



Approved Employer Survey and Focus Group Discussion

November 2017

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Purpose of this Report

The *Approved Employer Survey* is a Monitoring, Evaluation and Learning (MEL) activity to better understand the Approved Employer perspective in Australia, to provide:

- A summary and analysis of Approved Employer and Labour Sending Government interaction;
- Identification of key areas of support and/or intervention required; and
- Recommendations on how labour sending countries can better respond to the needs of Approved Employers.

Document History

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Acronyms and Abbreviations

ABARES	Australian Bureau of Agricultural and Resource Economics and Sciences
DFAT	Department of Foreign Affairs and Trade
DHA	Department of Home Affairs
DJSB	Department of Jobs and Small Business
LSU	Labour Sending Unit
PNG	Papua New Guinea
SWP	Seasonal Worker Programme

Executive Summary

The Seasonal Worker Programme (SWP) enabled almost 6,200 workers from Fiji, Kiribati, Nauru, Papua New Guinea (PNG), Samoa, Solomon Islands, Timor-Leste, Tonga, Tuvalu and Vanuatu to participate in seasonal horticultural and hospitality work in Australia over the 2016-17 year. The Labour Mobility Assistance Programme (LMAP) supports SWP labour sending countries to increase the number and quality of workers participating in SWP and support activities to increase the benefits to workers and their communities resulting from their participation.

The Approved Employer survey is part of LMAP's evaluation of how well the countries involved in the SWP are responding to the needs of Australian Approved Employers, and what can be done to improve their management of the SWP. The analysis of survey results has been complemented by a focus group discussion with Approved Employers at a Department of Jobs and Small Business (DJSB)¹ Employer Workshop. The survey and focus group discussion will inform SWP process by providing valuable management information that links program processes to program outcomes, thereby allowing the identification of best practice, lessons learned and opportunities for continuous improvement.

Fourteen, out of 93, Approved Employers responded to the Survey. These employers employed 40% of all SWP workers in 2016-17. Respondents represent Agricultural businesses (64%), labour hire firms (29%), and Accommodation Businesses (7%). Collectively respondents recruit from all SWP sending countries except for Nauru and Tuvalu, with 64% of those who responded recruiting from more than one SWP participating country. Analysis confirms that demand for seasonal workers in Australia continues to increase – on average each respondent will require an additional 94 workers each in the 2017-18 financial year (compared to 2016-17), with SWP workers comprising 89% of this need.

Employers rated the Labour Sending Unit (LSU), in each of the countries they recruit from, as mostly satisfactory, good or excellent. When asked to consider what their preferred method of recruitment would be in 2017-18, 58% of all respondents selected direct recruitment and 33% a paid agent; although employers noted concern about the lack of clarity around what agents can charge workers or what employers pay under the agent model of recruitment. No employers indicated a preference for recruiting from the work ready pool, some noting perceived challenges in accessing quality workers through this process. Furthermore, respondents noted that they have existing relationships with workers and are less likely to use the work ready pool (compared to new Approved Employers). Two employers noted that the Timor-Leste Work Ready Pool works very well.

All employers rated the suitability of the SWP workers in terms of ability and attitude as satisfactory, good or excellent, with 77% of employers indicating that worker preparation was satisfactory, good or excellent (three employers rated worker preparation as poor or extremely poor). Seven employers (50%) provided additional certified training to fill 'gaps' in worker preparation, mostly in equipment use, quality standards and work processes. Employers suggested that worker preparation could be improved through better English language skills; budgeting and financial management skills; and better understanding of requirements about living in Australia.

Employers generally find that SWP workers are dependable, enthusiastic and productive – with all employers rating these attributes as satisfactory, good or excellent; and with returning workers more likely to be rated as excellent. Some employers did, however, note some behavioural issue that have needed to be managed by employers and can be damaging to a sending country's reputation.

Employers at the focus group discussion expressed gratitude for the Approved Employer workshop and suggested that such a forum is beneficial in addressing some SWP Approved Employer issues. They committed to develop their own network to discuss these issues.

¹ Formerly Department of Employment

The survey, and ensuing focus group discussion has led to the following recommendations:

1) For SWP worker recruitment:

- Data on worker history and previous performance needs to be better aligned to selection processes so that information about workers that have demonstrated behavioral or other performance issues is considered at selection.
- Technology in labour sending countries should be improved to facilitate more efficient visa processing in the sending country. At the same time, employers should provide sufficient notice to LSUs to make sure visas are processed and workers prepared in time.
- Communication protocols, including complaints and issues resolution, need to be enhanced in labor sending countries. Such protocols need to balance realistic expectations in terms of communication for both labour sending countries and approved employers.
- Clarity and transparency around fee structures and permissible charges is needed under the agent model of recruitment. Employers note that their agent fees are offset by reduced transactions costs that accrue from other recruitment methods but have concerns around agents charging workers fees directly.
- Nepotism in worker selection can be partially overcome if employers visit countries and work directly with LSUs. Employers can assist by being clear on the criteria on which workers should be selected.

2) For SWP worker preparation:

- Pre-departure briefings should be enhanced to include basic instruction on nutrition and food safety, as well as what to expect on arrival in Australia and on arrival at work.
- Pre-departure support should include some oversight to ensure workers, in particular first-time workers, get to their flight. Further, pre-departure briefings should include detailed information with contact details and advice on what to do if there is an issue with flights.
- LMAP's proposed research into worker health is supported by employers. Health and fitness testing, separate from medical tests, is also viewed favorably by employers.

