

Experiences of Temporary Residents

REPORT

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Department of Immigration and Border Protection

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1. Executive summary

Research context and objectives

The Department of Immigration and Border Protection (DIBP) identified the need for a programme of research that would provide a comprehensive understanding of the experiences of specific categories of temporary residents in Australia, and their contribution to the Australian economy and community. Hall & Partners | Open Mind was contracted to undertake this research programme by DIBP and with support from the Department of Employment.

Research method

The research programme included three phases:

- Phase 1 — Targeted literature review. Drawing on research, reports and articles from the last ten years, this document reviewed existing data on the experiences of temporary visa holders and reflected on current relevant policies and practices, identifying gaps and opportunities for further research.
- Phase 2 — Quantitative surveys of temporary visa holders and employers of temporary residents. This phase involved two large scale quantitative surveys — one among adult primary and secondary¹ holders of student, graduate, sponsored or working holiday maker visas (a total of n=4908), another among employers of temporary residents holding these visas (n=974).
- Phase 3 — Qualitative place-based case studies. This phase entailed case studies in Cairns, Melbourne and Hobart, each involving a series of group discussions and in-depth interviews with a range of audiences, including temporary residents, employers of temporary residents, permanent Australian residents, community and cultural leaders, and secondary visa holders in these locations to bring the experiences and impact of temporary residents to life.

Limitations

It is important to acknowledge the limitations of any study so that these can be taken into account when interpreting the data. The main limitations applying to this study are summarised below.

¹ A secondary visa holder is a dependent partner/spouse/family member of a primary visa holder (i.e. their visa is dependent on the visa of their partner/family member).

Survey of temporary residents

Valid email addresses were not available for a proportion of temporary residents, meaning that these visa holders could not be invited to participate in the survey. However, the weighted survey data was representative of the population of in-scope temporary resident relevant visa holders who entered Australia/were granted their visa between 1 May 2014 and 30 April 2015 — in terms of visa subclass, as well as age and gender within visa subclass. Despite this, the final temporary resident survey data under-represented some nationalities, in particular, Indian and Chinese passport-holders. This was likely related to the online surveys being fielded in English and also to a lower incidence of valid email addresses from visa holders of some nationalities.

Survey of employers of temporary residents

It was not possible to accurately assess the extent to which the employer survey data was representative of the entire population of employers of temporary residents, to set quotas, or to weight the data, due to a lack of profile data for this population of employers. A sample frame was available from DIBP, but only for employers of 457 visa holders (the other employers were sourced from a Business Research Panel), so it is likely this group were over-represented in the final dataset of employers of temporary visa holders. In addition, valid email addresses were not available for a relatively large proportion of employers in the database provided by DIBP, so these employers could not be invited to participate in the survey.

Further details of data weighting and limitations are provided in the body of this report.

Targeted literature review

Australia is one of the world's main settler migration nations with a long post-1947 history of permanent migration. Australian government migration policy has aimed to redress labour shortages and, in the medium to longer-term, achieve strong economic outcomes and nation-building.

Temporary migration has rapidly increased in volume over the last decade or two, and now significantly exceeds Australia's permanent migration programme. Growth has concentrated in three major areas: temporary skilled migrants (mainly 457 visa holders), international students, and working holiday makers. The drivers of these three components of temporary migration are very different and complex: temporary skilled migration is demand-driven and responds to labour shortages in the Australian economy; international student migration to Australia is shaped by the relative attractiveness, and cost, of Australia as a study destination when compared to other study alternatives in Europe and North America; while working holiday makers are attracted by a combination of the attractiveness of the Australian tourist experience and the availability of employment opportunities to fund their travel around Australia. In all of these three categories of temporary migration Australia competes with countries in Europe and North America, who also seek increasing numbers of temporary migrants.

Pathways have opened up between temporary and permanent migration. Temporary residents in Australia can apply for permanent status while they are in the country and permanent migrants are increasingly drawn from the ranks of international students and skilled temporary workers already in

Australia. Previous research has shown that many international students and 457 visa holders choose to come to Australia as they see a temporary visa as a pathway to permanent residence.

There is concern about the vulnerability and exploitation of temporary residents, although the body of relevant literature on this is lacking. While there is considerable literature pointing to incidents of vulnerability and exploitation it is unclear how widespread these incidents are and what proportion of temporary residents share these negative experiences in Australia.

International Students

International students make a significant contribution to the economy, facilitate the development of trade and commercial links, and promote goodwill and understanding of Australia. In the past decade there has been a significant increase in the number and proportion of offshore student visa grants.

International student satisfaction with their education and non-education experience is a crucial factor in maintaining the international education sector in Australia. Accommodation, safety, economic considerations, education quality, reputation of education institution, student facilities, the marketability of degrees and the overall customer value provided by the universities have been identified as important factors that influence satisfaction. However, social experiences also impact strongly on evaluation of the overall experience as a temporary migrant in Australia; and loneliness and/or isolation — especially in the early months — cultural differences, inadequate language competency, intercultural understanding, religion, psychological worries, and racial discrimination play roles in obstructing positive social interaction and experiences.

Working holiday makers

The Working Holiday Maker Programme aims to foster cultural exchange and international understanding beyond that which may occur during non-working tourist visits. This programme also contributes to the size of the workforce to help meet seasonal and short-term labour market demand. Recent Australian data suggests Working Holiday subclass 417 visa grants are most commonly made to people from the UK, followed by Taiwan, Germany, the Democratic Republic of Korea (South Korea) and France. In 2014–15 the USA was by far the major source for Work and Holiday visas, accounting for nearly 70% of subclass 462 visa grants.

The literature suggests there is a low correlation between the kinds of work working holiday makers do in their home country and the employment they find in Australia, with work in agriculture and hospitality most common. The literature also suggests that rates of pay vary significantly by age and country of origin, with older workers (within the eligible age 18–30 age range) receiving higher hourly wages and those from non-English-speaking backgrounds likely to receive lower rates of pay, and there is some concern around potential exploitation of, and poor work conditions for, those on these visas.

Temporary skilled workers

There has been significant growth in the number of temporary skilled visa holders, notably those on subclass 457 visas, in Australia. Recent data indicates that such visa holders most commonly come

from India, the UK and the People's Republic of China (China). Ireland, the USA, the Philippines, South Korea, Canada, France and Italy are also among the top ten source nations.

Workers' and their families' experiences of the local area in which they live, personal employment prospects, social networks, and lifestyle are significant influences in their decisions to stay in a particular job, and their intentions about permanent settlement in Australia. The literature indicates that better employment opportunities, higher salary, promotion, providing opportunities for children, as well as dissatisfaction with economic and social conditions in their home country are the main reasons why visa holders from less developed countries wanted to stay in Australia. In contrast, those from developed nations were more likely to cite 'lifestyle' preferences.

Gaps and opportunities for future research

Temporary residents holding student visas have been more thoroughly researched than temporary skilled migrants and those on working holiday visas. In addition, research into the three main categories of temporary migration — the Working Holiday Maker Programme, the Educational Visa Programmes and the Temporary Work (Skilled) Programme — concentrates on the visa subclasses that are most numerous, and relatively ignores other visa subclasses in these broader categories, including graduate visa holders.

The literature review identified a number of specific gaps and areas for further research, which are outlined in the body of this report.

Survey of temporary residents

Decision-making and information sources

Temporary residents most commonly cited liveability and career factors as **reasons for deciding to come to Australia**. In particular, Australia's unique features, such as beaches, climate and lifestyle are strong drawcards (cited by 43%). That it is an English-speaking country (41%) and provides opportunities to expand or further careers (31%) were also commonly cited reasons for selecting Australia as a temporary migration destination. Many (17%) were driven by a desire to eventually become citizens or permanent residents.

The most common **information source** used by temporary residents to find out about their particular visa was the DIBP website (51%). Other commonly consulted sources included friends or family at home (23%), a migration/travel/recruitment agent or broker (20%), and friends or family in Australia (13%).

Around half (48%) had used a migration agent/travel agent or labour hire company to help them arrange their time in Australia (before they arrived).

Employment

Almost all (96%) primary sponsored visa holders who were still in Australia when the survey was conducted were employed² by a sponsoring employer (and this applied to 99% of 457 visa holders), reflecting that full-time employment is usually a visa condition for sponsored visa holders.³ The majority of graduates (89%), working holiday makers (79%) and secondary visa holders (76%) were also employed, but only just under half (48%) of students were working. The most common industry in which temporary residents worked was accommodation and food services (25%). This was particularly common among students (38%). Working holiday makers were more likely than the other visa holder groups to have worked in the agriculture, forestry and fishing industries (26%). Overall, the most common occupation types among temporary residents were labourer (29%), followed by professional roles (22%). Students and working holiday makers were both most likely to be employed as labourers (31% and 43% respectively). Reflecting the policy settings and eligibility criteria for sponsored temporary visas, sponsored workers were most likely to be employed in professional roles (62%).

One-quarter (25%) of temporary residents who were working/had worked in Australia **found out about their job through family or friends**. Other methods included **approaching their employer directly** (15%) and using an **internet job search site** (14%). Given that the 457 employer-sponsored programme is intended to be driven by employer demand, it is notable that among 457 visa holders specifically, 11% had approached their employer directly to ask about opportunities.

Three-in-ten (30%) temporary residents who had worked while they were in Australia had been employed on a 'permanent', full-time basis and around one-in-ten (11%) had been employed on a 'permanent' part-time basis.⁴ The remainder had mostly been employed on a casual basis (39%) or limited-term contract (12%). Students were less likely than the other visa holder categories to be employed on a 'permanent', full-time basis (1%), while sponsored visa holders were more likely to be employed on this basis (66% — plus a further 22% reported being employed on a limited-term contract). One-in-eight (13%) working holiday makers and around one-in-six (16%) sponsored visa holders stated that they generally worked more than 50 hours per week (in total⁵). Of students in subclasses 570, 572, 573 and 575, 10% stated that they generally worked more than 20 hours per

² Or, the case of subclass 400 visa holders, working for or with an organisation that supported their Temporary Work visa application or that invited them to Australia.

³ There are circumstances in which a sponsored visa holder would not be employed by their sponsor, for example, 457 visa holders who stop working for their sponsoring employer have up to 90 days to find another employer to sponsor them before they are required to leave Australia: <https://www.border.gov.au/Trav/Visa-1/457->

⁴ 'Permanent' employment was selected for inclusion in the response options for this question, as a common parlance term that would help to differentiate between different types of contractual arrangements. However, it is noted that this term does not feature in the *Fair Work Act 2009*.

⁵ I.e. in their longest held job plus any other job(s) held concurrently.

week in total, which would be in breach of their visa conditions, if this equated to more than 40 hours per fortnight and occurred during semester time.⁶

Overall, two-in-five (41%) temporary residents felt that **their longest-held job in Australia was very relevant to their skills or qualifications** and another quarter (25%) felt it was somewhat relevant. However, one-third (34%) felt that their job was not relevant to their skills or qualifications. There were significant differences between the visa holder groups on this measure — in particular, the majority (87%) of sponsored visa holders reported that their job was very relevant to their skills or qualifications, reflecting the policy settings for the sponsored temporary visa categories.

Temporary residents were asked how satisfied they were with various other aspects of their longest-held job; how interesting it was; their relationship with their manager/employer and colleagues; and their employment conditions. Overall, a majority (at least 71%) of temporary residents were satisfied with each of these aspects of their employment experience. In each case, sponsored visa holders were significantly more satisfied than other visa groups, and working holiday makers were the least satisfied.

Temporary residents **who were from a main English-speaking country (MESC)⁷ tended to be more satisfied** with a range of aspects of their job than others. A broadly similar pattern also applied in relation to self-rated English proficiency. The clearest relationship was between greater English proficiency or being from a MESC and feeling as though one had a job in Australia that was very relevant to one's skills or qualifications.

One-quarter (24%) of temporary residents who had been employed while in Australia reported that they had experienced at least one negative work-related experience from a list of possible experiences. The most commonly reported were **perceived problems with pay and entitlements (11%)**. **Approximately one-in-ten (9%) felt they had experienced racism or prejudice in the workplace** and only a slightly smaller proportion (7%) suggested they had been subject to verbal, physical or psychological abuse. Approximately one-in-twenty believed that they had been exposed to unsafe working conditions (6%), and/or felt pressured to work outside of their visa conditions (5%). Sexual harassment was cited as an issue in the workplace by 2% overall. **Working holiday makers appeared to be the most vulnerable**, with 30% reporting having experienced at least one of these negative work experiences.

It is important to note that all research participants were free to interpret the meaning of each of these terms, and to decide whether or not they felt they had experienced these issues. The definitions of these terms, used in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009), were not presented in the questionnaire or to

⁶ Students on these visas are permitted to work 40 hours per fortnight when their course is in session and unrestricted hours during breaks.

⁷ The United Kingdom, the Republic of Ireland, New Zealand, Canada, South Africa and the United States of America; refer also <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Lookup/3415.0Glossary12016?OpenDocument>.

participants in the case studies. As such, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Finances

The average gross normalised self-reported weekly salary among temporary residents was \$787.⁸ The figure was higher among sponsored visa holders (\$1743). Students had the lowest average gross weekly income (\$354), which is consistent with the visa restrictions regarding the hours they can work.

The overall self-reported average hourly salary for temporary residents who indicated that they were paid on an hourly basis was \$23.43, with sponsored visa holders earning the highest rate per hour (\$36.36 on average) and working holiday makers earning significantly less (\$22.25). Based on this hourly rate, **4% of temporary residents earned less than \$11.81 per hour (the award/agreement free minimum wage for 18 year olds, effective from 1 July 2015)**, and students were more likely than other visa holders to be in this position (6%).⁹

The average sum of **money brought into Australia on arrival** by temporary residents was \$9 430. Sponsored workers generally brought less money with them to Australia, while students and graduates brought more — as might be expected given that they were asked to include educational fees in these figures. Since arriving, temporary residents who had received any additional financial assistance from overseas (26%) had received a further \$21 229 on average. Taking both of these figures into account shows that, on average, temporary residents had brought \$14 131 into Australia over the course of their visit, to date.

Most (80%) students and graduates indicated that their educational fees were funded, at least in part, with money from overseas (e.g. earned by them, provided by family, or borrowed from overseas banks).

Community engagement and networks

The vast majority (85%) of temporary residents agreed that **they felt positive about the Australian way of life**. They generally agreed that people in Australia are willing to help their neighbours (70%) and that they felt a sense of belonging to, or being part of, Australian social and cultural life (63%). Just over half (52%) felt a sense of belonging to their local neighbourhood. Most (85%) temporary residents reported having attended at least one local community activity while in Australia. There

⁸ Respondents could choose to provide a weekly, fortnightly or monthly salary figure. This data has been used to calculate a normalised weekly salary for each visa holder.

⁹ As temporary residents were asked about their longest-held job while in Australia (on the relevant visa), it is likely that a proportion of these jobs were held prior to July 2015 when the minimum wage thresholds were lower. For example, the minimum wage for 18 year olds was \$11.52 per hour from 1 July 2014 to 30 June 2015. However, as there were no survey respondents who gave an hourly rate between these two figures, the proportion reportedly earning less than the 2014-15 hourly rate (for 18 year olds) would have been the same as the proportion reportedly earning less than the 2015-16 hourly rate (for 18 year olds). Hourly rate analysis excludes n=93 working in ANZSIC industry classification codes 012 (Mushroom and Vegetable Growing) and 013 (Fruit and Tree Nut Growing) as at least some workers in these industries may be paid on the basis of 'piece rates' rather than an hourly rate.

was a positive relationship between feeling a sense of belonging to the local community and to Australian cultural and social life more broadly, and having a positive overall perception of the Australian way of life.

A significant minority (37%) of temporary residents agreed that they felt closer to their own (ethnic/home) community and culture than to mainstream Australia. These visa holders were only slightly less likely to agree that they felt positive about the Australian way of life (84%) than those who did not report feeling closer to their home communities (i.e. disagreed, or were neutral — 86%).

The results also showed that **being from a MESC and feeling confident in speaking English was positively related to feeling a stronger sense of belonging** in Australia and to the local community, and to stronger positive perceptions of the Australian way of life.

Around eight-in-ten (79%) temporary residents agreed that if they needed help, they had friends or family in Australia who would help them.

A relatively large proportion of temporary residents (29%) — **perceived that they had experienced racism or prejudice** while in Australia, suggesting that most racism occurs outside the workplace, as a lower proportion (9%) indicated that they had experienced this at work. There was a relationship between self-reported English competency and having experienced racism, such that those who had found English more challenging were more likely to suggest that they had encountered racism than those who were more confident English speakers (33% compared to 26%).¹⁰

Future intentions

Temporary residents who were still in Australia when they completed the survey were asked what they were most likely to do when their current visa expired. **The majority (65%) planned to remain in Australia** by applying for a different visa or renewing their visa for example, including one-third (33%) who intended to apply for permanent residency (PR). Only around one-quarter (23%) intended to leave Australia when their visa expired. Temporary visa holders who had already left Australia when they completed the survey were asked if they intended to return. **Almost seven-in-ten (68%) said they planned to return**, including around one-in-ten (11%) who planned to apply for Australian PR.

Those who had left Australia by the time they completed the survey were asked why they had left. Over half (56%) stated that they had never intended to stay beyond their current visa and a further 12% said they had been unable to renew/get another visa. However, 12% cited difficulties finding work and 10% cited the high cost of living as reasons for leaving.

¹⁰ As noted, definitions for these terms were not provided to research participants. As such, the surveys do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Employer survey findings

Employer profile

The majority (85%) of employers surveyed employed 457 visa holders. Around three-in-ten employed working holiday makers (32%) and/or secondary visa holders (30%); one-quarter (24%) employed student visa holders and one-in-six (17%) employed graduate visa holders.

Most (87%) employers involved in the research were small or medium businesses, employing less than 200 staff. A wide range of businesses were included, in terms of industry and geographical spread across Australia.

For the majority (76%) of businesses, no more than one-fifth of their workforce was made up of temporary residents, but **7% reported that more than half were on temporary visas**. The majority had employed temporary residents directly rather than through a labour hire company. These temporary residents were from all over the world, although large proportions of employers indicated that they had employed temporary visa holders from European and Asian countries. Temporary residents were employed in a variety of roles in the business, with many employers indicating they had employed visa holders in professional (22%–37%) or technician/trade roles (11%–33%), reflecting the large proportion of 457 employers in the sample.¹¹

Decision-making and recruitment

Many (66%) employers reported having found it difficult to hire Australian workers, and this was particularly the case for those in the hospitality industries (79%), who reported having struggled to fill a range of roles, including chefs, cooks and kitchen hands. **A lack of the right skills** was mentioned most often by employers (47%) as the issue they felt made hiring Australian workers difficult. Additionally, a perceived 'poor' attitude (30%), a dislike of the type of work (29%), or unwillingness on the part of Australian employees to work the required hours/shifts (29%) were each mentioned. When asked about a range of actions they might take to try to find staff if they were struggling to fill a role, two-in-five (39%) mentioned proactively looking for employees from overseas; and 4% indicated that this would be their first step.

The most commonly reported source of information about employing non-citizens, for both sponsoring and non-sponsoring employers, was the **DIBP website**, with 76% of all employers reporting using these.

Four-in-ten (40%) employers rated their knowledge of the law relating to the employment of non-citizens or PRs highly (nine or ten out of ten) meaning six-in-ten (60%) rated their knowledge at eight or lower, including 10% who gave a rating of five or less. The vast majority (93%) of employers were aware that they could be penalised for employing illegal workers but fewer (70%)

¹¹ Ranges are provided to indicate variation, depending on the visa holder group being referred to — i.e. sponsored, student/graduate, working holiday maker, or secondary visa holder employees.

knew that this was the case, regardless of whether or not the employer knew the person was not allowed to work. Only around six-in-ten (62%) were aware of the legal responsibility for businesses to have signed agreements from any contractor or labour hire company that workers were legally allowed to work in Australia. Most (92%) knew that as the employer, they were responsible for checking that potential employees from overseas had the right to work in Australia; this means that **8% did not consider the employer to be responsible for checking**. Only two-thirds (67%) selected Visa Entitlement Verification Online (VEVO) when asked how businesses should go about checking the work rights of employees from overseas. Just under one-in-ten (9%) indicated that they or their business had previously been offered money to sponsor someone by an employee or prospective employee, labour hire/recruitment company, or migration agent.

Support for employees

Just over half (52%) of employers had **offered information or advice to employees before they arrived** in the country about their visa, and working and living in Australia (although this was less common among non-sponsoring employers). Two-thirds (64% overall) provided information once the employee arrived in Australia — most often about workplace rights and obligations (49%).

Just over half (56%) had provided some sort of financial/practical support to temporary resident employees, including around two-fifths (43%) who had provided accommodation or contributed to the cost of temporary accommodation for their temporary resident employees. Again, this was less common among non-sponsoring employers (22% had provided or contributed to accommodation costs).

Experience of employing temporary residents

Overall, **employers had positive experiences of employing temporary residents**; around half were equally satisfied with Australians (50%–65%, depending on the visa holder group being referred to — i.e. sponsored, students/graduate, working holiday maker, or secondary visa holder employees), and those more satisfied with them than their Australian employees outnumbered those preferring their Australian employees. Among sponsoring employers, over three times as many were *more satisfied* with the temporary visa holders they had sponsored, than were *less satisfied* with the temporary visa holders they had sponsored, relative to Australian employees.

Employers saw a wide range of benefits in employing temporary residents, including having specific or high-level **skills** (23%–53%), and being able to communicate with clients of customers in **languages other than English** (15%–23%). They were also credited with being **hardworking** and/or having a **good attitude** (35%–55%), and having **more loyalty** to the business (11%–37%) than other workers. Significant numbers also mentioned them being willing to do jobs that Australian workers do not want to do (16%–32%); or to work longer hours (17%–22%); as well as a tendency

not to complain about working conditions or hours (15%–18%); and between 4% and 12% noted that they have a lower cost than other employees.¹²

Considering the various employer groups separately, it is notable that around half of the sponsoring employers reported that sponsored workers are hard working or have a good attitude (55%); have relevant work experience (58%) and have specific or high-level skills (53%); and a further two-in-five noted that they pass on their skills and experience to other workers (43%), and have more loyalty to the business than other workers (37%). For employers of working holiday makers, being able to employ these visa holders on a temporary basis was a key benefit (mentioned by 48%).

However, **there were perceived drawbacks to employing temporary residents**, in particular the time and effort required for visa administration (17%–53%); the maximum stay allowed on the visa being too short (14%–45%); and dealing with low English proficiency (15%–29%). Employers stating that they had experienced no problems with employing temporary visa holders outnumbered those who stated that there were no benefits.

Most employers (69%–88%) reported that temporary visa holders were earning exactly the same as Australian workers doing the same work. However, a minority reported that temporary visa holders were paid either more, or less, than their Australian colleagues.

Some employers (5%–11%) had heard about, or observed what they perceived to be instances of **racism, sexual harassment or verbal, physical or psychological abuse of temporary visa holder employees** in their workplace. In keeping with the findings from the visa holder survey, around half or more of those who were aware of such incidents had not received formal complaints about them.¹³

Future intentions

Half or more employers (49%–59%) across the four broad categories stated that **they preferred hiring Australian workers over temporary residents**, while at least three-in-ten (31%–38%) stated no preference. In the case of working holiday maker employers and student/graduate employers, one-in-ten, or slightly more, stated a preference for hiring these visa holders (10% and 13% respectively). This may be due to the perceived benefits of employing temporary residents summarised above, and also potentially to the feedback from some employers that temporary visa holders were paid less than their Australian counterparts.

More than half (56%–67%) of the employers surveyed indicated that they would continue to hire temporary residents in the future.

¹² As before, ranges are provided to indicated variation, depending on the visa holder group being referred to, i.e. sponsored, student/graduate, working holiday maker, or secondary visa holder employees.

¹³ As noted, definitions for these terms were not provided to research participants. As such, the surveys do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Qualitative case studies findings

Three regions were chosen as subjects for qualitative case studies. The intention was to select locations that were different from each other and that would bring to life the range of experiences and impact of temporary residents in metropolitan and regional locations with different economic conditions, labour market pressures and migrant populations. Melbourne and Hobart were selected as both have a large population of international students and sponsored visa holders; while Cairns was selected as a location with a high concentration of working holiday makers.

Melbourne is much more multicultural than either Cairns or Hobart. According to the 2011 Census, the proportion of residents born overseas in the City of Melbourne and the City of Monash (where the Melbourne case studies took place) was 48% and 45% respectively, compared to 20% in Cairns and just 13% in Hobart.

Case studies are reported separately in the body of this report, but the common themes across the three locations are summarised here for brevity.

Across the case study locations and types of visa held, the overall experience of temporary residents was largely very positive — **most would have recommended (or indeed had already recommended) the experience to others, and many were keen to extend their stay, if possible.** They had very much enjoyed the experience of studying and working in Australia, including travelling; forming friendships with Australians and others from overseas in similar situations to themselves; gaining experience in the workplace; and improving their English proficiency. They had largely found Australians to be friendly and welcoming, although some perceived that they had experienced racist incidents.¹⁴ Of course, as noted by an international student who participated in the Hobart case study, the experience of racism is not confined to temporary residents — it also affects people born here in Australia.

Similarly, **the local community largely considered that the temporary visa holders brought more benefits than drawbacks to their local communities,** particularly in terms of their contribution to the local economy, cultural diversity and personal friendships. This was particularly true of the younger age groups participating in this component of the research study, which may partly be reflective of the fact that they are in a similar age group to the temporary visa holders themselves. Some in the older age groups were more hesitant, perhaps finding the temporary visa holder populations (e.g. students and working holiday makers) to be a little noisy and disruptive on occasion, forming separate communities of their own, and — in the case of the Monash area of Melbourne, which has a large international student population — increasing competition for housing.

Employers in industries ranging from hospitality to IT and consulting in these locations also saw **many advantages to their businesses in employing temporary visa holders of all types** (but

¹⁴ As noted, definitions for these terms were not provided to research participants. As such, the surveys do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

particularly student and sponsored visa holders). The six-month restriction on the working holiday maker visas was more likely to present a challenge and limit the appeal of employing these visa holders in many industries, including hospitality, with the exception of seasonal work in Cairns.

The international students and working holiday maker visa holders in the case study samples had commonly experienced being paid what they understood to be less than the minimum wage and they seemed to consider this an unavoidable fact of their situation. It appeared to be the case that they were generally aware that they were being underpaid. The issue was not so much a lack of awareness, but rather that they felt unable to stand up for themselves through fear of being fired from a job whose income they needed (and this had reportedly happened to the few who had done so). Further, they did not believe that reporting their employer to a 'higher authority' would be productive.

Participants in the working holiday maker discussion groups stated that the two main things that would improve their experience were eliminating exploitation by employers; and removing the regional work requirement for the second year of the Working Holiday subclass 417 visa, along with the six-month cap on working for any one employer.

Conclusions

This piece of research aims to both fill gaps in the literature regarding the self-reported experiences of temporary residents, and to build an understanding of the impact of temporary migration from the perspective of employers and local residents.

While there are some limitations in the data, we are nevertheless confident the research findings will contribute significantly to the existing knowledge base, and are sufficiently representative of the population of temporary residents to soundly inform relevant policy and communications. In terms of the research among employers, it is impossible to know if the sample of employers is representative of all employers of temporary residents. However, though indicative, it does begin to shed some important light on employers' practices, preferences and perceptions of the benefits and drawbacks of employing temporary residents.

The literature review conducted as the first stage of this study highlights that one of the strengths of the increasing emphasis in Australian migration policy on temporary migration is to offer more options and flexibility for an increasingly mobile global workforce and the benefits that tapping into this would bring to the Australian economy. The findings from this survey indicate that Australia's natural beauty, strong economy and distance are significant and differentiating drawcards bringing large numbers of temporary residents to the country each year and will continue to do so, provided economic conditions do not significantly deteriorate, or Australia's reputation as a safe and prosperous destination is not brought into question.

While the experience of being a temporary resident in Australia is largely a positive one, the research does indicate that reasonable proportions of temporary residents in Australia have been subject to negative experiences that threaten to undermine the integrity of the temporary migration programme. There was also a minority of surveyed employers that indicated underpaying temporary resident workers (i.e. paying them less than Australian workers doing the same work), that did not seem to

test the local market before hiring temporary resident employees and that was not aware of the responsibility to check working rights (or to check that labour hire companies from which they source workers have made these checks). This type of behaviour was very likely a factor in the negative experiences reported by visa holders.

Having said this, the research found that many more temporary residents hoped to stay on (or intended to return) than enter the country with this intention, which suggests the experience of temporary residency in Australia is generally a positive one. In addition to reinforcing the hypothesis that temporary residents tend to transition through a number of temporary visas within Australia, this supports the argument in favour of temporary migration as providing more than a solution to immediate labour needs, and increasing productivity and economic growth in Australia in the short-term. Positive temporary migration experiences also set Australia up for future prosperity; that is, the economic and social returns from this programme keep on giving.

2. Background

Research context

In 1945 Australia's first government department dedicated to migration was created. Since then approximately seven million permanent migrants have settled in Australia.¹⁵ In 2013, around one-third (32%) of the Australian adult population (aged 15 or over) was born overseas and 10% were recent migrants (born overseas and arrived to live in Australia within the past 10 years). Of these, more than half a million people were *temporary* residents, which equates to almost 3% of the total adult population of Australia.¹⁶

There are a range of temporary visa programmes operating in Australia. These include the Working Holiday Maker Programme, Student Visa Programme, and subclass 457 Temporary work (Skilled) visa programme, as well as other temporary resident visas. These programmes aim to serve the national interest in a variety of ways. Temporary cohorts make a significant contribution to Australia's labour market in a range of low-skilled and skilled jobs, and are an established part of Australian society today.

Research objectives

DIBP identified the need for a programme of research that would provide a comprehensive understanding of the experiences of specific categories of temporary residents in Australia, and their contribution to the Australian economy and community. Robust research to understand the experience and impact of temporary residents was required to inform policy development and planning across a wide range of government departments at the federal, state and local level, to maximise the benefits of the temporary visa programmes and minimise the risks. The research may also be used to assist with the targeting of information campaigns (to better inform temporary cohorts of their workplace rights and protections) and related monitoring. Specifically, this research will be used to:

- assess the economic, labour market and social impact of temporary migration in order to optimise visa policy settings, including for temporary and permanent migration, in Australia's national interests
- identify policy development opportunities in a wide range of social, economic and infrastructure fields in order to increase the contribution to Australia of temporary residents and mitigate the risks
- inform multicultural and settlement policy and planning.

¹⁵ Phillips J. and Spinks H (2012) *Skilled Migration: temporary and permanent flows to Australia*, Parliament of Australia, http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/BN/2012-2013/SkilledMigration.

¹⁶ ABS (2013) 6250.0 — *Characteristics of Recent Migrants, Australia*, Nov 2013, <http://www.abs.gov.au/ausstats/abs@.nsf/mf/6250.0>

Hall & Partners | Open Mind was contracted to undertake this research programme. The specific objectives of the research were to explore the experiences of temporary workers in terms of their:

- demographic, educational, cultural and financial characteristics
- mobility within Australia and internationally
- intentions and plans relating to the remainder of their stay in Australia, possible visa extensions, transition to permanent residence or returns, and visa pathways
- economic, labour market, social and civic contributions to Australia, as well as barriers (such as language, understanding of Australian institutions, visa restrictions)
- impact of temporary migration on local amenity, accommodation, social cohesion, economy and labour market (including young Australian job seekers)
- search for work, and pay and conditions
- familiarity with Australian society, its economy and institutions, as well as their sources of experience and information
- social and communication networks in Australia and with overseas family and friends, support and obligation networks, sense of belonging, and level of civic and social participation
- social, financial and migration precariousness.

The following temporary resident visa subclasses were in-scope for this study:

- Temporary Work (Skilled) subclass 457 visa
- Temporary Work (Short Stay) subclass 400 visa
- Temporary Work (Long Stay) subclass 401 visa
- Training and Research subclass 402 visa
- Working Holiday Maker subclasses 417 and 462 visas
- International Students subclasses 570, 572, 573, 574, 575 (students) visas
- International Graduates subclasses 485 and 476 visas.¹⁷

Secondary visa holders, aged 18 years and over, on any of the above visa subclasses were also in-scope.¹⁸

¹⁷ Subclasses 576 (sponsored by Department of Foreign Affairs and Trade/Department of Defence), 580 (guardians of students under 18), 416 (cultural exchange and Seasonal Worker Programme) and 571 (primary/secondary school students) were out-of-scope.

¹⁸ A secondary visa holder is a dependent partner/spouse/family member of a primary visa holder (i.e. their visa is dependent on the visa of their partner/family member).

Table 1 provides further details about the visa subclasses that were included in the survey, including examples of the conditions attached to each subclass. It is important to note that, for the sake of brevity, this table provides a high-level summary of some of the key visa requirements only — additional requirements may also apply. For example, some of the visa subclasses are only open to citizens of specific countries, require primary and secondary visa holders to meet certain health, financial and character requirements, hold health insurance, and have no outstanding debts to the Australian Government. Some also require that dependent family members' (i.e. secondary visa holders) individual circumstances demonstrate that they genuinely intend to stay in Australia temporarily.¹⁹

Table 1: In-scope temporary resident visas

	Maximum stay	Language requirements	Other requirements	Additional requirements for secondary visa holders
Sponsored Visa holders²⁰				
Temporary Work (Skilled) subclass 457	4 years	Vocational English	Occupation on the Skilled Occupation List have the skills and experience necessary to work in the nominated occupation	
Temporary Work (Short Stay) subclass 400	3 months		Cannot study while in Australia	Cannot work. Must lodge their own application for this or another visa if they want to work or study towards a formal qualification (except a language training program)
Temporary Work (Long Stay) subclass 401	2 years			Must be sponsored (i.e. the sponsoring organisation must

¹⁹ See <https://www.border.gov.au/Trav/Visa-1> for full details.

²⁰ While the 400 visa subclass is not a sponsored subclass it was grouped with the sponsored visa subclasses for the purposes of this study, as it has more similarities with the sponsored subclasses than the other visa groups. In particular, it generally requires an invite or support from an organisation in Australia.

	Maximum stay	Language requirements	Other requirements	Additional requirements for secondary visa holders
(Inc. the exchange, sports, religious worker and domestic worker (exec) streams)				agree, in writing, to sponsor family members).
Training and Research subclass 402 (inc the occupational trainee, professional development and research streams)	Duration of the training, research position or programme (usually up to a max of 12 months to 2 years, depending on the stream)			Family members cannot be included under the Professional Development stream. Occupational Trainee stream - must work no more than 40 hours per fortnight.
Students				
Subclass 570	Duration of course		Max 40 hours paid employment per fortnight during semester, unlimited in holidays. Full-time study	Must work no more than 40 hours per fortnight
Subclass 572	Duration of course		Max 40 hours paid employment per fortnight during semester, unlimited in holidays. Full-time study	Must work no more than 40 hours per fortnight

	Maximum stay	Language requirements	Other requirements	Additional requirements for secondary visa holders
Subclass 573	Duration of course		Max 40 hours paid employment per fortnight during semester, unlimited in holidays. Full-time study	Must work no more than 40 hours per fortnight (unless the primary visa holder is studying a postgraduate degree (Masters or PhD))
Subclass 574	Duration of course			Must work no more than 40 hours per fortnight (unless the primary visa holder is studying a postgraduate degree (Masters or PhD))
Subclass 575	Duration of course		Max 40 hours paid employment per fortnight during semester, unlimited in holidays Full-time study	Must work no more than 40 hours per fortnight (unless the primary visa holder is studying a postgraduate degree (Masters or PhD))
Graduates				
Subclass 485	Graduate work stream: 18 months; Post-study work stream: 2 to 4 years, depending on the qualification obtained	Meet the English language requirement (e.g. score of 6+ with min score of 5 in each of the 4 test components in an IELTS test or hold a valid passport issued by the UK, the USA, Canada, New Zealand or the Republic of Ireland and be a citizen of that country)		

	Maximum stay	Language requirements	Other requirements	Additional requirements for secondary visa holders
Subclass 476	18 months	Meet the English language requirement (e.g. score of 6+ with min score of 5 in each of the 4 test components in an IELTS test or hold a valid passport issued by the UK, the USA, Canada, New Zealand or the Republic of Ireland and be a citizen of that country)	Aged under 31. Engineering only	
Working holiday makers				
Subclass 417 (Working Holiday Visa) ²¹	12 months (to apply for a 2nd visa, must have done 3 months specified work in a regional area)		4 months max study. Max up to 6 months working for each employer. Aged 18–30.	Family members cannot be included on this visa
Subclass 462 (Work and Holiday Visa) ²²	12 months	Functional English (e.g. an IELTS average band score of at least 4.5 for the four test components)	4 months max study. Max up to 6 months working for each employer. Aged 18–30.	Family members cannot be included on this visa
Source: DIBP Visa Finder, https://www.border.gov.au/Trav/Visa-1 , accessed 7/10/15				

²¹ An initiative of the Government's White Paper on Developing Northern Australia means that from 21 November 2015, Working Holiday (Subclass 417) and Work and Holiday (Subclass 462) visa holders who undertake work in certain high demand industries in northern Australia will be able to apply to work for a single employer for up to 12 months, compared to the usual limit of six months. From late 2016, Work and Holiday (Subclass 462) visa holders will also have the opportunity to access a second 12 month visa if they work for three months in agriculture or tourism in the north.

²² Ibid.

3. Methodology

The full research programme conducted by Hall & Partners | Open Mind comprised three phases:

- **Phase 1 — Targeted literature review:** to summarise available knowledge relating to the experiences and social and economic contribution of temporary visa holders in Australia and identify gaps in the research, to inform decisions about priority topic areas for further investigation in the final (qualitative) research phase.
- **Phase 2 — Online surveys of temporary residents and employers of temporary residents.** The visa holder survey aimed to understand the key factors involved in temporary residents' decision to come to Australia, their future plans, their experience of working and living in Australia (including social connectedness and pay and conditions) and the contributions made to Australia (economic and social). The employer survey aimed to understand employers' reasons for hiring temporary residents and their experience of doing so.
- **Phase 3 — Qualitative placed-based case studies** in areas with high concentrations of temporary residents: to provide an in-depth understanding of how the experiences and contribution of temporary residents influence, and are influenced by, community contexts.

Phase 1 — Targeted literature review

The literature review drew on research, articles and reports published between 2006 and June 2015 inclusive. It was particularly concerned with the Australian context and experience, but also included international material for comparison, or where there is a dearth of local evidence. The review investigated the experiences of different kinds of visa holders to reflect on the effectiveness of current policies and practices, but also provided points of comparison with older material to illustrate the impact of policy changes where possible. It is important to note that immigration policy and the environment in which this policy has been implemented has changed over this period, and that each study necessarily reflects the policy and broader context at the time it was conducted. Studies prior to 2007 may be particularly dated (due to subsequent policy shifts) and, of course, the economic context was significantly altered as a result of the 2007-2009 global financial crisis (GFC).

The review was led by Professor Jock Collins, Professor of Social Economics in the Management Discipline Group at the UTS Business School.

A summary of the key findings from the literature review is included in the body of this report. The full review is also available as a standalone document.

Phase 2 — Quantitative surveys of temporary visa holders and employers

The quantitative phase of research comprised an online survey of employers of temporary residents and an online survey of adult temporary visa holders.

Temporary resident survey

A total of 4908 temporary visa holders (aged 18 or over), including secondary visa holders, completed the online survey between 16 September and 27 September 2015.

All temporary visa holders who were invited to take part in the survey were aged 18 or over (as of 1 September 2015). Visa holders were included in the survey sample if their visa was granted offshore and they entered the country on one of the relevant visas between 1 May 2014 and 30 April 2015 or, if their visa was granted onshore and they were granted one of the relevant visas between 1 May 2014 and 30 April 2015.

Screening ensured that all survey respondents were either in Australia and on the visa recorded in the DIBP database, or had already left Australia, when they completed the survey. Temporary residents who were in Australia when they received the survey invitation and indicated they were currently on a different visa from that recorded in the DIBP database (i.e. they had switched visas) were screened out of the survey. This ensured the survey results were based clearly on the experiences of temporary residents while they were on one of the in-scope visas.

All survey respondents were also instructed to refer to their experiences while in Australia and on the visa recorded in the DIBP database.

Sample management, quotas and response rate

DIBP initially provided a database containing contact details for all visa holders who had been in Australia on one of the in-scope temporary visas (as listed in Table 1) between 1 May 2014 and 30 April 2015. This database contained 1 560 362 records, including duplicates and secondary visa holders. It was cleaned in two stages. The first stage of cleaning removed:

- records outside of the eligible timeframe (based on visa grant data/arrival date, as described above)
- visa holders aged under 18
- duplicate records.

The resulting database was used to provide a profile of the temporary resident population (used to set quotas and weights). This database contained a total of 605 971 visa holders, including secondary visa holders.

The second stage of cleaning removed records:

- which contained email addresses for migration agents/lawyers, rather than the visa holder
- without an email address/valid email address
- for people who had been contacted recently by the department for research purposes.

Following this cleaning process, the database contained a total of 357 352 temporary residents, including secondary visa holders, who could be contacted by email. A target of 4500 completed surveys was set, based on the number that would provide a high-level of statistical reliability at the overall level (confidence interval of around $\pm 1.5\%$) and to allow sub-group analysis by the majority

of visa subclasses, while also taking into account budgetary considerations, likely response rates and the amount of sample available.

Quotas were used to ensure that the final sample was broadly representative of the in-scope population, while also boosting the smaller visa groups and subclasses. Quotas were set in a two stage process. Initially, the target number of completed surveys for each broad visa group (students, working holiday makers, etc.) was set, as it was envisaged that much of the analysis would be conducted at this group level. Following this, the target number of completed surveys for each visa subclass was set, within each group (minimum n=50 per subclass), as shown in Table 2.

A stratified (by subclass) random sampling approach was also used to ensure the initial outgoing sample was in-line with the quotas. Established processes were put in place to carefully manage the outgoing sample — with the aim of releasing only the number of invitations required to achieve the target number of completed surveys within the available fieldwork period, and sending reminders to encourage response (up to two per person). Initially 160 580 invitations were sent. A further 98 104 invitations were sent to ensure the target number of completed surveys was reached within the available fieldwork period (a total of 258 684 invitations).

A total of 5745 people responded to the survey (excluding 34 migration agents/lawyers who were screened out). A further 837 were screened out after completing only two survey questions, because they had switched visas (as explained above). They are therefore not included in the analysis of results and are not counted as having 'completed' the survey, but they are defined as 'respondents' for the purposes of calculating the response rate. The unadjusted response rate (number of respondents divided by the total number of invitations) was 2%. The adjusted response rate (number of respondents divided by the number who clicked on and opened the initial email invitation, 85 990) — was 7%.

Achieved sample compared to quotas

A total of 4908 surveys were completed and the majority of quotas were met or exceeded, with the exception of Temporary Work (Long Stay) subclass 401 and secondary visa holders, and at least 50 surveys were completed for each subclass — apart from subclass 401, as shown in Table 2. In these cases the available sample was exhausted (that is, invitations were sent to all of the visa holders with a valid email address in these groups).

Table 2: Population profile (visa subclass) and quotas compared to completed surveys

	Population (%)	Quota (n)	Completed surveys (n)
Sponsored visa holders	15.5	1000	1270
Subclass 400	6.5	400	467
Subclass 401	0.3	50	29
Subclass 402	0.8	50	134
Subclass 457	7.9	500	640
Student visa holders	37.9	1400	1523
Subclass 570	4.1	150	159
Subclass 572	8.3	305	372
Subclass 573	21.4	785	779
Subclass 574	1.0	50	68
Subclass 575	3.1	110	145
Graduate visa holders	3.0	300	318
Subclass 485	2.8	250	268
Subclass 476	0.1	50	50
Working holiday makers	34.7	1400	1497
Subclass 417	33.0	1331	1414
Subclass 462	1.7	69	83
Secondary visa holders	8.9	400	300
Total	100.0	4500	4908

Data processing and weighting procedures

Standard data checking and cleaning processes were implemented prior to analysis. This included the removal of outliers; a conservative approach was taken to this process, outliers were only removed when it was judged extremely likely that they were caused by a data input error. For example, in the case of income, extremely high incomes were cross checked against occupation and household income before being removed. Outliers were removed from the following questions: income (Q27, Q28, Q46), length of time in job (Q20, Q21), hours worked (Q18) and number of children (Q42).

