rate would apply to you before agreeing to a piece rate. If you are unsure, contact your approved employer, or if you would like assistance to find out what hourly wage rate applies, call the **Fair Work Ombudsman on 13 13 94**.

5.3 HOURS OF WORK

Under the Seasonal Worker Programme, you must be given a minimum average of at least 30 hours of work per week. This does not mean 30 hours every week, some weeks you may work more, some weeks less than this. Also, your employer cannot make you work more than 38 hours per week unless their request is “reasonable”.

What is “reasonable” might depend on things such as whether there is any risk to your health and safety, the needs of the workplace and whether you might get extra payment for working more hours. A pieceworker may choose to work longer hours than this to earn more money. You must be paid for all the work you do, including any on-the-job training or work meetings that you attend.

A rest break allows an employee to rest for a short period of time during work hours. A meal break is a longer period of uninterrupted rest that allows the employee to eat a meal. The Award provides for paid and unpaid rest breaks and meal breaks, including the length of the breaks, when they need to be taken and the rules about payment.

Tip: If you are paid at an hourly rate, keep a record of all the hours you have worked (e.g. 17 May – worked 7:30 am to 4:30 pm with a 30 minute meal break). If you are paid a piecework rate, keep a record of all the work you have completed (e.g. 17 May – picked 6 buckets of apples). A pocket-size diary might help you keep your records up to date.

5.4 YOUR EMPLOYMENT ARRANGEMENTS AND EARNING MONEY

The Seasonal Worker Programme has been designed so that you can earn money and gain new skills. You will have the potential to earn more money than you do back home, but you must manage your money carefully.

You may not always work 30 hours every week. For example, in the horticulture industry, you may work 30 hours or more one week, and then none the following week due to bad weather, or a break in the season. You must never assume that you will be working 30 hours every week. Your employer will make sure you are provided with at least 30 hours per week on average over the period of your placement and may be able to offer more than this.

You will need to make a budget to ensure you have enough money each week for food, accommodation, and other living expenses (see chapter 11 for further information on budgeting).



5.5 TYPES OF EMPLOYMENT

In Australia, workers can be employed in three different ways.

- **Full-time employees** work an average of 38 hours a week and get extra benefits like paid holidays and personal leave.
- **Part-time employees** work less than 38 hours a week and only receive part of the extra benefits based on how many hours they work.
- **Casual employees** do not have a set number of hours each week, but they get a higher rate of pay instead of having the extra benefits that full-time and part-time employees get.

Your Letter of Offer should state whether you are a full-time, part-time or casual employee. If you are unsure, you should speak to your approved employer.

5.6 LEAVE

If you are a full-time or part-time employee, you will be given some paid holidays (annual leave) and paid time off when you are sick.

Full-time workers must get four weeks of annual leave and 10 days of personal leave each year, and receive a part of this if they work for less than one year. For part-time employees, the amount of annual leave and personal leave will depend of how many hours are worked each week. For example if you work for six months, then you are entitled to two weeks annual leave and five days personal leave. This information should be on your Letter of Offer. Casual employees do not receive paid leave, but receive a higher rate of pay.

5.7 PUBLIC HOLIDAYS

Australia has the following public holidays: New Year's Day, Australia Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Christmas Day, Boxing Day and state public holidays.

If you work on a public holiday, you will normally be paid a higher rate of pay.

5.8 MEAL BREAKS

Most employees must be given at least a 30 minute unpaid meal break for every five hours of work.

5.9 YOUR WORKPLACE AND WORKING CONDITIONS

Most work will be done outside regardless of the weather conditions. Your approved employer must make sure that:

- you are working in a safe and healthy workplace
- any machinery or equipment is safe for you to use
- you are given gloves and boots and any other clothing or tools that you need to be safe at work
- the farm where you are working has toilets, hand-washing facilities, first-aid, shelter and access to fresh drinking water.

The approved employer and host business (e.g. grower) will ensure:

- you know what to do and how to do your work safely, and make sure you know who to speak to if there is a problem
- you fully understand and follow workplace safety instructions
- you know that under workplace health and safety laws, you have an obligation to not put your safety or that of other workers at risk
- that someone explains the meaning of any signs that you need to know about to do your job safely.

It is important that you:

- are always aware of your own health and safety, as well as the safety of other workers
- take care when using any safety equipment
- follow the safety instructions.

If you need specific information on work, health and safety issues, Safe Work Australia may be able to refer you to the relevant authority in the state where you are employed. Safe Work Australia can be contacted on **1300 551 832** or can be emailed on info@swa.gov.au

If you see something unsafe, make sure you speak up and tell your team leader or the approved employer.

5.10 WORKPLACE RIGHTS AND TERMINATION OF EMPLOYMENT

Your approved employer must treat you fairly and cannot end your employment for reasons including:

- if you are or you are not a union member
- your race, religion, pregnancy, marital status or gender
- if you have asked your employer about your employment conditions
- if you have made a complaint to the Fair Work Ombudsman, the Department of Home Affairs, the Department of Employment, Skills, Small and Family Business or to a workplace health and safety authority.

5.11 MORE INFORMATION AND LANGUAGE TRANSLATION HELP

You can contact the Fair Work Ombudsman on **13 13 94** if:

- you have any questions about your work situation
- you believe you are not receiving your entitlements.

You can call Fair Work Ombudsman on Monday to Friday between 8.00 am – 6.00 pm. You can also visit the Fair Work Ombudsman website at: www.fairwork.gov.au.

If you require language assistance when contacting the Fair Work Ombudsman, you can contact the Translating and Interpreting Service (TIS) on **13 14 50**.

5.12 PROBLEM SOLVING

If you have a problem at work, first try to solve it by talking with your team leader or the approved employer that you're placed with, or with your approved employer (the company that pays your wages). Your approved employer should be able to handle most problems, or refer you to someone who can. If you want to talk to someone else, you should let your approved employer know that you have tried to solve the problem at the workplace but that you are still concerned.

If you think your employer is breaking the rules, for example, by not providing you with safe working conditions, you can call the **Seasonal Worker Programme information line on (02) 6240 5234** to get someone to help.

For workplace health and safety issues, the state or territory workplace health and safety authority can investigate.

For issues with your pay, you can contact the Fair Work Ombudsman, or the Seasonal Worker Programme information line, which will connect you to Fair Work Ombudsman.

If you are a union member, you can also talk to the relevant union. The local representative of your country's government will also be able to help. You will be given these details when you arrive in Australia.



6 Unions

Key messages:

- Unions in Australia are set up to represent the rights of workers.
- It is your choice whether you become a member of a union.

6.1 UNIONS IN AUSTRALIA

Unions in Australia are voluntary organisations set up to represent the rights of workers. Unions talk with employers about wages, workplace rules, and entitlements like annual leave and sick leave. If you have difficulties at work, and are a member of a union, the union can help represent you.