1 Introduction

The Seasonal Worker Programme (SWP) enabled almost 6,200 workers from Fiji, Kiribati, Nauru, Papua New Guinea (PNG), Samoa, Solomon Islands, Timor-Leste, Tonga, Tuvalu and Vanuatu to participate in seasonal horticultural and hospitality work in Australia over the 2016-17 year. SWP is a whole of government initiative, led by the Department of Jobs and Small Business (DJSB)², and supported by the Department of Home Affairs (DHA)³, the Fair Work Ombudsman and Department of Foreign Affairs and Trade (DFAT).

The Labour Mobility Assistance Programme (LMAP) is a DFAT-funded program that commenced in mid-2015. The program works with SWP labour sending countries to increase the number and quality of workers participating in SWP and support activities to increase the benefits (financial and other) to workers and their communities resulting from their participation.

The LMAP Steering Committee endorsed the LMAP Approved Employer survey in February 2017 to better understand the perspective of Approved Employers in Australia. The Approved Employer survey is part of LMAP's evaluation of how well the countries involved in SWP are responding to the needs of Australian Approved Employers, and what can be done to improve their management of the SWP.

This report will provide valuable management information that links program processes to program outcomes, to enable the identification of best practice, lessons learned and opportunities for continuous improvement. Approved Employer responses also provide insights that will allow for greater calibration of Labour Sending Unit (LSU) marketing plans and support activities.

The results of LMAP's Approved Employer Survey will supplement the DFAT-funded SWP impact studies contracted to the World Bank, including a productivity study being implemented by the Australian Bureau of Agricultural and Resource Economics and Sciences (ABARES), as these become available.

1.1 Approach and methodology

The Approved Employer Survey was conducted from 27 October 2017 to 22 November 2017 via an online survey instrument (Survey Monkey). The instrument was issued, via email link, by DJSB to the entire Approved Employer Population. The survey instrument was deliberately brief and simple to enhance uptake by respondents and focused on a few key aspects of engagement. The questionnaire could be completed within fifteen minutes. The survey questionnaire is attached at Annex 2.

The responses to the survey questionnaire (up to 14 November 2017) were collated and used to inform discussions with 25 representatives from sixteen Approved Employers at an Approved Employer Workshop in Brisbane on 16 November 2017. Except for one, employers in attendance at the workshop had not completed the survey questionnaire. The Approved Employer workshop adopted a focus group discussion around survey responses to provide deeper analytical insights into the responses to the survey. From the initial analysis of survey data, focus group discussions concentrated on: worker recruitment; worker readiness; and, overall impression/satisfaction with labour sending country engagement.

For the purposes of this research, survey respondents and focus group participants were treated separately and findings triangulated. Survey findings were consistent with focus group discussions.

1.2 Respondent Population

Fourteen, out of 93, Approved Employers responded to the Survey. Although this response rate (15%) appears low, respondents employed 2458 (40%) of the 6166 workers recruited over the 2016-17 financial year. Whilst this response rate limits the extent to which generalisations can be made about Approved Employers, respondent characteristics are representative of the total Approved Employer

² Formerly Department of Employment

³ Formerly Department of Immigration and Border Protection

population. Sixty four percent (64%) of all respondents were from the Agricultural Sector and 29% were from labour hire firms recruiting mainly for the agricultural sector. Seven percent of responses were from the accommodation sector.

Respondents recruit workers from all SWP sending countries except for Nauru and Tuvalu, with the highest representation being from Vanuatu (71%), Tonga (50%) and Fiji (29%). As expected Labour Hire Firms recruit workers from multiple participating countries. Most employer businesses (non-labour hire firms) recruit from more than one labour sending country, with 36% (five employers) recruiting from only one country (namely: Solomon Islands, Tonga and Vanuatu).

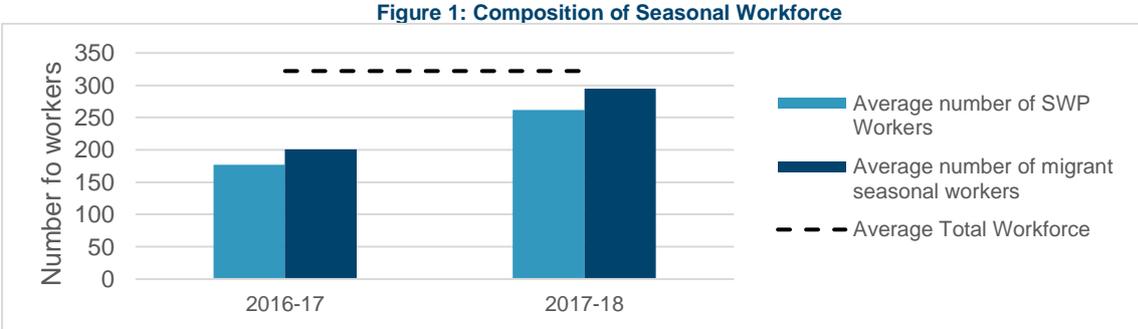
2 Approved Employer Survey Findings

The following findings have been determined from online survey results and complemented by focus group discussions. Importantly, not all those employers that participated in focus group discussions had responded to the online instrument. Nonetheless, initial findings were presented to the group and then discussed without any inconsistency between the views of those present at the focus group and the results of the online data analysis.