Random Iterative Method (RIM) weighting was applied to correct for over-sampling the smaller visa subclasses, and for small discrepancies in terms of age and gender representation within each visa subclass.

Survey responders who were still in Australia but no longer on the visa stated in the DIBP database were included in the weighting scheme to allow a like-for-like population comparison between the DIBP database — which included people who may have switched visas by the time the survey was conducted — and the final survey data, before the removal of respondents who indicated they had switched visas (as noted, the temporary residents who had switched visas only answered two survey questions before being screened out of the survey). As such the following tables show the weighted and unweighted data for all visa holders survey respondents, before the removal of those who were

screened out because they had switched visas.

The weighted data is representative of the population of in-scope visa holders (i.e. relevant visa holders who entered Australia/were granted their visa between 1 May 2014 and 30 April 2015), in terms of the proportion in each visa subclass.

Table 3: Population profile (visa subclass) compared to unweighted and weighted survey data

	Population %	Unweighted %	Weighted %
Working holiday makers	34.7	28.5	34.7
subclass 417	33.0	26.7	33.0
subclass 462	1.7	1.8	1.7
Student visa holders	37.9	32.7	37.9
subclass 570	4.1	3.8	4.1
subclass 572	8.3	8.7	8.3
subclass 573	21.4	16.3	21.4
subclass 574	1.0	1.4	1.0
subclass 575	3.1	2.5	3.1
Graduate visa holders	3.0	7.8	3.0
subclass 476	0.1	0.9	0.1
subclass 485	2.8	6.9	2.8
Sponsored visa holders	15.5	24.0	15.5
subclass 400	6.5	8.3	6.5
subclass 401	0.3	0.5	0.3
subclass 402	0.8	2.4	0.8
subclass 457	7.9	12.8	7.9
Secondary visa holders	8.9	7.0	8.9
on sponsored visas	4.2	2.9	4.2
on graduates visas	0.6	1.1	0.6
on students visas	4.1	3.1	4.1
Total (n)	(605 971)	(5745)	(5745)
Base: n=605 971 all temporary residents in DIBP sample n=5745 temporary resident survey respondents, including those who had switched visas			

Table 4 shows that the weighted data was also representative of the population of in-scope visa holders in terms of age and gender within visa group.

Table 4: Population profile (age and gender) compared to unweighted and weighted survey data, by visa group

	Population %	Unweighted %	Weighted %
Working holiday makers			
18–24	47.8	47.6	47.8
25–30	46.2	46.4	46.2
31–40	6.0	6.0	6.0
41–50	NA	NA	NA
51–60	NA	NA	NA
61+	NA	NA	NA
Female	50.0	59.4	50.0
Male	50.0	40.6	50.0
<i>Working holiday makers (n)</i>	<i>(210 124)</i>	<i>(1637)</i>	<i>(1637)</i>
Student visa holders			
18–24	53.3	36.0	53.3
25–30	32.3	39.1	32.3
31–40	12.5	20.6	12.5
41–50	1.6	3.6	1.6
51–60	0.2	0.6	0.2
61+	0.0	0.1	0.0
Female	48.1	53.5	48.1
Male	51.9	46.5	51.9
<i>Student visa holders (n)</i>	<i>(229 717)</i>	<i>(1881)</i>	<i>(1881)</i>
Graduate visa holders			
18–24	24.1	20.9	24.1
25–30	62.2	57.8	62.2
31–40	12.8	19.5	12.7
41–50	1.0	1.6	1.0
51–60	0.0	0.2	0.0
61+	0.0	0.0	0.0
Female	45.2	44.4	44.9
Male	54.8	55.6	55.1
<i>Graduate visa holders (n)</i>	<i>(18 116)</i>	<i>(446)</i>	<i>(446)</i>
Sponsored visa holders			
18–24	7.3	4.4	7.3
25–30	31.3	24.4	31.3
31–40	36.2	35.8	36.2
41–50	15.8	17.8	15.8
51–60	7.2	12.7	7.2

	Population %	Unweighted %	Weighted %
61+	2.1	4.9	2.1
Female	27.0	27.6	26.9
Male	73.0	72.4	73.1
<i>Sponsored visa holders (n)</i>	<i>(93 885)</i>	<i>(1379)</i>	<i>(1379)</i>
Secondary visa holders			
18–24	11.3	6.7	11.3
25–30	41.0	34.8	41.1
31–40	35.9	44.0	35.9
41–50	8.6	10.2	8.6
51–60	2.4	3.7	2.4
61+	0.7	0.5	0.7
Female	58.7	59.7	58.7
Male	41.3	40.3	41.3
<i>Secondary visa holders (n)</i>	<i>(54 129)</i>	<i>(402)</i>	<i>(402)</i>
Base: <i>n=605 971 all temporary residents in DIBP sample</i> <i>n=5745 temporary resident survey respondents, including those who had switched visas</i>			

There was however an under-representation in the final survey data of some nationalities, especially India and China. This was likely due, at least in part, to the survey being fielded in English. Country of origin was not included in the weighting scheme primarily because the experiences of visa holders from a particular country, who were comfortable and able to complete a survey in English, may have differed from the experiences of their compatriots who were less comfortable, or able to complete a survey in English and weighting would not have solved this issue. Rather, this is acknowledged as an unavoidable limitation of the research methodology. As shown in Table 5, the weighting scheme generally had only a minor effect on country of origin.

Table 5: Population profile (top ten nationalities, according to DIBP database — country in passport) compared to unweighted and weighted survey data, by visa group

	Population %	Unweighted %	Weighted %
Working holiday makers			
UK	19.7	20.8	21.1
Germany	12.1	16.2	16.0
Taiwan	11.2	7.0	7.0
South Korea	10.9	3.9	4.2
France	10.8	11.7	12.0
Italy	6.4	8.1	8.7
Japan	4.8	2.7	2.6
Hong Kong	4.4	4.8	4.8
Ireland	3.6	2.7	2.7
USA	3.5	5.4	4.2
<i>Working holiday makers (n)</i>	<i>(210 124)</i>	<i>(1637)</i>	<i>(1637)</i>
Student visa holders			
China	23.5	11.4	12.8
India	10.8	2.8	2.5
Brazil	4.3	4.4	3.9
South Korea	4.3	2.3	2.0
Malaysia	3.9	6.7	9.2
Thailand	3.9	1.4	1.3
Vietnam	3.4	2.9	3.3
USA	3.2	3.8	3.8
Indonesia	2.6	2.0	2.4
Nepal	2.6	1.5	1.3
<i>Student visa holders (n)</i>	<i>(229 717)</i>	<i>(1881)</i>	<i>(1881)</i>
Graduate visa holders			
China	33.9	20.9	23.3
India	15.9	12.8	13.7
Nepal	6.4	5.2	5.4
Pakistan	4.8	5.2	5.2
Vietnam	4.0	4.3	4.6

	Population %	Unweighted %	Weighted %
Malaysia	4.0	6.1	6.8
Philippines	3.2	7.4	6.2
Indonesia	2.9	3.1	3.6
Sri Lanka	2.4	0.9	0.9
South Korea	2.2	3.4	3.4
<i>Graduate visa holders (n)</i>	<i>(18 116)</i>	<i>(446)</i>	<i>(446)</i>
Sponsored visa holders			
India	17.3	5.8	6.2
UK	13.1	17.7	15.7
China	8.8	4.5	4.2
USA	7.8	10.5	9.8
Philippines	5.1	3.2	3.0
Indonesia	3.2	0.7	0.7
Ireland	3.2	3.8	4.0
Italy	2.7	3.3	3.3
Germany	2.5	4.9	4.7
Japan	2.4	1.0	1.1
<i>Sponsored visa holders (n)</i>	<i>(93 885)</i>	<i>(1379)</i>	<i>(1379)</i>
Secondary visa holders			
India	22.3	6.5	6.3
China	8.6	5.2	5.8
UK	7.0	13.9	14.5
Nepal	6.9	5.0	5.0
Philippines	4.8	6.7	5.0
South Korea	3.9	2.7	1.9
Thailand	3.6	2.7	2.3
USA	2.7	1.0	1.1
Ireland	2.3	3.0	3.9
Saudi Arabia	2.1	1.7	1.7
<i>Secondary visa holders (n)</i>	<i>(54 129)</i>	<i>(402)</i>	<i>(402)</i>
Base: n=605 971 all temporary residents in DIBP sample n=5745 temporary resident survey respondents, including those who had switched visas			

The largest weight applied is 3.66. The effective base size varies depending on the type of analysis, but for a simple gender frequency table (excluding screen outs) the effective base size is 3982, compared to 4908 unweighted, meaning the applications of weights has minimal effect on statistical precision at that total sample level.

Tests of statistical significance between subgroups of interest were conducted in Q Research Software, using the default options. Significant differences have been commented on selectively, where deemed meaningful and important (rather than every significant difference being presented). Tables and charts are generally shown by visa group, unless there are very few meaningful

differences between the visa groups, in which case the total figures are presented instead.

Note — where a 'net' figure is provided (i.e. the proportion that provided any of two or more responses to a question, such as the proportion that either 'agreed' or 'strongly agreed' with a particular attitude statement), this may differ from the sum of the relevant figures shown in the figure or table, due to rounding and/or respondents selecting a number of responses included in the net.

Where a percentage result is shown as zero, this may be an absolute zero or a figure less than 0.5 per cent.

Employer survey

A total of 974 employers of temporary visa holders completed the online survey of employers between 20 August and 29 September 2015.²³ Of these, 740 were employers of 457 visa holders, sourced from a database provided by DIBP for the research (some of these also employed other temporary visa holders). The remaining 234 were employers of any of the other in-scope temporary resident groups, sourced through a business research panel (some of these also employed 457 visa holders).

Sample management and response rate

DIBP provided a database containing contact details for all organisations that had employed 457 visa holders over a one-year period, between 1 May 2014 and 30 April 2015. There was no database available for employers of the other in-scope visa subclasses, so businesses that had employed these visa holders were sourced from a business research panel (using a screening questionnaire to identify relevant employers). Businesses sourced from the panel were asked if they had employed in-scope visa holders in the past two years, to maximise the final sample size.

The survey instructions and screening questions ensured that all survey respondents had responsibility or joint responsibility for hiring workers for the business (see Appendix A: Employer Questionnaire).

The DIBP database of 457 employers contained 43 414 records. This database was cleaned, in two stages, firstly to remove:

- duplicate records (using an Australian Business Number — ABN).

The resulting database, containing 42 553 records, was used to provide a profile of the 457 employer population. The second stage of cleaning removed:

- records which contained email addresses for migration agents/lawyers, rather than the sponsoring employer²⁴

²³ The pilot phase ran from 20 August 2015 to 20 September 2015 (including two 'soft-launches'); the full-launch from 21–29 September 2015.

²⁴ Lawyers were not removed if the available information indicated that a law firm may have been directly employing a 457 visa holder.

- records without an email address/valid email address.

Following this cleaning process, the database contained a total of 12 416 employers of 457 visa holders who could be contacted by email.

Due to the relatively large number of missing email addresses in the database, the available sample of 457 employers was lower than originally expected. Therefore, to maximise the final sample size, invitations were sent to all 12 416 employers in the cleaned database, and quotas were not set. A total of 740 employers from the database of 457 employers completed the survey, giving an unadjusted response rate (number of respondents divided by the total number of invitations) of 6%. The adjusted response rate (number of respondents divided by the number who clicked on and opened the initial email invitation, 4614), was 16%.

Invitations were also sent to all 10165 employers on the business research panel. Based on the 979 panellists who participated in the screener, the unadjusted response rate was 10%. The adjusted response rate, based on the 979 who participated in the screener and number of those who clicked on and opened the initial invite (1523), was 64%.²⁵ Of these, 745 were screened out and 234 completed the survey.

²⁵ 745 of the 979 employers that participated in the screener were screened out because they did not meet the eligibility criteria.

Data processing procedures

Standard data checking and cleaning processes were implemented prior to analysis.

Due to a lack of available data pertaining to the profile of employers of the in-scope visa subclasses, it was not possible to accurately assess the extent to which the entire final employer survey sample was representative of all employers of temporary residents, or to weight the data. However, 457 visa holders were likely to be over-represented, given that a comprehensive database was only available for employers of 457 visa holders. Table 6 shows that 85% of the employers who completed the survey employed 457 visa holders.

Table 6: Visa holder categories/subclasses employed

	Unweighted %
Temporary Work (Skilled) — subclass 457 visa	85
Working Holiday Maker — subclass 417 or 462 visas	32
Secondary visa holders	30
Students — subclass 570, 572, 573, 574 or 575 visas	24
Graduates — subclass 485 or 476 visas	17
Employer sponsored temporary visa (subclass unknown)	15
Training and Research — subclass 402 visa	11
Temporary Work (Short Stay) — subclass 400 visa	10
Temporary Work (Long Stay) — subclass 401 visa	7
QS3. Is your business currently sponsoring any employees who were born overseas (or who you think were born overseas) on any of the following visas, or has it done so in the last year/two years? QS9. Has your business employed anyone on any of the following visas in the past year two years? Base: n=974 all employers	

Although it is not possible to assess the extent to which the profile of employer survey respondents reflects the population profile of all employers of temporary residents, comparison of respondents sourced from the DIBP database of 457 employers to the full DIBP database of 457 employers (1 May 2014 and 30 April 2015) shows that the profile of those employers was broadly similar in terms of industry.

Table 7: Population profile (industry) compared to survey data

	Population %	Unweighted %
Accommodation and Food Services	19.9	15.0
Administrative and Support Services	0.7	1.2
Agriculture, Forestry and Fishing	2.5	4.9
Arts and Recreation Services	1.5	2.8
Construction	11.0	9.7
Education and Training	3.1	4.7
Electricity, Gas, Water and Waste Services	1.5	1.5
Financial and Insurance Services	2.5	0.8
Health Care and Social Assistance	5.8	10.4
Information Media and Telecommunications	5.3	4.7
Manufacturing	6.5	10.3
Mining	2.1	3.2
Other Services	15.5	6.6
Professional, Scientific and Technical	6.6	11.6
Public Administration and Safety	0.4	0.4
Rental, Hiring and Real Estate Services	1.2	0.5
Retail Trade	7.6	5.5
Transport Postal and Warehousing	2.2	2.2
Wholesale Trade	4.1	3.8
Industry classification not available	0.2	0.0
<p>DIBP sample/Q27. Which of the following industry sectors does your business operate within? If your business operates within more than one sector, please select the one which applies to your business' main activity (in Australia). (Please select the division, then sub-division then group)</p> <p>Base: n=42 553 all 457 employers from DIBP sample n=740 all employers from DIBP sample</p>		

Questionnaire design

Two bespoke questionnaires were fielded: one for employers and one for temporary residents on the relevant visas. The questionnaires were developed in close consultation with DIBP, the Department of Employment and stakeholders from other government departments through an iterative process of feedback and refinement. Where possible, previous questionnaires conducted by DIBP among similar audiences were utilised or adapted. The questionnaires comprised mainly closed quantitative questions with predefined response choices, and the option to type in a response if preferred. The introduction to the survey reassured respondents that their individual responses would be confidential and that responses given in the survey would not have any repercussions for visa holders or employers. The questionnaires were fielded in plain-English. See Appendix A.

The questionnaires were comprehensively tested prior to the start of fieldwork to check that the required skips and text insertions were functioning as intended. The questionnaires were then piloted by sending invitations to a small section of the sample, and the resulting data analysed for final confirmation that the questionnaire was functioning correctly. Following the pilot minor changes were made to two questions in the employer survey.

Phase 3 — Qualitative place-based case studies

The third phase of the research is qualitative research in the form of placed-based case studies in areas with high concentrations of temporary residents (from the in-scope visa categories).

Qualitative case study locations

The research focussed on three case study areas: Melbourne, Hobart and Cairns. Each case study took place over an initial four days (with follow up interviews conducted by telephone later), with a senior member of the research team staying three nights in each location to get a sense of the local context as well as to conduct the specified fieldwork elements.

In Melbourne, the focus of the case studies was students/graduates and sponsored visa holders. The Melbourne case studies took place in the city centre (for sponsored workers living and working in the central business district [CBD] and in the Monash Local Government Area [LGA]), which is the location of Monash University (for students and graduates). In Cairns, the focus was on working holiday makers and in Hobart, the focus was on students/graduates and sponsored visa holders.

Fieldwork structure

In each location, the case studies included:

- **Two affinity group** discussions with target sub-classes of temporary visa holders as outlined in the table below. Each group contained between six to eight participants.

Table 8: Temporary resident affinity groups

Melbourne	Cairns	Hobart
1 x students/graduates in Monash area	1 x working holiday makers	1 x students
1 x sponsored visa holders in Melbourne CBD	1 x working holiday makers	1 x sponsored visa holders

- **Two group discussions** with members of the local community, as outlined in the table below. Each group contained between six to eight participants.

Table 9: Community discussion groups

Melbourne	Cairns	Hobart
1 x living and/or working in Melbourne CBD (18–39 yrs)	1 x Cairns residents (18–39 yrs)	1 x Hobart residents (18–39 yrs)
1 x living in Monash area (40+ yrs)	1 x Cairns residents (40+ yrs)	1 x Hobart residents (40+ yrs)

- **In-depth interviews** with community representatives, including one or more people (in total, across the three locations) from the following organisations: educational institutions (e.g. student advisers/coordinators), peak bodies for businesses, employment/recruitment agencies, sporting organisations (with a role in encouraging participation among migrant communities) and migrant support groups.

Table 10: In-depth interviews

Interview	Melbourne	Cairns	Hobart
Employers of visa holders	6 x employers of students or sponsored visa holders	6 x employers of working holiday makers	6 x employers of students or sponsored visa holders
Community representatives	3	1	3
Secondary visa holders	4 x secondary visa holders	n/a	4 x secondary visa holders
Graduate visa holders	1 x graduate visa holder	n/a	2 x graduate visa holders

In the findings section of this report, the qualitative chapter incorporates, high-level community profile data mainly drawn from the 2011 Census (including factors such as the unemployment rate, dominant industries, infrastructure, cost of living indicators, levels of educational attainment, country of birth and main language) as context for the qualitative findings.

Limitations of the research approach

It is important to acknowledge the limitations of any study so that these can be taken into account when interpreting the data. The main limitations applying to this study are summarised below.

Survey of temporary residents

Valid email addresses were not available for a proportion of temporary residents, meaning that these visa holders could not be invited to participate in the survey. However, the weighted survey data was representative of the population of in-scope temporary residents; that is, relevant visa holders who entered Australia/were granted their visa between 1 May 2014 and 30 April 2015, in terms of visa subclass, as well as age and gender within visa subclass. Despite this, the final temporary resident survey data under-represented some nationalities, in particular, Indian and Chinese passport-holders. This was likely related to the online surveys being fielded in English and also to a lower incidence of valid email addresses from visa holders of some nationalities.

Survey of employers of temporary residents

Valid email addresses were not available for a relatively large proportion of 457 employers in the database provided by DIBP, meaning that these employers could not be invited to participate in the survey. It was also not possible to accurately assess the extent to which the employer survey data was representative of the entire population of employers of temporary residents; to set quotas; or to weight the data, due to a lack of profile data for this population of employers. It is likely that 457 visa holders were over-represented in the final dataset, given that a sample frame was only available for employers of these visa holders. The other employers were sourced from a Business Research Panel.

There is also the possibility that those who responded to the two surveys differed in some systematic way from those who did not. This potential non-response bias is a known limitation of any sample-based survey. In some cases it is possible to assess the extent of this issue by following-up with a sample of non-responders, for example by making contact by telephone or face-to-face. However, this is a very costly exercise which, in this case, would also have been unfeasible given the mobility of the population (including many living overseas) and that many of the records in the full database from which the sample was drawn did not have a telephone contact number.

4. Targeted literature review summary

This section provides a summary of the targeted literature review, conducted in June 2015, of available knowledge relating to the experiences and social and economic contribution of temporary visa holders in Australia. The review formed the first stage of this research project; as such it did not take into account the results of this study.

Temporary migration to Australia

Australia is one of the world's main settler migration nations with a long post-1947 history of permanent migration. Migrants have comprised about half of all the population growth in Australia over the last sixty years and comprise a higher percentage of the total population than in all other OECD countries, with the exception of Luxembourg and Switzerland. Australian government immigration policy has historically had two key purposes: a short-term aim to redress labour shortages and medium to long-term aims to achieving strong economic outcomes and nation-building.^{26,27}

The big story in Australia's immigration experience in the past decade or two is the rapid increase in temporary migration, which has now outgrown and significantly exceeds Australia's permanent migration programme. Temporary migration in Australia has grown significantly from approximately 30% of permanent places in the Migration Programme being filled by those on temporary visas in 2004–05 to about 50% in 2013–14,²⁸ primarily as a consequence in the growth in three major components numbers of temporary skilled migrants (mainly 457 visa holders), international students, and working holiday makers.

Available data shows net overseas migration grew over the period 2003–2012, to a peak in 2008-09, followed by a decline after the GFC and a recovery phase from 2011–12 until the present. The data also shows that the temporary migrant intake has been much larger than the permanent intake over this period.

While Australia's permanent migration intake is set by an annual quota, the temporary migration programme is demand-driven and hence uncapped. In the 2013–14 Australian migration intake, permanent migrants comprised 22% (equating to 207 947 people) of the total intake; and temporary residents to 78% (equating to 736 124 people) of the total intake. Humanitarian migrants comprised 6.6% of the permanent migration intake and 1.5% (equating to 13 768 people) of the total migration intake in that year.

²⁶ Hugo, G. (2014a). *Skilled Migration in Australia: Policy and Practice*. 23(4), 375-396.

²⁷ Hugo, G. (2014b). 'Skilled Migration in Australia: Policy and Practice'. *Asian and Pacific Migration Journal*, 23(4), 375-396. doi: 10.1177/011719681402300404.

²⁸ DIBP. (2014c). *Setting the Migration Programme for 2015-16: Discussion paper*. Canberra, Australia.

Over the period 2004–05 to 2013–14:

- The number of non-tourist temporary entry visas to Australia granted increased 192%, from 382 838 to 736 124
- Working holiday maker visas granted increased 228%, from 105 051 to 239 592
- International student visas increased 166%, from 175 825 to 292 060
- Temporary Work (Skilled) subclass 457 visas increased 203%, from 48 593 to 98 571.

The growth in temporary migration is likely to have partly resulted from the relative strength of the Australian economy drawing both skilled migrants and working holiday makers seeking work. All temporary migration is driven by complex short- to medium-term supply and demand factors, facilitated by the personal diasporic, social networks of temporary migrants who weigh up the attractiveness of Australia and other potential destinations in Europe and North America. The skilled migrant category is demand-driven via an employer nomination process. Working holiday makers are attracted to Australia for a combination of work and tourism opportunities. International students, on the other hand, weigh up educational opportunities in Australia compared to that available in Europe and North America. Moreover temporary migrants are also motivated by the opportunities of return migration to Australia on other temporary visas, or a permanent visa. Globally, working holiday maker numbers have increased by approximately 10% since 2007, and about half of that increase flowed to Australia²⁹ — indeed in 2012 Australia took in more working holiday makers than the USA, Canada, New Zealand and the UK combined. International students are also more prominent in Australia than in any other OECD country, with the exception of Luxembourg. In 2012 international students comprised 18.3% of all tertiary enrolments in Australia compared to the OECD average of 7.6%.

While temporary migration has grown significantly it is incorrect to conclude that Australian governments have abandoned interest in the importance of permanent migration: recent immigration policy changes have opened up pathways between temporary and permanent migration. For example, temporary residents in Australia can apply for permanent status while they are in the country, and permanent migrants are increasingly drawn from the ranks of international students and skilled temporary workers already in Australia.^{30,31} Indeed in the 2013–14 year 18 100 former international students were granted permanent residence visas.

²⁹ OECD. (2014). *SOPEMI: International Migration Outlook 2014*. Paris OECD Publishing.

³⁰ DIBP. (2014b). *Australia's Migration Trends 2012–13*. Canberra.

³¹ Hugo, G. (2014b). 'Skilled Migration in Australia: Policy and Practice'. *Asian and Pacific Migration Journal*, 23(4), 375-396. doi: 10.1177/011719681402300404.

In Australia the policy focus on skilled migration has shifted in recent years from a relatively broad-based human capital approach to one driven by skills shortages and the immediate needs of employers.³²

There is an increasing level of concern with social cohesion and other non-economic factors among migrants in host countries around the globe.³³ A key point to note here is that although there is a significant body of research on social cohesion and permanent migrants, there is very little in this area on temporary residents. One of the key concerns raised by international literature on temporary migration relates to the vulnerability and exploitation of temporary residents in many countries. As Abella³⁴ has argued, 'in many countries of employment various conditions attached to temporary admission effectively precludes enjoyment of some basic labour rights and entitlements, and place many in a position of vulnerability to discriminatory treatment in wages and abuse.'

Educational visas

The student visa programme has strong economic, cultural and social impacts on Australian society: international students make a significant contribution to the economy, facilitate the development of trade and commercial links, and promote goodwill and understanding of Australia.

There are a number of student visas that enable entry of temporary residents to Australia for full-time educational purposes, these include:

- Independent ELICOS (English Language Intensive Course for Overseas Students) Sector subclass 572 visa, for applicants intending to study stand-alone English language courses leading to a certificate or non-formal Australian award
- Vocational Education and Training Sector subclass 572 visa, for applicants intending to study certificate, VET diploma, VET advanced diploma, vocational graduate certificate or vocational graduate diploma courses
- Higher Education Sector subclass 573 visa, for applicants intending to study tertiary coursework studies (bachelor degree, associate degree, graduate certificate, graduate diploma, higher education diploma, higher education advanced diploma, or masters by coursework)
- Postgraduate Research Sector subclass 574 visa, for applicants intending to study masters by research, or a doctoral degree

³² Akbari, A. H., & MacDonald, M. (2014). 'Immigration Policy in Australia, Canada, New Zealand, and the United States: An Overview of Recent Trends'. *International Migration Review*, 48(3), 801-822. doi: 10.1111/imre.12128.

³³ OECD, Op Cit, p10.

³⁴ Abella, M. (2006). 'Policies and Best Practices for Management of Temporary Migration'. *International Symposium on International Migration and Development*, Population Division, Department of Economic and Social Affairs, United Nations Secretariat, Turin, Italy, 28-30 June. www.un.org/esa/population/migration/turin/.../P03_SYMP_Abella.pdf.

- Non-Award Sector subclass 575 visa, for applicants intending to study non-award foundation studies, or other full-time courses, or components of courses not leading to an Australian award.

Other relevant visas are the Temporary Graduate subclass 485 visa and the Skilled Recognised Graduate subclass 476 visa.

Characteristics

The number and proportion of offshore student visa grants has increased significantly from 175 825 in 2004–2005 to 299 540 in 2014–15.

The proportions enrolled in higher education compared to VET has changed significantly in the past decade: VET enrolments almost tripled in 2002–2007, and in 2007 surpassed the increase in higher education enrolments at 37% to 36%.³⁵ This change may reflect shifts in government policy regarding future migration pathways.

While Australia draws international students from a wide range of countries, China, India and South Korea have been the top three sources of temporary student visa *grants* for some time. Brazil, Malaysia, Thailand, Saudi Arabia, Indonesia, Nepal, Vietnam and the USA also made up the 'top ten' source countries over the last seven or so years. However, in terms of international students present in Australia and *enrolments* in Australian education institutions, China, India and Vietnam have been the top three source countries for the past two years. Over one-third of student visa holders in Australia at 30 June 2015 were from China (22%) and India (13%).

By profile, data from March 2015 indicates most international students (71%) are between 20 and 29 years old, and there are slightly more males (52.9%) than females (47.1%).

Information about Australia

There are multiple potential sources of information about studying in Australia available to international students, including exhibitions and fairs, university websites, dedicated magazines, agents, and government information.

The past five years have seen a very significant increase in the role of agents in shaping the decisions of higher education international students, with a rise from 28% as the major influence on choice of destination in 2010 to 50% in 2014. Lack of knowledge about the application process, visa applications process, and overseas institutions, as well as the belief that they are more likely to be accepted, were the key factors influencing Chinese students' decision to use an agent.³⁶ Those who

³⁵ Hawthorne, L. (2008). *The growing global demand for students as skilled migrants*. New York: Transatlantic Council on Migration.

³⁶ Serra Hagedorn, L., & Zhang, L. Y. (2011). 'The Use of Agents in Recruiting Chinese Undergraduates'. *Journal of Studies in International Education*, 15(2), 186-202. doi: 10.1177/1028315310385460.

chose not to use an agent do so because of a lack of trust, expense, feeling capable of applying independently, and having friends or relatives who can help.³⁷

Reasons for choosing Australia

The decision-making processes of international students as to which particular Australian university to study at are complex,³⁸ and multiple factors play into the selection of a host country, city, and institution. Overall there are five important factors driving international students' choice of Australia: reputation of chosen qualification (95%); reputation of institution (94%); Australian education system reputation (93%); safety (92%); and quality of teaching and research at the destination institution (91%).³⁹ The ability to work while studying, proximity to home countries — particularly for South-East Asian students — and the low cost of living have also been suggested as motivating factors for international students coming to Australia.⁴⁰

Parents tended to consider the same factors as students, but place 'greater emphasis on more pragmatic factors such as cost, employment and immigration prospects, and proximity to home'.⁴¹ More recent research into Chinese students' decisions shows university ranking and safety as the key factors⁴² for this cohort.

There are some differences evident across groups of international students based on their country of origin. Research indicates that those from the UK focus their decision on their future career plans and prospects, including the perceived career prospects and a student's abilities in a given area of study, and that the nature of the programme costs, including fees and living expenses, international reputation of the institution, and the location (accommodation facilities, racial diversity).⁴³ Prospective international students from Asia are influenced by recommendations from friends, family and students who had previously studied in Australia, as well as teachers.^{44,45} These findings suggests

³⁷ Ibid, p. 194.

³⁸ Cubillo, J. M., Sanchez, J., & Cervino, J. (2006). 'Internationals students' decision-making process'. *International Journal of Educational Management*, 20(2), 101-115.

³⁹ DET. (2015a). *International Student Survey: Overview Report*. Canberra, Australia.

⁴⁰ Abubakar, B., Shanka, T., & Muuka, G. N. (2010). 'Tertiary education: an investigation of location selection criteria and preferences by international students — The case of two Australian universities'. *Journal of Marketing for Higher Education*, 20(1), 49-68. doi: 10.1080/08841241003788052.

⁴¹ Bodycott, P. (2009). 'Choosing a higher education study abroad destination: What mainland Chinese parents and students rate as important'. *Journal of Research in International Education*, 8(3), 349-373. doi: 10.1177/1475240909345818.

⁴² Gong, X., & Huybers, T. (2015). 'Chinese students and higher education destinations: Findings from a choice experiment'. *Australian Journal of Education*. doi: 10.1177/0004944115584482.

⁴³ Maringe, F. (2006). 'University and course choice'. *International Journal of Educational Management*, 20(6), 466-479. doi: 10.1108/09513540610683711.

⁴⁴ Abubakar et al. Op Cit, p. 62.

⁴⁵ Vong, J., & Song, I. (2015). *Important Factors in Choosing Tertiary Education Institutes Emerging Technologies for Emerging Markets* (pp. 155-170). Singapore: Springer Singapore.

that student satisfaction with all aspects of life in Australia — not just their education — is a matter of significant concern.

Many international students also choose to study in Australia on a temporary visa for medium-term reasons because they see a temporary visa as a pathway to permanent residence in Australia. By gaining an Australian university degree at the undergraduate or postgraduate level, and by establishing social networks in Australia and learning the lay of the land — including the formal and informal institutional, legal and cultural protocols — these international students hope that they will be more employable in Australia and thus qualify for permanent residence.⁴⁶

Settlement and social experiences in Australia

International student satisfaction with both education and non-education experience is a crucial factor in maintaining the economically important international education sector in Australia. Research shows that student groups from different national backgrounds rank factors such as accommodation, safety, economic considerations, and education quality as variously important and impacting on satisfaction.⁴⁷ A study of students from four Asian countries revealed that the most significant factors in student satisfaction were education quality, an institution's facilities and reputation, and the improvement to their career prospects resulting from degrees.⁴⁸

Across all student visa categories, international students' satisfaction with education has incrementally improved from 86% in 2010 to 88% in 2014. Despite this high-level of overall satisfaction with living in Australia, international students reported significant levels of dissatisfaction with 'accommodation costs, living costs, earning money, and financial support'.⁴⁹

International research emphasises the key role of university structures, such as provision of accommodation and access to social clubs and societies, in the early stages of settling in, but that the desire to engage widely with host cultures can be slow to develop and 'settling in' is a long and complex process.⁵⁰ International students who take part in leadership programmes, engage with others from their own background, and take courses in which staff facilitate intercultural discussion report better perceptions of campus life, and similar factors also positively influence their learning.⁵¹

⁴⁶ Marginson, S., Nyland, C., Sawir, E., & Forbes-Mewett, H. (2010). *International student security*. Post Melbourne: Cambridge University Press.

⁴⁷ Arambewela, R., & Hall, J. (2009). 'An empirical model of international student satisfaction'. *Pacific Journal of Marketing and Logistics*, 21(4), 555-569.

⁴⁸ Arambewela, R., Hall, J., & Zuhair, S. (2006). 'Postgraduate International Students from Asia: Factors Influencing Satisfaction Postgraduate International Students from Asia: Factors Influencing Satisfaction'. *Journal of Marketing for Higher Education* (December 2013), 37-41. doi: 10.1300/J050v15n02.

⁴⁹ DET. (2015a). *International Student Survey: Overview Report*. Canberra, Australia.

⁵⁰ Coles, R., & Swami, V. (2012). 'The sociocultural adjustment trajectory of international university students and the role of university structures: a qualitative investigation'. *Journal of Research in International Education*, 11(1), 87-100. doi: 10.1177/1475240911435867.

⁵¹ Glass, C. R. (2012). 'Educational Experiences Associated With International Students' Learning, Development, and Positive Perceptions of Campus Climate'. *Journal of Studies in International Education*, 16(3), 228-251. doi: 10.1177/1028315311426783.

While a key factor motivating international students to come to Australia is the desire to better understand western culture, international students do not often cohere or engage easily with local communities and would like more opportunities to get involved in community activities and access to lower cost local services and activities.⁵²

Recent research in Australia has found that international students could be divided into four broad categories according to the nature of their social networks: those whose social networks were mainly other students from the same country; those whose social networks were mainly international students from a range of countries; those whose social networks were mainly domestic Australian students; and those whose social networks were a mix of international student and local students.⁵³ International students' friendships with peers from the host country have a positive impact on satisfaction and social contentment,⁵⁴ and having personal ties with the host country has been shown to make acculturation easier.⁵⁵ Strong networks that create social capital are not associated with academic performance directly, but they are associated with general international student well-being.⁵⁶

However, it is notable that in general, international students 'socialised with fellow international students who hailed from their home countries and local students who are culturally similar, for example other international students from their region, to them.'⁵⁷

Students from different backgrounds have different experiences of social connectedness and different patterns of connections; and international students from Asian countries, such as China and Malaysia, differ from their peers from other backgrounds, such as the UK and Europe.⁵⁸ Multicultural intervention programmes run by universities have been shown to increase the chances of international students building and maintaining friendships with local students and other international students, as well as maintaining their interest in Australian culture.⁵⁹ Engagement with domestic

⁵² Robertson, S., & Clark, Z. (2012). Report to Moreland City Council: International Students in the City of Moreland. Melbourne, Australia.

⁵³ Gomes, C., Berry, M., Alzougool, B., & Chang, S. (2014). Home Away from Home: International Students and their Identity-Based Social Networks in Australia. *Journal of International Students*, 4(1), 2-15.

⁵⁴ Hendrickson, B., Rosen, D., & Aune, R. K. (2011). An analysis of friendship networks, social connectedness, homesickness, and satisfaction levels of international students. *International Journal of Intercultural Relations*, 35(3), 281-295. doi: 10.1016/j.ijintrel.2010.08.001.

⁵⁵ Kashima, E. S., & Loh, E. (2006). International students' acculturation: Effects of international, conational, and local ties and need for closure. *International Journal of Intercultural Relations*, 30(4), 471-485. doi: 10.1016/j.ijintrel.2005.12.003.

⁵⁶ Neri, F., & Ville, S. (2008). Social capital renewal and the academic performance of international students in Australia. *Journal of Socio-Economics*, 37(4), 1515-1538. doi: 10.1016/j.socec.2007.03.010.

⁵⁷ Gomes et al., Op Cit, p.11.

⁵⁸ Rosenthal, D. A., Russell, J., & Thomson, G. (2007). Social connectedness among international students at an Australian university. *Social Indicators Research*, 84(1), 71-82. doi: 10.1007/s11205-006-9075-1.

⁵⁹ Sakurai, T., McCall-Wolf, F., & Kashima, E. S. (2010). Building intercultural links: The impact of a multicultural intervention programme on social ties of international students in Australia. *International Journal of Intercultural Relations*, 34(2), 176-185. doi: 10.1016/j.ijintrel.2009.11.002.

students, staff and the community outside the classroom is a key factor in creating positive experiences for international students.⁶⁰

Temporary student residents and local populations

Attacks on Indian students in Melbourne in 2009 attracted a very high-level of attention in Australia and India and contributed to a sharp decline in numbers in 2010–12, which then prompted federal-level action and investigations to address both the violence and the perception of the lack of safety.⁶¹ However, according to the most recent statistics international students statistically suffer no greater level of violence than the general population,⁶² and submissions to the Senate inquiry suggested that much of this violence was opportunistic, not racially motivated; and factors such as lack of awareness of risk, late working hours, and lack of personal safety information were all issues.⁶³ Research among students confirmed that racial dimensions were significant and socio-economic factors, such as precarious and late-night employment, lack of affordable housing in safe areas, and comparative lack of private transport means, meant international students are more exposed to personal safety risk than domestic students.^{64,65}

Analysis of media coverage has shown that international students are portrayed as 'other', as outsiders in Australia⁶⁶ and 'profiteers' who have gained low-quality degrees purely for the purpose of gaining PR.⁶⁷ Other media coverage and scholarly discourse, frames international students as 'victims' exploited for the revenue they create by universities, landlords, and employers, but left insufficiently supported by the university sector and government.⁶⁸

Because international students necessarily spend so much time on campuses in the course of their studies, the perceptions and engagements of the domestic students, who are more likely than the community at large to encounter international students are particularly significant. Research from the mid-2000s showed that more than a quarter of domestic students surveyed felt there were too many international students enrolled at their institution, and that there was little mixing between the

⁶⁰ Guilfoyle, A. (2006). Peers, family, community, supervisors and governance: A review of key sites for supporting international postgraduate students' transitional learning experiences. *Teaching and Learning Forum*, np.

⁶¹ DET. (2015a). *International Student Survey: Overview Report*. Canberra, Australia.

⁶² Ibid, DET.

⁶³ *Welfare of International Students*. (2009). Canberra, Australia: Education, Employment and Workplace Relations References Committee.

⁶⁴ Azmat, F., Osborne, A., & Rentschler, R. (2011). Indian student concerns about violence: exploring student perceptions. *Australian Journal of Social Issues*, 46(3), 311-339.

⁶⁵ Babacan, H., Pyke, J., Bhatthal, A., Gill, G., Grossman, M., & Bertone, S. (2010). *The Community Safety of International Students in Melbourne: A scoping study*. Melbourne.

⁶⁶ Paltridge, T., Mayson, S., & Schapper, J. (2014). Welcome and exclusion: An analysis of The Australian newspaper's coverage of international students. *Higher Education*, 68(1), 103-116. doi: 10.1007/s10734-013-9689-6.

⁶⁷ Baas, M. (2014). Victims or profiteers? Issues of migration, racism and violence among Indian students in Melbourne. *Asia Pacific Viewpoint*, 55(2), 212-225. doi: 10.1111/apv.12046.

⁶⁸ Rodan, P. (2009). *The International Student as Student, Migrant, and Victim*. Australian Universities' Review, 51(6), 27-31.

groups.⁶⁹ Domestic students still have some negative views about international students and international education generally.⁷⁰ The manner in which institutions facilitate socialisation, for example by supporting clubs and social groups, works to divide domestic from local students.⁷¹ Universities' housing practices also tend towards 'socio-spatial' separation of international students.⁷²

Work experiences

Just over half (53%) of international students surveyed in 2014 were satisfied with their ability to earn money in Australia, compared to 62% in 2012.⁷³ Research suggests that high numbers of international students experience severe financial hardship during their studies and that many live below the poverty line.⁷⁴ International students are often forced to accept long hours, poor working conditions and low rates of pay,^{75,76,77,78} and exploitation is widespread.⁷⁹

Evaluation of their Australian education experience

The educational experiences of international students in Australia focuses on matters related to English-language ability, cultural difference, social interaction with domestic students, safety and standards of assessment, and plagiarism. International students need to achieve a level of English language competency prior to being accepted into Australian educational institutions, yet English language competency can provide difficulty for international students in terms of academic achievement and social interaction with other students.

⁶⁹ Barron, P. (2006). Stormy Outlook? Domestic Students' Impressions of International Students at an Australian University. *Journal of Teaching in Travel & Tourism*, 6(2), 5-22. doi: 10.1300/J172v06n02_02.

⁷⁰ Harryba, S. A. (2013). *Key Stakeholders' Experiences of International Education at one Australian University*. (Doctor of Philosophy), Edith Cowan University, Perth, Australia.

⁷¹ Fincher, R., & Shaw, K. (2011). 'Enacting separate social worlds: 'International' and 'local' students in public space in central Melbourne'. *Geoforum*, 42(5), 539-549. doi: 10.1016/j.geoforum.2011.05.002.

⁷² Fincher, R., & Shaw, K. (2009). 'The unintended segregation of transnational students in central Melbourne'. *Environment and Planning A*, 41(8), 1884-1902. doi: 10.1068/a411126.

⁷³ DET. (2015a). *International Student Survey: Overview Report*. Canberra, Australia.

⁷⁴ Forbes-Mewett, H., Marginson, S., Nyland, C., Ramia, G., & Sawir, E. (2009). 'Australian University International Student Finance'. *Higher Education Policy*, 22(2), 141-161.

⁷⁵ Anderson, D., Lamare, R., & Hannif, Z. (2011). 'The Working Experiences of Students Migrants in Australia and New Zealand'. In J. Bailey, P. McDonald, R. Price, & B. Pini (Eds.), *Young People and Work* (pp. 51-66). Aldershot: Ashgate.

⁷⁶ Graycar, A. (2010). *Racism and the Tertiary Student Experience in Australia*. Canberra, Australia.

⁷⁷ Nyland, C., Forbes-Mewett, H., & Hartel, C. T. (2013). 'Governing the International Student Experience: Lessons From the International Australian Model'. *Academy of Management Learning & Education*, 12(4), 656-673.

⁷⁸ Ong, D., & Ramia, G. (2009). 'Study-Work-Life Balance and the Welfare of International Students'. *Labour & Industry: a journal of the social and economic relations of work*, 20(2), 181-206. doi: 10.1080/10301763.2009.10669399.

⁷⁹ *Welfare of International Students*. (2009). Canberra, Australia: Education, Employment and Workplace Relations References Committee.

A related earlier study by Arambewela and others⁸⁰ concluded that the dominant factors that impact on international student satisfaction are quality of education, student facilities, reputation of the institutions, the marketability of their degrees for better career prospects, and the overall customer value provided by the universities.