If you choose to join, you will pay money weekly or monthly for your membership. Joining a union is your choice. Your employer will either organise someone from the relevant union to speak to you at your arrival briefing, or if this isn't possible they will provide you with information on unions, and tell you how to join if you wish.

How are unions different from the Fair Work Ombudsman?

The Fair Work Ombudsman provides services that are free to all workers and employers in Australia. Its role includes giving information and advice about your workplace rights and obligations, and investigating if someone has broken workplace laws. Services are available to all employers, employees or contractors—it does not work on behalf of any specific person or interest. This is different to the unions who may represent individual workers.



7 Money

Key messages:

- Australian currency is in dollars and cents.
- Dollars come in coins and notes, cents only come in coins.

7.1 AUSTRALIAN MONEY – NOTES

Australian money has both 'dollars' and 'cents'. The smallest dollar note we have in Australia is a five dollar note. The largest note is a one hundred dollar note.

	This is a \$5 Australian note. The items you might expect to buy for \$5 would be a newspaper, a sandwich or a transport ticket.
	This is a \$10 Australian note. The items you might expect to buy for \$10 would be a package of meat or chicken at the supermarket, a phone card or a drink and a sandwich at a café.
	This is a \$20 Australian note. The items you might expect to buy for \$20 could be a T-shirt or small household items at a second hand store such as a water kettle, an iron or bed sheets.
	This is a \$50 Australian note. The items you might expect to buy for \$50 could be a second-hand mattress in the classified ads, a mobile phone calling card or a pair of sports shoes.
	This is a \$100 Australian note. The type of items you might expect to buy with \$100 would be table and chairs at a second hand store, a reasonable selection of groceries for a week, or a used bicycle.



7.2 AUSTRALIAN MONEY – COINS

Australia also has 5, 10, 20 and 50 cent coins and, \$1 and \$2 coins. The smallest cent coin in Australia is a five cent coin. There are 100 cents in each dollar. The largest coin is a two dollar coin.





8 About your payslip

Key messages:

- Your employer must provide you with a payslip every time you get paid, to show how much you earned. The payslip must show all deductions your employer has made.
- Gross income is your income before tax and deductions.
- Net income is your ‘take-home’ pay.
- If you do not understand your payslip, or any of the deductions, contact your approved employer.

8.1 YOUR PAYSリップ EXPLAINED

You must be given a written payslip within one working day of being paid. Your payslip is an important piece of paper which shows you how much money you have earned, as well as any deductions. Your payslip will have a ‘gross’ and ‘net’ amount. The **gross** amount shows your pay **before** deductions—this is not your take-home pay.

The **net** amount shows your pay **after** deductions. The net pay is the amount that will be transferred to your bank account. This payslip must show your employer’s name and their Australian Business Number (ABN) and your rate of pay and how much you were paid.

If you are paid on an hourly rate, this will show your pay per hour. If you are paid on a piece rate, your payslip will show how many ‘buckets’ or ‘pieces’ of work you completed (e.g. how many buckets of oranges you picked, or how many trees you pruned), as well as the rate per bucket/per tree.

Your payslip should then have a total amount at the bottom, which should show:

- any loadings you received (this may be extra pay for work on weekends or public holidays)
- when you were paid
- the details of any deductions and superannuation payments

Very important: Make sure you check your payslip very carefully. If you do not understand something on the payslip, you should ask your employer. Your employer will prefer you to ask questions, so they can be sure you understand everything.

8.2 Pay slip – EXAMPLE (Casual Pieceworker)

Date of payment: 19 May 2016

Pay period: 11 May 2016 to 18 May 2016

Employer's name: Approved Employer Pty Ltd

ABN: Approved Employer ABN

Employee's name: Name of Seasonal Worker

Employment status: Casual Pieceworker

Name of Award/Agreement: Horticulture Award 2010

Classification under the Award/Agreement: Level 1 Labourer

Bank details: XYZ Bank

Entitlements	Unit	Rate	Total
Piece rate for work performed (per bin)	00	\$00.00	\$00.00
Piece rate for work performed (per bin)	00	\$00.00	\$00.00
Piece rate for work performed (per bin)	00	\$00.00	\$00.00
Piece rate for work performed (per bin)	00	\$00.00	\$00.00
Other rates	00	\$00.00	\$00.00
Gross payment			\$00.00

Deductions	
Taxation - 15 per cent	\$00.00-
Health insurance - rate per week (name of fund and membership number)	\$00.00-
Accommodation - rate per week	\$00.00-
Air fares (amount per week until Week XYZ)	\$00.00-
Transport (weekly rate if applicable)	\$00.00-
Advance payment (amount per week until Week XYZ)	\$00.00-
Other deductions	\$00.00-
Total deductions	\$00.00-
Net payment	\$00.00

Employer superannuation contribution	
Name of Superannuation Company Pty Ltd	
Contribution 9.5% (Until July 2021)	\$00.00

Note: Pay slips must be issued to employees within one working day of the day they are paid.

Note: You can claim your superannuation when you return to your home country and your visa expires. You are taxed on your superannuation at a rate of 15%, and when you claim it back in your home country, you will be taxed a further 35%.

* The above is provided as an example only. The pay slip you receive may vary in presentation and content from employer to employer.

Pay slip – EXAMPLE (Part-time Hourly Rate)

Date of payment: 19 May 2016

Pay period: 11 May 2016 to 18 May 2016

Employer's name: Approved Employer Pty Ltd

ABN: Approved Employer ABN

Employee's name: Name of Seasonal Worker

Employment status: Part-time Hourly

Name of Award/Agreement: Hospitality Industry (General) Award 2010

Classification under the Award/Agreement: Introductory Level

Bank details: XYZ Bank

Entitlements	Unit	Rate	Total
Wages for ordinary hours worked	00	\$00.00	\$00.00
Penalty rates	00	\$00.00	\$00.00
Overtime rates	00	\$00.00	\$00.00
Other rates	00	\$00.00	\$00.00
Gross payment			\$00.00

Deductions	
Taxation - 15 per cent	\$00.00-
Health insurance - rate per week (name of fund and membership number)	\$00.00-
Accommodation - rate per week.	\$00.00-
Air fares (amount per week until Week XYZ)	\$00.00-
Transport (weekly rate if applicable)	\$00.00-
Advance payment (amount per week until Week XYZ)	\$00.00-
Other deductions	\$00.00-
Total deductions	\$00.00-
Net payment	\$00.00

Employer superannuation contribution	
Name of Superannuation Company Pty Ltd	
Contribution 9.5% (Until July 2021)	\$00.00

Note: Pay slips must be issued to employees within one working day of the day they are paid.