2.1 Labour Market Characteristics

As has been demonstrated by a steady increase in the growth of SWP, the demand for seasonal workers in Australia continues to increase. Respondents indicated that in the 2016-17 financial year, migrant workers comprise 62% of their workforce.

Employers were asked to consider the total number of migrant seasonal workers as well as the total number of SWP workers that they employed in 2016-17 and expected to employ by the end of 2017-18. On average employers noted that they would require an additional 94 workers each, with a slight increase in SWP workers as a percentage of the total migrant workforce (88% in 2016-17 and 89% in 2017-18).



On average, in 2016-17 and 2017-18, 12% and 11% respectively of the migrant seasonal workforce were not SWP workers. Five respondents employed SWP workers as well as other labour sourced through Australian Migration Systems, whereas eight respondents (62%) employed only SWP workers through the Australian migration systems.

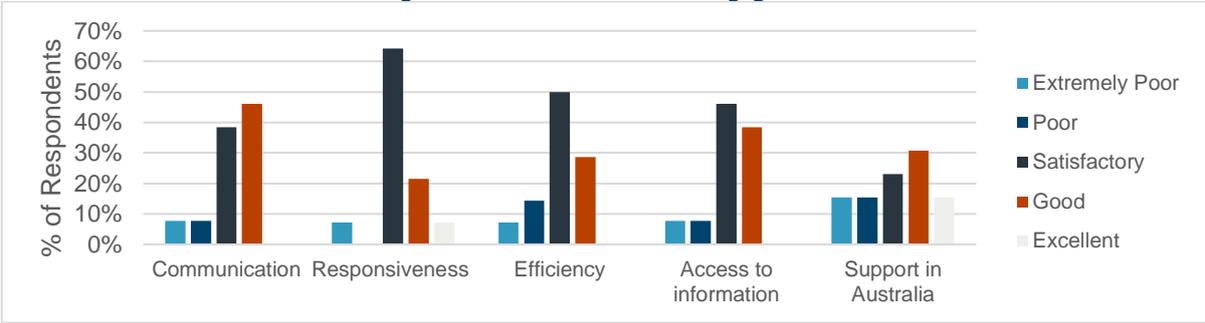
Employers identified holiday makers/backpackers and local Australian labour as the main alternatives to SWP workers. Seventy one percent (71%) of employers noted they could employ working holiday makers/backpackers, and 71% are able to access local Australian labour as an alternative to SWP workers. Three employers (21%) stated that they had no alternative labour options available to them.

2.2 SWP worker recruitment

Employers were asked to consider their satisfaction with engaging with the LSU in each of the countries they recruit from, reflecting on i) ease of communication; ii) responsiveness (to telephone and email); iii) efficiency in dealing with requests; iv) access to information (including website); and v) support to SWP workers in Australia.

Respondents tended to rate each element of LSU engagement as satisfactory, good or excellent – with ‘support in Australia’ being rated the least positively. One employer, who recruits from four sending countries (Kiribati, Timor-Leste, Tonga and Vanuatu) rated each criterion as extremely poor.

Figure 2: Satisfaction with LSU engagement



2.2.1 Current and preferred recruitment methods

Employers participating in the focus group discussions noted that where agents are used for recruitment, there is little to no engagement with the LSU. Seventy-seven percent (77%) of employers engaged in direct recruitment and 54% had recruited through a paid agent⁴. Some employers noted that they prefer to recruit from a single community, as this increases the likelihood of likeminded individuals that work well together. When asked to consider their preferred method of recruitment for 2017-18, 58% of all respondents selected direct recruitment and 33% a paid agent – with two employers indicating they were unsure of what their preferred option would be.

Employers generally stated that once they had established a successful working relationship with workers, their preference for subsequent recruitment was either direct, or through the same agent (noting that there may be country-level restrictions in terms of the recruitment method allowed under their Memorandum of Understanding with the Government of Australia). Employers stated that this ‘evolution’ of relationship would negate the need for existing employers to draw workers from a work ready pool, but noted new employers may, at least initially, need access to the work ready pool.

Notably, no employers that responded to the survey indicated that they would prefer to use a work ready pool in the coming year. In focus group discussions some employers noted concerns with the existing work ready pools, perceiving nepotism in work ready pool selection processes; identifying difficulty in getting useful information about workers in the pool; and quality concerns around the individuals recruited from the pool (both in terms of health and performance) – with some workers identified as having behavioural or performance issues being sent to other employers in subsequent years.

Two employers stated that they had no issues with the Timor-Leste work ready pool, and would continue to recruit from it - with one employer being very positive about the consistency of interaction with Timor-Leste. Another employer noted that accountability from Solomon Islands is improving with increased support from the Australian Government to deliver a better quality of work ready pool.

2.2.2 Reasons for recruiting from countries⁵

Based on their experience in the 2016-17 financial year, employers were asked to indicate their preferred profile of seasonal workers for 2017-18. Respondents identified they would prefer: A mix of returning and new workers from the same countries that they recruit from at present (83%); the same group of workers (17%); and workers from countries that employer does not currently recruit from (8%).

In considering qualitative responses for why employers recruit from the countries they do, employers noted:

⁴ Please note: employers were asked to identify which types of recruitment they used and could choose multiple options. Some that noted they engaged in direct recruitment also stated that they had used an agent.