The social experiences of international students in Australia impact strongly on their evaluation of their experience as a temporary migrant in Australia. Sawir and others⁸¹ reported that two-thirds of a group of 200 international students had experienced problems of loneliness and/or isolation, especially in the early months. Similarly, a study of international students in regional and rural areas of Australia found a range of issues that obstructed international students' positive and effective interactions with domestic students and the local community. These issues included cultural differences, inadequate language competency, intercultural understanding, religion, psychological worries and racial discrimination. The researchers also found that length of stay and English proficiency in the host country have a significant impact on increasing the social interaction of international students. Hendrickson and others⁸² reported that international students with a higher ratio of individuals from the host country in their social network claimed to be more satisfied, content, and less homesick. Further, participants who reported more friendship variability with host country individuals described themselves as more satisfied, content, and more socially connected.

Future intentions regarding Australia

Being able to work in Australia after completing their studies was important to 78% of higher education international students, 83% of those in VET, and 67% of ELICOS learners;⁸³ however, far fewer reported an intention to actually seek employment in Australia after finishing their current programme of study. No explanation is given for this discrepancy between the importance of being able to work in Australia⁸⁴ and the intent to actually do so.

International students from various backgrounds may have different intentions when coming to Australia on an educational visa. For Chinese parents, the ability of their children to gain PR in a host country after graduation is very important and is a 'push' factor in them seeking an international education, while Chinese students themselves rate this much lower.⁸⁵ By contrast, a high proportion

⁸⁰ Arambewela, R., Hall, J., & Zuhair, S. (2006). 'Postgraduate International Students from Asia: Factors Influencing Satisfaction Postgraduate International Students from Asia'. *Journal of Marketing for Higher Education* (December 2013), 37-41. doi: 10.1300/J050v15n02.

⁸¹ Sawir, E., Marginson, S., Deumert, A., Nyland, C., & Ramia, G. (2007). "Loneliness and International Students: An Australian Study." *Journal of Studies in International Education* 12(2): 148-180

⁸² Hendrickson, B., Rosen, D., & Aune, R. K. (2011). An analysis of friendship networks, social connectedness, homesickness, and satisfaction levels of international students. *International Journal of Intercultural Relations*, 35(3), 281-295. doi: 10.1016/j.ijintrel.2010.08.001.

⁸³ DET. (2015a). *International Student Survey: Overview Report*. Canberra, Australia.

⁸⁴ Ibid, DET, p. 18.

⁸⁵ Bodycott, P. (2009). 'Choosing a higher education study abroad destination: What mainland Chinese parents and students rate as important'. *Journal of Research in International Education*, 8(3), 349-373. doi: 10.1177/1475240909345818.

of international students from India intended to seek PR and tailored their work and study choices to maximise their chances of obtaining a visa.⁸⁶

Impact on the education system and the Australian economy

Education has been widely touted as Australia's third-biggest export in recent years, behind iron ore and coal. Recent research however, suggests that the figures on which this claim rests are overstated by as much as 50%. This is due to the under-estimation of three factors: estimates of student spending are based on data from students with a different demographic profile that is potentially now out-dated and inapplicable; onshore earnings of international students in Australia is included; and direct costs to students, such as offshore agents fees are not considered.⁸⁷

Considering the impact of international students on the Australian economy is a complex process, not least because of the heavy reliance in some sectors on former international students in skilled-work migration. However, the reported difficulty of international students in finding work experience during their studies that is related to their employment goals does not correlate with this dependence. This may be due to over-supply of graduates in those sectors. There is very strong global demand for international students not only in the education market, but also as skilled migrants after their studies, because they are assumed to have gained good English skills and recognisable qualifications⁸⁸ during their studies.

Policy implications

The strong tendency within the tertiary education sector to treat international students principally as consumers whose experiences are governed by the marketplace has been recently criticised, and accompanied by a call for a balanced mode of governance and oversight from multiple stakeholders.⁸⁹

Research from the United Kingdom suggests that over-reliance on agents by universities can result in a loss of control and the inability to oversee and manage agents' actions.^{90,91} This suggests that the increasing role of agents should be carefully considered by both government and universities to

⁸⁶ Baas, M. (2006). 'Students of Migration: Indian Overseas Students and the Question of Permanent Residency'. *People and Place*, 14(1), 8-23.

⁸⁷ Birrell, B., & Smith, T. F. (2010). 'Export Earnings From the Overseas Student Industry: How Much?' *Australian Universities' Review*, 52(1), 4-12.

⁸⁸ Hawthorne, L. (2008). *The growing global demand for students as skilled migrants*. New York: Transatlantic Council on Migration.

⁸⁹ Nyland, C., Forbes-Mewett, H., Marginson, S., Ramia, G., Sawir, E., & Smith, S. (2009). 'International student-workers in Australia: a new vulnerable workforce'. *Journal of Education and Work*, 22(1), 1-14. doi: 10.1080/13639080802709653.

⁹⁰ Huang, I. Y., Raimo, V., & Humfrey, C. (2014). 'Power and control: managing agents for international student recruitment in higher education'. *Studies in Higher Education*, 1-22. doi: 10.1080/03075079.2014.968543.

⁹¹ Hulme, M., Thomson, A., Hulme, R., & Doughty, G. (2013). 'Trading places: The role of agents in international student recruitment from Africa'. *Journal of Further and Higher Education*, 38(5), 674-689. doi: 10.1080/0309877X.2013.778965.

help maintain the reputation for quality education that make Australia attractive to international students.

Working Holiday Makers

Under the Working Holiday Maker Programme young adults, aged 18–30, from selected countries can enter Australia for a 12-month period to have an extended holiday. During this time they can engage in short-term work for up to six months with any one employer, and study for up to four months.

The Working Holiday Maker Programme comprises the following visas, the:

- Working Holiday subclass 417 visa, which is uncapped and demand-driven. After completing at least three months of specified work in agriculture, mining or construction in regional Australia, subclass 417 visa holders may apply for a second Working Holiday visa. The number of second Working Holiday visa holders has grown significantly from just 3.3% of the overall programme in 2005–06 to 19.2% in 2014–15.
- Work and Holiday subclass 462 visa, which has country caps (except for the USA) and also requires non-US applicants to have functional-level English, tertiary qualifications (at least two years of undergraduate university study) and the support of their home government.

Characteristics

Between 2011 and 2014 the UK was the major source country of Working Holiday subclass 417 visa grants followed by Taiwan, Germany, South Korea and France. In 2014–15 the USA was by far the major source for Work and Holiday visas, accounting for nearly 70% of subclass 462 visa grants. This is because the USA is uncapped while the other countries have capped numbers.

Since 2008, when the most recent comprehensive survey of working holiday makers was undertaken, new countries have signed agreements with Australia, and the national backgrounds of working holiday makers travelling to Australia have changed, as have economic conditions in Australia and around the world.

Little can definitively be said about the characteristics of working holiday makers since 2008 beyond Commonwealth government statistical publications (produced every six months) that give details of the numbers of visas and working holiday makers broken down by source country, but do not provide gender, age, marital status and other demographic data. Most of the research refers mainly to the experience of those on temporary Working Holiday subclass 417 visas and the broader category of backpackers, but not temporary residents on Work and Holiday subclass 462 visas.

Additionally, there is limited or no specific research into the experiences of working holiday makers in Australia compared with other temporary migrants; factors driving the choice of their city of arrival; the use of agencies and brokers; recognition of foreign qualifications; whether working holiday makers displace the local labour force, and associated local attitudes; the interaction of working holiday makers with local Australian residents; and the potential globalising effects of working holiday makers in regional areas, separate to their economic impacts.

One of the key intentions of working holiday maker programmes is to foster cultural exchange and international understanding beyond that which may occur during non-working tourist visits.⁹² These programmes arguably also contribute to the size of the workforce to help meet seasonal and short-term labour market demand in the agriculture and hospitality sectors.⁹³

Reasons for choosing Australia

The top five reasons given for visiting Australia in the 2008 working holiday maker survey were to travel in Australia (67.4%); to experience living here (65.5%); they always wanted to visit (53.2%); to work (48.3%); and that Australia had been recommended by friends or relatives (33.1%).⁹⁴ Other recent research into the motivations of the more general 'backpacker' population globally, reveals four major motivations: growth — developing personal and social attributes; experience of other cultures; budget travel; and independence.⁹⁵ Temporary migration under a working holiday maker scheme can be conceived as a bridge between youth and full adulthood, or an opportunity for self-assessment, growth, and personal change for the young people who undertake it.⁹⁶

At present there is no published research into working holiday makers' English proficiency on application or arrival, although learning or improving English language skills is a motivation for travel to Australia for some from non-English-speaking backgrounds.⁹⁷

Push factors are also relevant. The global economic downturn and recessions led to an increasing number of visa-holders travelling principally in search of work rather than for leisure.

While friends were the most important way that working holiday makers found information about the programme prior to visiting Australia (39.8%) — closely followed by websites (37.8%), little research to date, has explored the role of social networks in shaping their decisions to travel to Australia.

Experiences in Australia

Almost 70% of working holiday makers worked while in Australia according to figures published in 2012. There is a low correlation between the kinds of work working holiday makers did in their home

⁹² Wilson, T. (2008). A Leap into the Future: The Australia-Japan Working Holiday Agreement and Immigration Policy. *Japanese Studies*, 28(3), 365-381. doi: 10.1080/10371390802446901

⁹³ Tan, Y., & Lester, L. H. (2012). Labour Market and Economic Impacts of International Working Holiday Temporary Migrants to Australia. *Population, Space and Place*, 18(3), 359-383. doi: 10.1002/psp.674

⁹⁴ Tan, Y., Richardson, S., Lester, L., Bau, T., & Sun, U. (2009). *Evaluation of Australia's Working Holiday Maker (WHM) Programme*: National Institute of Labour Studies.

⁹⁵ Paris, C. M., & Teye, V. (2010). 'Backpacker Motivations: A Travel Career Approach'. *Journal of Hospitality Marketing & Management*, 19(3), 244-259. doi: 10.1080/19368621003591350.

⁹⁶ Kato, E. (2013). 'Self-searching migrants: youth and adulthood, work and holiday in the lives of Japanese temporary residents in Canada and Australia'. *Asian Anthropology*, 12(1), 20-34. doi: 10.1080/1683478X.2013.774309.

⁹⁷ Bui, H. T., Wilkins, H. C., & Lee, Y.S. (2013). 'The Social Identities of Japanese Backpackers'. *Tourism Culture & Communication*, 13(3), 147-159. doi: 10.3727/109830414X13911221027407.

country and the employment they find in Australia.⁹⁸ Recent figures showed that work in agriculture, especially picking fruit and vegetables (26.7%), and in hospitality, especially as wait staff (12.5%), was most common among working holiday makers.⁹⁹ In studies examined for the literature review, rates of pay varied significantly by age and country of origin, with older workers (within the eligible age 18–30 age range) receiving higher hourly wages. According to the 2012 study by Tan and Lester, in total, 36% of working holiday makers overall were paid below minimum wage.¹⁰⁰ Working holiday makers from non-English-speaking backgrounds were, overall, likely to receive lower rates of pay and there is some concern around exploitation and poor work conditions. Employers may reject working holiday makers outright because they hold temporary visas pushing them towards low-skilled, low-paying and flexible jobs as a result.¹⁰¹ Job satisfaction increased with: length of time spent employed and on the job training, but was lower for working holiday makers with higher levels of qualification — likely the result of the tedium of low-skilled employment.¹⁰²

The willingness of working holiday makers to work for lower wages and in jobs local workers do not like has, 'to some extent...depressed the working conditions and reduced the job openings for the relatively unskilled local Australians'.¹⁰³ Working holiday maker populations in regional areas, however, can also stimulate growth of new businesses catering specifically to their needs.^{104,105,106} According to a 2012 article, 'working holiday makers helped solve the increasing demand for labour especially seasonal labour' in agriculture and accommodation jobs, but 'with the main exception of regional agricultural work, working holiday makers do not contribute much to the reduction of skill shortages'.¹⁰⁷ Employers, especially in the agricultural and tourism sectors, strongly support the working holiday maker programme.¹⁰⁸ Employers often argue that working holiday makers are a key part of their labour force, filling jobs that the local population can or will not do.¹⁰⁹ In addition to

⁹⁸ Tan, Y., & Lester, L. H. (2012). 'Labour Market and Economic Impacts of International Working Holiday Temporary Migrants to Australia'. *Population, Space and Place*, 18(3), 359-383. doi: 10.1002/psp.674.

⁹⁹ Ibid, Tan Y, p.373.

¹⁰⁰ Ibid, Tan Y, p.367.

¹⁰¹ Robertson, S. (2014). 'Time and Temporary Migration: The Case of Temporary Graduate Workers and Working Holiday Makers in Australia'. *Journal of Ethnic and Migration Studies*, 1(1dd), 1-19. doi: 10.1080/1369183X.2013.876896.

¹⁰² Tan, Y., Richardson, S., Lester, L., Bau, T., & Sun, u. (2009). Evaluation of Australia's Working Holiday Maker (WHM) Programme: National Institute of Labour Studies.

¹⁰³ Tan, Y., & Lester, L. H. (2012). 'Labour Market and Economic Impacts of International Working Holiday Temporary Migrants to Australia'. *Population, Space and Place*, 18(3), 359-383. doi: 10.1002/psp.674.

¹⁰⁴ Hanson, J., & Bell, M. (2007). 'Harvest trails in Australia: Patterns of seasonal migration in the fruit and vegetable industry'. *Journal of Rural Studies*, 23(1), 101-117. doi: http://dx.doi.org/10.1016/j.jrurstud.2006.05.001.

¹⁰⁵ Jarvis, J., & Peel, V. (2013). 'Tourists for hire: International working holidaymakers in a work based destination in regional Australia'. *Tourism Management*, 37(0), 114-124. doi: http://dx.doi.org/10.1016/j.tourman.2012.10.014.

¹⁰⁶ Ruhanen, L. (2010). 'Working while travelling: tourism development opportunities for agricultural regions'. *Tourism Management*, 58(2), 173-184.

¹⁰⁷ Tan, Y., Op Cit, p.374,375.

¹⁰⁸ Morrison, K. (2013). 'Backpackers help boost regional growth'. *Government News*, 33(2), 42.

¹⁰⁹ Tan, Y., Op Cit, p.372.

government programmes designed to help connect working holiday makers with employers, some employers themselves have established 'a harvest trail' which facilitates and encourages worker movement from one location to the next.¹¹⁰ Tourism and work 'circuits,' whether official like the Harvest Trail Circuit or unofficial, and tourism 'associated with 'budget travel,' have significantly influenced the itineraries of travellers'.¹¹¹

According to the 2008 working holiday maker survey, while 78.3% choose to spend time in an urban area as their first destination, most have a strong tendency to move from urban to regional areas, likely drawn by employment opportunities.^{112,113} The places working holiday makers stay in Australia are mostly on the coastal fringe, particularly on the east coast. Clusters at Alice Springs and Katherine are also notable,¹¹⁴ reflecting the motivation of visiting the outback among backpackers.

Research published since the introduction of the 'specified work' policy highlights that working holiday makers in search of employment travel to regional and rural destinations within Australia that are visited relatively little by backpackers and other tourists who are not looking for work.^{115,116,117,118} Because working holiday makers are working they also tend to stay longer in those regional areas than other tourists would, and this provides potential for growth in those places, the opportunity exists for these communities to value-add to the backpackers' stay in the region by providing small, low-cost activities which are unique to the region.¹¹⁹

The 2008 working holiday maker survey revealed that overall, hostels (37.8%) and share housing (20%) were the two most common accommodation types. Hostels and caravan park/campsites are most commonly utilised in rural areas and frequently closely connected with harvest offices. Employer accommodation is also much more frequently used in rural (10.2%) than urban (1.9%) areas.¹²⁰

¹¹⁰ Hanson, J., & Bell, M. (2007). 'Harvest trails in Australia: Patterns of seasonal migration in the fruit and vegetable industry'. *Journal of Rural Studies*, 23(1), 101-117. doi: <http://dx.doi.org/10.1016/j.jrurstud.2006.05.001>

¹¹¹ Allon, F., Anderson, K., & Bushell, R. (2008). 'Mutant Mobilities: Backpacker Tourism in 'Global' Sydney'. *Mobilities*, 3(1), 73-94. doi: 10.1080/17450100701797323.

¹¹² Tan, Y, Op Cit, p.367.

¹¹³ Tan et al. 2009, Op Cit.

¹¹⁴ Tan, Y., Richardson, S., Lester, L., Bau, T., & Sun, u. (2009). *Evaluation of Australia's Working Holiday Maker (WHM) Programme*. National Institute of Labour Studies.

¹¹⁵ Argent, N., & Tonts, M. (2015). 'A Multicultural and Multifunctional Countryside? International Labour Migration and Australia's Productivist Heartlands'. *Population, Space and Place*, 21(2), 140-156. doi: 10.1002/psp.1812.

¹¹⁶ Hanson, J., & Bell, M. (2007). 'Harvest trails in Australia: Patterns of seasonal migration in the fruit and vegetable industry'. *Journal of Rural Studies*, 23(1), 101-117. doi: <http://dx.doi.org/10.1016/j.jrurstud.2006.05.001>.

¹¹⁷ Jarvis, J., & Peel, V. (2013). 'Tourists for hire: International working holidaymakers in a work based destination in regional Australia'. *Tourism Management*, 37(0), 114-124. doi: <http://dx.doi.org/10.1016/j.tourman.2012.10.014>.

¹¹⁸ Ruhanen, L. (2010). 'Working while travelling: tourism development opportunities for agricultural regions'. *Tourism Management*, 58(2), 173-184.

¹¹⁹ Ibid, p. 181.

¹²⁰ Tan, Y Op Cit, p.68.

According to the 2008 survey, 73.5% of working holiday makers planned to return to Australia within five years for "holiday/travel" (35.8%); to "visit friends/relatives" (35.8%); and to live here (17.7%).¹²¹ The majority (68.6%) of working holiday makers reported forming a 'mainly positive' impression of Australia through their visit¹²² and according to the 2008 working holiday maker survey, 95% would recommend a working holiday maker experience in Australia to others.

Temporary skilled workers

Characteristics

Temporary skilled workers to Australia include workers using the:

- Temporary Work (Short Stay) subclass 400 visa (the majority of growth was due to the introduction of this visa in 2013)
- Temporary Work (Long Stay) subclass 401 visa
- Training and Research subclass 402 visa
- Temporary Work (Skilled) subclass 457 visa (most research and data relates to this subclass).

The growth in the number of temporary skilled workers, notably those on 457 visas, is a key feature of Australia's recent migration experience. The Temporary Work (Skilled) subclass 457 visa programme has historically grown since its inception and 457 holders comprise about 1% of the total labour force in Australia.¹²³ It is an uncapped, employer demand-driven category, with a focus on skills shortages, which has shaped migration policy in recent years. Under the subclass 457 visa, migrants must have a job before they arrive.¹²⁴

For the period 2010–11 to 2014–15 the greatest drivers of subclass 457 visa-based temporary migration were the service, accommodation and food; information media and telecommunications; professional scientific and technical; health care and social assistance; and construction industries.

Most 457 workers are 25–29 (34%), or 30–34 years old (34%); and for the period 2010–12, males comprised 57%, and females 43%, of the Australian subclass 457 visa intake.

The UK was the top source country of Australia's 457 workers over the period from 2010 to 2012; in 2013 to 2014 India became the dominant source and China moved into third place over Ireland. As of 2014–15, other countries in the 'top ten' are the USA, the Philippines, South Korea, Canada, France and Italy.

¹²¹ Ibid, p. 84.

¹²² Ibid, p. 83.

¹²³ MCA. (2013). *More than temporary: Australia's 457 visa programme*.

¹²⁴ Hugo, G. (2014a). 'Skilled Migration in Australia'. *Policy and Practice*. 23(4), 375-396.

One increasingly important source of temporary 457 visa workers is temporary residents who extend their stay by transitioning from various temporary visas including student visas, Temporary Graduate subclass 485 visas, or Working Holiday subclass 417 visas.

Reasons for choosing Australia

The 2012 government survey of 457 visa holders indicated three main reasons workers applied for 457 visas: to gain experience and improve career prospects (48%); their transfer was organised by their employer (39%); or to live in Australia or gain permanent residence there (48%).¹²⁵

Inter-company transfers (an employee transferring from one arm of a business to another arm of the same business, based in Australia) are a relatively small but significant component of the Temporary Work (Skilled) subclass 457 visa temporary migrant intake to Australia. Those on high to very high salaries were more likely to have either had their transfer organised by their employer, have been offered a transfer, or to have visited Australia previously, than those on lower incomes.¹²⁶

There are differences between those from MESC, who considered beaches, lifestyle and climate, compared to non-main English-speaking countries (NMESC), who are more likely to consider job opportunities a significant issue. Factors more likely to influence visa applications by those from NMESC than MESC were previous study in Australia, better pay and conditions, and the quality of training.¹²⁷ The mining boom has drawn many migrant workers to regional areas.¹²⁸ The majority (71%) of 457 visa holders planned to seek PR in Australia after the expiration of their visas.¹²⁹

Pathways to Australia

Approximately 40% of 457 holders used an immigration broker. Several recent major reviews and unions have also raised concerns about insufficient information, insufficient training, communication problems and fees charged.¹³⁰

Following a recommendation by the 2008 federal *Visa Subclass 457 Integrity Review* (the *Deegan Report*), an English language proficiency requirement was introduced to the Temporary (Skilled) subclass 457 visa in 2007 to better ensure (at least primary) visa holders would be able to understand workplace health and safety rules, the terms and conditions of employment and their workplace rights, and would be in a better position to negotiate with their employer over these or to

¹²⁵ DIBP. (2013a). *Filling the gaps: findings from the 2012 survey of subclass 457 employers & employees*. Canberra, Australia.

¹²⁶ Ibid, p. 21.

¹²⁷ Ibid, p. 21.

¹²⁸ Khoo, S.E., McDonald, P., & Hugo, G. (2009). 'Skilled Temporary Migration from Asia-Pacific Countries to Australia'. *Asian and Pacific Migration Journal*, 18(2), 255-281. doi: 10.1177/011719680901800204.

¹²⁹ MCA. (2013). *More than temporary: Australia's 457 visa programme*.

¹³⁰ Toh, S., & Quinlan, M. (2009). 'Safeguarding the global contingent workforce? Guestworkers in Australia'. *International Journal of Manpower*, 30(5), 453-471. doi: 10.1108/01437720910977652.

report concerns to the authorities; to enable skill and knowledge transfer to Australian employees; and to enable better participation in social and cultural life.¹³¹ Poor English skills arguably leave 457 visa holders vulnerable to exploitation by their employers.¹³²

In order to be successful in the transition to a permanent visa, a 457 visa worker must receive a letter of recommendation from their employer to support their application. Research with migrant teachers on 457 visas found that a number of migrant teachers reported that this arrangement placed them in a subservient position to their principal that they felt was sometimes exploited by employers.¹³³

Qualifications recognition

There is little research into the previous work experience of 457 visa holders or into their educational qualifications. The non-recognition of qualifications and resulting employment below a worker's actual skill level is an issue in temporary migration.^{134,135,136} Employers of 457 visa holders cite the difficulty of aligning overseas qualifications with Australian frameworks, and that this is easier for MESC with similar education systems, including the UK, compared to NMESC.¹³⁷ The rise in recent years of 457 visa holders from countries such as India may in part be driven by the increasing number of foreign nationals from these countries who have qualifications gained in western education systems. Approximately one-in-eight (12%) 457 visa holders applied because they had previously studied in Australia,¹³⁸ while 84% of employers said that a recognised qualification was a factor they considered when recruiting 457 visa workers.¹³⁹ In contrast, visa-holders' spouses reported experiencing difficulty having their non-Australian qualifications recognised by prospective employers who — unlike for primary visa holders in whom they invested in bringing them into the country — may not be willing to invest time or effort in understanding unfamiliar qualifications.¹⁴⁰

¹³¹ Deegan, B. (2008). *Visa subclass 457 Integrity Review Final Report*.

¹³² Toner, P., & Wolley, R. (2008). 'Temporary migration and skills formation in the trades: a provisional assessment'. *People and Place*, 16(3), 47-57.

¹³³ Reid, C., Collins, J. and Singh, M. (2014). *Global Teachers, Australian Perspectives: Goodbye Mr Chips, Hello Ms Banerjee*, Springer Press, Singapore, 56-57.

¹³⁴ Hugo, G. (2014a). 'Skilled Migration in Australia'. *Policy and Practice*. 23(4), 375-396.

¹³⁵ Mattoo, A., Neagu, I. C., & Özden, Ç. (2008). 'Brain waste? Educated immigrants in the US labor market'. *Journal of Development Economics*, 87(2), 255-269. doi: <http://dx.doi.org/10.1016/j.jdeveco.2007.05.001>.

¹³⁶ Shinnaoui, D., & Narchal, R. (2010). 'Brain Gain to Brain Waste: Individual Biases, Prejudice, and Discounting of Migrant Skills'. *Journal of International Migration and Integration/Revue de l'integration et de la migration internationale*, 11(4), 423-437. doi: 10.1007/s12134-010-0151-7.

¹³⁷ Khoo, S.-E., Voigt-Graf, C., McDonald, P., & Hugo, G. (2007). 'Temporary Skilled Migration to Australia: Employers' Perspectives'. *International Migration*, 45(4), 175-201. doi: 10.1111/j.1468-2435.2007.00423.

¹³⁸ DIBP. (2013a). *Filling the gaps: findings from the 2012 survey of subclass 457 employers & employees*. Canberra, Australia.

¹³⁹ Ibid, p. 49.

¹⁴⁰ Bahn, S. (2014b). 'Migrant workers on temporary 457 visas working in Australia: implications for human resource management'. *Asia Pacific Journal of Human Resources*, 52(1), 77-92. doi: 10.1111/1744-7941.12018.

Experiences in Australia

It has been reported that some temporary residents on 457 visas experience a negative response to their workplace abilities primarily because their accent is different.¹⁴¹ In 2012, 18.4% of 457 visa holders from NMESC reported experiencing discrimination because of their 'skin colour, ethnic origin or religious beliefs'.¹⁴²

Submissions to the *Deegan Report* provided 'numerous examples of the exploitation of workers', including a lack of overtime payments; working longer hours than Australian co-workers; limited access to sick leave and the threat of firing if the visa holder takes it; being fired because of pregnancy; being fired for taking carer's leave; sexual harassment; and being overcharged rent and other costs by the employer.¹⁴³ Research from the Western Australian resource sector suggests that Australian workers may be subjected to pressure to accept longer hours and reduced working conditions as a result of the subclass 457 visa scheme.¹⁴⁴

However, figures published in 2013 show that 88% of workers on 457 visas were satisfied with their relationship with their employer, and three-quarters (76%) were satisfied, or very satisfied, with their level of earnings.¹⁴⁵ Employer satisfaction rates are also high, with 85% to 88% of employers satisfied, or very satisfied, with the programme.¹⁴⁶ Only 5% of 457 visa holders felt that their employers were not meeting their obligations, with concerns around agreements not being honoured, living away from home allowances not paid, being over-worked, and feeling restricted in their ability to leave.¹⁴⁷ Two-thirds of employers rated their 457 and Australian employees equally.¹⁴⁸

Workers' and their families' experiences of the local area in which they lived influenced their decisions to stay in a particular job, and their intentions about permanent settlement in Australia. The most favoured aspects were proximity to the city (28%); ease of movement/transport (25%); and quiet/peacefulness (25%). Cost of living was the most problematic factor.¹⁴⁹

Separation from friends and family can be a major source of stress and unhappiness for temporary skilled migrants.¹⁵⁰ Personal employment prospects, social networks, and lifestyle are significant

¹⁴¹ Reid, C., Collins, J. and Singh, M. (2014). *Global Teachers, Australian Perspectives: Goodbye Mr Chips, Hello Ms Banerjee*. Springer Press, Singapore.

¹⁴² MCA. (2013). *More than temporary: Australia's 457 visa programme*, p. 5.

¹⁴³ Deegan, B. (2008). *Visa subclass 457 Integrity Review Final Report*.

¹⁴⁴ Bahn, S. (2013). 'Workers of 457 Visas: Evidence from the Western Australian Resources Sector'. *ABL*, 39(2), 34-58.

¹⁴⁵ MCA. (2013). *More than temporary: Australia's 457 visa programme*.

¹⁴⁶ *Ibid*, p.16.

¹⁴⁷ *Ibid*, p.13.

¹⁴⁸ DIBP. (2013a). *Filling the gaps: findings from the 2012 survey of subclass 457 employers & employees*. Canberra, Australia.

¹⁴⁹ *Ibid*, p.34.

¹⁵⁰ Bahn, S. (2014a). Managing the well-being of temporary skilled migrants. *The International Journal of Human Resource Management*(November), 1-19. doi: 10.1080/09585192.2014.971849.

factors in shaping intentions to stay in Australia.¹⁵¹ The intention to stay in Australia was also significantly influenced by whether or not the visa holder's spouse/partner was able to find employment.¹⁵² The main reasons those from less developed countries wanted to remain in Australia were, 'better employment opportunities, higher salary, promotion, and that it was good for their children', as well as dissatisfaction with economic and social conditions in their home country.^{153,154} In contrast, those from developed nations were more likely to cite 'lifestyle preference'.¹⁵⁵

Easy access to skilled temporary migrant workers may have a negative impact on investment in education and training in Australia,¹⁵⁶ with the assumption that foreign workers will fill any skills shortages in the local workforce. Three-quarters (76%) of 457 visa holders train other workers while in Australia.^{157,158} The scheme thus increases the human capital of local workers as well as addressing skills shortages through the work of 457 visa holders directly.

A review of reports into the 457 visa programme since its inception revealed five ongoing key policy areas: training local workers; reducing red-tape and streamlining visa processing; safeguarding local employment conditions; the skill level of occupations which are eligible; and protection of visa holders.¹⁵⁹

Given the high proportion of 457 visa holders who plan to seek PR in Australia, the high-level of employer and employee satisfaction and the approach to workforce planning, it is clear that the programme is becoming more than a temporary stop-gap for local skills shortages and a renewed focus on long-term nation-building in immigration policy is needed.¹⁶⁰

The contributions they make to Australian life and society outside the economic sphere have been little studied, a point which has been variously raised in previous reports.¹⁶¹ Further work on the social experiences of 457 holders should include the experiences of partners and children as well as

¹⁵¹ Khoo, S.E., Hugo, G., & McDonald, P. (2008). 'Which Skilled Temporary Migrants Become Permanent Residents and Why?' *International Migration Review*, 42(1), 193-226. doi: 10.2307/27645720.

¹⁵² MCA, Op Cit, p.29.

¹⁵³ Khoo et al., Op Cit, p.212.

¹⁵⁴ Khoo, S.E., McDonald, P., & Hugo, G. (2009). 'Skilled Temporary Migration from Asia-Pacific Countries to Australia'. *Asian and Pacific Migration Journal*, 18(2), 255-281. doi: 10.1177/011719680901800204.

¹⁵⁵ Khoo et al., Op Cit, p.212.

¹⁵⁶ Hugo, G. (2006). 'Temporary Migration and the Labour Market in Australia'. *Australian Geographer*, 37(2), 211-231. doi: 10.1080/00049180600672359.

¹⁵⁷ DIBP. (2013a). *Filling the gaps: findings from the 2012 survey of subclass 457 employers & employees*. Canberra, Australia.

¹⁵⁸ MCA, Op Cit, p.22.

¹⁵⁹ DIBP. (2014a). *457 Programme: Analysis of Reviews and Inquiries*. Canberra, Australia.

¹⁶⁰ MCA. (2013). *More than temporary: Australia's 457 visa programme*.

¹⁶¹ Bahn, S., Barratt-Pugh, L., & Yap, G. (2012). 'The Employment of Skilled Migrants on Temporary 457 Visas in Australia: Emerging Issues'. *Labour & Industry: a journal of the social and economic relations of work*, 22(4), 379-398. doi: 10.1080/10301763.2012.10669447.

workers themselves, especially given that family members are able to participate in work and study fully while in Australia.¹⁶²

The most recent in-depth, large-scale survey was conducted in mid-2012 for the then Department of Immigration and Citizenship. Most research focuses on primary visa holders — 457 workers and employers who were successful in their applications and their experiences. Little research has been undertaken of those who have been unsuccessful in obtaining a visa, or secondary visa holders such as spouses.

Policy implications

One of the key policy issues related to temporary migration is the extent to which temporary residents are in fact temporary.¹⁶³ According to estimates 62 700 temporary residents whose visas had either expired or been cancelled were still living (illegally) in Australia in June 2013, a 3% increase on the previous year. However, it appears that most temporary entrants in Australia are indeed temporary and either leave Australia when their visas expire, or successfully apply on-shore for other temporary visa subclasses or for PR. In 2012–2013 temporary resident visa over-stayers represented just 1% of the annual temporary resident intake and the vast majority of visa over-stayers were those who entered under visitor visas (43 501 individuals, representing 71% of temporary entrants who were in Australian unlawfully that year).¹⁶⁴

A better understanding of the processes of (international) circular migration (multiple movements between Australia and other countries) and 'visa transition' (between visa subclasses within Australia) is needed as it has important implications for immigration policy. Recent research increasingly recognises the complexities of contemporary global migration which result, in part, from the move towards temporary migration schemes in traditional settler immigration countries such as Australia. International students and working holiday makers often seek sponsorship under the 457 visa programme with the ultimate aim of PR in Australia.

Another key challenge for immigration policy in Australia, as in other countries, relates to the time-lag inherent in global mobility of people. The strength of temporary migration that is uncapped and demand- and employer-driven is that this fine-tunes the way that international labour can fill national labour market shortages. However, a number of time lags are inherent: between setting annual policy objectives and visa arrangements on the one hand, and the future demand for particular cohorts of migrants on the other; between current employer-driven demand for migrants of particular skills and human capital, and the state of the economy when migrants actually arrive; and between the courses international students enrol in, and the demand for particular skill needs in the future.

¹⁶² MCA, Op Cit, p.27.

¹⁶³ Basok, T. (2000). 'He Came, He Saw, He...Stayed. Guest Worker Programmes and the Issue of Non-Return'. *International Migration* 38 (2), pp. 215-238.

¹⁶⁴ OECD. (2014). *SOPEMI: International Migration Outlook 2014*. Paris OECD Publishing.

According to the OECD, 'a dynamic migration management system as well as an adaptable and flexible integration framework' is necessary for governments in the twenty-first century.¹⁶⁵ It highlights conflicting short- and long-term considerations, 'conflicting objectives', and global uncertainties as key factors that any national migration policy must grapple with.¹⁶⁶

Abella¹⁶⁷ identifies the elements needed to make temporary migration programmes (TMPs) work. They include: proper management of labour demand; combining long-term forecast of supply deficits with practical methods for responding to current demands of industry; transparency of the admissions criteria for selection and length of approval process; recognition of qualifications to enhance utilisation of migrants' skills; cooperation between origin and destination countries especially in supervising recruitment and employment; protection of the fundamental rights of the migrant workers; flexibility in determining periods of stay to allow for differences in the type of work to be performed and conditions in the labour market; allowing for change of employers within certain limits; and avoiding creating conditions (i.e. imposing forced savings schemes, employment of cheap labour through trainee schemes) which will motivate migrants to opt for irregular status.

Goldin and others¹⁶⁸ advocate for expanded TMPs as a way of bringing more global migrants under the protection of law in their host countries. They argue that 'the resurrection of TMPs should include pathways for workers to establish PR and even citizenship. They should also involve language and skills training that will enable those workers who stay to integrate into society.' This has been done in Australia, with many temporary entrants transferring to PR.

Further research

Student visas have been more thoroughly researched compared to research into temporary skilled migration and working holiday visas.

In addition, research into the three main categories of temporary migration — the Working Holiday Maker Programme, the student visa programme and the skilled temporary work programme — tends to concentrate on the visa subclasses that are most numerous, and often ignores other visa subclasses. In the student visa programme, most research concentrated on the Higher Education subclass 573 visa and the Postgraduate Research subclass 574 visa. More research is needed into temporary entrants under the Independent ELICOS subclass 570 visa, the Vocational Education and Training subclass 572 visa, the Non-Award subclass 575 visa, the Temporary Graduate subclass

¹⁶⁵ Ibid, p.11.

¹⁶⁶ Ibid, p.10.

¹⁶⁷ Abella, M. (2006). Policies and Best Practices for Management of Temporary Migration. *International Symposium on International Migration and Development, Population Division, Department of Economic and Social Affairs, United Nations Secretariat, Turin, Italy, 28-30 June.* www.un.org/esa/population/migration/turin/.../P03_SYMP_Abella.pdf, p53.

¹⁶⁸ Goldin, I., Cameron, G. and Balarajan, M. (2011). *Exceptional People: How Migration Shaped Our World and Will Define Our Future*, Princeton University Press, Princeton and Oxford. p278.

485 visa and the Skilled — Recognised Graduate subclass 476 visa. Research on the Working Holiday Maker Programme generally concentrates on the Working Holiday subclass 417 visa and ignores the much smaller Work and Holiday subclass 462 visa. Similarly research on the temporary skilled workers programme focusses on the Temporary Work (Skilled) subclass 457 visa and relatively ignores those who enter under other temporary activity visas, such as the Temporary Work (Short Stay) subclass 400 visa, the Temporary Work (Long Stay) subclass 401 visa, or the Training and Research subclass 402 visa.

In addition, the literature review identified the following key gaps and areas for further research:

- The extent to which temporary residents overstay their visas, in particular research that identifies 457 visa holder and working holiday maker over-stayers to verify the integrity of the temporary migration programme and to confirm that temporary residents do leave when their temporary visas expire.
- The extent to which temporary residents are placed in precarious work environments and relationships, including health and safety risks that are associated with such employment. Reports of alleged incidences of racial abuse, violence and exploitation by unscrupulous migration or labour hire agents, by landlords and by employers undermines the valuable reputation of Australia as a safe destination and threatens the integrity of the Australian temporary migration programme.
- Drivers and factors for why Australia is chosen as a destination. We do know that Australia is in competition with North American and European countries for temporary residents, particularly international students and skilled workers. Further research into the decision-making processes of, and influences on, temporary residents and their families would strengthen Australia's competitive advantage in this regard.
- The pre- and post-migration experiences of temporary residents would also strengthen Australia's advantage in the global competition for temporary residents.
- The experiences of temporary residents who transition from one temporary visa to another, and who transition from temporary visas to PR. In many ways one of the strengths of the increasing emphasis in Australian immigration policy on temporary migration is to offer more options and flexibility for an increasingly mobile global workforce and the benefits that tapping into this would bring to the Australian economy; however, some evidence suggests that many migrants who enter Australia on temporary visas intend to stay and apply for PR. These migrants could also benefit Australia, and more investigation of these factors could help develop an understanding of mobility drivers.
- The economic impact of temporary residents, including a better understanding of the work experiences of working holiday makers and international students. This would include information on the funds international students bring with them, their income earned in Australia, and their spending patterns. Moreover, a better understanding about the 'social brokers', such as migration agents, labour hire firms and ethnic community networks and the like, who temporary residents utilise to facilitate their Australian temporary migration journey from beginning to end would be valuable in this regard.

- The economic and social experiences and impact of temporary residents in regional and rural areas.
- The gender aspects of temporary migration. While the majority of temporary residents on subclass 457 visas, working holiday maker, or international student visas are male, females generally comprise about 40% of these cohorts. Many published studies do not identify or explore sufficiently the gender aspects of their research.
- The social experiences of temporary residents in Australia at work, at study and in the community, including the nature of the social interactions and their co-ethnic community (neighbours, fellow workers and students). This research is important because Australia's reputation as a place to work and live is on the line and is constantly being affirmed or challenged in the electronic media highways carrying the communications between temporary residents in Australia and their social network of friends and family around the globe. The continued positive economic contribution of Australia's temporary residents is dependent on positive social experiences.
- The onshore and transnational networks that temporary residents draw on prior to, during and after entering Australia on a temporary visa. To establish an understanding of the way in which emigration decisions are embedded in transnational social networks of family, friends and colleagues could lead to more effective strategies to attract temporary residents to Australia and away from our major international competitors. Part of this research would focus on the role on the Internet and social media in the decision making process of temporary residents and their families.
- The role of co-ethnic migration brokers and co-ethnic entrepreneurs, whose businesses are embedded in the global movement of members of their diasporic communities. These businesses assist temporary residents to find out what is available in Australia; how to negotiate the bureaucratic processes; how to find jobs or choose universities and accommodation once in Australia; and how to travel here. Their websites are key communication channels that temporary residents and their families and global diasporic communities trawl in the decision making process of not just whether to become a temporary migrant in Australia but also under what specific visa to settle in what particular city and town and what university to attend or employer to approach.

5. Survey of temporary residents

This chapter presents the findings from the temporary resident survey, including temporary residents still in Australia (and on the visa listed in the DIBP database) and temporary residents who had been in Australia during the specified period — 1 May 2014 to 30 April 2015 — but had since left the country.

Visa holder profile

This section profiles temporary residents in terms of their visa subclass and visa history, demographics and other relevant characteristics including self-reported English language ability and highest level of education. This is based on survey data or data provided in the DIBP database (as noted for each table). The analysis is based on weighted data for all temporary residents who completed the survey/relevant question, unless otherwise stated.

Visa subclass

More than half (56%) of the in-scope temporary visa holders were either working holiday makers on subclass 417 visas (35%) or students on Higher Education Sector subclass 573 visas (21%). The next most common subclasses were the Temporary Work (Skilled) subclass 457 visa (8%), the Vocational Education and Training Sector subclass 572 visa (7%), and Temporary Work (Short Stay) subclass 400 (7%) visas.

In line with the temporary resident population profile for this time period (and the weighting scheme), each of the visa groups surveyed was dominated by one or two visa subclasses, as shown in Table 11. For example, 96% of working holiday makers were on subclass 417 visas and more than half (53%) of secondary visa holders were in Australia on sponsored visas (as the dependent spouse/partner/ other family member).

Table 11: Visa subclass

	Percentage of total %	Percentage of group %
Students		
Independent ELICOS Sector subclass 570	4	10
Vocational Education and Training Sector subclass 572	7	20
Higher Education Sector subclass 573	21	58
Postgraduate Research Sector subclass 574	1	3
Non Award Sector subclass 575	4	10
Graduates		
Temporary Graduate subclass 485	2	93
Skilled — Recognised Graduate subclass 476	0	7
Working holiday makers		
Working Holiday subclass 417	35	96

	Percentage of total %	Percentage of group %
Work and Holiday subclass 462	2	4
Sponsored		
Temporary Work (Long Stay) subclass 401	0	2
Training and Research subclass 402	1	6
Temporary Work (Skilled) subclass 457	8	48
Temporary Work (Short Stay) subclass 400	7	44
Secondary		
Secondary students	3	40
Secondary graduates	1	7
Secondary sponsored	4	53
<i>Unweighted (n)</i>	<i>(4908)</i>	<i>(4908)</i>
Visa subclass: sample Unweighted base: n=4908 <i>all temporary residents</i>		

Previous visas

Overall, 59% of temporary residents had previously held at least one Australian visa prior to their current/most recent visa. This differed between visa groups, as follows:

- Students — 70% had previously held a visa (59% of these had held two or more visas)
- Graduates — 95% had previously held a visa (73% of these had held two or more visas)
- Working holiday makers — 33% had previously held a visa (22% of these had held two or more visas)
- Sponsored visa holders — 71% had previously held a visa (65% of these had held two or more visas and 15% had held 5 or more)
- Secondary visa holders — 89% had previously held a visa (69% of these had held two or more).

Among those who had held another Australian visa in the past, the previous visa held was most commonly in the same category as their current visa (e.g. 68% of students who had held an Australian visa in the past, had previously held a student visa). Graduates were the exception — as would be expected, almost all (99%) graduates had held a student visa in the past.

It was not uncommon for sponsored visa holders to have previously held a student (15%) and/or a working holiday maker visa (21%). More than half (56%) of the sponsored visa holders had held an Australia tourist visa in the past, suggesting that they had visited the country to inform their decision about whether or not to move to Australia, or that a visit as a tourist prompted them to pursue such a move.