Note: You can claim your superannuation when you return to your home country and your visa expires. You are taxed on your superannuation at a rate of 15%, and when you claim it back in your home country, you will be taxed a further 35%.

* The above is provided as an example only. The pay slip you receive may vary in presentation and content from employer to employer.



9 Deductions

Key messages:

- There are costs involved in participating in the Seasonal Worker Programme that you will need to pay.
- Approved employers can pay some of these things for you (like your airfare, health insurance and accommodation costs) and then deduct the amount from your pay. This makes it easier for you to manage your money.
- The approved employer can only make deductions if you agree in writing.
- You may withdraw your agreement to any deduction being made at any time. You must put this in writing to your employer. The only exception relates to your agreement to airfare deductions.

9.1 ABOUT DEDUCTIONS

Deductions must benefit you and help you manage your money more easily.

Your employer may pay for certain things for you, and then deduct the amount from your pay. Employers are not allowed to make a deduction from your pay unless you have agreed to it in writing. Deductions may include things like your part of the airfare, health insurance and accommodation.

All deductions must be:

- agreed to in writing, and include the amount and how often the money is to be deducted.
- included separately on your payslip.

If you agree to any deductions with your approved employer, keep a record of your agreement as well as the amounts that are deducted each pay period.

9.2 DEDUCTIONS IN MORE DETAIL

The information below gives more information on the types of deductions you are likely to see on your payslip. It's important that you understand these deductions, and why money is being taken out of your pay. If you don't understand, speak with your approved employer immediately. Your 'gross' pay is your pay before deductions. Your 'net' pay is your 'take home' pay.

Taxation: Everyone who works in Australia must pay the Australian Government a part of their wage known as 'tax'. The Australian Government has special arrangements for the Programme, so that you get taxed at a lower rate. For every dollar you earn, you have to pay 15 cents in tax. Your employer will deduct tax on your behalf. See chapter 10 on 'Taxation and Superannuation' for more details.

Airfare: Your employer will pay for the cost of your international airfare and domestic flights up front, and will pay A\$300 towards the total cost. Your employer will deduct the rest of the cost of your international airfare and domestic flights from your pay over a number of weeks.

For example, if your international airfare costs A\$1100 and your domestic transfer within Australia costs A\$200, your employer will pay for the full A\$1300 up front, then deduct everything over A\$300 (A\$1000 in this case) from your wages over a number of weeks. You will see this on your payslip.

Accommodation: You will need to pay for your own accommodation, however, your employer can organise this for you. Your employer will also pay for this upfront, and then deduct the cost from your pay. The cost must be reasonable, and the accommodation must be a suitable standard.

Transport: Your employer will organise transport to and from your accommodation and work each day. You will need to pay for your own transport, however, your employer will organise and pay this for you and deduct the cost from your pay.

Health insurance: Health insurance is compulsory, and will help you to manage costs if you are sick or injured while in Australia. Your employer will help you get health insurance. You must have this during your time in Australia, even if you do not get sick during your stay. Health insurance is expensive, and it might cost you up to A\$30 a week.

Why is it good to have health insurance? Sometimes unexpected things can happen. When you have health insurance you pay a little money each week and if you get sick, you may only have to pay a smaller amount such as A\$10 to visit a doctor instead of the full A\$70.

Other living costs: You will need to pay for your food and other living costs during your stay in Australia, such as electricity and water. Your employer may also organise for some of these costs to be deducted from your wages. Generally, you organise your own food.



10 Taxation and Superannuation

Key messages:

- Everyone working in Australia pays tax.
- The Australian government has introduced a special rate of tax for seasonal workers so that you pay less tax.
- You cannot complete a tax return, and cannot claim any tax deductions.
- Your employer will pay superannuation on your behalf into a chosen superannuation fund. You can claim this once you return home and it is also taxed.

10.1 TAXATION

Most people who work in Australia pay the Australian Government a part of their wage, called tax. The Australian Government has special arrangements for the Seasonal Worker Programme, so that you get taxed at a lower rate. The Australian Government introduced special laws so that seasonal workers in the Programme are only taxed at a rate of 15 cents in every dollar.

For example, if you earn A\$100, you will be taxed A\$15, leaving you with \$85 in your pay. If you earn A\$1000 you will be taxed A\$150, leaving you with A\$850 in your pay before other deductions. Your approved employer will deduct tax on your behalf.

Under the special arrangements, you do not complete a tax return and you cannot claim tax deductions to get any of your tax back. However, you will be better off financially under these arrangements.



10.2 SUPERANNUATION

Superannuation makes sure that Australians have money to live on when they retire. Superannuation is a compulsory saving, which is paid by your employer on top of your wages and is usually a minimum of 9.5% of your salary. While working in Australia your approved employer must make superannuation payments for you and can help you choose your superannuation fund.

Australian citizens cannot access superannuation money until they retire. Because you are not an Australian citizen, you can claim your superannuation when you return to your home country and your visa expires. You can fill out a 'Departing Australia Superannuation Form', and nominate any superannuation you have earned to be put into a bank account or sent to you by cheque.

You are taxed on your superannuation at a rate of 15%, and when you claim it back in your home country, you will be taxed a further 35%.



11 Money Management

Key messages:

- Budgeting is important to achieve your saving goals.
- There are simple ways to save money.
- Little expenses add up to big amounts of money.

11.1 HOW TO DO A BUDGET

Learning to budget is very important to help you manage your money and save money to take back home. In chapter one of this guide, you were asked to write down your goals for participating in the Seasonal Worker Programme. People who manage their money wisely may be in a better position to build a house, educate their children, and build up their wealth.

Saving for your goals will be hard, unless you have a budget and stick to it. Without a budget, it's easy to lose track of your spending. Even small items all add up and it doesn't take long to spend all of your money, particularly in the first few months of your time in Australia when your deductions will be higher. A budget shows you if you are spending more or less than you can afford. It shows you how much to save so you can stay on top of bills and start putting money towards your future goals. It helps you find the right balance between spending and saving. It is your responsibility to manage your money.

How to create your budget

It is helpful to look at the money going into and out of your bank account while you are in Australia. Your bank statements, bills, receipts and shopping docketts will help you to work out all your expenses. Use your best guess if there's anything you can't find or if bill amounts vary from week to week.

When working out your money priorities, think about which items you need for your basic living expenses and which are extras or things you could maybe do without if you needed to save some money.

Using your budget

Keep your completed budget somewhere safe. Before you go to the supermarket or other shops, check your budget to see how much you can spend and then stick to that amount.

You may even want to take a calculator with you, to keep track of your spending on the go. It might make shopping take a little longer but you will be able to stay on top of exactly where your money is going. Use the savings plan to keep you focused on your goals. It's a good idea to re-do your budget every month to make sure it reflects your current income, spending and what you want to achieve. Once you are comfortable with using and sticking to a budget, you can update it less frequently.