⁵ Note that because of the small sample size and because the majority of respondents were recruiting from multiple countries it was not possible to attribute feedback to specific countries

- That they work with the same countries each year as they can access the same workers who have gained experience, and employers have developed reliable contacts in country;
- some countries have a reputation (for providing good workers), or the employer has been impressed with the performance of workers to date (based on previous experience);
- some employers find that the in-country government agency/ies are efficient and easy to work with; and
- Some employers identified as understanding the protocols and cultural sensitivities of the countries they recruit from, which has informed their decision to recruit from that country.

Conversely, reasons for not recruiting from certain countries were based mainly on operational concerns and or previous (bad) experience:

- For some countries, their distance from the location in Australia makes travel expensive and sometimes means that flights are not frequent;
- some agricultural producers will not recruit from certain countries out of concern for biosecurity – mainly due to the risk of contamination through clothing and other articles transported with the workers when they travel to Australia (for example mud on work boots);
- some employers perceive that certain nationalities are prone to run away or that there may be concerns about tribal interactions (with the *diaspora*) in Australia; and
- some countries have reputation for providing workers who perform poorly.

2.2.3 SWP Recruitment Challenges

In considering recruitment through an agent, qualitative feedback from employers indicated that the Vanuatu agent model poses challenges. Employers are aware of and concerned about private fees being charged to workers. Employers also articulated that they have lodged complaints about agents charging fees to workers. Employers have also complained about agents who provide workers that were previously sent home (by another employer) for poor performance or bad behaviour⁶. Employers were of the view that even though complaints had been raised, no action seems to have arisen from them.

During focus group discussions, employers noted that nepotism in the recruitment process can be partly mitigated by a deeper understanding of the cultural context of a country. Some employers suggested that visiting countries and working directly with LSUs can assist in establishing clear criteria for worker selection, thereby strengthening the transparency of the recruitment process.

2.2.4 Improving SWP recruitment in country

When asked to reflect on where sending countries could better support seasonal worker recruitment, employers identified that the main area for improvement would be to respond to requests, and provide information, in a timely manner. Discussions around this implied that information systems currently hamper, rather than assist, processes. Specific suggestions, made by employers, for improvements to recruitment processes include:

- LSUs should receive advance notice from employers to make sure visas are processed and workers prepared in time – employers highlighted their own responsibility to give adequate notice in this regard.
- Improving technology at the LSU as slow internet speeds affect visa lodgement times, including scanning and sending passports, photos, visa applications.

⁶ During focus group discussions employers asked how DJSB deals with reports of workers being sent home for behaviour or performance issues. The DJSB representative confirmed to employers that DHA would cancel an absconder's visa and employers should continue to report these incidences to both DJSB and DHA.

- Employers support greater interaction with LSUs, and common understanding by sending countries of the expectations of employers in relation to communication. In communicating with employers, LSUs need to not only be responsive, but also transparent and honest in what they can and can't do within given timeframes.

2.3 Worker Readiness

In considering worker preparedness, the survey assessed three factors: general preparation prior to departure (if known), certified training provided in Australia and worker health. These factors were reiterated by employers during focus group discussions.

2.3.1 General preparation

All employers rated the suitability of the SWP workers in terms of ability and attitude as satisfactory, good or excellent. In considering their general preparedness, 77% of employers said preparation was satisfactory, good or excellent. Two employers, who recruit workers from Tonga and Vanuatu, rated worker preparation as poor. Another employer rated worker preparation as extremely poor. This employer recruits from Kiribati, Timor-Leste, Tonga and Vanuatu. These three employers, stated that predeparture training was unrelated to performance in Australia, and in some cases questioned whether any preparation was conducted at all. Due to low response rates, this analysis is unable to determine the extent to which poor ratings pertain to each sending country, and notes that those countries rated as poor or extremely poor, were also rated as satisfactory, good or excellent by other employers.

In considering aspects of worker preparation that could be improved, employers suggested that workers: i) could have better English language skills; ii) could be supported (pre-departure) with budgeting and financial management skills, including using banks in Australia and at home; and iii) could have a better understanding of what life will be like for them in Australia and what to expect when they arrive.

2.3.2 Worker Training

Seven employers (50%) provided additional training to fill 'gaps' in worker preparation, mostly in equipment use, quality standards and work processes. One employer noted that training was difficult once work had started (due to time constraints). Of these seven employers, six subsidised the training themselves, and one made use of certified training sponsored by the Australian Government.

2.3.3 Worker Health

In discussing health issues in the focus group, employers noted that workers are hesitant to communicate health issues, possibly out of a fear of being seen in a negative light. Early, and preventive action is thus not provided, which can lead to a need for more extensive medical treatment.

Employers suggested that pre-departure preparation could include basic instruction on nutrition and food safety. Further, they highlighted the need for preparation to ensure that workers are physically fit before departing to Australia and starting work. Employers noted that health and fitness testing, separate from medical testing, is being undertaken in some countries, including Timor, Samoa, and Fiji. This was perceived as a positive step. They also emphasised the importance of comprehensive medical screening of workers before they come to Australia.

2.3.4 Recommendations for pre-departure support

A further concern from employers was in relation to support during the travel process, particularly for first time workers. They recommended that sending countries should accompany workers to ensure that they get to their flight, as well as briefing workers with contact details and advice on what to do if there is an issue with their flights.