Table 12: Previous visas held, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Sponsored	1	1	0	34	13	9
Student	68	99	5	15	47	43
WHM	14	5	61	21	30	27
Graduate	2	0	1	3	5	2
Tourist	41	18	43	56	45	44
<i>Unweighted (n)</i>	<i>(1096)</i>	<i>(279)</i>	<i>(502)</i>	<i>(926)</i>	<i>(269)</i>	<i>(3072)</i>
Previous visas held: sample						
Unweighted base: n=3072 <i>all temporary residents who had held one or more Australian visas previously</i>						

Time spent in Australia

As noted, to be included in the survey, temporary visa holders:

- had entered Australia between 1 May 2014 and 30 April 2015, having been granted an offshore visa
- or were already onshore when they were granted their current/most recent visa and were granted that visa between 1 May 2014 and 30 April 2015.¹⁶⁹

This means at the time the survey was conducted in September 2015 the total length of time spent in Australia (this visit) may have varied considerably. Those granted an offshore visa — most working holiday makers and sponsored visa holders — could have been in Australia for a maximum of 16 months on their current/most recent visit, while those granted an onshore visa could have been in Australia for longer on previous visas.

Overall, around one-quarter (27%) of the temporary residents surveyed were still in Australia and had been granted a visa onshore, meaning that they had been in Australia for a *minimum* of around 4.5 months (May 2015 to mid-September 2015). This applied to the vast majority of graduates (87%), over half (59%) of the secondary visa holders and around four-in-ten (38%) students, but only one-quarter (24%) of sponsored visa holders, and 8% of working holiday makers.

¹⁶⁹ Approximately one-third (35%) of all the temporary residents surveyed had been granted an onshore visa and the remaining two-thirds (65%) an offshore visa. Offshore grants were most common among working holiday makers (86%) and sponsored visa holders (73%), while onshore grants were more common among graduates (93%) and secondary visa holders (64%). There was a broadly even split among students (48% had visas granted onshore; 52% offshore).

Demographics

Among students, graduates and working holiday makers there was a broadly even gender split, but the sponsored visa subclasses were dominated by males (74%) and the secondary visa subclasses were dominated by females (60%), as shown in Table 13.

Table 13: Gender, by visa subgroup

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Female	49	47	50	26	60	46
Male	51	53	50	74	40	54
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Gender: sample						
Unweighted base: n=4908 all temporary residents						

The majority (79%) of temporary residents were aged 30 or younger, mainly as a result of the younger age profile of students, graduates and working holiday makers (the latter group must be aged 30 or younger when they apply for the visa). Sponsored and secondary visa holders had a slightly older profile, although the majority (74% and 86% respectively) were nevertheless, aged 40 or younger, as shown in Table 14.

Table 14: Age, by visa subgroup

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
18–24	58	25	50	8	12	42
25–30	29	62	45	30	39	37
31–40	12	12	6	36	35	15
41–50	1	1	NA	16	10	4
51–60	0	0	NA	8	3	2
61+	0	0	NA	2	1	0
<i>18–30 (net)</i>	<i>87</i>	<i>87</i>	<i>94</i>	<i>38</i>	<i>51</i>	<i>79</i>
<i>18–40 (net)</i>	<i>98</i>	<i>99</i>	<i>100</i>	<i>74</i>	<i>86</i>	<i>94</i>
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Age (as of 1 September 2015) calculated from date of birth in sample						
Unweighted base: n=4908 all temporary residents						

Over half (55%) of the primary visa holders lived with friends or housemates whilst in Australia; 23% lived with a partner/spouse; and 13% lived with children, siblings, parents or other family, including 5% who lived with children (including adult children). Around one-in-six (16%) lived alone.

Working holiday makers and students were most likely to live with friends or housemates (66% and 58% respectively). Relatively high proportions of students and graduates lived with relatives (11% and 15% respectively), while sponsored workers were the group most likely to live alone (34%).

Table 15: Household composition, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Total %
Live with other people (e.g. friends, housemates, colleagues)	58	45	66	27	55
Live alone	15	17	9	34	16
Live with a partner/spouse	18	31	25	30	23
Live with other relatives (parents, siblings, extended family)	11	15	7	3	8
Live with a child (including adult children)	5	7	2	10	5
Financially responsible for a child who does not live in household	0	1	0	1	0
Other living arrangement (specify)	3	0	6	10	6
Prefer not to say	1	1	1	1	1
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(4608)</i>
Q41. Do you currently/for the majority of time you were in Australia on your XX visa did you...?					
Unweighted base: n=4608 all temporary residents who were primary visa holders					

For those primary visa holders living with a partner or spouse, four-in-ten (41%) said their partner was on a separate temporary visa; while one-in-five (20%) were living with a spouse/partner who was an Australian citizen, which was particularly common among working holiday makers (24%).

Three-in-ten (29%) said their partner was in Australia as a secondary visa holder on their visa. This means that 7% of all of the primary visa holders surveyed were living with a partner who was a secondary visa holder on their visa — this applied to 6% of students, 16% of graduates and 19% of sponsored visa holders (not shown in table).

Table 16: Partner/spouse's visa status, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Total %
Secondary visa holder, on my visa	34	51	4 ¹⁷⁰	65	29
On their own (separate) temporary visa	33	20	61	14	41
Between visas/on a bridging visa	2	2	0	1	1
Australian Permanent Resident	4	1	4	2	3
Australian Citizen	21	16	24	12	20
Don't know	0	0	2	2	1
Something else	3	7	4	4	4
I'd prefer not to say	2	3	1	1	1
<i>Unweighted (n)</i>	<i>(347)</i>	<i>(106)</i>	<i>(380)</i>	<i>(413)</i>	<i>(1246)</i>
Q43. What is your partner/spouse's visa status? /For the majority of the time you were living in Australia on your visa, what was your partners/spouse's visa status?					
Unweighted base: n=1246 all temporary residents who were primary visa holders who lived with a partner/spouse					

¹⁷⁰ This is an anomaly in the data, as working holiday makers are not permitted to bring partners or family members to Australia on their visa.

Of those primary visa holders who lived with their partner/spouse, the majority (71%) said their partner was employed, but one-quarter (24%) had a partner who was not working, including one-in-ten (10%) who were looking for work. Graduates were the group most likely to be living with a partner who was looking for employment (18%), while having a partner who worked part-time was more common among students (16%), as shown in Table 17.

Considering only those primary visa holders living with a partner who was a secondary visa holder on their visa, six-in-ten (59%) reported that their partner was employed (not shown in table).

Table 17: Partners' employment status, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Total %
Employed on a permanent basis — full-time	21	30	37	39	32
Employed on a permanent basis — part-time	16	9	10	9	12
Employed on a casual basis	28	29	33	13	27
Not employed — looking for work	11	18	7	12	10
Not employed — not looking for work	16	11	10	23	15
Retired	0	0	0	2	1
I'd prefer not to say	7	3	3	1	4
<i>Not employed (net)</i>	27	29	16	35	24
<i>Employed (net)</i>	65	68	80	61	71
<i>Unweighted (n)</i>	(347)	(106)	(380)	(413)	(1246)
Q44. And what is/was your partner/spouse's employment status?					
Unweighted base: n=1246 temporary residents who were primary visa holders who live with a partner/spouse					

Nationality and self-reported English language ability

Overall, temporary residents who participated in this survey were most commonly from the UK (13%), followed by Germany (9%) and France (7%). A total of 29% of the temporary residents surveyed were from these three countries. The top three countries were the same for working holiday makers, and half (50%) of all working holiday maker respondents were one of these three nationalities. The other visa holder groups were more dispersed in terms of nationality, but still with a skew towards one or two countries: China and Malaysia for students (12% and 10% respectively); China and India (22% and 13%) for graduates; the UK and USA for sponsored visa holders (16% and 10% respectively); and the UK for secondary visa holders (17%), as shown in Table 18.

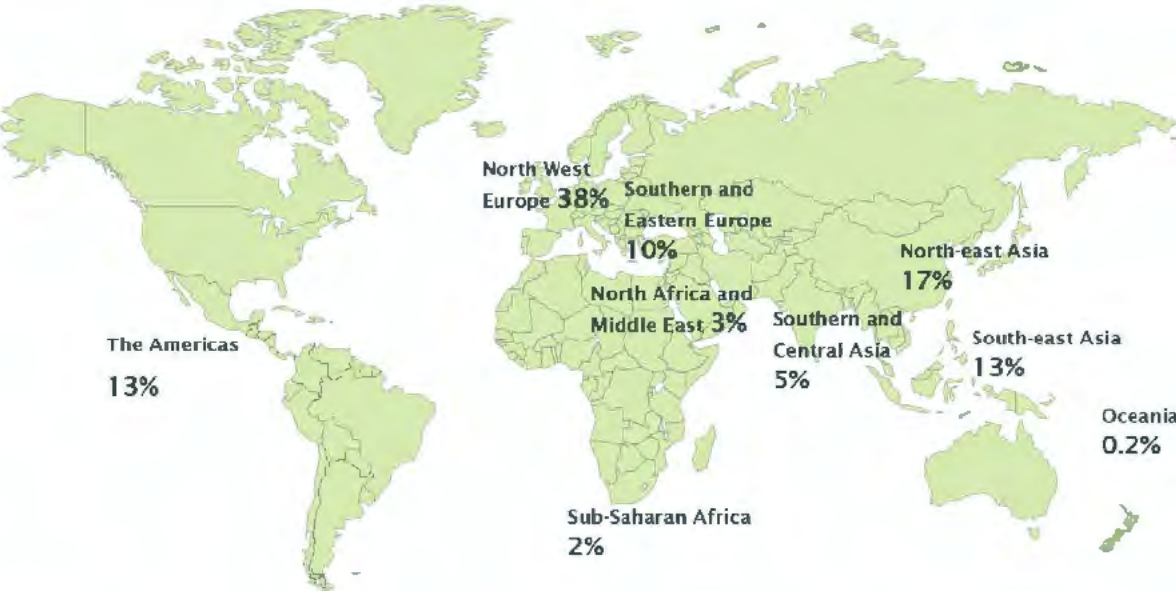
As fully detailed in the methodology section, and acknowledged as a limitation of the research, the country of origin profile for the temporary residents who completed the survey differed slightly from the temporary resident profile, with an under-representation of some countries, most notably China and India.

Table 18: Country of origin (top ten), by visa group

Total	%	Working holiday makers	%
United Kingdom	13	United Kingdom	21
Germany	9	Germany	17
France	7	France	12
China	6	Italy	8
Italy	5	Taiwan	7
USA	5	Netherlands	5
Malaysia	4	Hong Kong	5
Canada	3	Canada	5
Taiwan	3	South Korea	4
Hong Kong	3	USA	4
<i>Unweighted (n)</i>	<i>(4908)</i>	<i>Unweighted n</i>	<i>(1497)</i>
Students	%	Sponsored	%
China	12	United Kingdom	16
Malaysia	10	USA	10
Singapore	7	India	5
USA	4	France	5
South Africa	4	Germany	5
Brazil	4	Ireland	4
Italy	4	China	4
Germany	3	Canada	4
Vietnam	3	Netherlands	3
Spain	3	Italy	3
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>Unweighted (n)</i>	<i>(1270)</i>
Graduates	%	Secondary	%
China	22	United Kingdom	17
India	13	France	7
Malaysia	7	Italy	7
Philippines	6	India	6
Nepal	5	Philippines	5
Indonesia	4	Ireland	5
Vietnam	4	China	4
Pakistan	4	Brazil	3
Bangladesh	4	Nepal	3
South Korea	3	Germany	3
<i>Unweighted (n)</i>	<i>(318)</i>	<i>Unweighted (n)</i>	<i>(300)</i>
Country of origin (from passport): sample			
Unweighted base: n=4908 all temporary residents			

Looking at major country area groupings across all visa holders, 38% of temporary resident respondents originated from North-West Europe, 17% from North-East Asia, and 13% from South-East Asia.

Figure 1: Region of origin



Despite the under-representation in the final survey of some NMESC, just over three-quarters (77%) of those who completed the survey were from NMESC. Students and graduates were particularly likely to be from these countries (90% and 97% respectively), as shown in Table 19.

Table 19: MESC or NMESC nationality, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Mainly English-speaking	10	3	32	36	25	23
Non-Mainly English-speaking	90	97	68	64	75	77
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Country of origin (from passport) coded for MESC: sample						
Unweighted base: n=4908 all temporary residents						

Temporary residents were also asked to rate their own English proficiency. Overall, six-in-ten (61%) said English was their first language or that they had never had any problems with English, and three-in-ten (29%) said that they had experienced challenges at first, but now had no problems (or had no problems by the time they left Australia). As the survey was fielded in English it is to be expected that most respondents would be relatively proficient in the language. Even so, around one-in-ten (9%) said that they still had problems with English.

Students were more likely than other visa groups to say that they still had frequent or occasional problems with English (11%). The most confident English speakers were sponsored workers, with 83% saying that they had no problems with English.

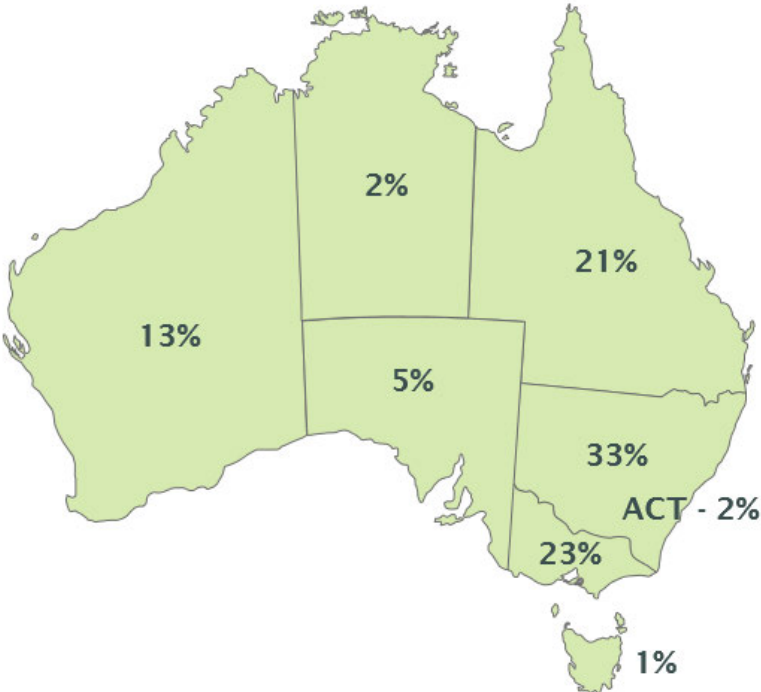
Table 20: Self-assessed English language ability, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
English is my first language	19	14	31	38	27	27
I have never had any issues	35	43	30	44	29	34
I found it challenging at first, but it is OK now	35	37	29	13	35	29
I am still having occasional problems with it	9	4	6	3	7	7
I am still having frequent problems with it	2	1	3	0	2	2
I'd prefer not to say	1	1	1	0	0	1
Don't know	0	0	1	0	0	0
<i>English is my first language/never had any issues (net)</i>	53	58	61	83	55	61
<i>Still having occasional/frequent problems (net)</i>	11	5	9	4	9	9
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Q59. Do you feel that your level of spoken English is/was adequate for your visit to Australia?						
Unweighted base: n=4908 all temporary residents						

Based on where temporary residents lived at the time the survey was conducted (if still in Australia) or where they had lived for the majority of their time in Australia (if no longer in Australia), there was a concentration of temporary residents on the east coast of Australia (reflecting the Australian population profile). Specifically, a third of temporary residents (33%) lived in New South Wales. Over a fifth lived in Victoria (23%) or Queensland (21%), and 13% lived in Western Australia, as shown in Figure 2.

In comparison to the other visa groups, graduates were more likely to have lived in Victoria (29%), while a larger proportion of working holiday makers lived in Queensland (24%). Sponsored visa holders were less likely than the other visa holder groups to have lived in Queensland (18%).

Figure 2: Residential state



Q32. And where do you/did you live?
Unweighted base: n=4882, all respondents who gave a location

Again, similar to Australia's population profile, the majority (82%) of temporary residents in Australia lived in major cities; 7% had lived in inner regional areas, and 7% in outer regional areas. Living mostly in regional or remote areas was much more common among working holiday makers (28%).

Table 21: Residential area type (for the majority of time in Australia)¹⁷¹

	Total %
Major city	82
Inner regional	7
Outer regional	7
Remote	2
Very remote	0
Other/PO boxes	2
<i>Inner or outer regional/remote (net)</i>	<i>16</i>
Q32. Where do you live/did you live for the majority of your time in Australia? Area type derived from postcode. Unweighted base: n=4712 all temporary residents who provided a postcode	

The reasons given by temporary residents for choosing to live in a particular area are discussed in the following section on decision-making.

¹⁷¹ Based on the ABS ARIA+ classifications of remoteness – see <http://www.abs.gov.au/websitedbs/D3310114.nsf/home/remoteness+structure>.

Highest education level

Overall, more than eight-in-ten (83%) temporary residents had completed at least one post-school qualification, with six-in-ten (60%) having completed a bachelor degree or above. A third (32%) had completed a postgraduate qualification. More than three-quarters (77%) of sponsored visa holders had a bachelor degree or higher, and almost six-in-ten (58%) students said they had a bachelor degree or higher, as shown in Table 22.

Table 22: Highest level of education

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
PhD	1	1	0	14	5	3
Masters degree	16	54	11	24	16	16
Post/graduate diploma/certificate	11	6	13	12	20	12
Bachelor degree	30	38	27	28	24	28
Advanced diploma	12	1	8	6	11	9
University foundation course/non-award course	6	0	5	2	4	5
Certificate I-IV or other certificate	9	0	11	5	9	9
Secondary school	9	0	14	4	5	10
None of these	1	0	2	1	0	1
Don't know/prefer not to say	4	0	9	4	6	6
<i>Bachelor degree or higher (net)</i>	58	98	51	77	65	60
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Q55. Which of the following levels of education have you completed, if any? (coded for highest level completed only)						
Unweighted base: n=4908 all temporary residents						

Of those still in Australia when the survey was conducted (n=2819), around half (48%) were part way through an Australian educational qualification. This included around 12% of sponsored visa holders; a quarter (26%) of secondary visa holders; just under half (45%) of graduates; 7% of working holiday makers; as well as 90% of those on a student visa. The latter finding indicates that 10% of students were not engaged in study at the time the survey was conducted (by September 2015).

Overall, the temporary residents who were studying in Australia were most often studying towards a bachelor degree (33%), a masters degree (26%) or a diploma/advanced diploma (13%). Students were more likely to be studying towards more advanced qualifications. For example, 76% were studying for a bachelor degree or higher, compared to 41% of sponsored visa holders, 53% of secondary visa holders and 18% of working holiday makers.

Decision-making and information sources

Temporary residents were asked a series of questions about their decision-making process and the information sources that influenced these decisions, including the decision to visit Australia; their choice of where to live; as well as the use and influence of migration/travel agents and labour hire companies.

Choice to live in Australia

The most common reasons temporary residents gave for deciding to come to Australia were Australia's features — such as beaches, climate and lifestyle (43%); that it is an English-speaking country (41%); to expand or further their career (31%); the quality of education and training (26%); and the high standard of living (22%). Almost one-in-five (17%) cited they had been driven by a desire to become citizens or permanent residents. Table 23 shows the ten most common reasons cited.

Key differences by visa group included:

- Students and graduates were most likely to report that the quality of training and education was the reason they came to Australia (54% and 52% respectively). For students this was followed by it being an English-speaking country (44%). Both groups were also more likely than other visa holders to cite citizenship or PR as a reason (20% and 29%).
- Working holiday makers were most likely to say that Australia's features attracted them to the country (58%), followed by it being English-speaking (49%).
- Sponsored workers were most likely to have come to Australia to further their career or expand their work experience (41%).
- Secondary visa holders were most likely to cite Australia's beaches, climate, lifestyle (36%) and/or their partner/spouse wanting to make the move to Australia (39% — not shown in table).

Table 23: Reason for coming to Australia (total mentions 11% or higher), by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Australia's features (such as beaches, climate, lifestyle, etc)	37	34	58	31	36	43
Australia is an English-speaking country	44	24	49	24	27	41
To further my career/expand my work experience	29	46	29	41	20	31
Quality of education/training/schools	54	52	4	11	22	26
A higher standard of living	26	42	18	19	22	22
I had friends/family in Australia	19	18	21	13	16	18
Better work conditions/pay entitlements	18	33	19	18	14	19
I hoped it might lead to PR/citizenship in Australia	20	29	15	14	18	17
More job opportunities	16	25	18	15	16	17
Poor economy/job prospects in home country	11	17	12	9	12	11
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Q35. Why did you want to come to Australia? (multiple response)						
Unweighted base: n=4908 all temporary residents						

In terms of deciding on the location where they lived for the majority of their time in Australia, temporary visa holders were most likely to have based this decision on their proximity to work (29%), followed by where their friends/family lived (25%). Other common drivers were affordable accommodation (21%); attractive features such as beaches, climate or lifestyle (20%); being close to their education provider (20%); and other practical considerations, such as being close to shops or good schools (18%), as well as safety (15%).

As might be expected, work was most often cited by sponsored visa holders (58%) and proximity to education provider was most often cited by students (49%). Affordable accommodation was particularly important to both students (24%) and graduates (30%), along with safety (20% each) and other practical reasons (22% and 28% respectively). Attractive features such as beaches, climate, and lifestyle were again, particularly important to working holiday makers (25%), as shown in Table 24.

Table 24: Reason(s) for choice of residential location (total mentions 15% or higher), by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
For work reasons/where my job was	7	24	40	58	18	29
I had friends/family who lived there	26	36	30	13	19	25
Affordable accommodation	24	30	19	15	22	21
Attractive features such as beaches, climate, lifestyle	17	10	25	18	20	20
Close to my tertiary education provider	49	17	2	2	9	20
Practical reasons such as close to shops, good schools, etc.	22	28	11	19	25	18
Believed it was a safe place	20	20	12	12	17	15
<i>For work/close to education provider (net)</i>	53	37	41	60	25	47
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Q34. What was the main reason(s) you chose to live in that area?						
Unweighted base: n=4908 all temporary residents						

Among temporary residents living in major cities work or proximity to education provider was cited by only 44%, but this increased to 63% among those in regional areas, 80% among those in remote areas and 92% among those in very remote areas — although the latter percentage is only indicative due to the small base size (n=20).

Information sources

The most common information source used by temporary residents was the DIBP website (www.border.gov.au), or its predecessor (www.immi.gov.au), used by half (51%). Other commonly consulted sources included friends or family at home (23%), a migration/travel/recruitment agent or broker (20%) and friends or family in Australia (13%), as shown in Table 25.

Working holiday makers were particularly likely (in comparison to other visa groups) to have referred to sources of information that might commonly be used by tourists, such as travel guides (14%), the Tourism Australia website (9%), as well as social media (15%) as a source of information (not shown in table). Students, graduates and secondary visa holders were the groups most likely to have obtained information from a migration/travel/recruitment agent or broker (34%, 29% and 25% respectively), while sponsored workers were the group most likely to have received information through their employer in Australia (34%).

Table 25: Information sources (total mentions 10% or higher), by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
DIBP website (www.border.gov.au) ¹⁷²	44	75	56	53	50	51
Friends/family/spouse/ partner in home country	18	7	40	5	10	23
Immigration/migration agent /broker /travel agent/ recruitment agency/labour hire company/contractor	34	29	7	16	25	20
Friends/ family/partner in Australia	14	24	13	8	23	13
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Q36. Where did you get information about Australia's visa programme? (multiple response)						
Unweighted base: n=4908 all temporary residents						

Use of agents/labour hire companies

When asked directly if they had used a migration/immigration/travel agent or labour hire company to help them arrange various aspects of their visit, almost half (48%) said they had done so before their arrival in Australia, and over a third (36%) had used one of these once they arrived.

¹⁷² Or the Department of Immigration website (www.immi.gov.au), which preceded it.

Before arrival in Australia agents/labour hire companies were most often used to arrange a visa (37%); followed by healthcare cover (26%); enrolment in education (26%); and accommodation (17%). After arrival they were most likely to be used to arrange employment (15%), as shown in Table 27.

It is important to note that before and after arrival the use of an agent/labour hire company was most common among students and graduates: 67% of students and 72% of graduates utilised this type of service before arrival and 43% and 42% respectively utilised this after arrival. As such, the aggregate data pertaining to the proportion of temporary residents utilising each type of service is strongly influenced by the services reportedly used by students and graduates.

There were a number of differences between the visa groups:

- Although a relatively small proportion of sponsored visa holders had used an agent/labour hire company for any reason, either before or after arrival (39% and 29% respectively), a relatively large proportion of sponsored visa holders had used this type of service to arrange employment before their arrival (17%, compared to 6% average across all temporary residents).
- Over half of students (54%) and graduates (59%) had used an agent before they arrived to arrange their educational enrolment.
- One-in-five (22%) working holiday makers had used an agent/labour hire company after their arrival to arrange employment.

Table 26: Use of agent/labour hire company — before arrival

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
A visa	52	55	23	31	43	37
Healthcare cover	41	38	15	17	28	26
Enrolment in an education program/course	54	59	5	10	26	26
Accommodation	23	18	12	16	12	17
Employment	2	2	6	17	7	6
Transportation to/from work	3	3	3	10	2	4
Something else	1	0	2	2	1	2
No, none of these	33	28	68	61	48	52
Yes (net)	67	72	32	39	52	48
Unweighted (n)	(1523)	(318)	(1497)	(1270)	(300)	(4908)
Q37A. Did you use a broker, migration/immigration agent, travel agent, recruitment agency, labour hire company or contractor <u>before</u> you arrived in Australia to arrange...?						
Unweighted base: n=4908 all temporary residents, multiple response						

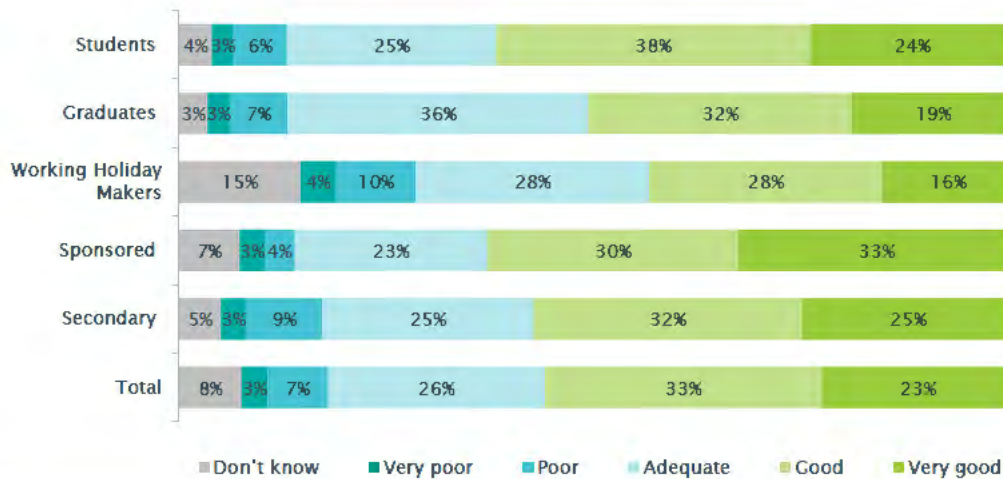
Table 27: Use of agent/labour hire company — after arrival

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
A visa	17	25	3	12	20	11
Healthcare cover	13	13	4	6	12	9
Enrolment in an education programme/course	20	17	4	6	12	11
Accommodation	13	9	11	11	11	12
Employment	12	14	22	7	14	15
Transportation to/from work	14	8	11	10	7	11
Something else	1	1	2	2	1	2
No, none of these	57	58	68	71	60	64
<i>Yes (net)</i>	43	42	32	29	40	36
<i>Unweighted (n)</i>	(1523)	(318)	(1497)	(1270)	(300)	(4908)
Q37B. And did you use a broker, migration/immigration agent, travel agent, recruitment agency, labour hire company or contractor after you arrived in Australia to arrange...?						
Unweighted base: n=4908 all temporary residents, multiple response						

Of those who used a migration agent, broker, travel agent, or a labour hire company, over half rated their services as good (56%, *good + very good*). A quarter (26%) rated the service as adequate, and 10% rated it as poor (*poor + very poor*), as shown in Figure 3.

Sponsored visa holders tended to rate the service they had received more positively than other visa holders (33% rated it as very good, compared to 23% overall). Working holiday makers were much less positive, only 16% rated the service they had received as very good and 14% rated it as poor (*poor + very poor*), compared to 7% of sponsored workers and 10% overall.

Figure 3: Rating of agent/labour hire company service, by visa group



Q38. How would you rate the service provided by the broker, migration agent, travel agent, recruitment agency, labour hire company or contractor?

Unweighted base: n=2728 (1079 students, 227 graduates, 656 WHM, 577 sponsored, 189 secondary), visa holders who had used the service

Those who rated the service they received as *poor* or *very poor* were asked to explain why in their own words. This was then coded into themes. Failing to deliver on what had been promised was cited as a key problem (23%). This was followed by the perception that they were only concerned with earning money (rather than genuinely assisting their clients) (19%), general incompetence (19%), failure to provide sufficient information (18%) and providing incorrect information or lying (14%), as shown in Table 28.

Comparison between the visa groups is limited by the relatively small base size at this question, but complaints about failure to deliver on what they said they would do were most common among working holiday makers (39%).

Table 28: Reasons for poor rating given to service received from agent/labour hire company

	Total %
They didn't do what they said they would do	23
They only cared about money	19
They were incompetent (general)	19
They didn't provide enough information	18
They provided incorrect information or lied	14
They did not communicate well	10
Another reason	16
<i>Unweighted (n)</i>	<i>(275)</i>
Q38B. Please write in why the service was poor.	
Unweighted base: n=275 temporary residents who rated the service as poor or very poor	

Employment

This section explores temporary residents' experiences of employment in Australia, including the process of looking for work, the nature of their longest-held job (industry, occupation, hours, pay), satisfaction with pay and conditions and other aspects of their experience in the workplace, including relationships with managers and colleagues.

Temporary residents who were still in Australia when the survey was conducted were asked whether they were currently working or, in the case of sponsored visa holders, whether they were working for a sponsoring employer. Overall, 68% were employed, but the proportion differed significantly by visa group. As would be expected, almost all (96%) sponsored visa holders were employed by a sponsoring employer (and this applied to 99% of 457 visa holders).

The majority of graduates (89%), working holiday makers (79%), and secondary visa holders (76%) were also employed, but only just under half (48%) of students were working, as shown in Table 29. As noted, the amount of time spent in Australia may have varied considerably, but among those still in Australia when the survey was conducted, the minimum time in Australia was just over four months.

Table 29: Current employment, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Employed	48	89	79	96	76	68
Not employed	52	11	21	4	24	32
<i>Unweighted (n)</i>	<i>(1046)</i>	<i>(285)</i>	<i>(639)</i>	<i>(591)</i>	<i>(257)</i>	<i>(2818)</i>

Q6a. Are you currently working for an organisation that is sponsoring your visa? /IF 400 SUBCLASS: with an organisation that supported your Temporary Work (subclass 400) visa application or that invited you to Australia? /Q6b. Are you currently doing any paid work? The work could be full-time, part-time, permanent or temporary.

Unweighted base: n=2818 all temporary residents still in Australia

Among those who were still in Australia but not employed at the time of the survey, most working holiday makers (83%) had been employed at some stage, but this only applied to 18% of students and 14% of secondary visa holders.¹⁷³

Among those who had left the country by the time they completed the survey, there was a broadly similar pattern to those who were still in Australia in terms of employment: 63% had been employed while in Australia, and 37% had not. Again, working in Australia was least common among students (39%) and most common among working holiday makers (74%). Among sponsored visa holders who were no longer in Australia, 32% said they had not worked for a sponsor, or the organisation that invited them, while they were in Australia. This result occurred mainly with the Training and

¹⁷³ The number of graduates and sponsored visa holders who were still in Australia but not working was too small (<50) to analyse in this way.

Research subclass 402 and the Temporary Work (Short Stay) subclass 400 visa holders (48% and 35% respectively), rather than the Temporary Work (Skilled) subclass 457 visa holders (8% had not worked for a sponsor).

Number of jobs held

Those who were currently working were asked if they had held more than one job or sponsoring employer while in Australia on their visa. Overall, 40% reported that they had. Working holiday makers were the most likely to have had more than one job, with 71% saying this applied to them. Only 12% of sponsored visa holders who were employed in Australia at the time of the survey had been in more than one sponsored job.

It is important to note that these jobs were not necessarily held concurrently. A subsequent question established whether survey respondents had worked in more than one job at the same time, as discussed later in this section.

Table 30: Number of jobs, by visa group (currently working)

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Only one job/sponsor	71	63	29	88	71	60
More than one job/sponsor	29	37	71	12	29	40
<i>Unweighted (n)</i>	<i>(563)</i>	<i>(253)</i>	<i>(503)</i>	<i>(568)</i>	<i>(196)</i>	<i>(2083)</i>
Q9a. Have you been sponsored by more than one employer while in Australia on your visa?						
Q9c. Have you had more than one job while in Australia on your visa?						
Unweighted base: n=2083 temporary residents who were currently working						

Of those who were not currently employed, or had left the country but had previously been employed in Australia, fewer than half (45%) had worked for more than one previous employer. The exception was working holiday makers, of whom 66% had worked for more than one employer while in Australia.

Table 31: Number of jobs, by visa group (not currently working)¹⁷⁴

	Students %	WHM %	Sponsored %	Total %
Only one job/sponsor	70	34	96	55
More than one job/sponsor	30	66	4	45
<i>Unweighted (n)</i>	<i>(284)</i>	<i>(753)</i>	<i>(471)</i>	<i>(1570)</i>
Q11a. And were you sponsored by more than one employer while in Australia on your visa?				
Q11b. And did you have more than one paid job while in Australia on your visa?				
Unweighted base: n=2083 temporary residents who had been employed in Australia, but were not currently working or had left Australia				

Temporary residents who were employed when they took part in the survey were asked to specify the industry and location of their current job. Those who indicated that they had been sponsored / employed by more than one employer while in Australia on the relevant visa (as discussed above) were then asked if their current job was their longest-held job during that time (sponsored visa holders were asked if it was their longest-held sponsored job). If not, they were asked to specify the industry and location of their longest-held job (while in Australia on the relevant visa) and to think about that job for the remainder of the questions about employment. Sponsored workers were asked to think about the longest-held sponsored job. As such, the remaining analysis in this section is based on the longest-held job (which may have been their current job or a previous job), unless otherwise specified.

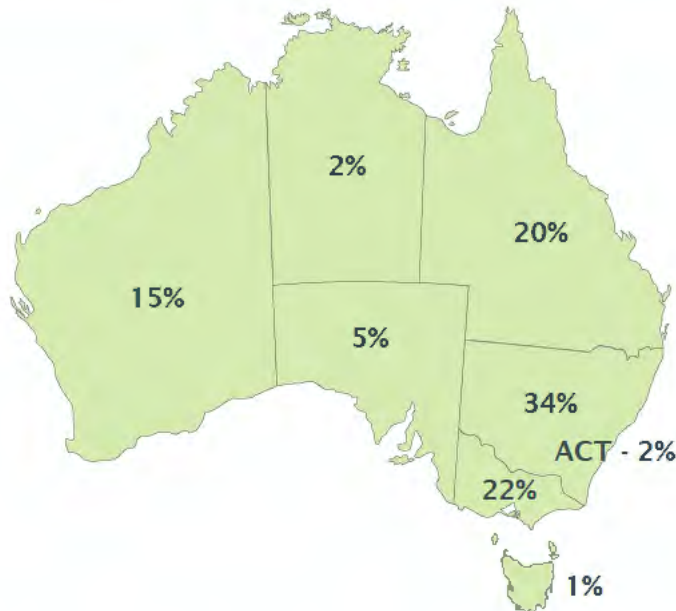
Location

Temporary residents were asked to indicate the geographical location where they worked in their current and longest job, by selecting state, then suburb. As would be expected, the geographical spread of locations in which temporary residents had worked — in their longest-held job — reflected the locations in which they lived (or had lived for the majority of their time in Australia, if they were not in the country when the survey was conducted), with most working on the east coast of Australia, particularly in Queensland, New South Wales and Victoria.

¹⁷⁴ Graduates and Secondary visa holders not shown separately, due to small base size (unweighted n<50), but they are included in the total figure.

For this analysis responses were taken either from Q8a, for those who had indicated that their current job was their longest-held job (while in Australia on the relevant visa), or from Q13, for those who had indicated that a previous job was their longest-held job. The full questionnaire is provided in Appendix A.

Figure 4: Location of (main) longest-held job



Q8a. And where do you work? Again, if you are currently working for more than one employer please select the location of your main employer (i.e. the job where you work the most hours / the employer that sponsors you).

Q13. Please select the location where you worked for that employer (while in Australia). If you worked in more than one location (in Australia) for that employer please select the most recent location.

Unweighted base: n=3627, all respondents who worked in Australia and who gave a location

Postcode was used to allocate the location of temporary residents' longest held job to a state capital city or other area, as shown in Table 32.¹⁷⁵ The majority (72%) worked in a state capital city area (25% worked in other areas). Working holiday makers were the exception – four-in-ten (40%) worked outside of a capital city area. This was particularly common in Queensland, where seven-in-ten (70%) working holiday makers worked outside of Brisbane.

¹⁷⁵ The list of postcodes defined as 'state capital city' or other was provided by the fieldwork supplier (sourced from the ABS - Greater Capital City Statistical Areas).

Table 32: Longest held job – location (state capital city / rest of state), by visa group¹⁷⁶

	Students %	Graduates ¹⁷⁷ %	WHM %	Sponsored %	Secondary ¹⁷⁸ %	Total %
NSW						
Sydney	89	90	72	83	92	82
Rest of state	7	4	22	13	7	14
Other/PO boxes etc.	4	5	6	3	1	4
<i>NSW unweighted (n)</i>	<i>(326)</i>	<i>(109)</i>	<i>(360)</i>	<i>(324)</i>	<i>(81)</i>	<i>(1200)</i>
VIC						
Melbourne	94	99	75	92		86
Rest of state	3	1	22	6		11
Other/PO boxes etc.	3	-	3	2		2
<i>VIC unweighted (n)</i>	<i>(181)</i>	<i>(80)</i>	<i>(235)</i>	<i>(233)</i>	<i>(<50)</i>	<i>(765)</i>
QLD						
Brisbane	61		30	62		43
Rest of state	38		70	36		56
Other/PO boxes etc.	1		0	2		1
<i>QLD unweighted (n)</i>	<i>(148)</i>	<i>(<50)</i>	<i>(302)</i>	<i>(149)</i>	<i>(<50)</i>	<i>(673)</i>
WA						
Perth	98		58	65		71
Rest of state	1		39	21		24
Other/PO boxes etc.	2		3	14		5
<i>WA unweighted (n)</i>	<i>(99)</i>	<i>(<50)</i>	<i>(185)</i>	<i>(162)</i>	<i>(<50)</i>	<i>(509)</i>
TOTAL						
State capital city	87	91	57	79	81	72
Rest of state	10	7	40	16	17	25
Other/PO boxes etc.	3	2	3	5	2	3
<i>Total unweighted n</i>	<i>(818)</i>	<i>(283)</i>	<i>(1191)</i>	<i>(966)</i>	<i>(216)</i>	<i>(3474)</i>

¹⁷⁶ Results for SA, NT, ACT and TAS have been excluded due to small base size (unweighted n<50), but they are included in the total figure. The same applies to results for the ACT, where all locations are classified as capital city.

¹⁷⁷ State-based results for graduate visa holders have been excluded for a number of states due to small base size (unweighted n<50), but they are included in the total figure.

¹⁷⁸ State-based results for secondary visa holders have been excluded for a number of states due to small base size (unweighted n<50), but they are included in the total figure.

Q8. And where do you work? Again, if you are currently working for more than one employer please select the location of your main employer (i.e. the job where you work the most hours / the employer that sponsors you).

Q13. Please select the location where you worked for that employer (while in Australia). If you worked in more than one location (in Australia) for that employer please select the most recent location.

Unweighted base: n=3474 temporary residents who had been employed while in Australia and who provided a valid postcode for location

Postcode was also used to allocate temporary residents' longest held job to a remoteness classification, as shown in Table 33. Overall, 14% worked in outer regional, remote or very remote areas, whereas this applied to 24% of working holiday makers.

Table 33: Longest held job – location (remoteness classification¹⁷⁹), by visa group¹⁸⁰

	Students %	Graduates ¹⁸¹ %	WHM %	Sponsored %	Secondary ¹⁸² %	Total %
NSW						
Major city	93	93	76	88	96	86
Inner regional	2	2	12	6	4	7
Outer regional	1	-	5	2	-	3
Remote	-	-	1	-	-	0
Very remote	-	-	-	-	-	0
Other/PO boxes etc.	4	5	6	3	1	4
<i>NSW unweighted (n)</i>	(326)	(109)	(360)	(324)	(81)	(1200)
VIC						
Major city	95	100	77	92		88
Inner regional	1	-	12	5		6
Outer regional	1	-	8	1		3
Remote	-	-	-	-		-
Very remote	-	-	-	-		-
Other/PO boxes etc.	3	-	3	2		2
<i>VIC unweighted (n)</i>	(181)	(80)	(235)	(233)	(<50)	(765)

¹⁷⁹ Based on the ABS ARIA+ classifications of remoteness – see <http://www.abs.gov.au/websitedbs/D3310114.nsf/home/remoteness+structure>.

¹⁸⁰ Results for SA, NT, ACT and TAS have been excluded due to small base size (unweighted n<50), but they are included in the total figure. The same applies to results for the ACT, where all locations are classified as capital city.

¹⁸¹ State-based results for graduate visa holders have been excluded for a number of states due to small base size (unweighted n<50), but they are included in the total figure.

¹⁸² State-based results for secondary visa holders have been excluded for a number of states due to small base size (unweighted n<50), but they are included in the total figure.

	Students %	Graduates ¹⁸¹ %	WHM %	Sponsored %	Secondary ¹⁸² %	Total %
QLD						
Major city	87		41	69		58
Inner regional	3		17	13		13
Outer regional	8		35	14		24
Remote	-		4	2		3
Very remote	-		2	1		1
Other/PO boxes etc.	1		1	2		1
<i>QLD unweighted (n)</i>	(148)	(<50)	(302)	(149)	(<50)	(673)
WA						
Major city	97		56	65		70
Inner regional	2		10	2		5
Outer regional	-		15	1		7
Remote	-		14	14		11
Very remote	-		3	4		2
Other/PO boxes etc.	1		3	14		5
<i>WA unweighted (n)</i>	(99)	(<50)	(185)	(162)	(<50)	(509)
TOTAL						
Major city	92	93	59	79	83	75
Inner regional	3	2	13	7	7	8
Outer regional	2	2	18	6	5	10
Remote	-	1	5	3	3	3
Very remote	-	-	1	1	-	1
Other/PO boxes etc.	3	2	3	5	2	3
<i>Total unweighted (n)</i>	(818)	(283)	(1191)	(966)	(216)	(3474)

Q8. And where do you work? Again, if you are currently working for more than one employer please select the location of your main employer (i.e. the job where you work the most hours / the employer that sponsors you).

Q13. Please select the location where you worked for that employer (while in Australia). If you worked in more than one location (in Australia) for that employer please select the most recent location

Unweighted base: n=3474, temporary residents who had been employed while in Australia and who provided a valid postcode for location.

Duration

As would be expected given the selection criteria for the study, 78% of temporary residents had been in their longest-held job for 12 months or less. Almost all working holiday makers (86%) had been in their job for six months or less, reflecting the visa requirement for them to stay a maximum of six months with each employer. However, 14% indicated that they had been in their job for longer than this.