If you're spending more than you can afford, you must review your budget otherwise you will not have any money to take home and you may end up owing people money.

Getting help with your budget

The first budget is the hardest but you will get better at it as you go along.

The best way to do a budget is to have a go yourself. If you can, get help from a trusted friend who is good with money. Budgeting is a skill that anyone can learn. The more you do it, the easier it will be to stay on top of your money.

11.2 SIMPLE WAYS TO SAVE MONEY

Making small changes in your life can increase your savings and help you budget better. Follow these tips to save more money.

Save at the supermarket

Here are some tips for saving money next time you're at the supermarket.

- Take a list so you don't forget anything and only buy what's on the list.
- Put your grocery money in an envelope, and don't take any other cash or cards with you so you can only spend what you have.
- Use all the food you have before you buy more from the grocery store.
- Eat a meal or snack before you go to the supermarket, when you are not hungry you tend to buy less food.

Save money with a friend

It can be harder to save money when the people around you are keen to spend. Try and find a friend who also wants to save money. You can share tips, and you could even have a competition to see who saves the most money over a set time.



Save on clothes and other items

- Check charity shops and local markets for bargains.
- Ask your friends if you can borrow certain items, rather than buy them new.

Change one habit and save

Small changes can make a big difference to your bank balance. Change one thing you do regularly and you could save money. Some examples are:

- Give up smoking or alcohol—it will save you money and can have health benefits.
- Make your lunch and dinner at home, and don't buy your meals.

It's easy to save money by cutting out or reducing some things you buy. Try some of these money-saving tips and watch your savings grow.

Saving—Reach your savings goals

Setting goals for yourself—whether large or small, short or long-term—is exciting and motivating. Your goal could be as simple as becoming financially responsible or you may want to put some money aside for emergencies. Whatever your circumstances, by working out your goals and starting a regular savings plan, you can do it. Think for a moment, and then write down some possible goals.

- What is your top priority?
- How much will it cost?
- When would you like to achieve it?

Using the savings plan

1. List your savings goals, such as paying off a debt for your children's education, making improvements to your house or starting a small business. Work out how much money you need and how long it will take you to save that amount.
2. Write down ways you can save money to put towards your goal.
3. Write down or print out your savings plan and put it somewhere you will see it every day. This will keep you motivated and on track.

Money for emergencies

Whatever your goals, it's a good idea to put some money aside for emergencies. Keep this 'rainy day' fund separate to your savings and everyday money. Remember to keep this money for real emergencies and top it up again if you have to use it.

Saving is easier than you may think. The trick is to start small and start now. Set your goals, create your savings plan and begin to make your dreams a reality.

Using your own money

A 'debit card' allows you to make payments with a card, without getting a credit card debt. But there are still things to watch out for.

How debit cards work

When you use a debit card, it takes money from your account to pay for purchases. If there is no money in your account, you can't make the purchase.

A debit card uses money you have, while a credit card uses money you don't have and you will have to pay it back later. Using debit cards helps you avoid running up a debt you have to pay back later.

The most common type of debit card is an ATM or EFTPOS card. A card used to withdraw money at ATMs and make purchases. A debit card is a card used to withdraw money.

Debit cards are called different names depending on who issues the card. To find out more, ask your bank what kind of debit card it offers.



No PIN and no signature debit cards

Some stores no longer require a PIN when you use your debit card to purchase items (like groceries) of A\$100 or less. These transactions are still electronically authorised by your card issuer when the salesperson swipes your card and the transaction is approved or declined.

If you have questions about the security of this new method of transaction you should speak to your bank. They will be able to tell you which merchants use this transaction method.

Fees and charges

Most accounts offer a number of free electronic transactions per month, and then charge you for any excess transactions. Fees will usually vary depending on whether it is an online, ATM, EFTPOS or transaction at the bank. Check with your bank for the fees that apply for different types of debit card transactions.



12 Sending money home

Key messages:

- Sending money to family or your community at home may be very expensive.
- There is a website tool—www.sendmoneypacific.org—that lets you compare how much it will cost you to send money from Australia to the Pacific Islands using different funds transfer systems.

12.1 SENDING MONEY BACK HOME

Sending money to family or your community at home may be very expensive, sometimes you must pay a bank or money transfer operator over \$35 every time you send money home. And the hidden costs of currency conversion—the extra, hidden fee charged for changing Australian dollars into your home country’s currency—can make a big difference to the amount received in your home country.

There is a free website tool—www.sendmoneypacific.org—that lets you compare how much it will cost you to send money from Australia to the Pacific Islands. It tells you what the real total cost of your transfer is, including how much it will cost to change Australian dollars into your country’s money. It will also tell you how long it will take to send money. This website helps to keep the costs of sending money home down and can help you save money. Use this website to choose the right option for you. All the operators listed on SendMoneyPacific are registered with the relevant financial authorities, so you know your money will be safe.

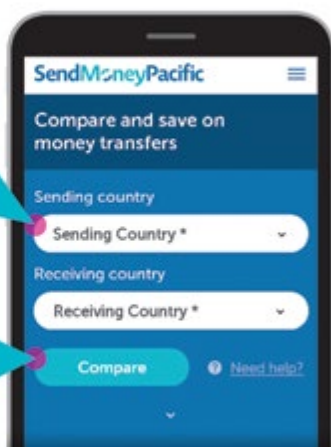
Very important: While it is important to be able to send money home to your family, you must also make sure that you have enough money to buy food and pay for your other living expenses each week.

SendMoneyPacific

Easy to use

Select the countries
you are sending
money from and to

Compare the result
to find the best deal



www.sendmoneypacific.org



13 Coming to Australia

Key messages:

- All workers must attend a pre-departure briefing from their country's labour sending office before departing for Australia. Pre-departure briefings provide important information on living and working in Australia.
- Your approved employer will help organise your travel arrangements to Australia and to your place of employment.
- Think carefully about what to pack, and make a list.
- You will need to go through Australian Immigration and Border Protection, and will need to declare all food, plant and animal materials, as some of these are not allowed into Australia.
- Your approved employer will meet you in the arrival hall in the airport and take you to your place of work or accommodation.

13.1 PRE-DEPARTURE BRIEFING

Before you leave your country, you must attend a pre-departure briefing. A pre-departure briefing will give you the information you need about working and living in Australia as a seasonal worker including this guide book. In your pre-departure briefing, you will learn about:

- living in Australia
- working in Australia
- the role of unions in Australia
- the importance of representing yourself and your country well
- what your approved employer expects of you
- what you can expect of your approved employer
- visa conditions
- expenses and deductions
- taxation and superannuation
- earning, saving, banking, budgeting and sending money home
- how to keep yourself safe, healthy and happy in Australia.