As part of focus group discussions, employers noted challenges for countries in providing quality pre-departure briefings due to lack of resourcing. One example was raised in Vanuatu where approximately 50 people were being briefed in a small room with no windows or air-conditioning, potentially compromising the uptake of important information. Some employers questioned whether it is sustainable for sending countries to finance pre-departure briefing, suggesting this could be conducted

by employers pre-departure and recouped from the earnings of workers in Australia (this was a preliminary observation only).

2.4 Overall Satisfaction

Employers generally find that SWP workers are dependable, enthusiastic and productive – with all employers rating these attributes as satisfactory, good or excellent. Some employers did, however, note some behavioral issues that have needed to be managed by employers and can be damaging to a sending country’s reputation. Whilst most behavioral issues identified were described by respondents as isolated occurrences that occurred out of hours, there were a small number of cases that had consequences during work hours.

Returning workers tended to receive higher ratings than those working for the first time in 2016-17. The ratings were assigned by employers after considering training that the employer provided for the tasks workers are required to do.

Figure 3: New SWP worker attribute ratings

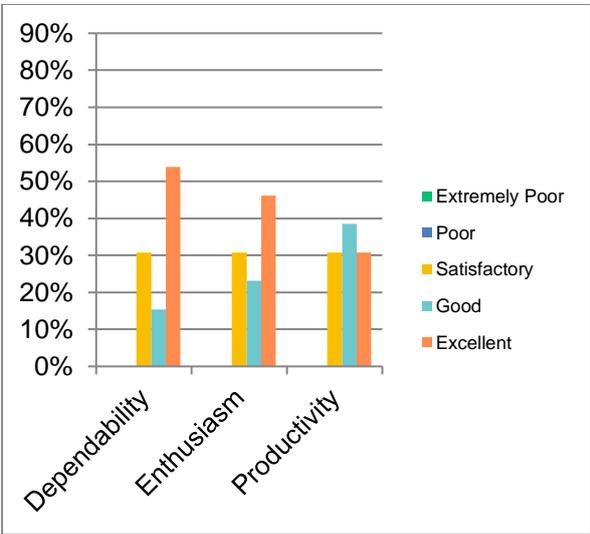
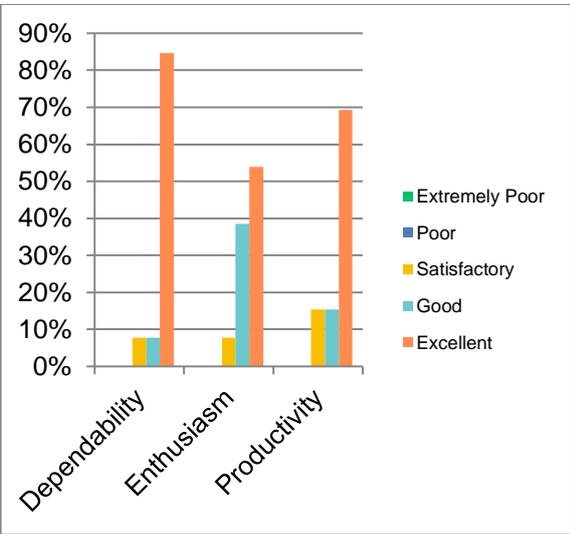


Figure 4: Returning SWP worker attribute ratings



3 Conclusion

The Approved Employer Survey and focus group discussion has generally found that employers are mostly satisfied with the performance of seasonal workers, however additional actions could optimize the efficiency of transactions between Approved Employers and labour sending countries.

Overall, employers have mixed preferences for types of SWP worker recruitment. A small number of employers are very supportive of a Work Ready Pool. The majority (close to 60%) prefer direct recruitment, and some (approximately 30%) indicate a preference for an agent model. For existing employers, the work-ready pool is the least preferred method of recruitment. Recommendations to improve SWP worker recruitment include:

- Data on worker history and previous performance needs to be better aligned to selection processes so that information about workers that have demonstrated behavioural or other performance issues is considered at selection.
- Technology in labour sending countries should be improved to facilitate more efficient visa processing in the sending country. At the same time, employers should provide sufficient notice to LSUs to make sure visas processed and workers prepared in time.
- Communication protocols, including complaints and issues resolution, need to be enhanced in labour sending countries. Such protocols need to balance realistic expectations in terms of communication for both labour sending countries and Approved Employers.

- Employers have requested clarity and transparency about fee structures/permissible charges under the agent model of recruitment. Employers' agent's fees are offset by reduced transactions costs but there are concerns that agents are charging workers fees directly.
- Nepotism in worker selection can be partially overcome if employers visit countries and work directly with LSUs. Employers can assist by being clear on selection criteria for workers.

Employers note that SWP workers are typically well prepared before their arrival in Australia, although the quality of pre-departure support by the sending country tends to vary. Employers suggest:

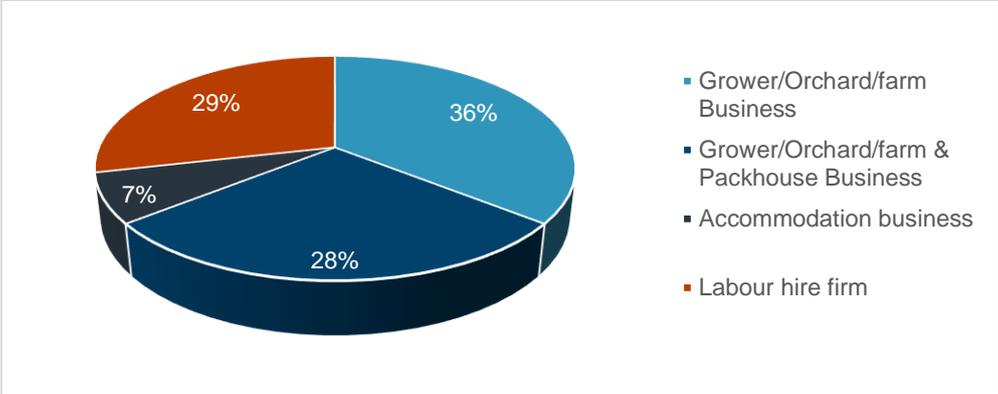
- Pre-departure briefings should be enhanced to include more information on nutrition and food safety, as well as what to expect on arrival in Australia and on arrival at work.
- Pre-departure support should include greater oversight to ensure workers, in particular first-time workers, to get to their flight. Further, pre-departure briefings should include detailed information with contact details and advice on what to do if there is an issue with flights.
- LMAP's anticipated research into worker health is supported by employers. Employers view health and fitness testing, separate from medical tests, favourably.

Generally, SWP workers are found to be dependable, enthusiastic and productive – with returning workers being viewed particularly positively.

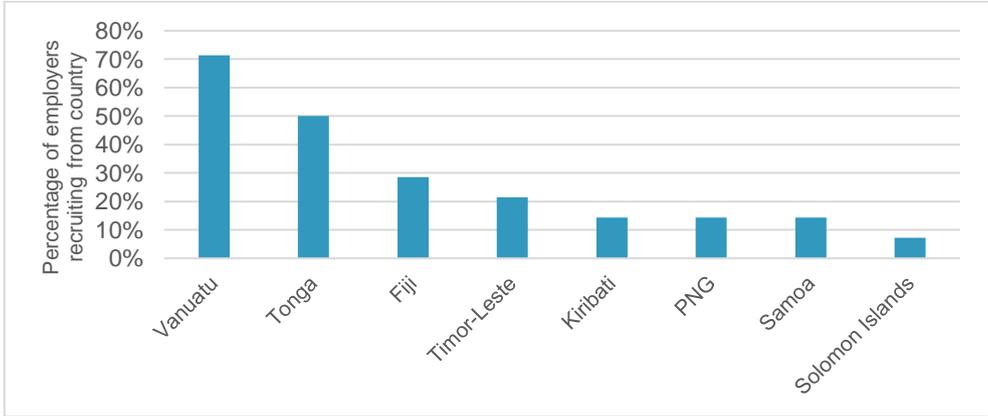
Besides these key findings and recommendations, employers at the focus group discussion expressed gratitude that their earlier suggestion to come together in an Approved Employer workshop was heard and actioned. They suggested that such a forum is beneficial in addressing some SWP Approved Employer issues and agreed to develop their own network to discuss these issues.

Annex 1: Survey Responses (presented graphically)

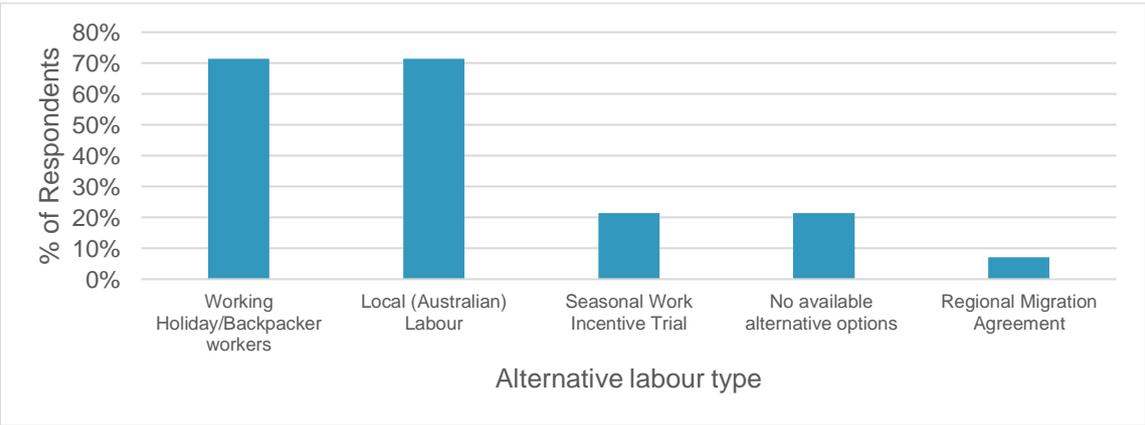
Type of Approved Employers who responded