Table 34: Longest-held job — duration, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
0–3 months	25	15	35	35	12	30
4–6 months	17	13	51	10	16	30
7–12 months	24	27	10	20	33	18
13–18 months	11	13	1	14	9	7
19–24 months	8	9	1	6	9	5
2–4 years	11	15	0	9	17	7
>4 years	4	7	2	5	4	3
<i>Unweighted (n)</i>	<i>(847)</i>	<i>(284)</i>	<i>(1255)</i>	<i>(1038)</i>	<i>(226)</i>	<i>(3650)</i>

Q21. And approximately, how long have you worked/did you work in that job (in Australia)?

Unweighted base: n=3650 temporary residents who had been employed while in Australia (3 outliers removed¹⁸³)

Industry and occupation

Temporary residents were asked to specify the industry of both their current and longest-held job (if applicable), using drop-down lists from which they first selected the ANZSIC 2006¹⁸⁴ division, then subdivision and finally, group.

Overall, the most common industry in which temporary residents worked was accommodation and food services; 25% were employed in this industry. This was followed by agriculture (12%) and retail (8%). Industry differed by visa group, including:

- Students were particularly likely to work in accommodation and food services (38%), retail (14%), health care and social assistance (10%) or education and training (9%); but were very unlikely to work in agriculture, forestry or fishing (1%)
- Graduates were more likely than other visa groups to work in retail (18%), health care and social assistance (14%) or financial and insurance services (5%). A further 17% worked in

¹⁸³ 40, 80 and 99 years.

¹⁸⁴ Australian and New Zealand Standard Industrial Classification (ANZSIC) 2006.

accommodation and food services. Reflecting the findings of students, none of the graduates surveyed worked in agriculture, forestry or fishing (0%).

- Working holiday makers were most likely to work in accommodation and food services (27%) or agriculture, forestry or fishing (26%).
- Sponsored employees were most likely to work in professional, scientific or technical services (24%), education and training (12%) or health care and social assistance (11%).

Again, for this analysis responses were taken either from Q7 for those who had indicated that their current job was their longest-held job (while in Australia on the relevant visa) or from Q12 for those who had indicated that a previous job was their longest-held job.

Table 35: Longest-held job — by industry, by visa group (total mentions 5% or higher)

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Accommodation and Food Services	38	17	27	4	22	25
Agriculture, Forestry and Fishing	1	0	26	1	2	12
Retail Trade	14	18	5	4	9	8
Health Care and Social Assistance	10	14	3	11	9	7
Education and Training	9	4	3	12	10	7
Professional, Scientific and Technical Services	3	9	2	24	4	7
Construction	3	3	7	7	2	5
<i>Unweighted (n)</i>	<i>(840)</i>	<i>(283)</i>	<i>(1252)</i>	<i>(1030)</i>	<i>(224)</i>	<i>(3629)</i>
Q7. What is the main industry of your employer? /Q12. What was the main activity/industry of that (longest) employer?						
Unweighted base: n=3629 temporary residents who had been employed while in Australia, table does not show industries with less than 5 (excluding those who gave 'other' responses)						

Temporary residents were also asked to indicate their occupation (in their longest job), using drop-down lists from which they first selected the ANZSCO¹⁸⁵ major group, then sub-major group.

Overall, the most common occupational group among temporary residents was labourer (29%), a category that includes food preparation roles, followed by professional roles (22%).

Most (62%) sponsored visa holders worked in professional roles, followed by managerial (16%) or technical or trade roles (14%); 3% or fewer sponsored visa holders worked in each of the other occupational groups. In common with sponsored visa holders, graduates were most likely to be employed in professional roles (36%), but one-in-six (17%) graduates were employed as labourers. Students and working holiday makers were both most likely to be employed as labourers (31% and 43% respectively); and community or personal service roles were also common among students and working holiday makers (17% and 16%). In addition, a relatively large proportion of students were employed in sales (21%), as shown in Table 36.

Table 36: Longest-held job — occupation, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Labourer	31	17	43	2	23	29
Professional	13	36	9	62	25	22
Community or personal service	17	8	16	2	8	13
Sales	21	16	11	2	9	12
Managerial	5	8	5	16	16	8
Technical or trade	7	6	6	14	5	8
Clerical or admin	4	9	7	3	11	6
Machinery operator or driver	2	1	4	0	4	3
<i>Unweighted (n)</i>	<i>(829)</i>	<i>(283)</i>	<i>(1232)</i>	<i>(1036)</i>	<i>(225)</i>	<i>(3605)</i>
Q22. Which of the following best describes the type of work you do/did for that employer?						
Unweighted base: n=3605 temporary residents who had been employed while in Australia (excluding those who gave only 'other' responses)						

¹⁸⁵ Australian and New Zealand Standard Classification of Occupations (ANZSCO).

Finding employment

When asked to think back to how they found their longest-held job, 20% of temporary residents had arranged it before arriving in Australia, but the proportion differed significantly by visa group. Very few students or graduates had arranged their job in advance (4% and 1% respectively), whereas 13% of working holiday makers had done so, as had the majority (68%) of sponsored visa holders. This means that one-third (32%) of sponsored visa holders had not arranged their sponsored job in advance of their arrival in Australia, as shown in Table 37. Further analysis shows that in the majority of cases these sponsored visa holders had switched from another visa to a sponsored visa; 69% of those sponsored visa holders who had not arranged their job in advance of arrival in the country had held a student, graduate or working holiday maker visa in the past; and 80% had held either one of these visas or another sponsored visa.

Table 37: Whether arranged job before coming to Australia, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Yes	4	1	13	68	11	20
No	96	99	87	32	89	80
<i>Unweighted (n)</i>	<i>(847)</i>	<i>(284)</i>	<i>(1256)</i>	<i>(1039)</i>	<i>(227)</i>	<i>(3653)</i>
Q16. Did you arrange that job before coming to Australia?						
Unweighted base: n=3653 temporary residents who had been employed in Australia						

A quarter (25%) of temporary residents who were working in Australia found out about their job through family or friends. Around one-in-seven (15%) approached their employer directly, and a similar proportion (14%) used an internet job search site.

In contrast to the other visa groups, sponsored visa holders were most likely to have found their job as a result of being approached directly by an employer (21%) or being transferred from an overseas office (20% — not shown in table), and a relatively high proportion of these visa holders had found their job via a work colleague (11%). However, given that the 457 employer sponsored programme is intended to be driven by employer demand, it is notable that among 457 visa holders specifically, 11% had approached their employer directly to ask about opportunities (not shown in table).

Friend and family networks were a key avenue for finding employment for students (33%), graduates (34%) and working holiday makers (28%) in particular, as shown in Table 38.

Table 38: Finding employment (total mentions 5% or higher), by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Through friends or family	33	34	28	6	24	25
Approached employer directly to ask about opportunities	17	10	17	9	12	15
Through a general Internet vacancy/job search site (e.g. seek)	13	17	15	9	15	14
Was approached directly by employer	6	7	5	21	11	9
Through a work colleague	8	8	7	11	8	8
Another recruitment agency/labour hire company/contractor	3	2	12	6	9	8
Employer's website	10	13	5	7	10	7
Australian Job Search	10	11	7	4	9	7
Another way	4	4	5	12	3	6
<i>Unweighted (n)</i>	<i>(847)</i>	<i>(284)</i>	<i>(1256)</i>	<i>(1039)</i>	<i>(227)</i>	<i>(3653)</i>
Q15. How did you find out about that job? (multiple response)						
Unweighted base: n=3653 temporary residents who had been employed in Australia						

Securing a sponsor

Approaching half (45%) of the temporary residents with a sponsored working visa had paid for some, or all, of the visa application fees themselves, and around one-in-ten (9%) had paid for a migration/immigration agent to process their application. In addition, 6% claimed that they had paid some, or all, of the sponsor or nomination fees, which would be a breach of the employers' sponsorship obligations.¹⁸⁶ Further, a small proportion (1%) reported having paid additional money in order to secure a sponsor (for example to their employer, a migration agent or labour hire company). This was made unlawful by an amendment to the *Migration Act 1958* at the end of November 2015, but this law was not in force at the time the survey was conducted.¹⁸⁷

Table 39: Paid to secure sponsor

	Total %
I paid some/all of the visa application fees	45
I paid some/all of the fees for the migration/immigration agent to process the visa application	9
I paid some/all of the sponsor or nomination fees	6
I paid additional money to employer/migration agent/labour hire company so they would sponsor me/find an employer willing to sponsor me	1
None of these	47
Don't know	3
I'd prefer not to say	2
<i>Unweighted (n)</i>	<i>(1270)</i>
Q53. Thinking back to when you applied for your visa, which, if any, of the following applied to you? Unweighted base: n=1270 sponsored visa holders	

Temporary residents who claimed to have paid additional money to secure a sponsor (n=17) were asked how much they had paid. Among the 12 respondents who provided an answer, figures ranged from \$500 to \$20 000. However, this data is indicative only, due to the very small base size.

¹⁸⁶ <http://migrationblog.border.gov.au/2013/12/10/457-sponsors-pay-your-own-way/>

¹⁸⁷ http://www.aph.gov.au/Parliamentary_Business/Bills_Logislation/Bills_Search_Results/Result?bld=r5533.

Contractual arrangements and hours worked

Overall, 82% of temporary residents were employed directly by their employer. This applied most often to graduates (92%), students (87%) and sponsored visa holders (86%), and least often to working holiday makers (76%). One-fifth (20%) of working holiday makers were employed via a labour hire company, recruitment agency or contractor, as shown in Table 40.

Table 40: Employed directly or indirectly, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Employed directly by employer	87	92	76	86	83	82
Employed by a labour hire company/recruitment agency/contractor	7	5	20	10	13	14
Don't know	6	3	4	5	3	4
<i>Unweighted (n)</i>	<i>(847)</i>	<i>(284)</i>	<i>(1256)</i>	<i>(1039)</i>	<i>(227)</i>	<i>(3653)</i>
Q17. Are you/were you employed directly by your employer or by a labour hire company/recruitment agency/contractor while in that job?						
Unweighted base: n=3653 temporary residents who had been employed in Australia						

Three-in-ten (30%) temporary residents were employed on a permanent¹⁸⁸ full-time basis; 11% were employed as permanent part-time workers and 39% were employed on a casual basis. A further 12% were on limited-term contracts. Differences between visa groups can be seen in Table 41. In particular, permanent full-time contracts and limited-term contracts were relatively common among sponsored visa holders (66% and 22% respectively), while casual work was common among working holiday makers (43%) and students (62%). Only around one-third (35%) of graduates were working in permanent full-time positions. A similar proportion (36%) were employed on a casual basis and a further 22% were working part-time. Like graduates, just over one-third (37%) of secondary visa holders were working full-time on permanent contracts.

Table 41: Longest-held job — contractual arrangement, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Employed on a permanent full-time basis (≥35 hours per week) ¹⁸⁹	1	35	30	66	37	30
Employed on a permanent part-time basis	23	22	8	1	13	11
Employed on a casual basis	62	36	43	2	35	39
Employed on a limited-term contract	6	5	12	22	10	12
Something else	4	2	3	7	2	4
Don't know	4	0	4	1	3	3
<i>Unweighted (n)</i>	<i>(847)</i>	<i>(284)</i>	<i>(1256)</i>	<i>(1039)</i>	<i>(227)</i>	<i>(3653)</i>
Q19. Which of the following best describes your employment in that job?						
Unweighted base: n=3653 temporary residents who had been employed while in Australia						

¹⁸⁸ 'Permanent' employment was selected for inclusion in the response options for this question, as a common parlance term that would help to differentiate between different types of contractual arrangements. However, it is noted that this term does not feature in the Fair Work Act 2009.

¹⁸⁹ Ibid.

Overall, one-third (35%) of temporary residents reported that they generally worked 35–40 hours per week, which is equivalent to full-time employment,¹⁹⁰ in their longest-held job; and 11% worked slightly longer hours (41–50 hours). Around one-in-twelve (8%) worked more than 50 hours per week.

As shown in Table 42, and reflecting findings already discussed, students tended to have worked part-time hours (less than 35 per week). However, 6% of student visa holders in subclasses 570, 572, 573 and 575 stated that they generally worked, on average, more than 20 hours per week, which would be in breach of their visa conditions, if this equated to more than 40 hours per fortnight and occurred during semester time. One-in-ten (10%) working holiday makers and 16% of sponsored visa holders stated that they generally worked more than 50 hours per week.

Table 42: Longest-held job — hours worked per week, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
<15 hours	28	7	7	3	10	12
15–20 hours	65	23	6	1	31	23
21–34 hours	3	23	19	3	9	11
35–40 hours	2	42	43	58	40	35
41–50 hours	0	5	16	20	6	11
>50 hours	0	1	10	16	3	8
Average number of hours per week	17	30	37	44	30	32
Unweighted (n)	(793)	(272)	(1199)	(1001)	(214)	(3479)
Q18. How many hours do you/did you generally work per week in that job?						
Unweighted base: n=3479 temporary residents who had been employed while in Australia (excluding 'don't know' responses and n=2 outliers ¹⁹¹)						

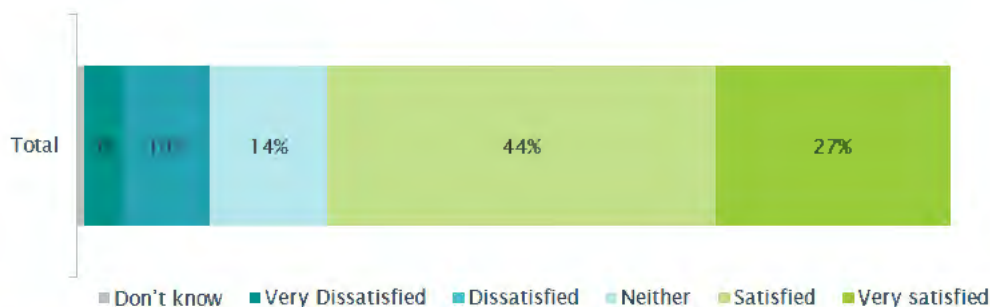
Temporary residents who had been employed on a casual basis tended to work part-time hours — i.e. fewer than 35 per week (68%), as did a quarter (26%) of those on limited-term contracts. The incidence of working more than 50 hours a week was broadly similar among permanent, full-time staff and those employed on a limited-term contract (12% and 10% respectively).

¹⁹⁰ The Fair Work Ombudsman defines full-time employment as 'around 38 hours per week', <https://www.fairwork.gov.au/employee-entitlements/types-of-employees/casual-part-time-and-full-time>, accessed 11/11/15.

¹⁹¹ More than 110 hours per week.

Overall, 71% of temporary residents were satisfied, or very satisfied, with the hours they worked, but 14% were dissatisfied, or very dissatisfied. There were few significant differences by visa group, although being very satisfied was most common among sponsored visa holders (39%) and least common among students (19%) and graduates (19%).

Figure 5: Longest-held job — satisfaction with hours worked



Q23. How satisfied are you/were you with that job in terms of...? Number of hours worked
Unweighted base: n=3653, visa holders who had been employed while in Australia

Table 43 shows satisfaction with hours worked, by the number of hours worked. A larger proportion of those who worked 35–40 hours each were satisfied with the number of hours they generally worked (87% satisfied or very satisfied), while those who worked either fewer than 15 hours or more than 50 hours per week were more likely than other visa holders to be dissatisfied (22% either dissatisfied or very dissatisfied).

Table 43: Longest-held job — satisfaction with hours worked, by number of hours worked

	Under 15 hours	15–20	21–34	35–40	41–50	Over 50	Total
	%	%	%	%	%	%	%
Very satisfied	17	21	17	38	25	28	27
Satisfied	43	44	46	48	42	34	45
Neither	17	15	18	8	17	14	13
Dissatisfied	15	12	15	3	11	13	10
Very dissatisfied	7	6	3	1	5	9	4
Don't know	1	2	1	0	0	1	1
Unweighted (n)	(338)	(763)	(377)	(1328)	(400)	(273)	(3479)

Q18. How many hours do you/did you generally work per week in that job?

Q23. How satisfied are you/were you in that job in terms of...?

Unweighted base: n=3479 temporary residents who had been employed while in Australia (excluding 'don't know' responses and n=2 outliers¹⁹²)

¹⁹² More than 110 hours per week.

One-in-five (18%) temporary residents who had worked while in Australia reported that they had worked in one or more additional jobs at the same time as their longest-held job — with graduates and students particularly likely to have worked in more than one job concurrently (51% and 39% respectively). Table 44 shows the total number of hours worked by temporary visas holders (i.e. with the hours reported for their main, longest-held, and any additional jobs reported). The number of hours totalled to more than 20 per week for 11% of students, including 10% of students in subclasses 570, 572, 573 or 575.

Table 44: Total hours worked, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Less than 15 hours	26	6	6	2	10	11
15–20 hours	63	19	5	0	28	21
21–34 hours	7	21	18	3	10	12
35–40 hours	2	38	42	58	40	34
41–50 hours	1	12	17	20	7	12
Over 50 hours	1	4	13	16	5	10
Average (mean) number of hours per week	18	33	39	44	31	34
<i>Unweighted (n)</i>	<i>(775)</i>	<i>(265)</i>	<i>(1187)</i>	<i>(993)</i>	<i>(207)</i>	<i>(3427)</i>
Q18. How many hours do you/did you generally work per week in that job?						
Q31. On average, how many hours per week do you/did you work in your other job(s) (i.e. in addition to your main job)?						
Unweighted base: n=3427 temporary residents who had been employed while in Australia (excluding 'don't know' responses at either question, n=2 outliers ¹⁹³)						

At an aggregate level (all temporary residents), working more than 50 hours per week was relatively more common among those working in the agriculture, forestry and fishing industries (23%) and in mining (41%).¹⁹⁴

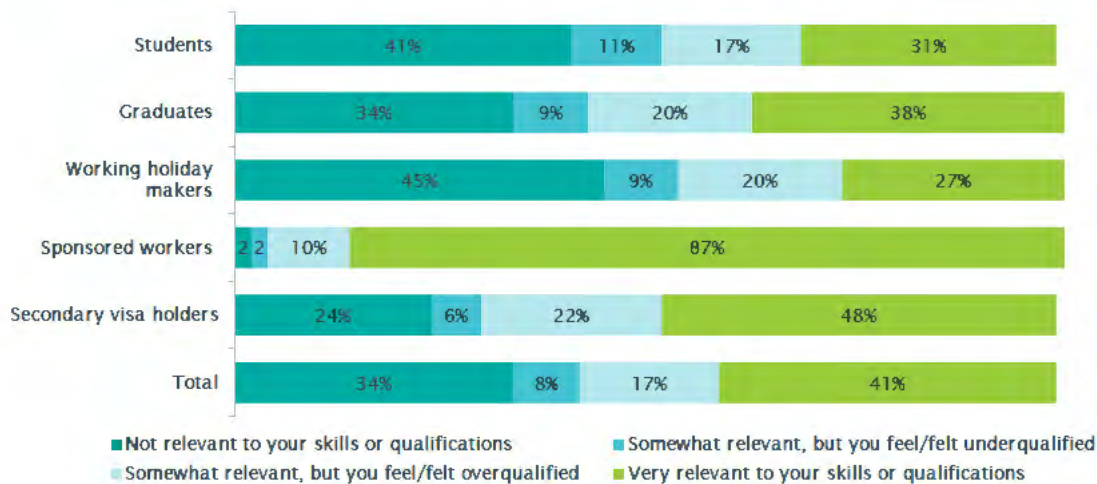
¹⁹³ More than 110 hours per week.

¹⁹⁴ A number of industries were not included in this subgroup analysis due to small sample sizes (<50): electricity, gas water and waste services, wholesale trade, rental, hiring and real estate services and public administration and safety.

Satisfaction with employment experience

Overall, 41% of temporary residents felt that their job was very relevant to their skills or qualifications, and another quarter (25%) felt it was somewhat relevant. However, 34% felt that their job was not relevant to their skills or qualifications. The latter view was most prevalent among students (41%) and working holiday makers (45%), which is not surprising given that these visas are not granted for work purposes.

Figure 6: Relevance to skills and qualifications, by visa group



Q24. Is/was that job...?

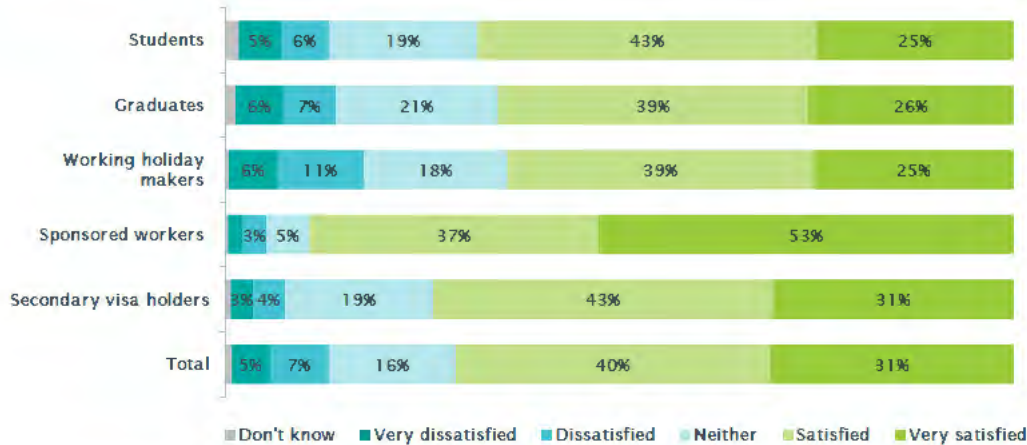
Unweighted base: n=3653 (847 students, 284 graduates, 1256 WHM, 1039 sponsored, 227 secondary), visa holders who had a job in Australia

Temporary residents were asked how satisfied they were with various other aspects of their longest-held job; how interesting it was, their relationship with their manager/employer and colleagues and their employment conditions (as well as satisfaction with pay, which is covered in the Finances section of this chapter).

A majority of temporary residents were satisfied with each of these aspects of their employment experience. Satisfaction was highest for measures of workplace relationships; 88% were satisfied (satisfied or very satisfied) with their relationship with colleagues and 80% were satisfied (satisfied or very satisfied) with their manager/employer. In each case, sponsored visa holders were significantly more satisfied than other visa groups, and working holiday makers were the least satisfied, as shown in more detail below.

Overall, 71% of temporary residents were satisfied or very satisfied with how interesting their job was. There were significant differences between visa groups; sponsored workers were the most satisfied with how interesting their job was (89% satisfied or very satisfied). Working holiday makers were the least satisfied with this (64% satisfied or very satisfied and 17% dissatisfied or very dissatisfied), as shown in Figure 7.

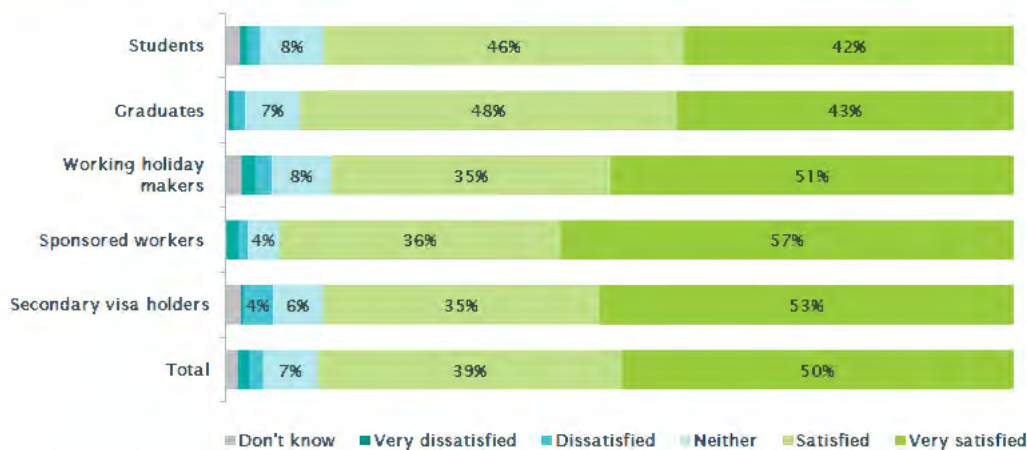
Figure 7: Satisfaction with how interesting the job was, by visa group



Q23. How satisfied are you/were you with that job in terms of...? How interesting the job is/was
 Unweighted base: n=3653 (847 students, 284 graduates, 1256 WHM, 1039 sponsored, 227 secondary), visa holders who had a job in Australia

Overall, 88% temporary residents were satisfied or very satisfied with their relationship with their co-workers, while 3% were dissatisfied. Sponsored workers were the most satisfied, with 93% being satisfied or very satisfied with their relationship with other workers.

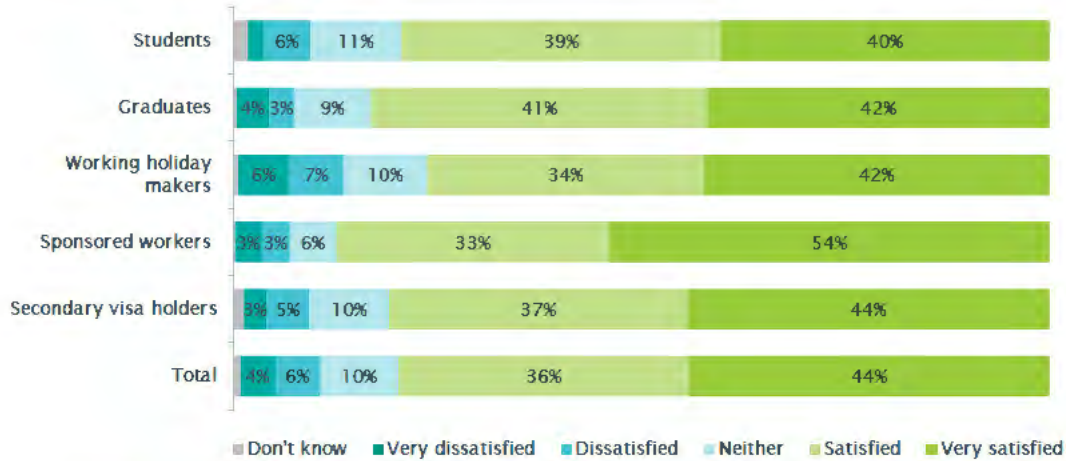
Figure 8: Satisfaction with relationship with other workers, by visa group



Q23. How satisfied are you/were you with that job in terms of...? Your relationship with other workers
 Unweighted base: n=3653 (847 students, 284 graduates, 1256 WHM, 1039 sponsored, 227 secondary), visa holders who had a job in Australia

Overall, 80% of temporary residents were satisfied or very satisfied with their employer/manager, but 10% were dissatisfied. Again, sponsored workers were the most satisfied with this relationship, with 87% indicating they were either satisfied or very satisfied. Working holiday makers were, as previously, least satisfied with 13% saying they were either dissatisfied or very dissatisfied.

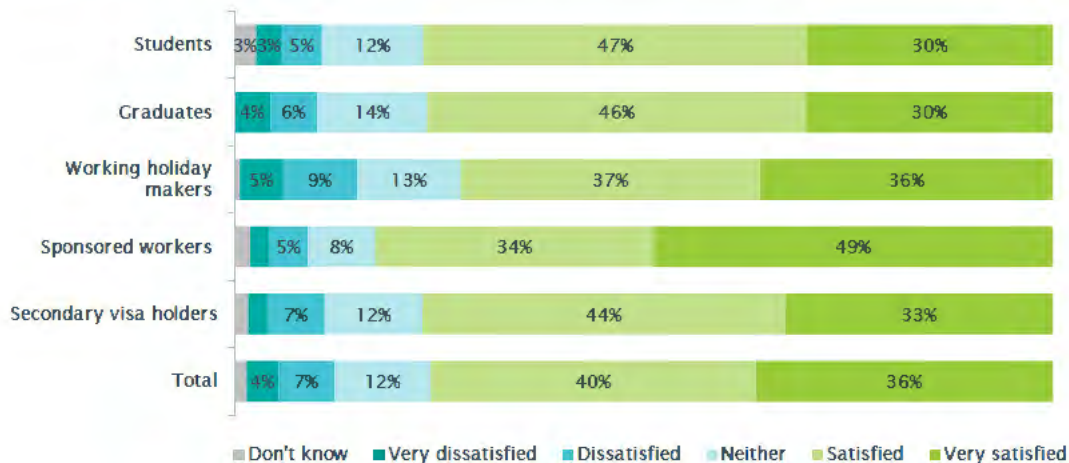
Figure 9: Satisfaction with relationship with employer/manager, by visa group



Q23. How satisfied are you/were you with that job in terms of...? Your relationship with your employer/manager
 Unweighted base: n=3653 (847 students, 284 graduates, 1256 WHM, 1039 sponsored, 227 secondary), visa holders who had a job in Australia

Overall, 76% of temporary residents were very satisfied or satisfied with their employment conditions¹⁹⁵ and 11% were dissatisfied or very dissatisfied. Around eight-in-ten (83%) sponsored workers very satisfied or satisfied with their employment conditions, compared to 72% of working holiday makers.

Figure 10: Satisfaction with employment conditions, by visa group



Q23. How satisfied are you/were you with that job in terms of...? Employment conditions
 Unweighted base: n=3653 (847 students, 284 graduates, 1256 WHM, 1039 sponsored, 227 secondary), visa holders who had a job in Australia

Each element of satisfaction with employment conditions was analysed by self-reported English proficiency, country of origin and gender. There was little difference by gender. However, temporary residents who were from MESC were generally more satisfied with various aspects of their job (although the differences were not statistically significant on every measure). Specifically, those from MESC were significantly more likely than other visa holders to:

- feel that their job was very relevant to their skills or qualifications (52% compared to 38% of those from NMESC)
- be satisfied (or very satisfied) with the hours they worked (77% satisfied compared to 69% from NMESC).

A broadly similar pattern also applied in relation to self-rated English proficiency. The clearest relationship was between greater English proficiency and having a job that was very relevant to their skills: 48% of those with high levels of English proficiency (i.e. English as a first language or 'never had any issues') reported that their job was very relevant to their skills or qualifications, compared to 31% of those who had struggled with English, at least at first.

Satisfaction also differed by country of origin. Specifically, temporary residents from North-East Asia tended to be the least satisfied. They were the group least likely to be satisfied with:

- how interesting their job was (61%)

¹⁹⁵ Access to leave, family friendly employer, flexible hours.

- their relationship with other workers (84%)
- their relationship with their employer/manager (72%)
- their employment conditions (68%)
- the hours they worked (63%).

They were also less likely than temporary visa holders from other regions to say that their job was relevant to their skills (28%).

Negative experiences at work

In addition to being asked to rate their satisfaction with various aspects of their work experience, temporary residents were asked directly if they had been the victim of any of the negative experiences listed in Table 45 at work (again, while in their longest-held job).

It is important to note that survey participants were free to interpret the meaning of each of the terms used in the questionnaire (as listed in Table 45), and to decide whether or not they felt they had experienced them at work. The definitions of these terms, used in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009), were not presented in the questionnaire, as the definitions are relatively complex and lengthy. As such, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Around one-quarter (24%) of temporary residents reported that they had perceived at least one of these negative work experiences. The most common was problems with pay and entitlements; 11% reported that they had experienced this, which is in keeping with 11% being dissatisfied (or very dissatisfied) with their employment conditions and 16% being dissatisfied with their pay, as already discussed.

In addition, 9% felt they had experienced racism or prejudice in the workplace, and only a slightly smaller proportion (7%) suggested they had been subject to verbal, physical or psychological abuse. Approximately one-in-seventeen believed that they had been exposed to unsafe working conditions (6%) and/or felt pressured to work outside of their visa conditions (5%). Sexual harassment was cited as an issue in the workplace by 2% overall.

Working holiday makers appeared to be the most vulnerable: 30% reported having experienced at least one of these negative work experiences. These visa holders were particularly likely to have had problems with pay and entitlements (16%) and to feel they had experienced unsafe working conditions (8%), as well as pressure to work outside of their visa conditions (7%), but students were most likely have experienced racism or prejudice at work (11%).

Table 45: Negative work experiences, by visa group¹⁹⁶

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Problems with pay and entitlements	9	10	16	6	6	11
Racism or prejudice	11	11	9	4	9	9
Verbal, physical or psychological abuse	7	9	9	4	6	7
Unsafe working conditions	6	5	8	2	5	6
Pressure to work outside of visa conditions	5	2	7	3	4	5
Sexual harassment	2	0	2	0	0	2
None of these	65	67	64	84	71	69
Don't know	5	2	3	1	5	3
Prefer not to say	5	5	2	4	5	4
<i>Any of these (net)</i>	25	26	30	12	20	24
<i>Unweighted (n)</i>	(847)	(284)	(1256)	(1039)	(227)	(3653)
Q26A. And which, if any, of the following have you experienced in that job?						
Base: n=3653 temporary residents who worked in Australia						

Looking in more detail at those who perceived they had experienced these issues shows that a relatively large proportion of temporary residents from North-East Asia had felt pressure to work outside of their visa conditions (9% compared to 5% overall), while visa holders from Southern and Central Africa were more likely than those from other regions to say they had experienced racism or prejudice (21% compared to 9% overall).

In addition, those who had found speaking English challenging (at least when they first arrived in Australia) were more likely than those who were comfortable speaking English to state that they had experienced one or more of these issues in the workplace (27% compared to 22%).

In terms of gender differences, incidences of sexual harassment were cited by a larger proportion of females (3%) than males (1%), and reports of unsafe working conditions were slightly more common among males (7%) than females (4%).

¹⁹⁶ As noted, definitions for these terms were not provided to survey respondents. As such, the surveys do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Temporary residents who indicated they had been faced with any of these issues in the workplace were asked if they had reported that issue to a superior. In most cases, fewer than half had done so, as shown in Table 46, with incidents of racism or prejudice least likely to be reported (26%).

These types of incidents were more commonly reported by sponsored visa holders, followed by secondary visa holders.

Table 46: Incidence of reporting negative experiences in the workplace¹⁹⁷

	Yes — reported %	Base (n)
Problems with pay and entitlements	58	(362)
Unsafe working conditions	46	(184)
Verbal, physical or psychological abuse	38	(252)
Pressure to work outside of visa conditions	37	(152)
Sexual harassment	33	(50)
Racism or prejudice	26	(275)

Q26B. And if you did experience any of these, did you report it to a superior?
 Base: n=50–362 temporary residents who indicated having experienced each of these issues in the workplace (at Q26A), excluding those who responded with 'don't know' at Q26B¹⁹⁸

Finances

This section provides findings relating to the self-reported finances of temporary residents, including pay rates, income and expenditure, financial vulnerability and access to emergency funds, financial assistance and payment of education fees.

Only primary visa holders were invited to complete the household spending questions, to avoid double counting. In accordance with ethical best practice, all questions in the financial section of the survey allowed respondents to select 'prefer not to say' or 'don't know' to proceed through the survey without having to respond to these sensitive questions. As such, the number of temporary residents providing a response differs for each question, as shown in the charts/tables. It should be noted that in some cases a relatively large proportion have chosen not to provide a response. Finally, population surveys such as this are based on self-reported data, and participants are not generally asked to provide objective evidence to verify their survey responses. Self-reported financial data in particular is subject to bias or misreporting for a variety of reasons, but it would not have been in

¹⁹⁷ As noted, definitions for these terms were not provided to survey respondents. As such, the surveys do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

¹⁹⁸ As Q26B was only asked in relation to each type of incident cited at Q26A (i.e. only incidents selected at Q26A were shown as response options at Q26B, along with 'don't know'), the unweighted n/base size varies, depending on the number of visa holders who had experienced each type of incident.

scope to independently verify financial details given (e.g. by citing pay slips or tax returns), as may be possible in smaller scale or other forms of research.

Income and pay

Temporary visa holders who were employed or had previously been employed were asked to provide their gross salary for their longest-held job (while in Australia on the relevant visa). They could choose to provide this as a weekly, fortnightly or monthly figure. This data has been used to calculate a normalised weekly salary for each visa holder (based on those who provided an answer other than zero). The resulting average (mean) gross weekly salary across all visa groups was \$787 and the median gross weekly salary was \$640. As shown in Table 47, the average (mean) weekly figure was significantly higher among sponsored visa holders (\$1743). Students had the lowest average gross weekly income (\$354), which is consistent with the visa restrictions regarding the hours they can work.

Table 47: Weekly income (normalised), by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Up to \$249	31	9	8	1	10	13
\$250–\$499	46	25	18	3	21	23
\$500–\$749	17	32	30	3	17	22
\$750–\$999	4	18	27	12	19	18
\$1000–\$1999	2	14	16	53	26	19
\$2000+	0	1	1	28	6	5
Average (mean) \$	353.65	656.24	706.62	1743.09	879.57	786.69
Median \$	350	600	700	1350	800	640
Unweighted (n)	(571)	(206)	(948)	(595)	(144)	(2464)

Q27. What is/was your gross salary from that job (i.e. before tax or anything else is taken out)? Please write in your weekly, fortnightly or monthly salary, depending on how you are/were paid.
Unweighted base: n=2464 temporary residents who currently or previously worked in Australia and gave a weekly, fortnightly or monthly salary (excluding \$0 and n=9 outliers¹⁹⁹)

¹⁹⁹ Weekly salary of \$48,000 (n=1), fortnightly salary of \$43,000 (n=1) and monthly salary above \$50,000 (n=7).

Table 48 displays normalised weekly income shown by those employed on permanent,²⁰⁰ casual or other basis. Temporary visa holders employed on a permanent full-time basis, as well as those employed on limited term contracts, were more likely to be paid a higher weekly salary, though 4% and 7% of these visa holders respectively were effectively earning less than \$250 per week.

Table 48: Weekly income (normalised), by contract type

	Permanent full-time ²⁰¹	Permanent part-time ²⁰²	Casual	Limited-term contract	Something else	Don't know	Total
	%	%	%	%	%	%	%
Up to \$249	4	19	19	7	21	20	13
\$250–\$499	8	48	28	19	29	40	23
\$500–\$749	17	23	26	15	17	30	22
\$750–\$999	26	5	17	17	11	6	18
\$1000–\$1999	34	3	9	29	16	4	19
\$2000+	10	0	1	13	5	0	5
Average (mean) \$	1115.51	434.55	554.97	1147.70	694.31	461.62	786.69
Median \$	900	400	500	840	495	400	640
Unweighted (n)	(864)	(272)	(907)	(299)	(75)	(47)	(2464)

Q19. Which of the following best describes your employment in that job?

Q27. What is/was your gross salary from that job (i.e. before tax or anything else is taken out)? Please write in your weekly, fortnightly or monthly salary, depending on how you are/were paid.

Unweighted base: n=2464 temporary residents who currently or previously worked in Australia, who gave a weekly, fortnightly or monthly salary (excluding \$0 and n=9 outliers²⁰³)

Employed or previously employed temporary visa holders were asked to provide their gross hourly rate, if they were paid on an hourly basis (n=1929 visa holders gave a valid answer to this question — i.e. 53% of those employed/previously employed).²⁰⁴ The overall average (mean) hourly pay for these temporary visa holders was \$23.43, with sponsored visa holders earning the highest rate per hour (\$36.36 on average) and working holiday makers earning the lowest rate (\$22.25). Among temporary residents paid on an hourly basis, 4% reportedly earned less than \$11.81 per hour (i.e.

²⁰⁰ 'Permanent' employment was selected for inclusion in the response options for this question, as a common parlance term that would help to differentiate between different types of contractual arrangements. However, it is noted that this term does not feature in the *Fair Work Act 2009*.

²⁰¹ Ibid.

²⁰² Ibid.

²⁰³ Weekly salary of \$48,000 (n=1), fortnightly salary of \$43,000 (n=1) and monthly salary above \$50,000 (n=7).

²⁰⁴ However, n=93 employed in ANZSIC industry classification codes 012 (Mushroom and Vegetable Growing) and 013 (Fruit and Tree Nut Growing) were excluded from the hourly rate analysis, as at least some workers in these industries may be paid on the basis of 'piece rates' rather than an hourly rate.

less than the award/agreement free minimum wage for 18 year olds, effective from 1 July 2015²⁰⁵), and students were more likely than other visa holders to be in this position (6%), as shown in Table 49.²⁰⁶ As temporary residents were asked about their longest-held job while in Australia (on the relevant visa), it is likely that a proportion of these jobs were held prior to July 2015 when the minimum wage thresholds were lower. For example, the minimum wage for 18 year olds was \$11.52 from 1 July 2014 to 30 June 2015. However, as there were no survey respondents who gave an hourly rate between these two figures, the proportion reportedly earning less than the 2014-15 hourly rate (for 18 year olds) would have been the same as the proportion reportedly earning less than the 2015-16 hourly rate (for 18 year olds).

It is important to note that the wage specified in the relevant award or agreement for professions covered by the sponsored temporary visa subclasses is expected to be higher than the national minimum wage.

Table 49: Hourly rate of pay, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
< \$11.81 (min wage for 18yr old)	6	4	3	1	1	4
\$11.81–\$17.28 ²⁰⁷	14	10	13	3	12	12
\$17.29–\$20.99	26	34	20	5	26	22
\$21.00–\$24.99	30	25	41	6	33	34
\$25.00–\$34.99	18	20	19	49	19	21
\$35.00–\$49.99	4	7	3	20	6	5
\$50.00+	2	1	1	17	3	3
Average (mean) \$	22.66	22.42	22.25	36.36	23.66	23.43
Median \$	21	21	22	31	22	22
Unweighted (n)	(597)	(179)	(755)	(192)	(113)	(1836)
Q28. And if you were paid on an hourly basis, what is/was your gross pay per hour (i.e. before tax or anything else is/was taken out)?						
Unweighted base: n=1836 temporary residents who currently or previously worked in Australia, who were paid hourly and who gave an answer, excluding \$0, n=12 outliers ²⁰⁸ and those employed in ANZSIC industry classification codes 012 (Mushroom and Vegetable Growing) and 013 (Fruit and Tree Nut Growing)						

²⁰⁵ While visa holders had to be 18 to take part in the research, a small number may have been 17 during their longest-held job (while in Australia on the relevant visa). The award/agreement free minimum wage for someone aged 17 is \$9.99 per hour, effective from 1 July 2015.

²⁰⁶ Apprentices and trainees have a lower minimum wage, but it has been assumed that, with the possible exception of secondary visa holders, the vast majority of these temporary residents were unlikely to be completing apprenticeships/traineeships. See https://www.fwc.gov.au/documents/sites/wagereview2015/decisions/c20151_order.pdf.

²⁰⁷ The federal minimum wage for people aged 21 or older is \$17.29 per hour, effective from 1 July 2015.

²⁰⁸ Hourly rate \$177 or higher.

There were no significant differences by industry grouping, in terms of the proportion of temporary residents reportedly earning less than \$11.81 per hour.

When temporary residents were asked how satisfied they were with their pay, 68% indicated they were satisfied, 16% were dissatisfied and a further 14% gave a neutral response, as shown in Table 50. As might be expected, given their above-average salary, sponsored visa holders were far more likely than the other visa groups to be satisfied or very satisfied with their pay (74%), and less likely to be dissatisfied (9%). All other visa groups had broadly similar levels of satisfaction (ranging from 59% to 69%).

Table 50: Satisfaction with pay, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Very satisfied	20	15	25	28	15	23
Satisfied	46	44	44	46	44	45
Neither	15	19	12	13	19	14
Dissatisfied	11	15	11	7	15	11
Very Dissatisfied	6	7	7	2	6	6
Don't know	1	0	1	4	1	1
<i>Satisfied (net)</i>	<i>67</i>	<i>59</i>	<i>69</i>	<i>74</i>	<i>59</i>	<i>68</i>
<i>Dissatisfied (net)</i>	<i>17</i>	<i>22</i>	<i>18</i>	<i>9</i>	<i>21</i>	<i>16</i>
<i>Unweighted (n)</i>	<i>(847)</i>	<i>(284)</i>	<i>(1256)</i>	<i>(1039)</i>	<i>(227)</i>	<i>(3653)</i>
Q23. How satisfied were you with that job, in terms of your pay/salary?						
Unweighted base: n=3653 temporary residents who currently or previously worked in Australia						

Those from MESC were more likely than other visa holders to be satisfied (or very satisfied) with their pay (75% satisfied compared to 66% from NMESC).