There is a lot of information that you will learn during your pre-departure briefing. This guide book will help you to remember important information. You will need to be familiar with the topics in this book before coming to Australia, and bring it with you for future reference.

13.2 TRAVEL ARRANGEMENTS

Your approved employer will assist you with travel to get to Australia. You will need to have some important documents before or during your pre-departure briefing such as your Australian visa which is issued by the Australian Government.

Your passport is issued by your government and you should keep it safe. You do not have to give your passport to your approved employer. In your accommodation you should find somewhere safe to keep your passport. If you lose your passport in Australia, you must contact your approved employer straight away. Your approved employer will assist you to get a new passport, and help you contact the Department of Home Affairs with your new passport details.

13.3 WHAT TO PACK

Australia is a large country, and the weather can range from hot to cold and from wet to dry. You will need to be prepared for all weather. Pack warm clothes and sleep wear for cold regions, and hats and light clothing for hot regions. Your employer will be able to advise you on the most suitable clothing to bring.

WHAT TO PACK: CHECKLIST

- | | |
|---|--------------------------|
| Current Passport with Australian visa linked electronically | <input type="checkbox"/> |
| Plane tickets [make sure your name on the tickets is spelt the same as the name on your passport] | <input type="checkbox"/> |
| Guidebook | <input type="checkbox"/> |
| Letter of Offer | <input type="checkbox"/> |
| Driver's licence if you have one | <input type="checkbox"/> |
| Money to cover expenses until you are paid | <input type="checkbox"/> |
| List of contact numbers at home | <input type="checkbox"/> |

If you bring too much luggage (normally more than 20 kilograms) the airline may charge you extra money and it can be very expensive. You may need to check with your approved employer to see how much luggage you can bring.

Make sure that your footwear and clothing is clean and free of any dirt and plant material as these can carry pests and diseases which can devastate Australian plant and animal life.

Remember, you are not allowed to take any food or plants into Australia: if you pack these things they will be taken from you when you arrive in Australia.

13.4 ON THE PLANE

You will need to get to the airport with plenty of time to check into your flight and go through boarder protection, immigration and security before getting on the plane.

When you are on the plane, you will be given a form to complete to show to Australian immigration and border protection when you arrive. This is called an incoming passenger card. It is extremely important that you fill out this form correctly, and honestly.

Incoming passenger card - Australia

PLEASE COMPLETE IN ENGLISH WITH A BLUE OR BLACK PEN

PLEASE TICK AND ANSWER EVERY QUESTION - IF UNSURE, X

1. Are you bringing into Australia:

1. Goods that may be prohibited or subject to restrictions, such as medicines, electrical, digital cameras, firearms, weapons or fluid alcohol?	Yes	No
2. More than 250ml of alcoholic beverages or 50 cigarettes or 50g of tobacco products?	Yes	No
3. Goods obtained overseas or purchased duty free to be used in Australia with a combined total price of more than A\$1200, including gifts?	Yes	No
4. Goods chargeable for duties/tax/overseas use?	Yes	No
5. AFEU 52006 or more in Australia or foreign currency equivalent?	Yes	No

Note: If a customs or police officer asks, you must report travellers' cheques, cheques, money orders or other bearer negotiable instruments of any amount.

6. Meat, poultry, fish, seafood, eggs, dairy, fruit, vegetables?

7. Game, snake, birds, other birds, plants, parts of plants, additional medicines or herbs, wood or articles?

8. Animals, parts of animals, animal products including equipment, pet food, eggs, birdseed, spermatozoa, herbs, fish, insects, shells, live products?

9. Soil, items with soil attached or used in freshwater areas (e.g. sports/recreational equipment, shoes)?

10. Have you/has been in contact with larvae, flies, animals, wilderness areas or freshwater streams/lakes etc. in the past 30 days?

11. Were you in Africa, South/Central America or the Caribbean in the last 6 days?

13.5 ARRIVAL INTO AUSTRALIA

In most cases, you will fly into a main city of Australia, and then take another plane, bus and/or train to a regional town in Australia.

When you arrive in Australia and get off the plane, you will need to pass through immigration, border protection, and quarantine inspections.

Immigration

When you arrive at the Immigration counter, the Immigration officer will check your passport and make sure you have the correct visa to enter Australia as a seasonal worker. Information about your visa is stored on the computer the Immigration officer will be using. If the officer is satisfied with your passport and visa information, it will be stamped and returned to you.

Border Protection and quarantine inspections

After going through immigration, you will collect your luggage and pass through border protection and quarantine inspections.

Australia has strict quarantine laws to protect our plants and animals and important agricultural industries against pests and diseases from overseas that can devastate entire regions in Australia. To protect Australia against these pests and diseases, the Australian Quarantine and Inspection Service inspects baggage and uses x-ray machines and sniffer dogs to find undeclared items.

You must declare **all** food, plant, and animal materials on your incoming passenger card. This includes plant material or soil on your footwear or clothing. Australian Border Protection and Quarantine are very thorough. If you don't tell the truth, you can face some tough penalties, like imprisonment. If you are in doubt, it's always best to declare items to avoid penalties.

Arrival hall and transport to regions

When you have finished, you go out to the arrival hall. Your approved employer will have organised someone to meet you in the arrival hall who will take you to the new town where you will be living and working.

It may take you many hours to travel to your destination, even though your bus or train might be travelling very fast. For example, if you are working in Mundubbera, you will fly into Brisbane, and then travel five hours to Mundubbera by car, train or bus. Australia is so big that it would take over two days of driving non-stop to travel from east to west.



14 Australian laws

Key messages:

- It is important to be familiar with the laws in Australia.
- Everyone in Australia must obey Australian laws.
- Breaking laws can have consequences like a fine, or going to prison.
- All Australian states and territories have police. The police are there to help you.

14.1 SOME IMPORTANT LAWS IN AUSTRALIA

Australia has lots of laws. Some of these may be similar to those at home, and some will be different. All people in Australia, regardless of which country they come from, must obey the law. Breaking the law in Australia is taken very seriously, and may result in you going to court. If you are found guilty, you may get fined or go to prison. Below are a few important laws. It is against the law to:

- use violence towards any person, including family members
- threaten any individual
- drink alcohol in some public places, such as in shops, schools or on the streets
- smoke in workplaces, restaurants, cafes and public areas—there are large fines if you do
- drop any litter on the ground, including cigarette butts, which can also start bushfires
- drive a car or be a passenger in a car without wearing a seatbelt
- drive after you have been drinking alcohol or taking drugs and you must not drive after you have been drinking kava either
- talk on a mobile phone while driving
- drive without a licence
- ride a motorbike or be a passenger without a helmet
- ride a bicycle without a bicycle helmet

Under Australian law you can maintain your culture and religion, and no one is allowed to discriminate against you because of your race, colour, religion or gender.