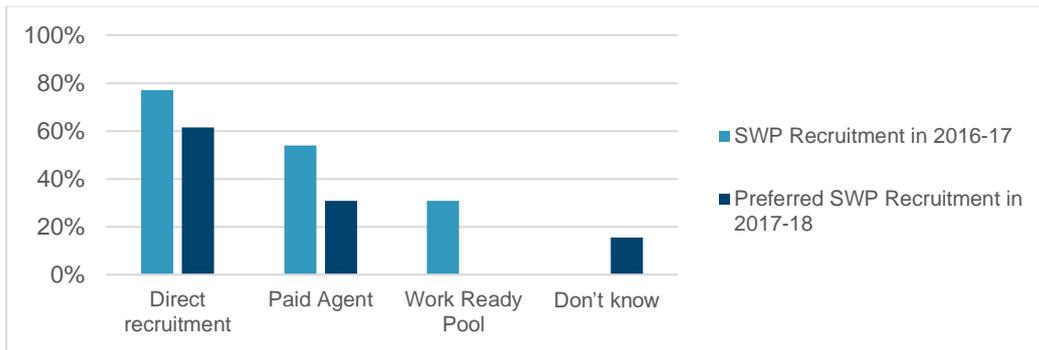
Country of recruitment



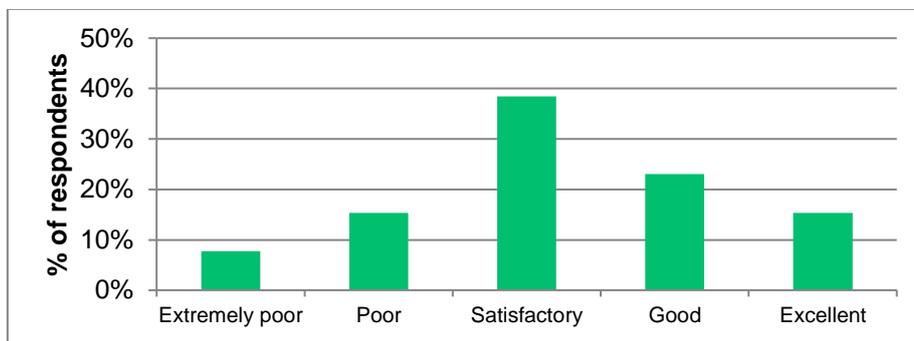
Alternative seasonal labour options to SWP workers



Current recruitment compared to preferred recruitment



Preparedness of workers before arrival in Australia



Annex 2: Approved Employer Survey Questionnaire

SWP Approved Employer Survey

Approved Employer Demographic Information

The information provided on this page allows answers to be considered against certain employer characteristics to improve the relevance of recommendations made from analysis of responses.

* 1. What is your Approved Employer registered name?

* 2. Please select the description below that best describes you. (Select all that apply)

- Grower/Orchard/farm owner
- Grower/Orchard/farm manager
- Packhouse owner
- Packhouse manager
- Accommodation business owner
- Accommodation business manager
- Labour hire firm
- Labour contracting firm
- Other (please specify)

*** 3. Please consider the structure of your labour force**

Approximately how many people (total full time, part time and casual employees) were employed by your business in the 2016-17 financial year? (Please state number)

How many workers did you source through Australian Migration Systems (including working holiday (417), Seasonal Worker Programme (403) and Temporary Work (Skilled) visa (457) in the 2016-17 financial year? (Please state number)

How many workers do you anticipate sourcing through Australian Migration Systems (including working holiday (417), Seasonal Worker Programme (403) and the Temporary Work (Skilled) visa (457) in 2017-18 financial year? (Please state number)

How many seasonal workers did you employ through the SWP in the 2016-17 financial year? (Please state number)

How many seasonal workers do you anticipate employing through the SWP in the 2017-18 financial year? (Please state number)

*** 4. Besides SWP workers, what alternative labour sources are accessible to perform the activities currently undertaken by SWP workers in your business? (Select all that apply)**

- Local (Australian) Labour
- Seasonal Work Incentive Trial
- Working Holiday/Backpacker workers
- Semi-skilled overseas workers through labour agreements
- Regional Migration Agreement
- There are no available alternative options to meet this need
- Other (please specify)

Interaction with SWP labour sending countries.

Please consider how you interact with labour sending units in SWP participating countries as you answer the following questions.

* 5. From which SWP participating countries do you recruit Seasonal Workers under the SWP? (Select all that apply)

- Fiji
- Kiribati
- Nauru
- PNG
- Samoa
- Solomon Islands
- Timor-Leste
- Tonga
- Tuvalu
- Vanuatu

* 6. Please consider how you interact with labour sending units in SWP participating countries.

Please explain your reasons for recruiting seasonal workers from the countries you have identified. (Write out)

Please list any countries that you would not recruit from, and state your reasons for this. (Write out)

Please list and explain any aspects of your engagement with labour sending units that you find particularly positive? (Write out)

Please detail any aspects of your engagement with labour sending units/countries that you feel need to be significantly improved? (Write out)

* 7. How would you rate the following aspects of the labour sending units in the countries from which you engage SWP workers? (Please rate each attribute as extremely poor, poor, satisfactory, good, or excellent)

	Extremely Poor	Poor	Satisfactory	Good	Excellent
Ease of communication	<input type="radio"/>				
Responsiveness (phone and email)	<input type="radio"/>				
Efficiency (in dealing with requests)	<input type="radio"/>				
Access to information (including website)	<input type="radio"/>				
Support to SWP workers in Australia	<input type="radio"/>				

SWP Approved Employer Survey

Recruitment and Selection of workers.

Please consider how you interact with labour sending units in SWP participating countries to answer the following questions.

* 8. Roughly what proportion of SWP workers in the 2016-17 financial year were returning workers (i.e. had also worked for you in the previous financial year) (Select one)

- 0% (None of them worked for the business last year)
- 1% - 20%
- 21% – 40%
- 41% - 60%
- 61% - 80%
- 81%- 99%
- All – 100%
- Don't know

* 9. How did your business recruit its new SWP workers during the 2016-17 financial year? (Select all that apply)

- Workers were drawn from a Work Ready Pool managed by the sending country government
- Through a paid agent in the sending country
- Through direct recruitment - using returned workers or other trusted people to identify the new workers for us
- Don't know
- Would rather not say
- Other (please specify)

* 10. If given the option, what would be your preferred method of recruitment of new SWP workers?