As would be expected, a clear relationship between temporary visa holders' hourly pay and satisfaction with pay was found, as shown in Table 51. Perhaps surprisingly, a quarter (25%) of those who indicated they were earning less than \$11.81 an hour were satisfied or very satisfied with their pay.

Table 51: Hourly rate of pay by satisfaction with pay

	< \$11.81	\$11.81– 17.28	\$17.29– 20.99	\$21.00– 24.99	\$25.00– 34.99	\$35.00– \$49.99	\$50.00+	Total
	%	%	%	%	%	%	%	%
Very satisfied	8	6	15	30	30	46	54	24
Satisfied	18	25	48	52	51	42	35	45
Neither	28	20	16	10	8	8	6	13
Dissatisfied	23	28	16	7	8	2	4	12
Very dissatisfied	23	21	5	1	3	1	1	6
<i>Satisfied (net)</i>	25	31	63	82	81	88	89	69
<i>Dissatisfied (net)</i>	46	49	21	8	10	4	5	18
Don't know	1	0	0	0	1	0	0	0
<i>Unweighted (n)</i>	<i>(65)</i>	<i>(211)</i>	<i>(398)</i>	<i>(586)</i>	<i>(401)</i>	<i>(108)</i>	<i>(67)</i>	<i>(1836)</i>

Q23. How satisfied were you with that job, in terms of your pay/salary?
 Q28. And if you were paid on an hourly basis, what is/was your gross pay per hour (i.e. before tax or anything else is/was taken out)?
 Unweighted base: n=1836 temporary residents who were employed while in Australia, who were paid hourly and who gave an answer, excluding \$0, n=12 outliers²⁰⁹ and those employed in ANZSIC industry classification codes 012 (Mushroom and Vegetable Growing) and 013 (Fruit and Tree Nut Growing)

²⁰⁹ Hourly rate \$177 or higher.

One-third (32%) of temporary residents perceived that they were being paid less (slightly less or much less) than Australian colleagues who were doing the same kind of work, compared to 4% who thought they were being paid more. There was little variation between the visa groups, although a marginally larger proportion of sponsored visa holders thought that they were paid slightly more than their colleagues (5% compared to 3% on average) or said they didn't know (22% compared to 15% on average).

Table 52: Perceived income relative to colleagues, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Much more	0	1	1	1	0	1
Slightly more	3	1	3	5	3	3
Exactly the same	40	44	37	31	45	38
Slightly less	17	17	19	16	18	18
Much less	16	15	15	12	10	14
Don't know	15	15	12	22	16	15
Don't have any Australian colleagues doing the same kind of work	9	8	13	12	9	11
<i>More (net)</i>	3	1	4	6	3	4
<i>Less (net)</i>	32	32	34	28	28	32
<i>Unweighted (n)</i>	<i>(847)</i>	<i>(284)</i>	<i>(1256)</i>	<i>(1039)</i>	<i>(227)</i>	<i>(3653)</i>
Q29. Compared to your Australian colleagues (doing the same kind of work), do you think you are/were paid...?						
Unweighted base: n=3653 temporary residents who currently or previously worked in Australia						

In addition to their individual salary, temporary residents (primary visa holders only) were asked to provide their gross household income, on either a weekly, fortnightly or monthly basis (as preferred). This figure was normalised to a weekly household income resulting in a median of \$600 (based on n=1904 primary visa holders who chose to answer this question — i.e. 41% of primary visa holders).²¹⁰ As might be expected, students had the lowest median household income (\$355), followed by working holiday makers (\$600), graduates (\$737) and sponsored visa holders (\$1700).

Primary visa holders were also asked to estimate how much their household spent, in an average week, on accommodation; other essential items, such as utilities, transport, groceries, mobile phone, health insurance; entertainment; and money sent back to their home country, if any. Table 53 shows the median spend on each of these items by visa group. The median spend on accommodation was highest among sponsored visa holders (\$500) and lowest among working holiday makers (\$200). The interquartile range (i.e. the difference between the 25th and 75th percentiles) for accommodation

²¹⁰ Those indicating zero dollars in their responses to these questions were included in the analysis because it is feasible that some temporary residents could have had zero household income at the time the survey was conducted. N=4 outliers were removed: weekly household income - \$90,000, \$100,000; monthly household income - \$66,000, \$72,000.

was also greatest for sponsored visa holders (\$300-\$860). Similarly, the median spend on essential items and entertainment was higher among sponsored visa holders than the other visa holder groups, as shown in Table 53.²¹¹

Among all temporary residents who provided a response to this question, the median amount sent home, per household, was \$0, as most (88%) respondents said they did not send any money home (\$0). Of those who had sent at least some money, the median amount was \$300. Among those who sent any money home, the median amount sent was highest among working holiday makers (\$500) (even though the primary purpose of the working holiday visas is social and cultural exchange).

Table 53: Household weekly spend – median and interquartile range (IQR), by visa group

	Students \$	Graduates \$	WHM \$	Sponsored \$	Total \$
Accommodation					
Median	250	280	200	500	250
IQR	180-400	175-450	150-310	300-860	160-450
Essential items					
Median	100	150	100	200	100
IQR	50-200	100-250	50-200	100-400	50-200
Entertainment					
Median	70	100	100	200	100
IQR	40-130	50-200	50-200	100-300	50-200
Money sent back home					
Median	0	0	0	0	0
IQR	0	0	0	0	0
<i>Unweighted (n)</i>	<i>(900–1098)</i>	<i>(200–253)</i>	<i>(946–1063)</i>	<i>(744–862)</i>	<i>(2728–3276)</i>
Money sent back home (excluding those who indicated \$0)					
Median	150	*	500	300	300
IQR	50-500	*	200-2000	150-1000	100-1000
<i>Unweighted (n)</i>	<i>(88)</i>	<i>*</i>	<i>(125)</i>	<i>(138)</i>	<i>(383)</i>
<p>Q48. Please estimate how much money, if any, your household spends in an average week on the following items.../ Still thinking about the majority of the time you were living in Australia on your XX visa, estimate how much money, if any, your household spent in an average week on the following items...</p> <p>Unweighted base: n=200–3276 temporary residents who provided an answer for each item of spending (including \$0)</p> <p>Unweighted base for money sent back home (excluding those who indicated \$0): n=32–383 temporary residents who provided an answer (excluding \$0) * Graduates not shown separately, due to small base size (unweighted n=32), but they are included in the total figure.</p>					

²¹¹ Those indicating zero dollars in their responses to these questions were included in the analysis as, although unlikely, it is possible that temporary residents may not have spent money on these items — if they were being provided with free accommodation for example. Outliers were not removed as there was no clear cut-off point for most spending categories. As such median rather than mean spending figures are provided, along with the interquartile range.

When interpreting this data it is, of course, important to bear in mind that household spending varies by household composition and that this varied by visa group. For example, around six-in-ten students (58%) and two-thirds (66%) of working holiday makers lived with friends, colleagues or housemates compared to less than half (45%) of graduates, and only around one-quarter (27%) of sponsored visa holders. The data collected in this instance will also vary depending on who survey respondents chose to include as part of their household for the purposes of their income and spending estimates.

When asked if they had savings of more than \$1000, that they could use in the event of financial difficulty or an emergency, 76% of temporary residents said they did, leaving 15% who said they did not and 5% who were unsure. Students were the least likely to have had this sum of money available to them (71%), while working holiday makers were most likely to have had access to this (81%), as shown in Table 54. In the case of working holiday makers this could perhaps have been a travel budget, which they could draw on if required. Indeed, working holiday makers are required, as a condition of their visa, to have sufficient funds to support themselves on a working holiday (around \$5000 is recommended), as well as enough money to buy a return or onward travel ticket at the end of their stay.

Table 54: Access to emergency funds, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Total %
Yes	71	79	81	78	76
No	18	12	12	13	15
Don't know	7	7	3	5	5
Prefer not to say	4	2	4	5	4
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(4608)</i>
Q52. Do you currently have savings of more than \$1000/thinking about the majority of the time you were in Australia on your visa, did you have savings of more than \$1000 which you could use in the event of financial difficulty or emergency?					
Unweighted base: n=4608 all primary visa holders					

Further investigation into the characteristics of the temporary residents who indicated they did not have savings of more than \$1000 which they could access in the event of an emergency, shows that this potential vulnerability was more common among the following groups (as well as students):

- females (16%)
- those aged 18–24 years (17%)
- those from North Africa/Middle East (28%)
- those from Southern and West Africa (29%).

Money brought in to Australia from overseas

To provide an indication of the amount of money brought into Australia and spent in the country by temporary visa holders, primary visa holders were asked:

- how much money they (and, if applicable, their partner) had brought with them when they first arrived in Australia (this visit)
- what type and how much financial assistance they had received from overseas sources since then, if any
- how much of this total they had spent so far in Australia.²¹²

Students and graduates were asked to include money used to pay for their education fees, even if they were paid to their college or university on their behalf.

Four-in-ten (41%) temporary residents (primary visa holders) stated that they (and/or their partner if applicable) had accessed some form of financial assistance while in Australia, including 26% who received financial assistance from overseas (not shown in table). Most common were loans or gifts from family or friends (either in Australia or overseas). Overall, 25% said they had received this type of help, but this was most common among students (32%) and graduates (31%), as shown in Table 55.

Table 55: Types of financial assistance received while in Australia, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Total %
Gifts or loans from family or friends	32	31	24	10	25
Credit cards	16	23	17	24	18
Loans from banks/financial institutions	10	6	3	7	6
Private loans from other individuals	4	4	2	1	3
Loans from my employer or labour hire company/recruitment agency/contractor	1	0	1	2	2
No, none of these	44	46	54	62	51
Don't know	5	2	5	3	5
I'd prefer not to say	5	3	3	3	4
<i>Any of these, excluding credit cards (net)</i>	40	36	27	17	31
<i>Any of these, including credit cards (net)</i>	46	49	38	33	41
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(4608)</i>
Q49A. Have/did you and/or your partner received any of the following additional forms of financial assistance while in Australia on your XX visa? Unweighted base: n=4608 all primary visa holders					

²¹² The online survey (Q50) summed the total funds brought into, and received while in Australia (based on previous survey responses at Q47 and Q59B), before asking respondents how much of this money they had spent in Australia (Q50a) and overseas (Q50b). An error message appeared if respondents provided spending figures that summed to exceed the total — see appended questionnaire for full details.

The average sum of money brought into Australia on arrival by temporary residents was \$9430 (including any money brought or paid in advance for educational fees) as shown in Table 56. Sponsored workers generally brought less money with them (52% brought in less than \$3000 – not shown in table). As might be expected given the request to include educational fees in these figures, students and graduates brought in the largest average sums from overseas (44% brought in more than \$20 000 – not shown in table).

Since arriving in Australia, temporary residents who indicated that they had received additional financial assistance from overseas (26%) reportedly received a further \$21 229, on average.

Taking both of these figures into account shows that, on average, temporary residents (who provided an answer to either question) had brought \$14 131 into Australia over the course of their visit (so far).²¹³

Table 56: Amount of money brought into Australia on first arrival (this visit) and received since, by visa group

	Students \$	Graduates \$	WHM \$	Sponsored \$	Total \$
Money brought on arrival	13 158	26 044	5652	10 135	9430
<i>Unweighted (n)</i>	<i>(925)</i>	<i>(205)</i>	<i>(1192)</i>	<i>(795)</i>	<i>(3117)</i>
Money received since arrival (from all overseas only)	38 494	27 161	2315	12 931	21 229
<i>Unweighted (n)</i>	<i>(309)</i>	<i>(55)</i>	<i>(254)</i>	<i>(84)</i>	<i>(702)</i>
Total amount brought in from overseas	25 017	33 599	6052	11 282	14 131
<i>Unweighted (n)</i>	<i>(958)</i>	<i>(208)</i>	<i>(1210)</i>	<i>(800)</i>	<i>(3176)</i>

Q47. How much money, if any, did you (and/or your partner/spouse) bring with you when you first arrived in Australia on this/your most recent visit?

Unweighted base: n=3117 *primary visa holders who provided an answer (including \$0 and excluding one outlier of \$5 000 500)*

Q49B. To the best of your knowledge, how much money have you (and your partner) received in total from [overseas] while in Australia on your XX visa [\$1 or more]?

Unweighted base: n=702 *primary visa holders who said they received money from overseas while in Australia (at Q49A) and who provided an answer*

Total. Unweighted base: n=3176 *primary visa holders provided an answer to either Q47 (including \$0 and excluding one outlier of \$5 000 500) or Q49B*

²¹³ Temporary residents who provided a response to either of these questions are included in the 'total amount brought in'. As such, the total figure may be less than the actual amount brought in by any temporary residents who gave a figure at Q47 but said 'don't know' at Q49B, or vice versa.

Among those who answered either of the relevant questions, the average amount of money brought in from overseas and spent in Australia was \$11 923, as shown in Table 57.²¹⁴ As might be expected, given the inclusion of educational fees, students and graduates spent more money from overseas in Australia (\$22 358 and \$28 800 respectively) than the other visa groups.

It is important to acknowledge that there are a number of limitations in relation to this data. In particular, it relies heavily on survey respondents' recall of events which may have happened some years ago (e.g. when they first arrived in Australia, 'this visit'). Also, the total amount of time spent in Australia during 'this visit' (so far) is unknown. As such, the results should be treated as a broad estimate of the approximate sums of offshore funds brought into and spent in Australia by temporary visa holders, rather than a precise assessment.

Table 57: Funds from overseas spent in Australia, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Total %
\$0	1	1	0	1	1
\$1-\$1000	10	9	13	36	16
\$1001-\$5000	26	25	55	33	41
\$5001-\$10 000	14	12	20	10	16
\$10 001-\$100 000	45	49	12	18	25
Over \$100 000	4	3	0	1	1
Average	\$22 358	\$28 800	\$5031	\$8556	\$11 923
Unweighted (n)	(767)	(175)	(1032)	(688)	(2662)

Q50A. In your response to previous questions you indicated that you brought around \$XX with you when you first arrived in Australia and received \$XX from [overseas] while in Australia on your XX visa, which gives a total of \$XX. Of this \$XX, approximately how much have you spent/did you spend in Australia?
Unweighted base: n=2662 primary visa holders that answered Q47 (at least \$1) or Q49B (at least \$1) and answered Q50A (i.e. refusals and 'don't know excluded).

²¹⁴ Temporary residents who provided a response (\$1 or more) to either of Q47 or Q49B were included in the analysis. As such, the total figure may be less than the actual amount brought into Australia and spent in Australia by any temporary residents who gave a figure at Q47 but said 'don't know' at Q49B, or vice versa.

The literature review noted that while education is widely credited as Australia's third biggest export, recent research suggests that the figures on which this claim rests are overstated by as much as 50% because estimates of student spending are based on data from students with a different demographic profile to the present; onshore earnings of international students in Australia are included; and direct costs to students, such as offshore agents fees, are not considered.²¹⁵ While this issue could not be addressed in detail within the scope of this study, an attempt was made to establish whether students (and graduates) had paid their educational fees from onshore or offshore sources. Most (80%) said that their educational fees were funded, at least in part, with money from overseas (e.g. earned by them, provided by family or loaned from overseas banks). In comparison, 22% said their fees were paid from onshore sources (e.g. earned by them in Australia, provided by family living in Australia, or loaned from an Australian bank).

Table 58: Source of education fees

	Students %	Graduates %	Total %
Money earned while living in Australia	18	20	18
Money loaned by an Australian bank	1	0	1
Money provided by a family member living in Australia	6	10	6
<i>Money from Australia (net)</i>	22	26	22
Money earned while living in home/another country	25	10	25
Money loaned by a bank in home/or another country	9	11	9
Money provided by a family member living in home/another country	58	70	59
Scholarship/sponsorship from home/another country	5	0	4
<i>Money from overseas (net)</i>	81	78	80
Scholarship/sponsorship — source nsf	5	2	5
Another way	4	4	4
Don't know	1	3	1
I'd prefer not to say	3	8	4
<i>Unweighted (n)</i>	<i>(1522)</i>	<i>(318)</i>	<i>(1840)</i>
Q51. How did you pay for your Australian college/university/TAFE fees? Paid for with...(multiple response)			
Unweighted base: n=1840 student and graduate primary visa holders			

²¹⁵ Birrell, B., & Smith, T. F. (2010). Export Earnings From the Overseas Student Industry: How Much? *Australian Universities' Review*, 52(1), 4-12.

Community engagement and networks

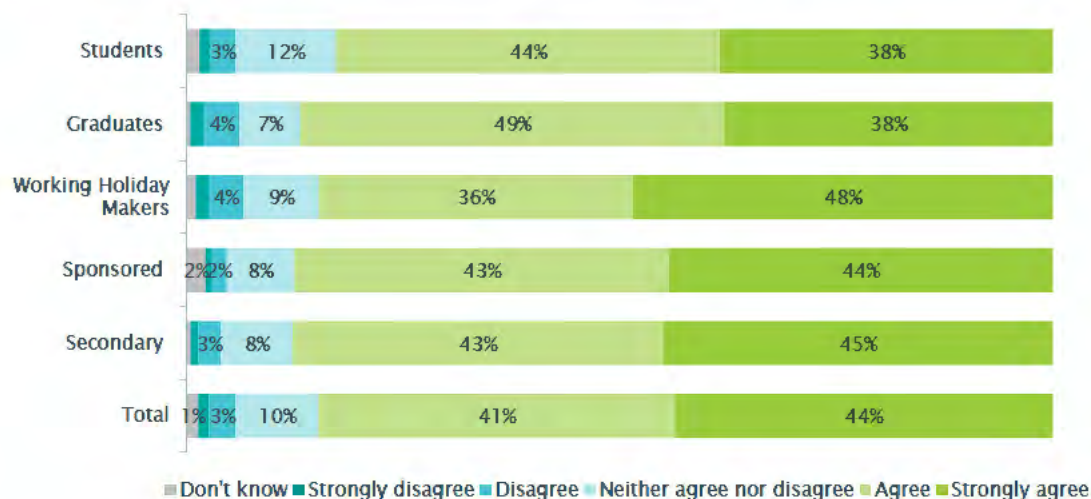
This section explores temporary residents' sense of belonging to, and interactions with, the local community, along with their contributions to the community (through formal and informal volunteering) and access to sources of support.

Sense of belonging and networks

Temporary residents who completed the survey were asked to state the extent to which they agreed or disagreed with a number of statements about community, support networks and belonging.

The vast majority (85%) of temporary visa holders agreed (or strongly agreed) that they felt positive about the Australian way of life and 44% strongly agreed, as shown in Figure 11. Only 4% actively disagreed. Working holiday makers were most positive in this respect, 48% strongly agreed (in comparison to 38% of students). Other than this there was little difference between the different types of temporary resident.

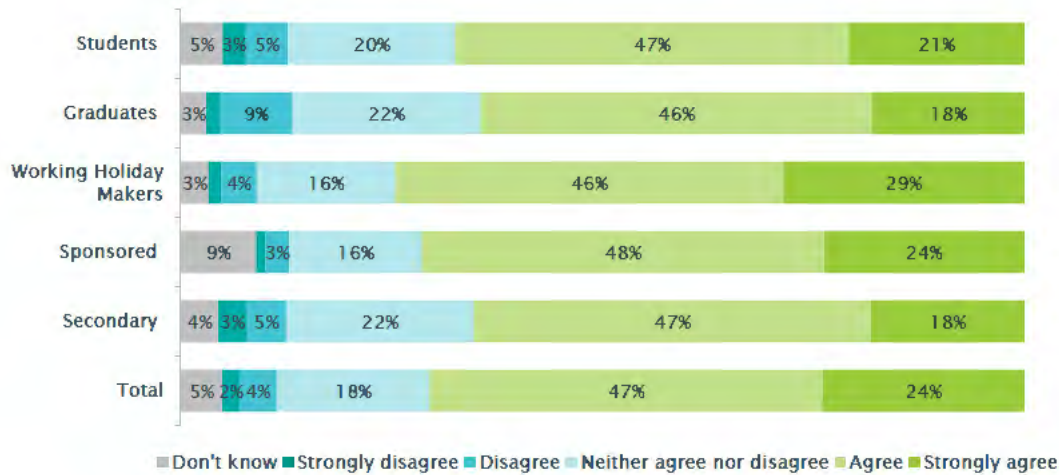
Figure 11: Positivity about the Australian way of life, by visa group



Q39. Based on your experiences in Australia, to what extent do you agree or disagree with each of the following statements?
I feel positive about the Australian way of life
Unweighted base: n=4908 (1523 students, 318 graduates, 1497 WHM, 1270 sponsored, 300 secondary), all visa holders

The majority of temporary residents (70%) agreed (or strongly agreed) that people in Australia are willing to help their neighbours, as shown in Figure 12, overleaf. Although only 6% actively disagreed, around a quarter (23%) gave a neutral response or said they didn't know, perhaps suggesting that they have little interaction with their neighbours. Again, working holiday makers were more positive (29% strongly agreed) than others and students were somewhat less positive (21% strongly agreed).

Figure 12: Community willingness to help neighbours, by visa group



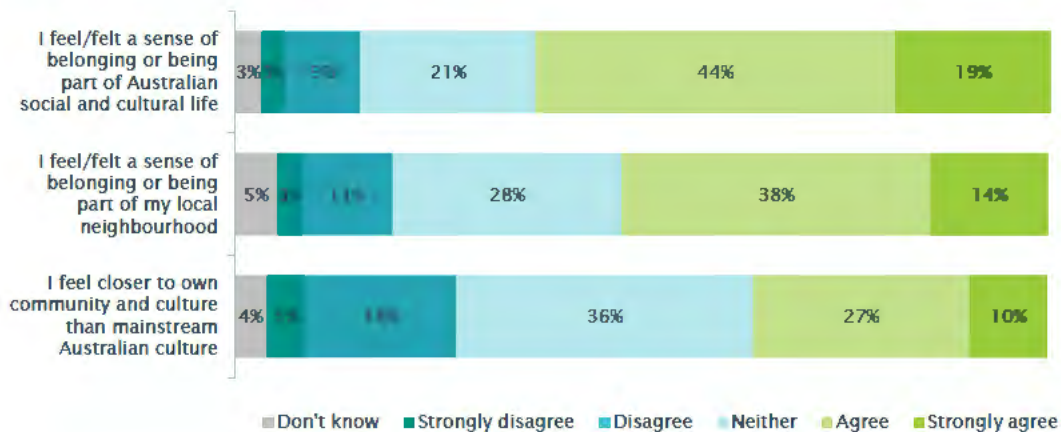
Q39. Based on your experiences in Australia, to what extent do you agree or disagree with each of the following statements?
 People are willing to help their neighbours
 Unweighted base: n=4908 (1523 students, 318 graduates, 1497 WHM, 1270 sponsored, 300 secondary), all visa holders

Almost two-thirds (63%) of temporary residents agreed (or strongly agreed) that they felt a sense of belonging to, or being part of, Australian social and cultural life. Sponsored visa holders were more likely than others to state 'don't know' in response to this question (8% compared to 3% overall). There were no other differences between the visa groups.

A smaller proportion of temporary residents (52%) felt a sense of belonging to, or being a part of, their local neighbourhood. Again, a relatively large proportion of sponsored visa holders responded with 'don't know' to this question (11% compared to 5% average).

Over a third (37%) of temporary residents agreed (or strongly agreed) that they felt closer to their own (ethnic/home) community and culture than to mainstream Australia and there was little variation between the visa groups, other than students being slightly more likely than the other groups to agree and sponsored visa holders being slightly less likely to agree (41% and 33% respectively agreed or strongly agreed).

Figure 13: Sense of belonging



Q39. Based on your experiences in Australia, to what extent do you agree or disagree with each of the following statements?
Unweighted base: n=4908, all visa holders

As might be expected, there was a relationship between feeling a sense of belonging to Australian culture and to the local community and extent of positivity about the Australian way of life, as follows:

- 94% of those who agreed (or strongly agreed) that they felt a sense of belonging to their local neighbourhood agreed that they felt positive about the Australian way of life, compared to 75% of those who did not feel this sense of belonging (i.e. disagreed or were neutral).
- 95% of those who agreed (or strongly agreed) that they felt a sense of belonging to Australian social and cultural life agreed that they felt positive about the Australian way of life, compared to 68% of those who did not feel this sense of belonging (i.e. disagreed or were neutral).

The relationship between perceptions of the Australian way of life and feeling closer to ethnic or home communities (than to mainstream Australian community and culture) was not as strong. Those who agreed (or strongly agreed) that they felt closer to their home communities were only slightly less likely to agree (or strongly agree) that they felt positive about the Australian way of life (84%) than those who did not feel closer to their home communities (i.e. disagreed or were neutral — 86%).

There was a relationship between home-country language and feeling a sense of belonging in Australia. A larger proportion of temporary residents from MESC than from NMESC strongly agreed that they felt a sense of belonging to, or being a part of:

- Australian social and cultural life (24% compared to 17%)
- their local neighbourhood (19% compared to 13%).

A slightly higher proportion of temporary residents from MESC than those from NMESC strongly agreed that they felt positive about the Australian way of life (48% compared to 42%). At the same time, those from NMESC had a slightly higher tendency to agree or strongly agree that they felt closer to their home community than to mainstream Australian community and culture (38% compared to 33%).

Similarly, temporary residents who had English as a first language or indicated that they never had

any issues speaking English were more likely than those who had experienced language challenges in Australia, to strongly agree that:

- they felt a sense of belonging to their local neighbourhood (17% compared to 10%)
- they felt a sense of belonging to Australian social and cultural life (22% compared to 14%)
- they were positive about the Australian way of life (47% compared to 39%).

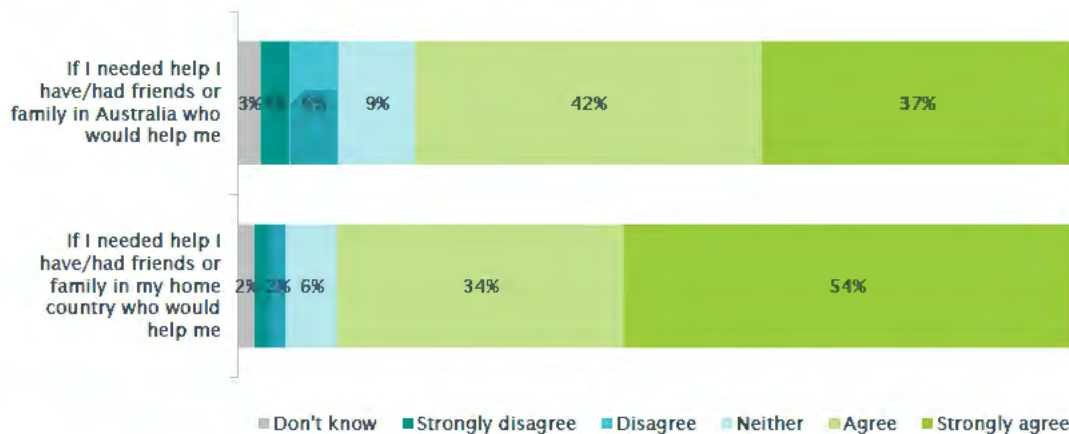
They were also less likely to agree that they felt closer to their home community and culture than to mainstream Australian culture (33% compared to 43% agreed or strongly agreed).

These findings suggest that temporary residents who feel a sense of belonging to their local community and to Australian cultural and social life more broadly may be more likely than those who do not feel this sense of belonging to be left with a positive perception of the Australian way of life, even if they still feel closer to their own community and culture. The results also indicate that being from a MESC and feeling confident in speaking English is related to feeling a stronger sense of belonging in Australia and to the local community and to more strongly positive perceptions of the Australian way of life.

Around eight-in-ten (79%) temporary residents agreed (or strongly agreed) that if they needed help they had friends or family in Australia who would help them. However, this leaves 21% who gave a neutral response, disagreed, or said 'don't know', indicating they may not have had access to this type of support while they were in Australia. Responses were broadly similar across the five visa groups.

Almost nine-in-ten (88%) also agreed (or strongly agreed) that they had friends or family in their home country who would help them if needed, leaving 12% who did not (i.e. gave a neutral response, disagreed, or said 'don't know'). Working holiday makers were particularly likely to strongly agree that they had family or friends at home who would be able to help them (58% compared to 44% of graduates).

Figure 14: Sources of support available if required



Q39. Based on your experiences in Australia, to what extent do you agree or disagree with each of the following statements?
Unweighted base: n=4908, all visa holders

There is some evidence that temporary residents from NMESC may be more vulnerable if they find themselves in a situation where they require support, as slightly smaller proportions of temporary residents from these countries strongly agreed that they had family/friends who would help them, both in Australia and at home (34% from NMESC compared to 46% of those from MESC and 50% from NMESC compared to 69% of those from MESC respectively strongly agreed). The same applies to those who felt less confident in their English language ability, in that 31% of those who found English challenging at first or were still having occasional/frequent problems with it strongly agreed that they had family/friends in Australia who would help, compared to 41% of those who had English as a first language or did not have any English language issues. Similarly, 45% of those who found English challenging at first or were still having occasional/frequent problems with it strongly agreed that they had family/friends at home who would help, compared to 60% of those who had English as a first language or did not have any English language issues.

There was also a relationship between having support available, at home and/or in Australia if needed and feelings of positivity in relation to the Australian way of life:

- 41% of those who did not feel positive about the Australian way of life (disagreed or were neutral) also gave a response which suggested they may not have friends or family in Australia who would help them if needed (i.e. disagreed, said they didn't know or gave a neutral response), compared to 18% of those who did feel positive about the Australian way of life.
- 21% of those who did not feel positive about the Australian way of life (disagreed or were neutral) also gave a response which suggested they may not have friends or family in their home country who would help them if needed (i.e. disagreed, said they didn't know or gave a neutral response), compared to 10% of those who did feel positive about the Australian way of life.

Involvement in community

Almost nine-in-ten (85%) temporary residents reported having attended at least one of the local community activities shown in Table 59 while in Australia, leaving 13% who had attended none of these, and 2% who did not know. More than half had attended their local library (56%) and/or cultural or community events (54%). Two-in-five (41%) had attended neighbourhood or community sporting events.

There were some differences between the visa groups, most notably a relatively large proportion (24%) of sponsored visa holders had not attended any of these local activities or events. This relatively low incidence of interaction with local community among sponsored visa holders may help to explain why a higher proportion answered 'don't know' to the questions about belonging.

In addition, attendance at religious services was more common among students, secondary visa holders and graduates (27%, 27% and 31% respectively) than among working holiday makers (13%) or sponsored visa holders (17%).

Table 59: Attendance at community events/activities, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Visited the local library	60	72	60	32	58	56
Attended community or cultural events	54	55	57	49	53	54
Attended sporting events	36	38	43	44	47	41
Attended school events	51	30	11	14	27	28
Attended religious services	27	31	13	17	27	20
Attended playgroup sessions	10	10	7	8	16	9
Participated in other local activities or events	7	8	8	11	11	9
None of these	10	11	12	24	10	13
Don't know	3	1	2	1	2	2
Unweighted (n)	(1523)	(318)	(1497)	(1270)	(300)	(4908)
Q40a. While in Australia on your visa, have you done/did you do any of the following in your local neighbourhood/community? (multiple response)						
Unweighted base: n=4908 all temporary residents						

The incidence of having attended one or more of these types of activities or events was similar regardless of English language confidence/competency, although there was some variation in the types of events attended.

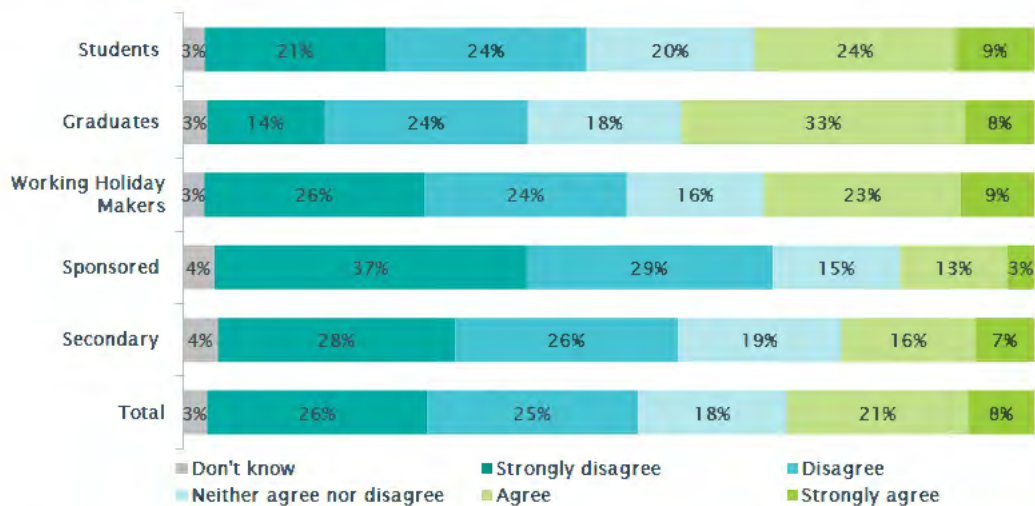
Temporary residents who did not feel positive about the Australian way of life (i.e. disagreed that they felt positive about this or were neutral) were slightly less likely to have attended any community activities or events (79%) than those who felt positive about this (86%).

Perceived racism or prejudice while in Australia

A relatively large proportion of temporary residents (29%) reported that they experienced racism or prejudice while in Australia (i.e. agreed or strongly agreed). Sponsored visa holders were the least likely of all the visa groups to have experienced this (16% agreed or strongly agreed).

Again, it is important to note that survey participants were free to interpret the meaning of the terms racism and prejudice, and to decide whether or not they felt they had experienced them while in Australia. The definitions of these terms, used in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*), were not presented in the questionnaire. As such, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Figure 15: Experience of racism/prejudice, by visa group²¹⁶



Q39. Based on your experiences in Australia, to what extent do you agree or disagree with each of the following statements?
I experienced racism / prejudice while in Australia
Unweighted base: n=4908 (1523 students, 318 graduates, 1497 WHM, 1270 sponsored, 300 secondary), all visa holders

There was no significant difference between visa holders from MESC or from NMESC in terms of the proportion that agreed (or strongly agreed) that they had experienced racism or prejudice in Australia. However, a larger proportion of those from MESC actively disagreed — i.e. indicated that they had not experienced this (59% compared to 48%). There was also a relationship between self-reported English competency and having experienced racism — 26% of those who were more confident/competent in speaking English believed that they had encountered racism or prejudice, compared to 33% of those who had found speaking English more challenging.

²¹⁶ As noted, definitions for these terms were not provided to survey respondents. As such, the surveys do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Approximately two-thirds (66%) of temporary residents reportedly helped someone in their local neighbourhood or community, either through informal support or more formal volunteering/unpaid work while in Australia on the relevant visa.²¹⁷ However, this fell to around half (47%) of sponsored visa holders. Graduates were most likely to report having helped their local community in some way — 86% had done so.

Overall, the most common form of help provided was help with study or language skills (26%), followed by volunteering or doing unpaid work for a charity, club, school or as a religious or community leader (21%).

Sponsored visa holders and working holiday makers were least likely to volunteer (both 14%). Between 28% and 38% of the other visa groups (secondary, students and graduates) said they volunteered while in Australia on that visa. Although the definitions may differ slightly, this is broadly similar to rates of volunteering (over the previous 12 months) among the Australian adult population (36%).²¹⁸ The type of informal help given varied between the visa groups. For example, international students and graduates were particularly likely to have helped someone with language and study skills, as shown in Table 60.

²¹⁷ Survey respondents were instructed not to include any form of paid work or help provided to family.

²¹⁸ Australian Bureau of Statistics, 2010, *Voluntary Work, Australia*, cat. no. 4441.0, viewed 28/10/15, <http://www.abs.gov.au/AUSSTATS/abs@.nsf/Latestproducts/4441.0Main%20Features22010?opendocument&tabname=Summary&pridno=4441.0&issue=2010&num=&view=>

Table 60: Helping others in the community, by visa group

	Students %	Graduate %	WHM %	Sponsored %	Secondary %	Total %
Helped with study/language skills	37	43	21	10	21	26
Volunteered or did unpaid work for a charity, club, school, or as a religious/community leader	30	38	14	14	28	21
Helped with shopping	22	24	21	13	17	20
Provided food/meals	21	21	21	11	21	19
Lent household items or equipment	21	23	14	18	23	18
Looked after someone's house or pets while they were away	15	21	22	14	22	18
Provided transport	16	29	19	16	25	18
Loaned/gave money	17	26	15	11	13	15
Looked after children	10	17	17	9	22	14
Cared for someone due to sickness/disability/old age	13	18	8	7	12	10
Helped in another way	3	4	4	3	5	4
None of these	24	11	29	48	23	29
<i>Any of these (net)</i>	<i>72</i>	<i>86</i>	<i>67</i>	<i>47</i>	<i>73</i>	<i>66</i>
Don't know	4	2	5	5	4	4
<i>Unweighted (n)</i>	<i>(1523)</i>	<i>(318)</i>	<i>(1497)</i>	<i>(1270)</i>	<i>(300)</i>	<i>(4908)</i>
Q40b. While in Australia on your visa, have you done/did you do any of the following in your local neighbourhood/community? (multiple response)						
Unweighted base: n=4908 all temporary residents						

The incidence of having helped the community in one or more of these ways was similar regardless of English language confidence/competency, although there was some variation in the types of support provided, including those with higher level English skills being slightly more likely to have volunteered in a more formal capacity (23% compared to 19%).

There did not appear to be any relationship between volunteering and providing other forms of help to the community, and whether or not visa holders were positive about life in Australia.

Among the 21% of temporary residents who reported having volunteered/done relevant unpaid work in Australia while on the relevant visa, around half (51%) stated that they did so at least once a month, including 25% that did so weekly.

Table 61: Frequency of volunteering

	Total %
Daily	4
Weekly	25
Fortnightly	7
Monthly	15
Every few months	27
Less often	18
Don't know	3
<i>At least once a month (net)</i>	<i>51</i>
<i>Unweighted (n)</i>	<i>(1057)</i>
Q40c. How frequently do/did you usually participate in volunteering activities?	
Unweighted base: n=1057 temporary residents who volunteered	

Future intentions

This section considers temporary residents' future intentions in terms of whether they planned to leave Australia or apply for another visa in the short-term (or return to Australia if they had already left) and, in the longer-term, whether they had aspirations to become an Australian citizen. The reasons underpinning these intentions are also discussed.

Temporary residents who were still in Australia when they completed the survey were asked what they were most likely to do when their current visa expired. The majority (65%) planned to remain in Australia (e.g. by applying for a different visa, renewing their visa), including 33% who intended to apply for PR. Only around one-quarter (23%) intended to leave Australia when their visa expired, for example to go home, to go to another country or to go where their work sent them. One-in-ten (10%) were unsure.

Table 62 shows the variation in future plans by visa group. Intention to apply for PR is of particular interest given that, as highlighted in the literature review, many of the temporary visa subclasses have become key pathways to permanent migration. Eight-in-ten (82%) graduates intended to apply for PR when their current visa expires, as did 59% of sponsored visa holders and 55% of secondary visa holders. This also applied to 31% of students. Even among working holiday makers, 9% stated that they planned to apply for PR.

Table 62: Intentions after visa expiry, by visa group

	Students %	Graduates %	WHM %	Sponsored %	Secondary %	Total %
Apply for Australian PR	31	82	9	59	55	33
Go back to my home country	17	5	26	14	12	18
Apply for a different Australian temporary visa	23	4	20	2	8	17
Renew/apply for same visa again	13	2	24	9	4	14
Move to a different country	2	0	13	2	4	5
Something else	1	0	1	0	1	1
Go wherever my work sends me	0	0	0	8	0	1
Don't know	12	6	6	5	16	10
<i>Remain in Australia (net)</i>	68	88	53	70	67	65
<i>Leave Australia (net)</i>	19	5	40	17	16	23
<i>Unweighted (n)</i>	(1047)	(285)	(639)	(591)	(257)	(2819)
Q2a. What are you most likely to do when your current visa expires?						
Unweighted base: n=2819 temporary residents still in Australia						

There was some evidence of a relationship between intention to leave Australia and the experiences of racism. One-third (32%) of those who *strongly agreed* that they had experienced racism/prejudice while in Australia planned to leave the country, which was relatively high in comparison to those who either disagreed that they had experienced this (21%) or who *agreed* (but not strongly) that they had experienced racism (21%).²¹⁹

As noted, 33% of temporary residents who were still in Australia when they completed the survey intended to apply for PR when their current visa expired. However, when asked to think longer-term, a larger proportion had aspirations to become Australian citizens: 59% said that they planned to apply for citizenship if they became eligible. This intention was most common among graduates (78%) and secondary visa holders (68%), and least common among working holiday makers — although even among this latter group 52% expressed a desire to become Australian citizens.

²¹⁹ As noted, definitions for these terms were not provided to survey respondents. As such, the surveys do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Temporary visas holders who had already left Australia when they completed the survey were asked if they intended to return. Almost seven-in-ten (68%) said they planned to do so, including 11% who planned to apply for Australian PR. Indicatively, graduates were particularly likely to express an intention to apply for PR (27%).²²⁰

Sponsored workers were most likely to indicate that they planned to return to Australia on another sponsored visa (29%). In contrast, only 8% of students planned to return on a student visa.

Table 63: Intention to return to Australia²²¹

	Students %	WHM %	Sponsored %	Total %
Yes — I plan to return to Australia and apply for a different temporary visa	34	37	18	32
Yes — I plan to return to Australia and renew/apply for another [visa name from sample] visa	8	11	29	14
Yes — I plan to return to Australia and apply for Australian PR	13	10	10	11
Yes — I plan to return to Australia on a tourist or visitor visa (coded from 'I plan to return to Australia another way')	8	12	7	10
Yes — I plan to return to Australia another way	1	0	1	1
Yes — I plan to return to Australia (net)	64	71	65	68
No — I do not plan to return to Australia	9	12	8	11
Don't know	26	17	27	22
<i>Unweighted (n)</i>	<i>(476)</i>	<i>(858)</i>	<i>(679)</i>	<i>(2089)</i>
Q2b. Do you plan to return to Australia?				
Unweighted base: n=2089 temporary residents who had left Australia				

Temporary residents, who were no longer in Australia were also asked if they planned to apply for Australian citizenship in the longer-term, if they became eligible. One-third (33%) reported that they planned to do so. This was least common among those who had been in Australia on a sponsored visa (27%) and most common among those who had held a student visa (40%) or, indicatively, a graduate visa (57%)²²².

²²⁰ Indicative only due to small base size (n=33).

²²¹ Graduate and secondary visa holders not shown due to small base size, however are included in the total.

²²² Indicative only due to small base size (n=33).

Temporary residents who said they intended to apply for a different temporary Australian visa either when they returned to Australia (for those who had left the country) or when their visa expired (for those who were still in Australia) were asked which category of visa they were most likely to apply for (either as a primary or secondary visa holder). The most common response overall was a temporary employer sponsored work visa (19%), followed by a tourist or visitor visa (17%), student visa (16%) and graduate visa (12%), as shown in Table 64.

Table 64: Future visa intentions²²³

	Students %	WHM %	Sponsored %	Total %
Temporary employer sponsored work visa — subclasses 457, 401 and 402	18	16	27	19
Tourist or visitor visa, coded from 'another visa'	7	24	27	17
Student visa — subclasses 570, 572, 573, 574 or 575	10	23	6	16
Graduate visa — subclasses 485 or 476	26	1	1	12
Working Holiday Maker visa — subclasses 417 and 462	17	3	8	9
Temporary Work (Short Stay) visa — subclass 400	9	9	10	9
Partner/de-facto visa, coded from 'another visa'	3	4	0	3
Another visa	1	1	3	1
Don't know	9	18	18	14
<i>Unweighted (n)</i>	<i>(356)</i>	<i>(409)</i>	<i>(123)</i>	<i>(919)</i>
Q4. Which other temporary visa are you most likely to apply for (whether as a primary or secondary visa holder)?				
Unweighted base: n=919 temporary residents who would apply for a different temporary visa				

²²³ Graduate and secondary visa holders not shown due to small base size. However they are included in the total.