14.2 POLICE IN AUSTRALIA

All states and territories of Australia have their own police forces. Police assist and serve the community. Police and the community have good relations in Australia and can help you. You can report crimes and seek help from the police if you are in danger, if someone has threatened you, or if you have a question about the law. If you are ever questioned by police, remain calm, be polite and cooperative. Always answer any questions honestly and accurately.

To call the Police in an emergency, you need to call **000**.



15 The Australian Culture

Key messages:

- When you arrive in a new country with a different culture you may experience a wide variety of feelings and reactions, called 'culture shock'.
- Being aware of your behaviour both at work and outside of work will help you settle into your community.
- Your approved employer will help find a local church for you to attend if you wish.
- Men and women in Australia have equal rights.

15.1 ADJUSTING TO LIFE IN AUSTRALIA

When you leave home to travel to a new country, you naturally take your own personality and ways with you. When you arrive in a new country with a different culture you may experience a wide variety of feelings and reactions. For example, you may feel confused, nervous, annoyed, irritable, uncertain and dependent on others. If you experience these things, then you probably have culture shock.

Culture shock can be hard to deal with and you might not recognise that you are experiencing it. Talk to others in your group, or someone you trust in the community.

15.2 GENDER EQUALITY

Men and women have equal rights in Australia. Your supervisor at work may be a man or a woman and must be treated with respect. Making comments that may be offensive to a person because of their gender, could result in you losing your job, and may also involve the police asking you further questions.



15.3 CULTURAL TIPS

Here are some important cultural tips to help adjust to life in Australia.

Interpersonal behaviour

- Use the words 'please' and 'thank you' often. This is a polite and respectful way to communicate.
- When meeting someone new, shake hands firmly with confidence. Look the person in the eye, as this is seen as a sign of trust.
- Never say 'yes' if you do not understand something.
- When meeting someone for the first time, do not ask questions about age, marriage, and children, how much the person earns, or how much something costs. Instead, ask about work, or how they like to spend their free time.
- Australians dress very casually and both men and women often wear short clothing in public which in some countries is unusual or inappropriate. In Australia such clothing is acceptable depending on the occasion, and does not reflect a person's morality or social status.

At work

- Always ask your approved employer if you do not understand something at work, such as your payslip, or how to complete a particular task at work, or outside of work, such as how to get to the doctor or how to use your bank card, or if you are having disagreements with someone that you need help to fix.
- Always be on time, even five minutes late is often considered late and rude. Australians are generally on time. You must not be late for work.
- You must turn up to work on time every day, unless you are sick. If you are sick, you must call your employer and let them know.

Remember: Many Australians were born overseas. Australians come from over 200 countries around the world. You are not the first newcomer so you are not alone.

15.4 RELIGION

Australia has no official or national religion and all Australians are free to practice any religion they wish. Religions practised in Australia include Christian religions, Buddhism, Islam, Judaism, Hinduism and many others.

You will be able to attend church in regional Australia as many towns have different denominations including Catholic, Presbyterian, Seventh Day Adventist, Baptist, and Uniting and Anglican churches.

Your approved employer will help find a local church for you to attend if you want to. If they do not do this, and you want to go to church, it is important that you ask them.



16 Living in Australia

Key messages:

- Australia is a large country with a population of almost 24 million people.
- The weather varies from very hot to very cold.
- Explore your local community and learn how to access community services.

16.1 ABOUT AUSTRALIA

Australia's population is nearly 24 million people. It's a big country that covers 7.7 million square kilometres, stretching 4000 kilometres from east to west, and 3000 kilometres from north to south. Australia's Indigenous peoples have lived here for over 80,000 years.

Australia's agriculture industry is very important to the economy. This is because Australia is so large and has diverse climates, we grow everything from oranges and berries in the colder southern states, to mangoes and bananas in the tropical north.

16.2 WEATHER

Australia is so large that it experiences most weather conditions, ranging from snow and frost to heat waves. The coldest areas are in Tasmania, and areas in the south of mainland Australia in New South Wales and Victoria. The hottest areas are in the centre and west of the country. Summer is from December to February, autumn is from March to May, winter is from June to August and spring is from September to November.

16.3 YOUR NEW COMMUNITY

In regional and rural areas the communities are smaller and people can get to know you more quickly. Regional centres and towns are important economic and social communities throughout Australia.



Your approved employer will introduce you to the community where you will live. More information on the local community is available from local councils, public information centres and libraries. Your approved employer will be able to tell you how to access facilities and public transport around town in your free time.

Most libraries have free internet access. However, you may only be able to use the computer for a short time and you may need to book this service. It is important to follow the library rules. It is also up to you to get to know your community. Do not be afraid to ask for help!

There will be opportunities for you to participate within the community in local festivals and activities throughout your time in Australia.

16.4 AUSTRALIAN ANIMALS

You have probably heard that there are lots of spiders and snakes in Australia. This is true and you need to be careful especially when working on farms and crops. Your approved employer will provide you with information on how to recognise the risk and what to do if you see something dangerous.



17 Health and hygiene in Australia

Key messages:

- It is important to eat healthy food while working in Australia, so you stay fit and healthy.
- Be careful when handling food, to avoid becoming ill, or making others ill.
- Always store food appropriately (such as refrigerating meats and dairy products).
- Make sure you have good hygiene at home and in the workplace to avoid making yourself or others sick.

17.1 LIVING HEALTHY IN AUSTRALIA

It's important that you keep healthy and strong while you are working in Australia. Here are some ways you can stay healthy.

- Eat healthy food, with lots of fresh fruit and vegetables, breads, whole grains and not so many sweets, chocolates or fizzy drinks.
- Walk instead of taking the bus if the distance is not too far.
- Exercise often, or play sport.
- Play a team sport like rugby, soccer or netball as this can help you make new friends.
- Talk to your new friends, and keep contact with those at home, this will keep your mind healthy too.

17.2 HANDLING AND STORING FOOD

Once you have purchased your food from the supermarket, make sure that you store your food appropriately, so that it doesn't spoil, and so that it lasts as long as possible. Some food needs to be refrigerated as soon as you take it home—like meat (including beef, chicken, fish, and mincemeat) as well as milk and cheese. If you leave these items out in the open, they will go off. If you leave them out overnight, and then eat them, you could get food poisoning and become very sick. All raw and cooked meat must be stored in the fridge after you have handled it.

Food in Australia has a 'use by' date, or a 'best before' date. A 'use by' date means that the food item will not be safe to eat after the date expires. The 'best before' date means that the food you have bought is best if eaten before the date printed. It might still be ok for a day or so after this, but you should be careful. These dates assume that the food is stored correctly—such as milk in



the fridge, and at the correct temperature. If you want your food to last longer, you can store it in the freezer, however, once you take it out of the freezer and defrost it, you cannot refreeze it.