- Workers were drawn from a Work Ready Pool managed by the sending country government
- Through a paid agent in the sending country
- Through direct recruitment - using returned workers or other trusted people to identify the new workers for us
- Don't know
- Would rather not say
- Other (please specify)

* 11. How would you rate the suitability of the workers provided to you in terms of ability and attitude?

Extremely Poor	Poor	Satisfactory	Good	Excellent
<input type="radio"/>				

* 12. What suggestions, if any, do you have for improving the quality of the recruitment and selection of SWP workers? (Write out)

Worker Preparation

Please think about how prepared of workers are when they arrive to work in Australia as you answer the next questions.

* 13. Please consider the preparation and training of workers. How would you rate the preparation that workers received before they arrived in Australia?

- Extremely poor
- Poor
- Satisfactory
- Good
- Excellent

Please explain the reason for your response if you have selected 'extremely poor' or 'poor'.

* 14. Please continue to consider the preparation and training of workers.

What specific things, if any, were missing in the preparation of workers before they arrived in Australia? (write out)

Did you provide additional training to workers to fill these gaps (please explain)

Did any first time seasonal workers working for you last financial year access Add-On Skills Training funded by the Department of Employment? (Please specify whether none, some or all first time workers accessed Add-On Skills Training.)

Did you provide technically certified training last financial year to returning workers on the Seasonal Worker Programme 403 visa e.g. Chemcert, additional O&HS, forklift certificate, barista certificate, welding, or other (please specify)

* 15. How was any training provided to returning workers paid for? (tick all that apply)

- By you (the employer)
- Through an Australian government subsidised program
- By the seasonal worker
- Jointly by you the employer and the seasonal worker
- Did not provide certified training
- Other (please specify)

Worker Health (on arrival)

Please consider the health of workers when they arrived in Australia as you answer the following questions.

* 16. Please consider the health of the SWP workers who worked for you in the 2016-17 financial year. What proportion of your SWP workers did not arrive in good health this year (2016-17)? Please note that this includes any aspect of health which may or may not impact on their ability to work. (Please select one option)

- 0% - All arrived in good health
- 1% - 25%
- 26% – 50%
- 51% - 75%
- 76% - 99%
- 100% – None arrived in good health
- Don't know

* 17. Did any of your SWP workers have any of the following health-related matters on their arrival this year (2016-17)? (Select all that apply)

- Boils
- Dental problems
- Skin rashes or allergies
- Hepatitis
- TB
- Malaria
- Gastro-intestinal worms
- Musculoskeletal problems or injuries
- Pregnant on arrival
- Obesity making it difficult for them to work in challenging climatic conditions
- None
- Don't know
- Other health related issue (please specify)

SWP Worker attitudes and behaviour

Please think about any workers employed as SWP workers in your business as a group, to answer the following questions about worker attributes.

- * 18. Please think about **new** SWP workers who worked for your business for the first time in the 2016-17 financial year, as a group. After they had been trained for the tasks they needed to do, overall how would you rate the following attributes? (Please rate each attribute as extremely poor, poor, satisfactory, good, or excellent)

	Extremely Poor	Poor	Satisfactory	Good	Excellent
Dependability	<input type="radio"/>				
Enthusiasm while Working	<input type="radio"/>				
Productivity	<input type="radio"/>				

- * 19. Please think about **returning** SWP workers who have worked for your business. After they had been trained for the tasks they needed to do, as a group, overall how would you rate the following attributes? (Please rate each attribute as extremely poor, poor, satisfactory, good, or excellent)

	Extremely Poor	Poor	Satisfactory	Good	Excellent
Dependability	<input type="radio"/>				
Enthusiasm while Working	<input type="radio"/>				
Productivity	<input type="radio"/>				

20. Please consider SWP worker behaviour generally. Did your company experience any 'character-related' issues with your SWP workers in the 2016-17 financial year, **during work hours**? If so, please briefly describe the nature and extent of these issues (e.g. how many workers were affected and for how long the issues continued). Examples might include: alcohol or drug-induced socially disruptive behaviour; altercations with other workers; inappropriate behaviour to other workers including sexual harassment; or not fitting in or getting along with other workers.

- Yes (Please describe)
- No issues during work hours this year
- Don't know
- Would rather not say

Please explain your answer if you selected 'Yes'.

21. Please consider SWP worker behaviour generally. Did your business experience any such issues with your SWP workers in the 2016-17 financial year, ***outside of work hours***? If so, please briefly describe the nature and extent of these issues.

- Yes (Please describe)
- No issues outside of work hours this year
- Don't know
- Would rather not say
- Please explain your answer if you selected 'Yes'.

22. Given your experience in the 2016-17 financial year, what is your preference for next season/year's seasonal workers? (Please select one)

- The same group of workers
- A mix of returning and new workers from the same countries I am recruiting from at present
- Workers from a country I am not currently recruiting from
- Workers from several countries I am not recruiting from at present
- Greater proportion of Australian workers
- Greater proportion of backpackers
- None (Do not plan to use SWP seasonal workers next season/year)
- Don't know

Please explain the for this preference?