Reasons for leaving or planning to leave Australia

Those who had left Australia by the time they completed the survey were asked why they had left. Over half (56%) stated that they had never intended to stay beyond their current visa and a further 12% said they had been unable to renew/get another visa. However, 12% cited difficulties finding work and 10% cited the high cost of living as reasons for leaving, as shown in Table 65. Further analysis shows that among the 11% who had left Australia and had no plans to return, 19% mentioned the high cost of living in Australia and 23% difficulty finding suitable work.

Similarly, temporary residents who were in Australia when they completed the survey and were planning to leave Australia when their visa expired were asked why this was the case. Again, being unable to get another visa/renew their visa and never having planned to stay beyond the term of their visa were common responses (19% and 34% respectively), along with difficulties finding suitable work (19%) and the high cost of living (13%). Missing family and missing their home country were both mentioned more often by those intending to leave (28% and 24% respectively) than by those who had already left (10% and 9% respectively).

Table 65 shows the reasons provided for leaving Australia or intending to leave, by visa group. Key differences included:

- Never having intended to stay was most common among sponsored visa holders (78% of those who had left Australia).
- Students were more likely than other temporary visa holders to say that they intended to leave because they missed their home country (32%) or had difficulty finding suitable work (29%).
- Working holiday makers were more likely than other temporary visa holders to have left or intend to leave because they could not renew or get another visa (18% and 31%).
- Students were more likely than other temporary visa holders to say they had left or intended to leave because of the high cost of living in Australia (14% and 20%).

Table 65: Reason for leaving/intention to leave Australia, by visa group²²⁴

	Students %		WHM %		Sponsored %		Total %	
	Left	Intend	Left	Intend	Left	Intend	Left	Intend
I never intended to stay in Australia beyond that visa	55	32	48	35	78	45	56	34
I couldn't/can't renew/get another visa	10	11	18	31	2	4	12	19
Difficulty finding suitable work in Australia	14	29	16	14	2	6	12	19
I miss/ed my family	7	32	14	27	4	28	10	28
High cost of living in Australia	14	20	12	8	2	19	10	13
I miss/ed my home country	7	32	12	19	3	21	9	24
The visa application process is/was too difficult	7	10	3	11	3	5	4	10
Work transfer	1	1	3	2	10	11	4	3
My partner wants/wanted to go back to home country	2	5	4	6	1	16	3	7
My wage was too low	2	3	4	5	1	6	3	4
I didn't like living in Australia	1	8	4	3	0	7	2	5
Relationship with spouse/partner ended	1	1	1	0	4	1	2	0
Another reason (please specify)	13	13	12	9	4	14	11	11
Don't know	1	3	1	1	0	0	1	1
<i>Unweighted (n)</i>	<i>(476)</i>	<i>(196)</i>	<i>(858)</i>	<i>(255)</i>	<i>(679)</i>	<i>(103)</i>	<i>(2089)</i>	<i>(610)</i>
<p>Q1. Why did you leave Australia? Unweighted base: n=2089 <i>temporary residents who had left Australia</i></p> <p>Q3. Why are you likely to go home/move to a different country or do 'something else' [response from Q2a] when your visa expires? Unweighted base: n=610 <i>temporary residents who planned to leave Australia</i> ²²⁵</p>								

²²⁴ Graduates and secondary visa holders are not shown due to small sample size (<50).

²²⁵ Q3 was asked of those who were still in Australia and who stated (at Q2a) that they planned to go back to their home country or move to a different country or who responded with 'something else'. A filter has been applied to ensure the base/denominator only includes those who indicated that they planned to go back to their home country or move to a different country after Q2a 'something else' responses had been coded.

Reasons for leaving Australia also varied by self-reported English language ability, gender and country of origin and included:

- Temporary residents who said they struggled with English were more likely to say that they left Australia because they missed their family (15% compared to 8% of those who had no problems with English).
- Women were more likely to say they left because they missed their family (14% compared to 8% of males).
- Men were more likely to have left because of a work transfer (6% compared to 2% of women).
- Those from North-East Asia were most likely to say that they left because they could not renew or get another visa (25%), because their partner wanted to go back to their home country (8%) or because their wage was too low (7%).
- Those from Central and Southern Asia were more likely to say that they left because of a work transfer (21%).

In addition, intention to leave varied by country of origin such that those from MESC were more likely to say that they intended to leave because they did not think they could renew/get another visa (28% compared to 17% from NMESC). Those from MESC were more likely to say that they never intended to stay (47%) compared to those from NMESC (30%).

6. Survey of employers of temporary residents

This chapter presents the findings from the employer survey, including those sampled from the DIBP database of 457 employers and those contacted through the business research panel.

Employers were asked to respond to a number of questions (Q7–Q13) about specific categories of temporary resident employees (students/graduates, working holiday makers, sponsored visa holders and secondary visa holders), up to two categories per employer. Students and graduates were grouped together for the purposes of these questions to minimise the burden on survey respondents, and to control the overall questionnaire length. These questions are broken down by visa type in the analysis. For the remaining questions, employers were asked to provide more general responses based on all of the temporary residents they employed; the results for these questions are generally provided at the aggregate level or split into three categories: those who had employed both sponsored and non-sponsored temporary visa holders; those who had employed sponsored temporary visa holders only; and those who had employed non-sponsored temporary visa holders only (in the specified time period).

Employer profile

This section profiles the employers of temporary residents surveyed in terms of their company profile and the number and type of visa holders employed.

The majority (85%) of employers surveyed employed 457 visa holders. Around three-in-ten employed working holiday makers (32%) and/or secondary visa holders (30%), one-quarter (24%) employed student visa holders and one-in-six (17%) employed graduate visa holders, as shown in Table 66.

As discussed in the methodology section, it is not possible to accurately assess the extent to which the final dataset is representative of all employers of temporary residents, but it is likely that employers of 457 visa holders are over-represented in the dataset (as this was the only group for which a comprehensive database was available). This should be taken into account when interpreting the data.

Table 66: Visa holder categories/subclasses employed

	Total %
Temporary Work (Skilled) visa — subclass 457	85
Working holiday makers — subclass 417 or 462	32
Secondary visa holders	30
Students — subclass 570, 572, 573, 574 or 575	24
Graduates — subclass 485 or 476	17
Employer sponsored temporary visa (subclass unknown)	15
Training and Research — subclass 402	11
Temporary Work (Short Stay) — subclass 400	10
Temporary Work (Long Stay) — subclass 401	7
QS3. Is your business currently sponsoring any employees who were born overseas (or who you think were born overseas) on any of the following visas, or has it done so in the last year/two years? QS9. Has your business employed anyone on any of the following visas in the past year two years? Base: n=974 all employers	

As outlined in the methodology section, the employer survey sample was drawn from two different sources: a sample from DIBP, and another from the business research panel.

The DIBP sample included employers who had employed 457 visa holders in the past year (as well as in some cases other categories of visa holder), while the business research panel sample included businesses that employed other visa holder categories (as well as in some cases sponsored visa holders) within the past two years. In this section the results for Q22a, Q22b and Q25b have been reported separately for the two sample streams to account for this discrepancy in reference time periods, which necessitated different question wording for each sample.

Employers in the DIBP sample were asked to estimate how many visa holders in each of the visa categories they had employed *directly* in the *past year*. The results are outlined in Table 67. For each of the visa categories, a substantial proportion (between 26% and 49%) of employers with workers on that visa type had employed just one such worker in the past year.

Table 67: Estimated number of visa holders in each category employed directly (DIBP sample)²²⁶

Row %	0	1	2-5	6+	Base (n)
Temporary Work (Skilled) visa — subclass 457	6	41	43	11	(688)
Employer sponsored temporary visa — subclass unknown	30	31	31	7	(54)
Working holiday makers — subclass 417 or 462	5	32	35	28	(197)
Students — subclasses 570, 572, 573, 574 or 575	4	26	40	30	(104)
Secondary visa holders	10	49	36	5	(148)

Q22a. How many visa holders in each category has your business employed directly (in Australia) in the past year? If you are not sure, an estimate will be fine.
Base: n=54-688 employers from DIBP sample who provided a response (excluding don't know)

Employers in the business research panel sample were also asked to estimate how many visa holders in each of the categories they had employed *directly* in the past *two years*. For each of the visa holder categories, a substantial proportion (between 24% and 44%) of employers with workers on that visa type had employed just one such worker in the past two years.

Table 68: Estimated number of visa holders in each category employed directly (Research Panel sample)²²⁷

Row %	0	1	2-5	6+	Base (n)
Temporary Work (Skilled) visa — subclass 457	3	32	40	25	(60)
Students — subclasses 570, 572, 573, 574 or 575	3	24	42	31	(59)
Graduates — subclass 485 or 476	10	28	47	15	(60)
Secondary visa holders	6	44	37	13	(52)

Q22a. How many visa holders in each category has your business employed directly (in Australia) in the past two years? If you are not sure, an estimate will be fine.
Base: n=52-60 employers from research panel sample who provided a response (excluding don't know)

²²⁶ Subclasses 400, 401, 402 and graduates are not shown in the table due to very small sample size.

²²⁷ Subclass 400, 401, 402, employer sponsored temporary visa (subclass not known), working holiday makers are not shown in the table due to very small sample size.

Tables 69 and 70 present similar data (again split by sample source), but related to number of visa holders employed *indirectly* by the business, that is, via recruitment, labour hire or contractor companies. As can be seen by comparing the tables with those above, fewer employers employed temporary residents indirectly.

Table 69: Estimated number of visa holders in each category employed indirectly (DIBP sample)²²⁸

Row %	0	1	2-5	6	Base (n)
Temporary Work (Skilled) visa — subclass 457	75	13	11	1	(652)
Employer sponsored temporary visa — subclass unknown	78	9	11	2	(55)
Working Holiday Makers — subclass 417 or 462	81	6	7	6	(190)
Students — subclasses 570, 572, 573, 574 or 575	85	4	8	3	(106)
Secondary visa holders	87	8	4	1	(157)

Q22b. And how many visa holders in each category has your business employed (in Australia) via recruitment/labour hire/contractor companies in the past year? If you are not sure, an estimate will be fine.
Base: n=55-652 employers from department sample who provided a response (excluding don't know)

Table 70: Estimated number of visa holders in each category employed indirectly (Research Panel Sample)²²⁹

Row %	0	1	2-5	6+	Base (n)
Temporary work (skilled) visa — subclass 457	37	24	29	10	(59)
Students — subclasses 570, 572, 573, 574 or 575	39	9	37	16	(57)
Graduates — subclass 485 or 476	45	24	29	2	(55)

Q22b. And how many visa holders in each category has your business employed (in Australia) via recruitment/labour hire/contractor companies in the two years? If you are not sure, an estimate will be fine.
Base: n=55-59 employers research panel sample who provided a response (excluding don't know)

²²⁸ Subclass 400, 401, 402, graduates are not shown in the table due to very small sample size.

²²⁹ Subclass 400, 401, 402, employer sponsored temporary visa (subclass not known), working holiday makers, secondary visa holders, are not shown in the table due to very small sample size.

All employers were asked to estimate the *total number* of current full-time equivalent (FTE) staff their business currently employed in Australia, directly and on a permanent basis (including Australian citizens and permanent residents, as well as temporary visa holders). These results are not split by employer sample source because they relate to current employees rather than a specific reference period. The results for those who did provide an estimate are presented in Table 71, grouped into three categories. Considering only the employers who answered this question (that is, excluding the 10% responding 'don't know'), 47% of the employer sample comprised small businesses (fewer than 20 employees), 39% comprised medium-sized business (20–199 employees) and 13% comprised large businesses (200 or more employees).

Table 71: Total number of permanent FTE staff currently employed directly

	Total %
No permanent FTE staff	1
<than 20 (small business)	47
20–199 (medium business)	39
>=200 (large business)	13
<i>Unweighted (n)</i>	<i>(892)</i>

Q25a. How many full-time equivalent (FTE) staff does your business currently employ (in Australia) directly and on a permanent basis in total (including Australian citizens and permanent residents, as well as temporary visa holders)? Please do not include any staff employed via a contractor/labour hire company or on a casual/seasonal basis. If you are unsure about the number please provide an estimate.
 Base: n=892 all employers excluding 82 responding 'don't know' for this question

Employers were also asked to estimate how many staff members their business has employed in total in Australia via a contractor or labour hire company, or on a casual or seasonal basis (including Australian citizens and permanent residents, as well as temporary visa holders). For this question, the reference period for those participating in the 457 survey was again the last year and for the other employer survey the past two years to account for seasonal variation in staffing. As shown in Table 72, of the employers who were able to provide an estimate, almost half (48%) of the employers from the DIBP sample indicated that they had not employed any such staff in the past year, as did one-in-five (21%) employers from the business research panel sample, but, at the other end of the scale, 12% of the employers in the DIBP sample and 19% of those in the business research panel sample stated that they employed more than 20.

Table 72: Total number of staff employed indirectly or on a casual/seasonal basis

Number of Staff	Employed in past year — DIBP sample %	Employed in past two years — Research panel sample %
No staff	48	21
1–5	26	35
6–10	8	16
11–20	6	9
>20	12	19
<i>Unweighted (n)</i>	<i>(678)</i>	<i>(172)</i>

Q25b. How many staff, if any, has your business employed (in Australia) via a contractor/labour hire company or on a casual/seasonal basis in the past year/two years (including Australian citizens and permanent residents, as well as temporary visa holders)? If you are unsure about the number please provide an estimate.

Base: n=850 all employers, excluding n=124 responding 'don't know'

All employers were then asked to approximate the *proportion* of their current employees in Australia who were in the country on a temporary visa, irrespective of whether or not they were employed directly or indirectly by them. As illustrated in Table 73, below, just over one-third (35%) reported that between 1% and 5% of their workforce was in Australia on a temporary visa and the majority (76%) estimated that this applied to no more than one-in-five. Seven per cent (7%) reported that more than half of their employees were on a temporary visa.

Table 73: Proportion of current employees on a temporary visa

Proportion of Current Employees %	Total %
0%	10
1%–5%	35
6%–10%	16
11%–20%	14
21%–30%	8
31%–50%	9
51%–100%	7
<i>Unweighted (n)</i>	<i>(834)</i>

Q26. And approximately what proportion of your current employees (in Australia) are in the country on a temporary visa (including any temporary visa holders employed via a contractor/labour hire company or on a casual/seasonal basis)?

Base: n=834 all employers excluding 140 responding 'don't know' for this question

Employers were asked to select the industry sector in which their business operates. For those with a business spanning more than one sector, employers were asked to select the one which applied to their business' main activity in Australia. Information on industry sector was collected down to the group level based on ANZSIC 2006. Table 74 presents results at the divisional level. The employers surveyed were most likely to be operating in the accommodation and food services industry (13%), followed by the professional, scientific and technical services (11%), manufacturing (10%), construction (10%) and health care and social assistance (10%) industries.

Table 74: Industry sector in which business operates

	Total %
Accommodation and food services	13
Professional, scientific and technical services	11
Manufacturing	10
Construction	10
Health care and social assistance	10
Retail trade	7
Education and training	6
Other services	6
Agriculture, forestry and fishing	5
Wholesale trade	4
Information media and telecommunications	4
Mining	3
Transport, postal and warehousing	3
Arts and recreation services	3
Electricity, gas and waste services	2
Financial and insurance services	1
Rental, hiring and real estate services	1
Administrative and support services	1
Public administration and safety	0
<i>Unweighted (n)</i>	<i>(974)</i>
<p>Q27. Which of the following industry sectors does your business operate within? If your business operates within more than one sector, please select the one which applies to your business' main activity (in Australia).</p> <p>Base: n=974 all employers</p>	

Unless otherwise stated, where results in this chapter have been analysed by industry, the industries have been grouped together to provide sufficient sample sizes for sub-group analysis.²³⁰

²³⁰ Agriculture, Forestry and Fishing, Mining, Electricity, Gas, Water and Waste Services (n=95), Manufacturing (n=96), Construction (n=95), Wholesale Trade, Transport, Postal and Warehousing (n=66), Retail Trade (n=72), Accommodation and Food Services (n=126), Information Media and Telecommunications, Financial and Insurance Services, Rental, Hiring and Real Estate Services, Administrative and Support Services, Public Administration and Safety, Arts and Recreation Services (n=105), Recreation Services (n=105), Professional, Scientific and Technical Services (n=108), Education and Training (n=54), Health Care and Social Assistance (n=96), Other Services (n=61).

As illustrated in Table 75, the largest proportion of employers (35% of the sample) reported an annual revenue for their business' operations in Australia of more than \$2 million, but less than \$20 million. The full spectrum of annual revenue brackets were, however, represented.

Table 75: Business's annual revenue

	Total %
<\$1m	17
>\$1m but <\$2m	15
>\$2m but <\$20m	35
>\$20m but <\$100m	12
>\$100m but <\$250m	3
> \$250m	3
Don't know	7
Prefer not to say	7
<i>Unweighted (n)</i>	<i>(974)</i>
Q28. Approximately what was your business's annual revenue (in Australia) in the 2014–2015 financial year? (please select one)	
Base: n=974 all employers	

As shown in Table 76, almost half (49%) of employers surveyed reported that theirs was an Australian business operating in just the one location within Australia. The next most common profile was Australian businesses operating in multiple locations all within Australia, which accounted for almost one-third (32%) within the sample. Just 8% were overseas-based businesses operating in Australia (in either one, or multiple, locations).

Table 76: Locations in which business was operating

	Total %
An Australian business operating in just one location	49
An Australian business operating in multiple locations, in Australia only	32
An Australian business operating in multiple locations, including overseas	10
An overseas-based business operating in just one location in Australia	3
An overseas-based business operating in multiple locations in Australia	5
<i>Unweighted (n)</i>	<i>(974)</i>
Q29. And is your business...?	
Base: n=974 all employers	

The locations in which temporary residents worked generally reflected the spread of the Australian population, as could be expected. Around a third of employers reported having temporary residents working for them in NSW and a similar proportion had temporary residents located in Victoria.

Table 77: Main locations where temporary residents were or had been located

	Sponsored %	WHM %	Students/graduates %	Secondary %
New South Wales	36	37	35	31
Victoria	26	26	37	34
Queensland	17	15	14	12
Australian Capital Territory	2	1	4	4
South Australia	8	7	9	9
Northern Territory	4	4	2	2
Western Australia	20	20	10	12
Tasmania	1	0	1	0
<i>Unweighted (n)</i>	<i>(826)</i>	<i>(272)</i>	<i>(270)</i>	<i>(110)</i>

Q8b. Please select the location(s) where [relevant visa holder group] you have hired in the past work/have worked (including any of these visa holders hired via a recruitment/labour hire/contractor company). IF MORE THAN 3 SELECTED AT Q8BB: Please list the three main locations where most of these employees work/worked.

Base: n=110-826 employers who gave location(s)

Employers were most likely to have hired temporary residents in professional roles: between 22% and 37% of employers reported that this was the role most commonly filled by these visa holders. This applied even when they were reporting on the role of students/graduates, as shown in Table 78.

Although employers were asked this question in relation to each employed visa holder group separately, the results may be influenced by the likely over-representation of employers of 457 visa holders in the employer survey data, as noted previously.

Table 78: Main role of temporary resident employees

	Sponsored %	WHM %	Students/graduates %	Secondary %
Professional	37	22	27	29
Technician or trades	33	18	17	11
Managerial	16	4	4	6
Labourer	5	25	15	12
Sales	4	9	12	13
Community or personal service	3	11	12	8
Clerical or admin	2	10	11	19
Machinery operator or driver	1	2	2	2
<i>Unweighted (n)</i>	<i>(799)</i>	<i>(267)</i>	<i>(266)</i>	<i>(109)</i>
Q8A. What is/was the main role they are/were employed in? (please select one). If you employ [relevant visa holder group] in more than one type of role, please select the role that is most commonly filled by these visa holders.				
Base: n=974 all employers				

All employers completing the survey were asked to specify the countries from which the temporary visa holders they had hired had come.²³¹ The results are presented in Table 79. Over half (56%) said they employed temporary visa holders from North-West Europe, and approaching three-in-ten employed temporary visa holders from Southern and Central Asia (27%) or from North-East Asia (26%).

Table 79: Nationalities of temporary visa holders hired

	Total %
North-West Europe	56
Southern and Central Asia	27
North-East Asia	26
The Americas	23
South-East Asia	20
Southern and Eastern Europe	15
Sub-Saharan Africa	6
North Africa and Middle East	2
Oceania	1
Don't know	1
Prefer not to say	2
<i>Unweighted (n)</i>	<i>(974)</i>
Q20. Which countries were they from (i.e. their nationality)? (please select all that apply).	
Base: n=974 all employers	

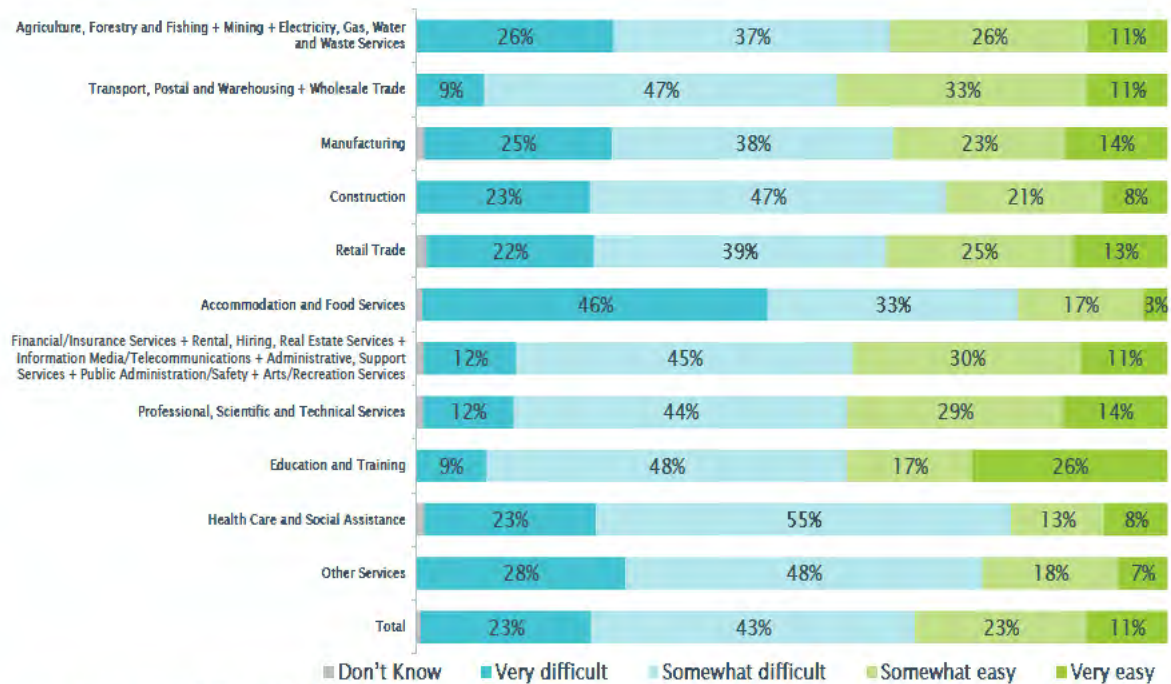
²³¹ From a list of 27 countries, with the option to also specify any other countries not listed. Responses have been grouped into regions for reporting purposes.

Decision-making and recruitment

This section discusses the processes employers undertake to find and hire temporary residents and their reasons for hiring such workers.

As illustrated in Figure 16, the majority of employers reported finding it difficult to hire Australian workers (66% found it somewhat or very difficult). The remaining third (34%) found it easy — either somewhat or very — to find Australian workers and 1% said they did not know. Employers in the accommodation and food services were significantly more likely to say that it was *very difficult* (46%).

Figure 16: Difficulty hiring Australian workers, by industry



Q2a. Do you generally find it difficult or easy to hire or employ suitable Australian workers - i.e. workers who are Australian citizens or permanent residents? (please select one)
 Unweighted base: n=974 (96 manufacturing, 95 construction, 66 transport, postal and warehousing and wholesale trade, 95 agriculture, forestry, fishing, mining, utilities, 126 accommodation and food services, 105 finance and insurance, rental, hiring, information technology, telecoms, admin and support services, public admin, arts and rec, 108 professional, scientific and technical services, 54 education and training, 96 health care and social assistance, 61 other services).

The two-thirds (66%) of employers who indicated that they found it difficult to hire Australian workers were then asked to estimate the number of times (either in the last year or last two years) they had been unable to fill a position with a suitable Australian worker. The largest proportion (34%) of those who found it difficult to hire Australian workers reported that they had been unable to fill a position with an Australian two to three times in the relevant reference period. A further one-in-five (19%) had been unable to fill a position four to five times, and 12% had been unable to fill a position more than ten times. Although it was difficult, 7% had always been able to fill the position with an Australian.

Employers who indicated that they found it difficult to hire Australian workers were also asked about the types of roles for which they had particular difficulty, from a list of 27 common options, plus the option to write in any other role not listed. The roles nominated most often are presented in Table 80. Chef and cook roles were cited as the most difficult to fill with Australian workers (nominated by 15% and 13%, respectively), along with engineering or mechanical trades workers (13%). This, combined

with the results discussed above, highlights that the hospitality industry in particular was struggling with recruiting staff in a range of roles, from chefs, and cooks, to bar staff, wait staff and kitchen hands.

Table 80: Roles that were difficult to recruit (mentions 5% or higher)

	Total %
Chefs	15
Engineering or mechanical trades workers	13
Cooks	13
Engineering professionals	11
Bar attendants, baristas or waiters	10
Food preparation or kitchen hands	9
Construction or electronics trades workers	8
Cleaners or laundry workers	7
Sales assistants or salespersons	6
Receptionists or personal service workers or office support workers	5
IT/software/web developers ²³²	5
Farm workers (inc fruit, nut, crop)	5
Construction or mining labourers	5
Social, health or welfare professionals	5
Another role	29
<i>Unweighted (n)</i>	<i>(641)</i>
Q3. What type(s) of role(s) do you have particular difficulty hiring Australian workers (i.e. citizens or permanent residents) for? (please select all that apply)	
Base: n=641 employers who found it difficult hiring Australian workers	

Finally, the two-thirds (66%) of employers who indicated they found it difficult to hire Australian workers were also asked why they found this difficult. The most common reasons given were that Australian workers lack the right skills (47%), have a poor attitude (30%), don't like doing 'this type of work' (29%), or don't like doing the required shifts or hours (29%).

As shown in Table 81, there were a number of differences by industry grouping, in particular, a larger proportion of employers:

- in the agriculture, forestry and fishing/mining/utilities industries group cited difficulties related to being in a remote location (37%) and the work being too physically demanding (23%)
- in the accommodation and food services industries reported that Australian workers have a poor attitude (43%), don't like doing 'this type of work' (57%), or don't like doing the required shifts/hours (67%)

²³² Coded from 'another role'.

- in the professional, scientific and technical industries indicated that Australian workers lack the right skills (72%)
- in the health care and social assistance industries cited difficulties related to being in a remote location (40%).

Table 81: Reasons for difficulty finding employees, by industry²³³

	Agriculture, Forestry & Fishing/ Mining/ Utilities	Manufacturing	Construction	Accommodation & food services	Info media & telecoms/financial and insurance/admin & support/public admin & safety/ arts & rec	Prof scientific & tech	Health care & social assistance	Total
	%	%	%	%	%	%	%	%
Australian workers lack the right skills	47	47	48	31	73	72	33	47
Australian workers have a poor attitude	40	43	28	43	18	11	8	30
Australian workers don't like doing this type of work	42	42	36	57	12	5	12	29
Australian workers don't like doing the required shifts/hours	22	20	25	67	18	3	19	29
There are better paid jobs in other industries	18	28	13	29	20	7	19	20
The business is in a remote location	37	20	15	30	7	5	40	20
There are better paid jobs in other parts of Australia	15	22	18	21	13	3	20	16
The work is too physically demanding	23	20	16	18	3	3	5	12
Other employers in my industry offer better paid jobs	5	12	13	9	18	15	13	11
Need workers who speak a language other than English	5	10	7	9	17	5	5	10
People have to travel a long way to get to the job	17	10	10	10	5	2	15	8

²³³ 'Wholesale trade/transport', 'postal and warehousing', 'retail trade', 'education and training', and 'other services' are not shown separately in the table due to very small sample size (<50), but they are included in the total.

	Agriculture, Forestry & Fishing/ Mining/ Utilities	Manufacturing	Construction	Accommodation & food services	Info media & telecoms/financial and insurance/admin & support/public admin & safety/ arts & rec	Prof scientific & tech	Health care & social assistance	Total
	%	%	%	%	%	%	%	%
Need short-term labour or sub-contractors (with own ABN, tools etc)	3	2	4	1	3	0	3	3
Another reason	3	8	10	6	12	11	7	8
Don't know	0	3	6	0	0	3	3	2
<i>Unweighted (n)</i>	<i>(60)</i>	<i>(60)</i>	<i>(67)</i>	<i>(100)</i>	<i>(60)</i>	<i>(61)</i>	<i>(75)</i>	<i>(641)</i>

Q4. Why do you find it difficult to find employees who are Australian citizens or permanent residents? (please select all that apply)

Base: n=641 employers that found it difficult to hire Australians

Hiring practices and information sources

All employers were asked what, typically, their next steps would be, if they could not find someone who matched their preferred job specifications when attempting to recruit workers. Responses are listed in decreasing order of mention in Table 82. Around half of employers would contact a recruitment agency (52%) or train internal employees so they have the right skills (48%). Around two-in-five would search LinkedIn or Seek (41%). Seeking overseas workers was the fourth most common action taken, with 39% indicating that they would do this.

Table 82: Steps typically taken to address difficulties in hiring

	Total %
Contact recruitment agency/labour hire company	52
Train internal employees in the required skills	48
Search LinkedIn/Seek	41
Seek overseas workers	39
Broaden the job specification including required or preferred skills and experience	27
Put the position on hold until the right person turns up locally	24
Seek local workers from other businesses in the area	21
Increase the salary being offered	14
Something else	8
Don't know	2
<i>Unweighted (n)</i>	<i>(974)</i>
Q5. When you are recruiting workers, if you cannot find someone who matches your preferred job specifications, typically, what are your next steps? (please select all that apply)	
Base: n=974 all employers	

When asked which of these methods they would turn to first, 23% indicated they would contact a recruitment company, 22% would train internal employees in the required skills, or use LinkedIn/Seek (22%). Only 4% said their first move would be to seek overseas workers.

The most commonly reported source of information about employing non-citizens, for both sponsoring and non-sponsoring employers, was the DIBP and (former) Immigration websites, with 76% of all employers reporting using them (77% of those who employed both sponsored and non-sponsored visa holders, 79% of those who employed sponsored visa holders only and 54% of those who employed non-sponsored visa holders only). Employers also commonly had direct contact with departmental officers (29%), received information from industry associations (24%), and received direct mail from the department (25%). One-in-ten (10%) overall reported receiving information from

migration/immigration agents, lawyers, or agents.²³⁴ However, none (0%) of the employers who employed non-sponsored visa holders only cited this as a source, as shown in Table 83.

Employers who employed non-sponsored visa holders only were also less likely to have used the Immigration website (54%), and more likely to have used none of the sources listed (24%), compared to those who were sponsoring. Those employing sponsored visa holders only, were less likely to report that they had used industry associations (19%) and business activity statements (BAS) (4%).

There were no significant differences by industry grouping.

Table 83: Sources of information about employing non-citizens used

	Sponsored only %	Non-sponsored only %	Sponsored and non-sponsored %	Total %
Department of Immigration website	79	54	77	76
Direct contact from the Department of Immigration's officers	29	22	29	29
Letters sent directly to your business from the Department of Immigration	27	18	24	25
Industry associations	19	30	27	24
Migration/immigration agents / lawyers / agents (misc) ²³⁵	10	0	12	10
Business Activity Statement (BAS) updates	4	12	10	8
Something else	3	1	4	3
None	7	24	7	8
Don't know	4	6	5	5
<i>Unweighted (n)</i>	<i>(426)</i>	<i>(67)</i>	<i>(481)</i>	<i>(974)</i>

Q18A. Which of the following sources of information about employing non-citizens do you/your business use, if any? (please select all that apply)
 Base: n=974 all employers

²³⁴ This response was coded from 'something else' – the proportion citing this source may have been higher had it been listed in the survey question.

²³⁵ Coded from 'something else'.

Table 84 illustrates the reported ways in which employers 'go about finding' the temporary visa holders that they employ. Employers of sponsored visa holders most commonly found these temporary residents via referrals from a current employee or through business networks (34%), through job search websites such as Seek (33%), or by being approached directly by an employee (33%).

It is interesting to see that 33% of employers of 457 visa holders were approached by an employee, and 13% were approached by a recruitment agency, given that the programme is intended to be demand driven. More than one-in-five had upgraded the visas of current employees (23%) or published a job advertisement in the newspaper (21%).

Employers of working holiday makers and students and/or graduates most commonly used job search websites, such as Seek (44% and 37% respectively) or were approached directly by an employee (44% and 32% respectively).

Employers of secondary visa holders also commonly used job search websites (35%), as well as referrals from employees or business networks (35%).

Table 84: Approach to finding employees

	Sponsored %	WHM %	Students/ graduates %	Secondary %
Referral from current employee or business network	34	33	29	35
Through a general internet vacancy/job search site (e.g. Seek)	33	44	37	35
Approached directly by employee	33	44	32	30
Job advertisement in the newspaper	21	23	26	20
Upgraded visa of current employee to a 457	21	NA	NA	NA
Approached another recruitment agency/contractor/labour hire company	13	10	10	7
Approached by a recruitment agency/contractor/labour hire company	12	12	12	11
Internal transfer from overseas office	11	7	6	6
Australian Job Search	11	16	19	9
Sourced them through LinkedIn	10	7	7	6
Social media (not LinkedIn)	6	14	8	6
Approached by a migration agent	4	4	7	6
Department of Immigration expo	1	4	6	5
Harvest Labour Service	0	5	4	1
Another way	8	4	7	3
Don't know	2	1	3	5
<i>Unweighted (n)</i>	<i>(828)</i>	<i>(273)</i>	<i>(271)</i>	<i>(110)</i>
Q7. How did you go about finding these employees [relevant visa holder group]? (please select all that apply)				
Base: n=974 all employers				

In terms of sourcing sponsored workers there were several significant differences by industry grouping, including that employers in:

- wholesale trade, transport and warehousing were more likely to report that they had found employees from international transfers (36%) and less likely to say that they found employees from job advertisements in the newspaper (4%)
- accommodation and food services were more likely to report they found employees from upgrading the visa of a current employee to a 457 (37%)
- professional, scientific, and technical services were more likely to report that they found employees through LinkedIn (20%), and less likely to say through the newspaper (8%)
- healthcare, and social assistance were more likely to report they were approached by a recruitment agency (25%) or used Australian Job Search (21%), and less likely to mention an international transfer (1%).²³⁶

²³⁶ The number of employers providing a response in relation to their working holiday maker, student/graduate and secondary visa holder employees does not allow for analysis by industry group (within each of these employer groups).

Understanding of legal responsibilities

Employers were presented with descriptions of four features of the employer laws introduced in 2013 regarding illegal workers. For each, they were asked whether or not they were aware of that feature. The results are presented in Table 85. Awareness was highest for the least specific and arguably the most fundamental of the features included in the question, with just over nine-in-ten (93%) reporting that they were aware that 'penalties can be applied to a business if it is found to have an illegal worker'. Substantially fewer (70%) said they were aware this was the case regardless of whether, or not, the employer knew the person was not allowed to work. Awareness was lowest — at just over six-in-ten (62%) — about the legal responsibility of businesses to have signed agreements from a contractor or labour hire company that workers are legally allowed to work in Australia.

There were no significant differences by industry or by type of visa holder employed (sponsored, non-sponsored, or both).

Table 85: Awareness of employer laws regarding illegal workers

	Yes %	No %	Don't know %
Penalties can be applied to a business if it is found to have an illegal worker.	93	4	4
Penalties can be applied to a business if it is found to have an illegal worker, without the Government having to prove that the employer knew the person was not allowed to work.	70	14	16
A business needs to provide proof that they have taken reasonable and regular checks to ensure a person is entitled to work.	84	9	7
If a business employs workers via a contractor/labour hire company, that business must have a signed agreement from the contractor/labour hire company that every worker is legally allowed to work in Australia.	62	16	23
<p>Q18b. The following is a question relating specifically to illegal workers. An illegal worker is a non-citizen who does not have a valid visa or who works in breach of a visa condition that limits or restricts work in Australia. Before today, were you aware of any of the following features of the employer laws that were introduced in 2013 regarding illegal workers?</p> <p>Base: n=974 all employers</p>			

Across the employer sample as a whole, exactly one-in-five (20%) reported that they knew 'a great deal' about when it is legal to employ people who are not Australian citizens or permanent residents, rating their level of knowledge at the maximum they were able to (a rating of 10 out of 10). Two-in-five (40%) rated their level of legal knowledge at either nine or ten, meaning 60% rated their knowledge at eight or lower, including 10% that gave a rating of five or less.

As illustrated in Table 86, awareness that they, as employers have a responsibility to check that any potential employees are allowed to work in Australia was high even among those who rated their knowledge of when it is legal to employ visa holders as low (0–6 out of 10 — 83%). However, 8% overall did not cite the employer as responsible for checking this.

Table 86: Understanding whose responsibility it is to check that potential employee is allowed to work in Australia, by perceived legal knowledge rating

	Perceived knowledge rating			
	0–6 (low) %	7–8 (medium) %	9–10 (high) %	Total %
You, the employer	83	94	95	92
A contractor/labour hire company, if one is involved	19	18	12	16
The worker themselves	16	19	12	15
The Government	14	9	5	8
Someone else	2	2	1	1
Don't know	2	1	0	1
<i>Unweighted (n)</i>	<i>(180)</i>	<i>(400)</i>	<i>(394)</i>	<i>(974)</i>

QS5. How much do you know about when it is legal to employ people who are not Australian citizens or permanent residents? Please use a scale from 0 to 10, where 0 means that you know nothing at all, and 10 means that you know a great deal. (please select one)

QS6. If a business plans to employ someone who is not an Australian citizen or permanent resident, or if a business plans to hire a person it thinks may not be a citizen or permanent resident, whose responsibility is it to check that this potential employee is allowed to work in Australia? (please select all that apply)

Base: n=974 all employers

As illustrated in Table 87, knowledge that the best way to check that potential employees are allowed to work in Australia is through checking on VEVO varied considerably by overall (self-reported) knowledge of when it is legal to employ overseas workers. Selecting VEVO as a way that businesses should check on overseas employees' work rights was most common among those professing a great deal of overall knowledge, but even amongst this group, one-quarter (25%) failed to select 'check on VEVO'. The figure selecting 'check on VEVO' fell to just 49% for those with a more limited overall understanding of legal issues. That one should check 'a copy of their visa grant letter' was also a commonly selected method for checking potential employees are allowed to work in Australia — selected by 60% of all employers.

Table 87: Process for checking work rights, by perceived legal knowledge rating

	Perceived knowledge rating			
	0–6 (low) %	7–8 (medium) %	9–10 (high) %	Total %
Check on VEVO	49	66	75	67
A copy of their visa grant letter	51	62	63	60
A passport stamped with their visa status/confirmation	44	51	49	49
A letter/statement from Department of Immigration/Government	32	37	37	36
A tax file number	46	35	29	34
A Government certificate/declaration	16	20	17	18
This check is done by the contractor/labour hire company if one is involved	17	15	12	14
Verbal confirmation from the employee themselves	7	11	8	9
Another way	2	2	2	2
None of these	1	0	0	0
Don't know	3	0	0	1
<i>Unweighted (n)</i>	<i>(180)</i>	<i>(400)</i>	<i>(394)</i>	<i>(974)</i>
<p>QS5. How much do you know about when it is legal to employ people who are not Australian citizens or permanent residents? Please use a scale from 0 to 10, where 0 means that you know nothing at all, and 10 means that you know a great deal. (please select one)</p> <p>QS8. And again, if a business plans to employ someone who is not an Australian citizen or permanent resident, or if a business plans to hire a person it thinks may not be a citizen or permanent resident...How, if at all, should the business check that they are allowed to work in Australia? (please select all that apply)</p> <p>Base: n=974 all employers</p>				

Finding or hiring non-Australian workers

Employers were asked whether anyone had ever *offered* them, or their business, money to sponsor an employee for an Australia visa, and if so, who had offered the money. The results are presented in Table 88. The proportions total more than 100% as survey participants were able to select more than one entity that had approached them with such an offer. Just under one-in-ten (9%) said that they or their business had previously been offered money to sponsor an employee.

Table 88: Employers/businesses offered money to sponsor an employee for a visa

Money offered	Total %
Yes — an employee/prospective employee	5
Yes — a labour hire company/recruitment agency/broker	3
Yes — a migration/immigration agency	3
Yes — someone else	0
No	91
<i>Unweighted (n)</i>	(974)
Q17a. Has anyone ever <u>offered</u> you or your business money to sponsor an employee for an Australian visa?	
Base: n=974 all employers	

Although these specific figures do not appear in Table 88, of those who had been previously offered money to sponsor an employee for an Australian visa, 51% said they had been offered money by an employee or prospective employee; 37% said they had been offered money by a labour hire company, recruitment agency or broker; and 30% said they had been offered money by a migration agency. Again, these proportions total more than 100% as survey participants were able to select more than one response option.

In a follow up question, the 91 employers who indicated that they, or their business had previously been offered money to sponsor an employee for a visa were asked to approximate how much they had been offered. Amounts entered ranged from \$10 to \$78 000, with the median amount being \$2000.

Support provided to employees

When asked what type of information if any, they provided to temporary visa holder employees before they arrived in Australia, just over half (52%) of all employers reported that they had provided at least one type of information. As also illustrated in Table 89, the three most common responses were information on the terms and conditions of their visa (42%); finding accommodation (39%); and the cost of living (37%) — although all of the information types included in this question were provided by at least 31%. One-third (34%) indicated that they had only employed temporary visa holders once they were already in Australia.

Employers who employed sponsored visa holders were more likely than those who only employed other types of temporary residents to have provided information or advice before visa holders arrived in Australia. At the overall level, there were no significant differences by industry groups.

Table 89: Information/advice typically provided to temporary visa holders before they arrived in Australia

	Sponsor only %	Non-Sponsor only %	Sponsor and Non sponsor %	Total %
The terms and conditions of their visa	47	22	40	42
Finding accommodation	44	22	36	39
The cost of living in Australia	43	21	34	37
The Australian healthcare system	38	18	33	34
Workplace rights and obligations (e.g. taxation, superannuation, unions)	38	13	31	33
Getting personal effects moved to Australia	37	19	28	31
Something else	5	4	5	5
None	7	12	7	7
Don't know	5	3	5	5
Does not apply — the business has only hired temporary visa holders once they are in Australia	32	49	33	34
<i>Any (net)</i>	55	31	52	52
<i>Unweighted (n)</i>	(426)	(67)	(481)	(974)

Q14a. What information or advice, if any, does your business typically provide to temporary visa holders...before they arrive in Australia? Information about....(please select all that apply)

Base: n=974 all employers

It was slightly more common for employers to provide any of these types of information to temporary resident employees after they had arrived in Australia; 64% said they typically did provide advice or information of some sort at this stage. As illustrated in Table 90, 49% said they had provided information or advice about workplace rights and obligations. This was the most common type of information or advice typically provided. Other commonly provided information — albeit provided by only between approximately one-quarter and one-third of employers surveyed — included information about the Australian healthcare system (29%), information about the terms and conditions of their visa (28%) and information about finding accommodation (23%).