Some places in Australia are hot and humid. In these conditions, items like bread might spoil **before** the use-by date. Bread might get mouldy, and if it does, you should throw it straight away. Do not open the bag up, as you could end up breathing in the mould and become sick. If you are in a hot or humid area of Australia, keep your bread in the fridge.

Hygienic handling of food is very important, and will stop you and your fellow seasonal workers from getting sick. Make sure you wash your hands thoroughly before, and after handling food. Be sure to hygienically handle chicken, beef and other meat. Make sure that you prepare chicken and other meat on a clean surface like a chopping board. Make sure you do not prepare any other foods on these surfaces until the surface has been washed with dishwashing liquid. If you touch chicken, beef or other meats with your hands, make sure you wash your hands thoroughly with soap afterwards, and before touching any other food. All raw and cooked meat must be stored in the fridge after you have handled it.

17.3 GOOD HYGIENE AT HOME

It is important to keep your accommodation tidy, and most of all, clean. Here are some ways you can keep your accommodation clean.

- Keep rubbish off the floor; ensure any rubbish bins are emptied regularly.
- Take off your boots outside.
- Immediately clean up any food or liquid that is spilled on the ground, or on a bench top.
- Keep paper towels and disinfectant handy, and wipe down any surfaces that come into contact with raw or cooked meat.
- Wash your plates, crockery and cutlery after you use them, and dry them well before putting away.
- Keep your dirty laundry off the floor.
- Always use washing powder / liquid when washing clothes.
- Wash your linen (sheets, blankets) regularly, as bacteria can grow in dirty linen and can cause sickness.
- Have a shower every day.
- Always wash your hands thoroughly after using the bathroom and before touching food.



18 Settling into your new home

Key messages:

- Your approved employer will provide you with a briefing when you arrive in Australia, which will include information about the local community.
- Your approved employer will help you get set up by helping you to apply for a tax file number, complete taxation and superannuation forms, organise accommodation and transport to and from work.
- You will need to set up a bank account in Australia, for your employer to deposit your wages into. Your employer will help you with this.
- It is important to keep your tax file number and superannuation details as you will need these when you return home.

18.1 ACCOMMODATION

Your employer will organise your accommodation, but you will be required to pay for this, which will be deducted from your pay. The accommodation must also be of a reasonable standard—it cannot be overcrowded, and must be fit for living in. The cost must be reasonable. To give you an idea about how much your accommodation will cost, it will be around A\$150 per week, but may be more expensive or cheaper than this, depending on:

- where you are located
- how much accommodation is available
- the type of accommodation and how many people are sharing with you
- whether utilities like electricity, water and gas are included.

The Australian Government has set standards for the Seasonal Worker Programme that does not allow for example, overcrowded accommodation. If you are unhappy with your accommodation, or have concerns, you should raise this with your approved employer, or call the **Seasonal Worker Programme information line on (02) 6240 5234**. You can organise to stay at alternative accommodation; however you must inform your approved employer where you are staying, and how to contact you.

Staying in another location may also cause issues for your transportation arrangements. Before organising alternative accommodation, you must make sure that you will still be able to get to and from work easily.

Utilities: Utilities, like water, electricity and gas may or may not be included in your weekly rent and you may have to pay extra to use these services. Utilities can be expensive, so make sure you turn off power points when they aren't in use, turn off lights, televisions, air-conditioners, and other electrical appliances such as electric blankets when they are not in use, or when you are not home. Your approved employer may deduct these costs from your pay with your agreement.

18.2 TRANSPORT

Public transport and driving in Australia: Sometimes, you may need to catch public transport. There will often be a local bus or train system. You will need to buy a ticket, and keep your ticket while you are riding the bus or train, otherwise you can get a big fine.

Cars in Australia drive fast, sometimes in excess of 110km/hr. That's almost three times as fast as the speed limit in Nuku'alofa, and Port Vila. In the Northern Territory (NT) there are areas where drivers can travel at 130km/hr. If you want to drive a vehicle, you must have a valid driver's licence and the vehicle must be registered. Driving is on the left-hand side of the road.

18.3 ON-ARRIVAL BRIEFING

When you arrive in your new home your employer will give you important information about the work you will be doing and the local area where you will live. Your employer will also go over some of the topics covered in your pre-departure briefing. Workers who are familiar with the topics in this guide, and who understand them, will get more out of their time in Australia, and enjoy their time more.

Very important: if there is anything you do not understand in this guide, or during your on-arrival briefing, you **MUST** ask. Your approved employer wants you to ask questions. If you stay quiet, you might not have the correct information to do your job properly. This may mean that you are not provided with an opportunity to return in future seasons.

Inviting a union to come along to brief you: Your employer will invite a representative of a relevant union to provide a briefing to you on the services they offer, and provide you with the opportunity to join, if you wish.

Inviting the Fair Work Ombudsman to brief you: Your employer will invite the Fair Work Ombudsman to brief you about workplace rights and entitlements, or provide you with material about them. It is important that you know about the Fair Work Ombudsman, and how to contact them if you have concerns about your pay (see chapter 5).



18.4 OPENING A BANK ACCOUNT

One of the most important things you should do when you arrive into your new town is to open an Australian bank account. Your employer will need a bank account to put your wages into, and a bank account is a good way to keep your money safe and in some cases, send it home.

You will need a passport or some other form of identification, and an address to open a bank account with a bank, a building society or a credit union. You'll also be given a debit card which you can use to withdraw money from your account. Your debit card will come with a 'PIN number', that you will have to enter when withdrawing money from an ATM. It's important that you know your own PIN number, but don't share it with anyone else.

Try to use an ATM that is operated by your bank. You will be able to use other ATMs to withdraw money, but you might be charged a fee (usually about A\$2). If you buy something from a shop, like a supermarket, you may be able to pay for the items with your card and withdraw money at the same time which will not charge you a fee. The register operator will give you the amount you request, and this will be automatically deducted from your bank account. It is your decision which bank you want to keep and save your money in.



19 Keeping in touch with home

Key messages:

- Keeping in touch with friends and family back home is important, and there are a number of ways you can do this. Some are more expensive than others.
- Internet is the cheapest way, as well as programs that provide free calls and messaging.
- More expensive options include mobile phones, which can cost as much as A\$4 per minute to call overseas.

19.1 MOBILE PHONES AND CALLING HOME

Using a mobile phone to call home can be very expensive. You might want to bring your own mobile phone from home. Otherwise, a mobile phone here might cost about A\$100. You will be able to choose from a pre-paid mobile phone deal (SIM) or a deal where you pay after you have made the call.

Pre-paid mobile phone deals offer an easy way to manage your spending, but they can be very expensive. You should ask your approved employer to help you find a good plan, and make sure that your mobile phone provider has coverage in the area you will be living and working in.

Very important: Some workers have spent large amounts of their pay on mobile phone calls. You will be working hard in Australia, and you need to be very careful that you don't spend all your money on phone calls, which may cost as much as A\$4 per minute if you are calling overseas.

19.2 INTERNATIONAL CALLING CARD

You may want to use a calling card as these can have lower rates when calling overseas. The cost may depend on which country you are calling and the time of day that you make the call. Compare per minute dialling rates, flag fall costs (the amount you are charged when your phone connects) and connection costs between each card. You can do this by finding a phone card provider on the internet.



19.3 INTERNET

The cheapest way to communicate with friends and family at home is through email using the internet. You can usually access the internet for free at public libraries, or for a fee at an internet café in some regional centres. You will usually be charged per hour, or per half an hour.

19.4 VOICE OVER INTERNET AND INSTANT MESSAGING APPS

You can also use the internet to speak to your family and friends cheaply using programs that provide free calls over the internet. These work by transmitting your voice over the internet, meaning you don't pay for the phone call. Instead, you pay for internet use per hour—usually a few dollars. However, this is much better than paying up to A\$4 for a minute!

Many public computers will have these programs installed, and all you need to do is set up a free account with a username (such as your first and last name), and have your family and friends back home do the same. You can then organise via email to call them after work, or your days off when you can both access the internet. Make sure you remember the time difference between Australia and your home country.

You can also download instant messaging Apps if you have a smart phone and internet connection. These programs give you free texts to anywhere in the world, and also allow users to exchange images and videos. You will need to get your family and friends to download the Apps as well.

20 What to do in an emergency

Key messages:

- In an emergency, **dial 000**. This is a free call.
- 000 will put you in touch with the police, fire or ambulance.

20.1 WHAT TO DO IN AN EMERGENCY

If you phone 000, you will be asked if you need ambulance, fire or police assistance. You should say the name of the service you require: Police or Ambulance or Fire.

Remember: only phone **000** if there is an emergency. If you do not speak English well, say 'Interpreter' and the name of the language you speak.

- Tell them your name, address and telephone number.
- Tell them what is happening and where it is happening.
- If you are confused and don't know what to say, do not hang up, stay on the line and the operator can work out where you are calling from and send help.
- Ambulance services are for emergencies only.
- Your health insurance may cover you for ambulance costs.





21 Accessing training opportunities in Australia

Key message:

- Under the Seasonal Worker Programme, you may be able to do training to help expand your employment experience and development.

21.1 TRAINING AND SKILLS DEVELOPMENT IN AUSTRALIA

Developing your skills is an important feature of the Seasonal Worker Programme, as the knowledge and skills you gain will help with your employment and education opportunities when you return home.

By receiving training under the Seasonal Worker Programme you may be able to contribute to your country's development by applying your new skills to further education and wider employment opportunities.



22 Returning home

Key messages:

- Before returning home, your approved employer will give a 'Pre-return briefing' to let you know what you need to do before you return home.
- Discuss with your approved employer whether they are likely to hire you next season.
- Remember to keep your tax file number somewhere safe, so you can find it easily if you do the programme again.
- Remember to keep your superannuation number somewhere safe so you can claim your superannuation when you return home.
- You may receive a debrief about your experiences in the Seasonal Worker Programme, both in Australia and in your home country. It is important to be honest.

22.1 PRE-RETURN BRIEFING

It's time now to think about going home. If you are reading this at the start of your journey, you'll be amazed at how fast the time goes. Before you go home, your employer will give you a pre-return briefing.

Your employer will talk to you about what you need to do before you return home. This will include filling out your superannuation forms. You don't need to fill out a tax return form.

You may also be asked to give feedback about your experience. It is important that you are honest with your answers. This will enable the Australian Government to evaluate the Programme and make changes or improvements. By answering honestly, you'll make the Seasonal Worker Programme better, and make your experience in following years even better.

Before heading home, you should:

- give your approved employer a way to contact you if they wish to hire you in future seasons
- ask your approved employer for their contact details in case you have difficulty claiming back your superannuation
- remember to note down your tax file and superannuation numbers, and keep them safe
- if you plan to return, choose to keep your bank account open. This may also make it easier to claim your superannuation, especially if you have a branch of that same bank back home. However, some bank fees may not make this worthwhile so check with the bank.



22.2 ARRIVING HOME

When you arrive home, your government may want to give you a seminar or briefing. It is important to be honest and provide accurate answers. You should also discuss with your government how your approved employer has organised to get your superannuation back to you, or whether you have agreed to keep it in a bank account in Australia.

22.3 USING YOUR MONEY

What will you use your money for? It might help to go back to the very beginning of your guidebook, and look at the reasons you wanted to come and work in Australia. Was it so you can earn money to start a business, or help pay for your children's school fees? Was it to help buy a new generator in your community?

Whatever the reason, remember that you worked hard to earn your money and should spend it wisely.

22.4 PREPARING FOR NEXT SEASON

If you have worked hard while in Australia, and you have impressed your approved employer you may be able to come back. You will need to apply again through the government agency or approved recruitment agency in your country. You will need to go through the same arrangements for visa application as you did the first time—submit another visa application, pay for the visa application charge, undertake a chest x-ray and meet other visa conditions. Your country may also ask for certain requirements to be met so that you can participate in the Seasonal Worker Programme again.

You may be allowed to apply for another placement as a seasonal worker in Australia if:

- you comply with your visa conditions
- your approved employer is happy with your work
- you did not do anything that could harm your participation in the Seasonal Worker Programme
- there is demand for seasonal workers in Australia.

If you do wish to participate again, you might like to think about setting some money aside for some of the initial costs, such as the visa application charge, so you spend less time paying your employer back next time.

We hope you enjoy being a seasonal worker in Australia and that the money you make and skills you learn will benefit you and your community.

Important Information for seasonal workers

Flight Information	Details
Arrival date in Australia	
Departure date to home country	
Flight details and flight number – In	
Flight details and flight number – Out	
Airline company	

Health Insurance Details	Details
Name of company	
Member number	

Tax Details	Details
Tax File Number	

Superannuation Details	Details
Superannuation number	
Superannuation company	
Superannuation company Australian Business Number (ABN)	

Bank Information	Details
Bank details	
Bank company (Refer to Chapter 11 in the pre-departure guidebook)	

Passport Details	Details
Passport number	
Expiry date	

P: +61 2 6240 5234
Emergency Hotline for Seasonal Worker Programme
(in Australia) 1800 515 131
E: seasonalworker@employment.gov.au
[Facebook.com/SWPAus](https://www.facebook.com/SWPAus) | [Twitter @SWPAustralia](https://twitter.com/SWPAustralia)
www.employment.gov.au

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