Table 90: Information/advice typically provided to temporary visa holders after they arrive in Australia

	Sponsor only %	Non-Sponsor only %	Sponsor and Non sponsor %	Total %
Workplace rights and obligations (e.g. taxation, superannuation, unions)	49	46	49	49
The Australian healthcare system	33	27	25	29
The terms and conditions of their visa	25	22	31	28
Finding accommodation	25	16	21	23
The cost of living in Australia	19	12	15	16
Getting personal effects moved to Australia	12	6	13	12
Something else	3	3	4	3
None	18	19	16	17
Don't know	7	12	8	8
Does not apply — the business has only hired temporary visa holders before they arrive in Australia	10	10	6	8
<i>Any (net)</i>	63	54	67	64
<i>Unweighted (n)</i>	(426)	(67)	(481)	(974)
Q14b. What information or advice, if any, does your business typically provide to temporary visa holders... <u>after</u> they arrive in Australia? Information about.... (please select all that apply)				
Base: n=974 all employers				

The survey also asked about financial support that business may have provided for temporary resident employees (over and above any reimbursements for occasional work-related travel expenses, such as hotels or meals). The results are presented in Table 91. Most commonly, employers reported either covering, or just contributing to, the initial cost of temporary accommodation; 30% of employers surveyed indicated that their business had done this. A further quarter (24%) indicated they provided accommodation directly and 4% indicated they provided accommodation via an employment agency or labour hire company.

Almost six-in-ten (57%) sponsoring employers had provided some form of assistance, compared to three-in-ten (31%) employers who had not sponsored temporary residents. In particular, providing or contributing to accommodation, either directly or via an employment agency/labour hire company, was more common among sponsoring employers (45%). In terms of contributing to the cost of travel to Australia, 32% of those who had only sponsored temporary resident employees had done this, as had 26% of those who had employed both sponsored and non-sponsored visa holders.

Table 91: Assistance provided to temporary visa holders

	Sponsor only	Non-sponsor only	Sponsor and non-sponsor	Total
	%	%	%	%
Contributed to/covered the initial cost of temporary accommodation	35	9	27	30
Contributed to/covered the cost of travel to Australia	32	10	26	28
Provided accommodation directly	24	12	25	24
Contributed to/covered the cost of moving personal effects to Australia	22	6	19	19
Contributed to/covered the cost of daily meals	10	18	17	14
Contributed to/covered the cost of purchasing household goods in Australia	12	3	12	11
Provided accommodation via an employment agency/labour hire company	2	6	6	4
Something else	8	3	7	7
None of these	41	66	38	41
Don't know	4	3	3	3
<i>Provided/contributed to accommodation (net)</i>	45	22	45	43
<i>Any of these (net)</i>	55	31	59	56
<i>Unweighted (n)</i>	(426)	(67)	(481)	(974)
Q15. Which, if any, of the following has your business done for temporary visa holders in the past year/two years? Do not count reimbursing employees for occasional work-related travel expenses (such as hotels or meals).				
Base: n=974 all employers				

In terms of differences by industry grouping, a relatively large proportion of employers in the agriculture, forestry and fishing, mining, or utilities groups provided accommodation directly to temporary resident employees (41%). Employers in the wholesale trade, transport, postal and warehousing industry group, as well as those in professional, scientific and technical services, were more likely to have contributed to the cost of travelling to Australia (44% and 40% respectively). Contributing to the cost of moving personal effects to Australia was also particularly common among the wholesale trade, transport, postal and warehousing industry group (35%). Finally, one-third (33%) of the accommodation and food service employers reported having contributed towards the cost of daily meals.

The 422 employers who reported that their business had helped with accommodation, were asked about the nature of the accommodation provided for temporary visa holders. As illustrated in Table 92, this accommodation was most commonly described as apartments (41%) or houses (31%) for the sole use of the visa holder and, if relevant, his/her family.

Table 92: Nature of accommodation provided for temporary visa holders

Accommodation type	Total %
Apartments for the sole use of the visa holder and, if relevant, his/her family	41
Houses for the sole use of the visa holder and, if relevant, his/her family	31
Private rooms in motels/hotels	27
Private rooms in shared apartments or houses	24
Dormitories or other shared-bedroom arrangements	8
Private rooms in boarding houses	7
Campsites	6
Another type of accommodation	6
Don't know	2
<i>Unweighted (n)</i>	<i>(422)</i>
Q16. And which of the following best describes the nature of the accommodation your business has provided for temporary visa holders?	
Base: n=422 employers who provided, or contributed to the cost of, accommodation	

Experience of employing temporary residents

This section explores employer satisfaction with employing each of the four groups of temporary visa holders, along with the perceived benefits and challenges.

Between 50% and 65% of employers said that they were as satisfied with temporary resident employees as they were with their Australian employees. Among sponsoring employers, over three times as many were *more satisfied* with the temporary visa holders they had sponsored, than were *less satisfied* with the temporary visa holders they had sponsored, relative to Australian employees.

Table 93: Relative satisfaction with temporary visa holders compared to Australian employees

	Sponsored %	WHM %	Students/graduates %	Secondary %
Much more satisfied with [relevant visa holder group]	24	10	11	9
Slightly more satisfied with [relevant visa holder group]	13	15	13	11
Equally satisfied with [relevant visa holder group] and Australian employees	50	51	55	65
Slightly more satisfied with Australian employees	6	12	11	7
Much more satisfied with Australian employees	4	6	6	5
Don't know	3	4	3	3
Not Applicable — no Australian employees	2	1	1	1
<i>Unweighted (n)</i>	<i>(828)</i>	<i>(273)</i>	<i>(271)</i>	<i>(110)</i>
Q9. When comparing these employees to Australian employees (i.e. citizens or permanent residents), are you generally...?				
Base: n=974 all employers				

In terms of satisfaction with sponsored employees, there were several significant differences by industry grouping, including that:

- employers in accommodation and food services were particularly likely to report being much more satisfied with employees they had sponsored (47% respectively)
- employers in professional, scientific and technical services, as well as health care and social assistance, were most likely to report being equally satisfied with sponsored and Australian employees (67% and 71% respectively).²³⁷

²³⁷ The number of employers providing a response in relation to their working holiday maker, students/graduate and secondary visa holder employees does not allow for analysis by industry group (within each of these employer groups).

Employers were asked about the benefits in their view of employing temporary visa holders. The perceived benefits are listed in Table 94. A relatively large proportion of employers indicated that temporary visa holders are hardworking, with a good attitude (35%–55%) and that they have relevant work experience (19%–58%).

Significant numbers also mentioned temporary visa holders being willing to do jobs that Australian workers do not want to do (16%–32%); to work longer hours (17%–22%); as well as a tendency not to complain about working conditions or hours (15%–18%). Between 4% and 12% also noted that they have a lower cost than other employees.

Among the most notable findings for each of the employer groups, almost half (48%) of the employers of working holiday makers cited being able to employ these visa holders on a temporary basis as a benefit, and one-third (33%) mentioned being able to employ them at very short notice.

More than half of the sponsoring employers reported that sponsored workers are hardworking or have a good attitude (55%); have relevant work experience (58%); and have specific or high-level skills (53%). Around two-in-five indicated that sponsored employees pass on their skills and experience to other workers (43%) and have more loyalty to the business than other workers (37%).

Table 94: Perceived benefits of employing temporary visa holders

	Sponsored %	WHM %	Students/graduates %	Secondary
They are hardworking/have a good attitude	55	47	43	35
They have relevant work experience	58	34	19	30
They have specific/high-level skills	53	23	23	25
They pass on their skills and experience to other workers	43	20	17	25
They are willing to work longer hours	17	22	19	20
They get on well with other workers	26	27	31	19
They do not tend to complain about working conditions/hours	15	17	18	18
They have more loyalty to the business than other workers	37	11	19	16
They do jobs that Australia workers don't want to do	23	32	25	16
They can talk to clients/customers in languages other than English	18	15	23	15
They can be employed on a temporary basis	8	48	27	15
They require little training	20	15	13	12
They can be brought in at very short notice	5	33	18	12
They have a lower cost than other employees	4	9	12	8
They can be brought in to train others	17	10	6	7
Can bring in workers from international offices	8	3	7	4
Another reason	7	5	3	4
No benefits	3	3	4	12
Don't know	1	2	3	4
<i>Unweighted (n)</i>	<i>(828)</i>	<i>(273)</i>	<i>(271)</i>	<i>(110)</i>
Q10a. In your experience, what do you think are the benefits, if any, of employing [relevant visa holder group] (including any hired via a recruitment/labour hire/contractor company)?				
Base: n=974 all employers				

Table 95 shows the perceived problems with employing temporary visa holders. Some of the commonly perceived problems were the time and effort required for visa-related administration (17-53% of employers selected this), as well as the maximum stay allowed on the visa being too short (14%–45%). Poor English proficiency was also cited as a problem by between 15% and 29% of employers.

It is notable that a higher proportion (16%–34%) of employers stated that there were no problems than stated that there were no benefits (3%–12%).

Table 95: Perceived problems with employing temporary visa holders

	Sponsored %	WHM %	Students/graduates %	Secondary %
Poor English proficiency	15	22	29	25
Time and effort required for visa related administration	53	17	23	20
Require more training	7	14	19	18
Tendency to leave before visa expires	9	21	19	15
The maximum visa stay is too short	17	45	25	14
Takes too long to get overseas qualifications recognised for the visa holder	24	8	13	12
Limited work experience	4	16	23	11
Skills not appropriate	3	8	9	9
Difficulties getting on with other workers/cultural integration issues	5	7	11	7
Poor work ethic	1	8	5	7
No problems	18	17	16	34
Another reason	9	7	6	1
Don't know	3	3	2	4
<i>Unweighted (n)</i>	<i>(828)</i>	<i>(273)</i>	<i>(271)</i>	<i>(110)</i>
Q10b. And again in your experience, what do you think are the problems, if any, of employing [relevant visa holder group] (including any hired via a recruitment/labour hire/contractor company)?				
Base: n=974 all employers				

As illustrated in Table 96, across all in scope visa groupings, those on a temporary visa were most often reported as earning exactly the same as Australian workers doing the same work. However, between 5% and 13% of employers reported temporary visa holders were earning more than Australians and 5% and 16% reported that they were earning less.

As discussed in the visa holder chapter, one-third (32%) of temporary residents perceived that they were being paid less (slightly less or much less) than Australian colleagues who were doing the same kind of work, compared to only 4% who thought they were being paid more.

Table 96: Earning comparison

	Sponsored %	WHM %	Student/graduates %	Secondary %
Much more than Australian workers doing the same work	3	3	3	4
Slightly more than Australian workers doing the same work	9	5	8	2
Exactly the same as Australian workers doing the same work	81	81	69	88
Slightly less than Australian workers doing the same work	3	8	13	5
Much less than Australian workers doing the same work	2	1	3	1
Don't know	2	1	3	1
<i>Unweighted (n)</i>	<i>(828)</i>	<i>(273)</i>	<i>(271)</i>	<i>(110)</i>
Q12. While employed by your business (either directly or via a recruitment/labour hire/contractor company), do [relevant visa holder group] generally earn...(please select one)				
Base: n=974 all employers				

A relatively high proportion of employers in accommodation and food services reported that sponsored visa holders were paid more than Australians (28%).²³⁸

²³⁸ Again, the number of employers providing a response in relation to their working holiday maker, student/graduate and secondary visa holder employees does not allow for analysis by industry group (within each of these employer groups).

As illustrated in Table 97, across the entire employer sample, more than 80% reported that they had neither heard about, nor observed any of the temporary visa holders working for their business experiencing what they would identify as racism/prejudice, harassment or abuse. However, between 5% and 11% were aware that one or more of these incidents had occurred in their workplace.

As in the visa holder results section, it is important to note that survey participants were free to interpret the meaning of each of the terms used in the questionnaire (as listed in Table 97), and to decide whether or not they felt they had experienced them at work. The definitions of these terms, used in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009), were not presented in the questionnaire. As such, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Table 97: Harassment incidence²³⁹

	Sponsored %	WHM %	Students/graduates %	Secondary %
Racism/prejudice	4	7	8	5
Sexual harassment	0	3	3	3
Verbal, physical or psychological abuse	2	5	4	5
None of these	92	84	82	86
Don't know	3	5	7	5
Any of these (net)	5	11	11	9
Unweighted (n)	(828)	(273)	(271)	(110)

Q13A. In the last year/two years, have you heard about or observed any of the [relevant visa holder group] working for your business (including those hired via a recruitment/labour hire/contractor company) experiencing any of the following at work...

Base: n=974 all employers

²³⁹ As noted, definitions for these terms were not provided to survey respondents. As such, the surveys do not reflect definitions specified in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Those employers who were aware of any of these incidents were asked if they had received formal complaints in relation to them. Table 98 shows the number of employers who said they had received complaints, rather than the proportion, as the sample size was relatively small. This shows that around half or more had not received formal complaints about harassment incidents. This aligns with the findings from the visa holder survey, which showed that most of these types of incidents in the workplace go unreported.

Table 98: Harassment formal complaints²⁴⁰

	Sponsored n	WHM n	Students/graduates n	Secondary n
Yes — about racism/prejudice	5	6	9	2
Yes — about sexual harassment	2	2	1	1
Yes — about verbal, physical or psychological abuse	1	5	7	1
No — no formal complaints	31	19	14	6
Don't know	2	0	1	0
<i>Unweighted (n)</i>	<i>(2-41)</i>	<i>(9-30)</i>	<i>(9-29)</i>	<i>(3-10)</i>
Q13B. And in the last year/two years has your business received any formal complaints from [relevant visa holder group] about any of these issues?				
Base: n=2-41 employers who indicated they had heard about or observed harassment incidences ²⁴¹				

²⁴⁰ Ibid.

²⁴¹ As Q13B was only asked in relation to each type of incident cited at Q13A (i.e. only the incidents selected at Q13A were shown as response options at Q13B, along with 'don't know'), the unweighted n/base size varies, depending on the number of employers who reported being aware of each type of incident at their workplace.

Future intentions

Across the board, around half or more of the employers reported that their business had a preference for hiring Australian employees over temporary visa holders, as illustrated in Table 99. At least three-in-ten (31%–38%) stated no preference, including 36% of those responding in relation to sponsored employees.

One-in-ten (10%) working holiday maker employers and 13% of student employers stated a preference for hiring these visa holders. This may be related to the perceived benefits of employing temporary residents already discussed, as well as the feedback from some employers that temporary visa holders were paid less than their Australian counterparts.

Table 99: Preference for Australian employees compared to temporary visa holders

	Sponsored %	WHM %	Students/graduates %	Secondary %
Prefer to hire [relevant visa holder group] than Australian employees	4	10	13	5
Prefer to hire Australian employees than [relevant visa holder group]	59	59	49	58
No preference	36	31	38	36
<i>Unweighted (n)</i>	(828)	(273)	(271)	(110)
Q11a. And does your business generally... Base: n=974 all employers				

As illustrated in Table 100, for each of the visa groupings at least half of employers employing workers on those visas reported that their business intended to continue employing such workers in the future. The relevant proportions ranged from 56% (in the case of secondary visa holders) to 67% (in the case of sponsored employees). However, around one-in-ten ruled out having workers on temporary visas working for them in the future.

Table 100: Intention to hire or continue to hire temporary visa holders

	Sponsored %	WHM %	Students/graduates %	Secondary %
Yes	67	65	63	56
No	8	12	13	10
Don't know	25	23	24	34
<i>Unweighted (n)</i>	(828)	(273)	(271)	(110)
Q11b. To the best of your knowledge does your business intend to hire/ continue to hire [relevant visa holder group] in future? Base: n=974 all employers				

7. Location-based case studies

This section reports the findings from three location-based case studies exploring, via the use of qualitative research methods (in-depth interviews and group discussions), the experiences of temporary residents and their impact on, and contribution to, three different locations in Australia. The three locations (Melbourne, Cairns and Hobart) were selected as areas where one or more visa holder groups are concentrated and to highlight a range of experiences and impacts by covering metropolitan and regional locations, with different economic and labour market conditions. In each location research participants included temporary residents, employers of temporary residents, local community members (citizens or permanent residents) and community representatives.

Students and sponsored visa holders were the main focus of the case studies in Melbourne and Hobart, at least in terms of the selection of participants for the temporary resident groups, the selection of employers for the interviews and the topics raised for discussion. Due to the relatively large number of working holiday makers who visit and work in Queensland, these visa holders were the main focus of the Cairns case study.

Community representatives interviewed included one or more people (in total, across the three locations) from the following organisations: educational institutions (e.g. student advisers/coordinators), peak bodies for businesses, employment/recruitment agencies, sporting organisations (with a role in encouraging participation among migrant communities) and migrant support groups.

The purpose of this type of qualitative research is to explore issues in more depth than is typically possible through a quantitative survey, for example to better understand why people behave in particular ways or hold particular attitudes. Although a range of participants were selected for these case studies in terms of age, gender, nationality, and location, the sample size is relatively small (as is usually the case in qualitative research). As such, the results cannot be used to establish the prevalence of certain behaviours or attitudes among the wider population(s) of interest.

It is also important to note that qualitative research purposely explores participants' perceptions, which may or may not align with objective measures or formal definitions. This should be taken into consideration when interpreting the findings. In particular, the case studies included discussion about experiences of perceived racism, prejudice and discrimination. Participants were free to decide whether or not they felt they had experienced or observed these issues. The definitions of these terms, used in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009), were not presented to participants. As such, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

This section begins with an overview of temporary residents' reasons for coming to Australia, drawn from the three case studies, before separately presenting each case study. In order to set the context for these findings demographic data is presented for each area (the data in this section is drawn from the 2011 ABS Census, unless otherwise stated).

Why Australia?

Reasons for coming to Australia on a temporary visa cited by the temporary residents participating in the qualitative case studies differed by visa type, although there were some commonalities, including the fact that Australia is an English-speaking country. This was a matter of convenience for native English speakers, whereas for those for whom English was not their first language it provided the opportunity to improve their proficiency in a language that they perceived as being advantageous, and of which they may already have had some basic knowledge.

'English-speaking, English is the only second language I know so either USA, UK or Australia, and it's too cold in the UK so...!'

Sponsored visa holder

The strong performance of the Australian economy (relative to their home country economies) and the pleasant climate were other factors mentioned. Word-of-mouth played an important role across all three visa types in encouraging people to apply for Australian visas.

International students

For a number of the international students, the ability to work for (at minimum) 18 months after they had completed their studies, by applying for a graduate visa, was an important factor in selecting Australia, with only Canada's comparable visa surpassing this length among English-speaking countries (valid for three years). Part of the benefit of an international degree was seen to be the ability to build up work experience, which in turn would enable them to access a higher salary if/when they returned to their home country.

Perceived easier visa entry requirements and/or easier pathways to PR were also cited as a factor in decision-making for a couple of the international student participants. For example, it was suggested that Australia only requires demonstrated proficiency in English while the USA and UK have additional entrance exams for prospective international students, beyond English proficiency, such as the Scholarship Aptitude Test (SAT) for bachelor degrees and Graduate Management Admission Test (GMAT) for masters. Related to this, it was perceived that the less onerous requirements for prospective international students resulted in a shorter turnaround for acceptance to study in Australia; a small number of students in Melbourne had heard that some of those who had applied to institutions in the UK/USA had received offer letters from Australia before they had even received their exam results from other countries.

The fact that Australia is relatively close to home for Asian students compared to alternatives such as the USA and UK, was also a factor in their interest in Australia. In some instances this appeared to be driven more by their parents' wishes to keep their children closer to home than students' personal preferences. Students also indicated that their parents perceived Australia to be safer than other countries, particularly the USA.

'I was thinking about US before, but my dad said it's too far and the nearest English-speaking country is Australia, so...and then we just decided on Melbourne eventually.'

Australia was seen to be a destination 'on the rise' in terms of desirable study locations, and positive experiences from those who had 'gone before' helped to encourage prospective international students when they were considering the move.

Working holiday makers

Reflecting the views of the student participants, the ease of applying for working holiday maker visas in Australia, compared to other English-speaking countries such as Canada (where participants understood there was a cap on working holiday maker numbers) or the USA (where they believed it was harder to obtain work rights), contributed to working holiday makers' decision to visit Australia. The Australian climate was also cited as a key deciding factor.

In contrast to the students who had wanted to study relatively close to their home countries, working holiday maker participants (from Europe, America and Canada) described being drawn to Australia because it was perceived as far away from home and something of an adventure, while at the same time being a relatively safe country. Australia's size, range of landscapes and the resulting variety of travel experiences also meant that working holiday makers could envisage spending up to two years travelling around the country.²⁴²

The right to work was viewed as crucial by working holiday makers, especially for those who had arrived with limited savings. Some felt that travelling and working was the ideal way to experience Australia on a gap year, after school or university, or as a mini-career break.

'I graduated so I wanted to travel before I actually start my career...It's a once in a lifetime experience isn't it really?'

Working holiday maker

Working holiday maker participants in Cairns mostly planned to use their visa for its intended purpose (to earn some extra money to support an extended holiday) but others were hoping it might eventually present a pathway to more permanent migration (via employer sponsorship, for example). The Melbourne and Hobart case study participants included people who had originally arrived in Australia as working holiday makers but had since switched to other temporary visas. Some of these temporary residents had always hoped to stay in the country longer-term and, as such, had initially headed straight to Melbourne or Sydney, where they saw greater opportunities for securing sponsored employment.

²⁴² Note: in order to remain in Australia for two years, working holiday makers would need to meet the relevant eligibility criteria to qualify for a second Working Holiday Visa.

Sponsored visa holders

The majority of sponsored visa holder participants in both Melbourne and Hobart had originally entered the country on other temporary visas (as either working holiday makers or students) and then transferred to a sponsored visa. As such, their original reasons for visiting Australia tended to reflect those discussed above. The well-performing Australian economy was also cited as a reason why some of these workers made the move; for example, workers from Northern Ireland mentioned how difficult it had been to find jobs in their own country that reflected their qualifications, due to the GFC and its aftermath, and hoped to find better opportunities in Australia.

Melbourne case study

The Melbourne case study was conducted in two areas: the City of Melbourne (i.e. the CBD), with a focus on sponsored visa holders, and the City of Monash, with a focus on international students.

About the area

Melbourne, the capital city of Victoria, is located in the south-eastern corner of mainland Australia. It comprises the central business district and a broader metropolitan area spanning a total area of 9 900km².

City of Melbourne

The City of Melbourne is made up of the city centre and a number of inner-city suburbs. As of 2014, its estimated resident population was 122 207.²⁴³

In 2011, the median age was much younger than the national median (age 28 compared to age 37 nationally). Only 45% of households in the City of Melbourne were classed as family households, compared to 72% nationally.

In 2011, relatively low weekly household incomes were more common in the City of Melbourne than nationally — 27% of households in the city had a gross weekly income of less than \$600, compared to 24% nationally. At the same time, median weekly rent (one cost of living indicator) was higher — \$400 compared to \$285 nationally. Home ownership was relatively rare — 35% of properties were owner occupied, compared to 67% nationally. Nineteen per cent of the properties in the area were owned with a mortgage, 16% were owned outright and 63% were rented.

The City of Melbourne population is highly educated. In 2011, 76% of the adult population (aged 15 years and over - and no longer in school) had completed high school (compared to 49% nationally) and 40% had completed a bachelor degree or higher (compared to 15% nationally). Among young people (aged 25–34), 62% had attained a bachelor degree or higher, compared to the national figure of 32%.

The five most common industries employing City of Melbourne residents (in 2011) are listed below. Roles within the professional, scientific and technical services, the accommodation and food services, and the financial and insurance services were much more prevalent in the city than nationally:

- professional, scientific and technical services (19% compared to 7% nationally)
- accommodation and food services (11% compared to 6% nationally)

²⁴³ City of Melbourne, 2014, *Melbourne in numbers*. Available at: <http://www.melbourne.vic.gov.au/AboutMelbourne/Statistics/Pages/MelbourneSnapshot.aspx>, viewed 16 November 2015.

- healthcare and social assistance (10% compared to 12% nationally)
- education and training (8% compared to 8% nationally)
- financial and insurance services (8% compared to 4% nationally).

In contrast to the national profile the retail, manufacturing and construction trades did not feature among the top five employers in the City of Melbourne.

In terms of occupational categories, a large proportion of those living in the City of Melbourne, and twice the proportion as nationally, was employed in professional occupations (42% compared to 21% nationally). The next most common occupations in the area were:

- managers (15% compared to 13% nationally)
- clerical and administrative workers (13% compared to 15% nationally)
- community and personal service workers (9% compared to 10% nationally)
- sales workers (7% compared to 9% nationally).

Technicians and trade workers did not feature in the top five occupations for people living in the city, in contrast to 14% being employed in these roles nationally.

The City of Melbourne has a culturally diverse population. In 2011, the proportion of residents born overseas was almost twice the national figure (48% compared to 25%). So too was the proportion that spoke languages other than English at home (38% compared to 18% nationally).

City of Monash

The City of Monash is an LGA in the south-eastern suburbs of Melbourne. The total area is 81km² with an estimated population of 185 037.²⁴⁴

In 2011, the median age of the Monash population was 38, just slightly older than the national median age of 37. The majority of households were classed as family households (75% compared to 72% nationally).

The proportion of Monash residents with a relatively low household income was similar to the proportion nationally — in 2011, 23% of households in the area had a gross weekly income of less than \$600, compared to 24% nationally. However, the median weekly rent for Monash was higher — \$345 compared to \$285 nationally. Home ownership was slightly more prevalent (71% of properties were owner occupied, compared to 67% nationally). Of the properties in Monash, 42% were owned outright, 29% were owned with a mortgage and 26% were rented.

²⁴⁴ City of Monash (2015) *Our Profile & Growth*, Available at: <http://www.monash.vic.gov.au/About-Us/Our-Profile-Growth> (Accessed: 16th November 2015).

Monash is home to Monash University as well as two TAFE institutions. Deakin University is also located just north of the LGA (in the City of Whitehorse). Monash residents have relatively high-levels of educational attainment. In 2011, 65% of adults, aged 15 years and over, in Monash had completed high school, compared to 49% of the Australian population. Similarly, 25% had completed a bachelor degree or higher, compared to 15% nationally. The proportion of young people (25–34) with this level of education attainment was also higher in Monash — 53% compared to the national figure of 32%.

The five most common industries among workers living in Monash are listed below. The proportion of residents employed in each of these, in 2011, broadly reflects the proportions across Australia as a whole, with the exception of a higher incidence of employment in the professional, scientific and technical services industries, and the absence of the construction industries among the top five (8% nationally):

- health care and social assistance (11% compared to 12% nationally)
- retail trade (11% compared to 11% nationally)
- professional, scientific and technical services (11% compared to 7% nationally)
- manufacturing (10% compared to 9% nationally)
- education and training (9% compared to 8% nationally).

Similarly, professional occupations were more common in Monash than nationally:

- professionals (29% compared to 21% nationally)
- clerical and administrative workers (16% compared to 15% nationally)
- managers (13% compared to 13% nationally)
- technicians and trades workers (11% compared to 14% nationally)
- sales workers (10% compared to 9% nationally).

Like the City of Melbourne, the population in Monash is culturally diverse. In 2011, 45% of the population was born overseas (compared to the national figure of 25%) and 44% of residents in Monash spoke a language other than English in their home (compared to the national figure of 18%).

In October 2015, the unemployment rate for Victoria as a whole was the same as the national unemployment rate of 6%.^{245,246} The unemployment rate for young people, aged 15–24, in the state was 12%, which was also the same as the national unemployment rate for this age group.²⁴⁷

²⁴⁵ Unemployment figures for 2015 are only published by state.

²⁴⁶ Australian Bureau of Statistics 2015, 'Labour Force Australia, table, *Labour force status by Sex, State and Territory - Trend, Seasonally adjusted and Original*, cat. no. 6202.0, ABS, Canberra.

About our audience

The international student discussion group in Melbourne (held in the Monash area) included five participants from Asian countries and one from the Middle East — they had been in Australia for at least four years (one had been here since Year 11 while the others had come specifically for university). All spoke English but it was not a first language. Of these, one was on a graduate visa and looking for work; an additional graduate visa holder also participated in a one-on-one interview. The sponsored visa holder group (held in the City of Melbourne) included four participants from European countries and two from Asian countries. Two had English as their first language.

Among the secondary visa holders interviewed, three were from European countries and one was from an Asian country. They had been in Australia for between two months and two years. Three were on secondary 457 visas and one was on a secondary student visa. All three on secondary 457 visas had originally arrived on working holiday maker visas along with the primary visa holder of their current visa.

Most of the participants in the local community group in Monash had lived there for many years, if not their whole life (one for four years and the rest for at least 20 years). Two were of Greek descent, reflecting the local community which has long been known as the Greek heartland of Melbourne. By contrast participants in the City of Melbourne local community group tended to have moved there more recently: five had lived there for between one and four years, one for ten years and one their whole life.

Of the six employers interviewed in Melbourne, three were in the hospitality industry, two were in IT and one was in consulting. Of the three employers in hospitality, one had hired student visa holders and had recently taken on a chef on a 457; one hired student visa holders, working holiday makers and (in management) 457 visa holders; and one hired student visa holders and 457 visa holders (but not working holiday makers). Of the two employers in IT, both hired staff on 457s; one had also hired student and working holiday maker visa holders. The employer in consulting had hired people on 457 and graduate visas.

Why Melbourne?

For students, the choice of Melbourne was influenced by numerous factors including having friends and family there; the influence of friends who had studied there previously and recommended it; because of the high university ranking, or the fact that the university was well-respected in a particular field; because a migration agent had steered them in this direction; or a combination of all these factors. Conversely, some had chosen Melbourne specifically because they did not know anyone there, which made them feel that they were doing something different.

²⁴⁷ Australian Bureau of Statistics 2015, 'Labour Force Australia', table, Labour force status for 15-24 year olds by State, Territory and Educational attendance (full-time), cat. no. 6202.0, ABS, Canberra.

'In Malaysia, Monash for engineering is the most recognised one compared to all the other campuses. It's also the most prestigious.'

International student

'I only had friends in Perth — there are a lot of Malaysians in Perth; and then I was thinking, I'm not going to Perth because there are too many close friends I want to feel, I want to study in a different environment, so I chose Melbourne.'

International student

Having family already located in the area was also a very important factor in decision-making for the parents of some students, as it reassured them that their children would be safe and have someone to look after them; therefore in some cases the decision of a family member to move to Melbourne some years earlier had effectively decided the student's own pathway.

'Because my brother was here! You know, family, parents, they wouldn't really let you go unless family is there.'

International student

Across all types of visa holders, having friends or family already in Melbourne was also an influence because it provided them with the reassurance of ready-made companions and guides, as well as the practical benefit of having a place to stay while they found their feet.

Melbourne is considered to be one of the two main business centres in Australia (along with Sydney), therefore for those coming in on a working holiday maker visa but looking to settle in one area and find a 'proper' job in their area of expertise or interest, potentially with the opportunity for sponsorship, moving to Melbourne (or to Sydney) was seen to maximise their chances. For those in this situation who had chosen Melbourne over Sydney, the deciding factor tended to be either having friends already living in the area, or because they considered Melbourne to have more affordable accommodation, or a more easy and laid-back lifestyle.

'I'd heard many positive things about the Melbourne culture.'

Secondary visa holder

As mentioned above, the majority of those on 457 visas (or secondary 457 visas) who participated in this research in Melbourne had also arrived on working holiday maker visas and then transferred onto a 457. This was either their intention all along (in order that they could stay longer than a year, without needing to fulfil the condition of work in regional Australia), or it became their intention after arrival, either because they had struggled to find the sort of employment they were looking for (due to their working holiday maker visa's six-month work restriction), or because their employer offered to sponsor them.

'My plan was just to work for six months and then carry on travelling, but then I got offered a job in a recruitment organisation and they offered to sponsor me as well, so it wasn't my intention to stay but it was too good to be true so I moved onto the 457.'

Sponsored visa holder

Similarly, for some of the graduate visa holders, obtaining PR was one of their reasons for moving to Melbourne. However, the graduates interviewed in this research had found that being in Melbourne and having a work visa had not necessarily resulted in graduate level employment (for more details see the Work section below).

Many of these temporary visa holders wanted to live in the CBD or central areas if they could afford it, due to the more 'buzzing' lifestyle and proximity to everything they might need.

'Melbourne is perfect for if you just want to walk or go anywhere by foot...it's something that you can't do in South-East Asia.'

Sponsored visa holder

Monash students living in the Clayton/Monash area were drawn there because of its convenience for the university. For some being away from the city centre had been a bit of a shock, but others had come to appreciate the campus lifestyle.

'Either you think of Melbourne as like a bustling city or you think of Australia as like outback with kangaroos running everywhere, and then you arrive at Clayton and it's just neither...!'

International student

'If I went to Melbourne Uni, or RMIT, you're living in the city, you don't really get like a proper campus life; where[as] at Monash you do have this huge campus where it's totally different from RMIT — where it's just buildings scattered all over the city. So I do appreciate studying at Monash now.'

International student

The role of agents

For students (most of whom had used an agent) the role of agents in the decision-making process varied from person to person. In some cases, they played an important role in helping students decide on Australia, and on a particular university (and therefore location) by providing advice about the universities, courses and entry requirements. But in other cases it was not so much the agent's knowledge of these aspects, but simple convenience which was the primary reason for using them. This option provided students with a hassle-free process as the agents took care of most of the paperwork involved, thus maximising the perceived chance of success and expediting the visa process. Agents also provide 'pre-departure' sessions which informed students about what to expect upon arrival in Australia (these were considered extremely useful). The agents liaised with universities and helped students find accommodation and settle into their new life. Only one negative experience was cited, where an agent had failed to inform a student that they were required to take their medical examination within a certain time period, so they had wasted money by doing this too early.

'I think in general it was very convenient, 'cos you just gave them everything and they told you where to go, they hooked you up with the pre-departure briefings etc., so you're sort of prepared for what to expect when you came to Melbourne. And I think like just trusting an

authority made it a lot easier, even if they don't do a great job, you just feel like you're being taken care of.'

International student

The participants who had originally entered the country on working holiday maker visas had generally not used an agent. It was seen to be easy enough to apply for this visa type without needing professional assistance, although some who had been working full-time in their home countries when they applied had used an agent to save them time. In addition, some of those from Ireland had used a particular travel and visa agency, well-known for organising such trips to arrange their visa, and to set up bank accounts and tax file numbers (TFNs) for them. In these cases the agents had not influenced the choice of destination.

Among the sponsored visa holders who had used a migration agent there was a perception that a lack of regulation resulted in inflated agent fees and a situation in which unscrupulous agents could take advantage of their clients. For example, one had a friend who was reportedly charged a fee for submitting a visa application that was unlikely to be accepted from the outset, and then charged more money for the appeal process.

Information needs and sources

Prior to the decision to move to Australia, friends and family who were already in (or had recently been to) the country were a key source of information for the temporary resident participants, along with, in the case of the students, migration agents — in terms of advice about visas, accommodation and other issues relevant to migrating to Australia.

The students who participated in this research appeared reasonably well-informed about Australia before arrival, due to information provided by agents, friends and their university. Those in the sponsored group and secondary visa holder interviews who had originally arrived on working holiday maker visas seemed to have been somewhat less well-informed; they tended to have taken a more relaxed approach, given their greater flexibility post-arrival (in terms of not needing to start work immediately or being tied to a particular area). Their greater proficiency in English (with some having English as a first language and some others having previously lived in the UK, USA or Canada), and the sense from some Europeans that Australian culture is not vastly different from their own, had also played a role.

'Coming to study, I had that advantage, because my university [name] they actually give you this checklist, and it was set up a bank account, find a house; so I just followed through the checklist and everything was fine. And they gave me options, like if you live in the city, this is the travel time, if you're going to live in the suburbs this is the living cost, and around that area there is Chapel Street which is the most popular street in Melbourne, purely for fashion for food and for things...'

**Sponsored visa holder
(previously international student)**

However, one student had a negative experience with sub-letting and wished that they had been better informed about this:

'I wish I knew about sub renting before I came because my first accommodation was sub rented by a Chinese couple, I didn't know there was sub renting, and I thought yeah it was legal...I didn't even sign a contract or anything...I wish I knew that because in the end I didn't get my bond back, after I moved out...'

International student

The secondary visa holders who had arrived in Australia as a secondary visa holder (rather than transferring to the partner's visa at a later date) appeared to have done the least research, being content to let the primary visa holder research their destination, lead the decisions and take care of the arrangements. The temporary residents who already had friend and family networks in place also appeared to have done less research prior to arrival.

Some of those who had originally entered Australia on working holiday maker visas wished they had known in advance how challenging it would be to find a job, and how high the living costs would be while they were searching for work. They felt (discussed further in the Work section below) that employers in Melbourne were not keen to hire people for six months only, and that it would have been useful to be forewarned about this in advance, so that they could have ensured that they had adequate money. There was a sense from some participants that their first jobs or sponsorship opportunities had come just in time to avoid them having to give up and move on.

Some temporary residents also talked about having initially had some difficulties negotiating seemingly straightforward tasks because they were not aware of the ways in which regulations or processes in Australia differed from their home country. For example, some had not initially understood the rules around jaywalking when crossing the road. There were considered to be a large number of fines in Australia, which some of the international students had incurred (e.g. for speeding, putting feet on the seats in the train). On the positive side, one of the practical things which made getting set up to live or work in Melbourne (and Australia more generally) that little bit easier was the procedure for opening a bank account and acquiring a TFN.

'I got my first fine by jaywalking in front of Monash, it was \$61, I was just walking because there was no cars, normally students just walk through the road, one time I just did that again like usual and I didn't realise there was an officer standing there, and then he just asked me, and gave me my first fine...'

International student

Community representatives who supported migrants (including temporary visa holders) felt that more information was needed at a basic level around such issues as finding work or accessing key services. These representatives considered that building migrants' awareness and confidence in this respect would encourage them to interact more with the community, which in turn would benefit the community as a whole (i.e. through increased economic and social contributions), as well as the individuals involved.

Community

Integration and belonging

Across both visa holder groups (Monash students and Melbourne sponsored workers), the local Australian community was perceived as being friendly and helpful to temporary visa holders — and to people from overseas more generally. Almost no one in the groups had experienced negative treatment from the community (e.g. racism or discrimination).²⁴⁸

'Until now I've never really experienced any racism from proper Australians...so that kind of makes me feel like I'm accepted here, and this is, this is place that I could settle down.'

Sponsored visa holder

One community representative believed that if there was any occurrence of racism, the rest of the Australian community would quickly rally around the person experiencing the abuse.

Two community representatives did give examples of international students being robbed, but they attributed this to the students' somewhat careless behaviour in terms of displaying their laptops or other expensive items too openly, because of their perception that Melbourne was a safe place; they did not imply that the students had been targeted *as a direct result* of being from overseas. As discussed, Australia tended to be seen as a safe country by participants in this case study — it seems that this perception may be linked to a degree of complacency about personal safety among temporary residents.

'Everyone was pretty kind...you meet old lady on bus and they would just ask you how are you doing?'

International student

Local community members and temporary residents alike described the character of the Melbourne CBD and surrounds in positive terms as 'buzzing' and multicultural. Local community members also saw it as somewhat transient; that is, even the Australians who lived and worked there had probably come from somewhere else (either from another part of Australia or from overseas). Monash was also seen as multicultural, with a long-established Greek population, and quite family-oriented. In contrast to those in the City of Melbourne group, most of the residents we spoke with in Monash had lived in the area for many years (as described above) and there was arguably a greater sense of an established, enduring local community there.

²⁴⁸ As noted, definitions for these terms were not provided to interview/discussion group participants. As such, the discussions do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

When it came to the impact on the local community of a large population of temporary visa holders, the situation was quite different in the two case study areas. In the City of Melbourne local community group, the presence of temporary visa holders (or, indeed, any migrants) was not mentioned spontaneously as a local issue, and the topic caused some surprise when raised. Upon considering the subject, they reflected that their own personal interactions with temporary residents, who were mainly sponsored visa holders rather than students, had been almost entirely positive: they felt that meeting people from other cultures had enriched their lives, taught them new things, and opened up their eyes to new places. One employer in the City of Melbourne also mentioned that the temporary visa holders they had employed had made similar contributions within their workplace. Only one person from the local community group in the city voiced a concern about the impact of temporary visa holders which was that, in his industry (IT), he was in direct competition with people from overseas who were willing to work for a lower salary than he was. However, he also noted that this had not impacted on his employment thus far.

By contrast, the large population of international students in the Monash area was raised spontaneously by that local community group. Some in this group considered themselves or their area to have been disadvantaged by the presence of large numbers of students living and studying there, describing a divided, 'them and us' situation. They did not feel a sense of neighbourliness or community with the students living in their streets, and perceived that the students had limited interest in interacting with them. The international students also felt that this was true of some of their peers, although not of themselves.

'I don't think they integrate well...because they do stay in their groups, they stay and talk their own language, they don't assimilate.'

Local resident

'I was surprised there were so many international students, and then basically international students keep together in one circle, so they speak their own language, for example Chinese speak Chinese...'

International student

Moreover, local residents also saw negative economic impacts: some believed that they were being 'priced out of the area' by the parents of international students buying property for their children to live in, and there was some belief that the students come from wealthy families. One community representative, however, put forward a different view, noting that some temporary visa holders rented rooms from retired couples thereby helping them out financially.

A concern was also voiced that the number of international students obtaining places at Melbourne universities would have a direct impact on their own children's ability to get a university place, because they felt that universities preferred to have international students as they could be charged higher fees. However, this was in contrast with a view expressed in the City of Melbourne group that international students in fact subsidised the domestic students, keeping the domestic fees down.

'In perspective when the time comes when she [my daughter] has to go to university, we probably won't be able to afford to send her to Monash because of the way the prices are going, and she'll probably be better off going to Europe to study there, it'd be cheaper.'

Local resident

In general, the attitude of the Monash community group could be summarised as a resigned acceptance of temporary visa holders — there was certainly no sense of hostility towards the international students, but rather a sense of disengagement, coupled with some economic concerns mentioned above. The group struggled to describe any advantages to having a large population of student visa holders in the area, other than to the local businesses where they spend their money, but they did not feel that there had been any negative impact on employment in terms of their own or their family's ability to get work; this relates to the belief mentioned above that the students were generally wealthy and did not need to work.

We can account for these differences between the two areas in several ways. In Monash, the character of the area was seen to have noticeably changed in the recent past, while in the City of Melbourne, there was no sense of dramatic change, perhaps because most of the local community participants were themselves relatively new to the area. Since many of those in the city centre group had come from elsewhere, they seemed to be more accepting of others who had done the same. We also note that the local community group participants in the city were younger than those in Monash (20–40 year olds as compared to 40–60 year olds — reflective of the general make-up of this area described in the ABS data above), which put them closer in age to the temporary visa holder community. Other studies have also shown that younger people generally are more accepting of immigration; for example, the survey conducted by the Scanlon foundation.²⁴⁹ Thirdly, Monash has a population of temporary residents who could be easily identified as such (i.e. as international students) by local community members, while in the city centre tourists, students, sponsored visa holders, working holiday makers and others all blended in together.

Related to this latter point, we note that a number of the concerns raised by the Monash community members (e.g. availability and cost of housing, a reduced sense of community interaction) could be attributed to 'studentification' at a more general level, rather than that the presence of students from overseas specifically. Studies in the UK, for example, where more people tend to live away from home to attend university, show many of the same community tensions;²⁵⁰ it is just that in Melbourne, the students who live in the areas near their universities tend to come from overseas, while the domestic students tend to live at home.

Universities in Melbourne were conscious of the potential negative reactions to international students in the local population. One university in the area described the numerous initiatives they had

²⁴⁹ Markus, A (2015) Mapping Social Cohesion 2015 The Scanlon Foundation Surveys, Victoria: Monash University.

²⁵⁰ Hubbard, P (2008) 'Regulating the social impacts of studentification: a Loughborough case study', *Environment and Planning A*, 40, pp. 323-341.

developed to build ties between the international students and the local community — for example setting up a legal centre in the local community, which has the mutual benefit of providing law students (including international students) with the opportunity to gain work experience and the local community with the opportunity to access legal assistance. The university also provided students with options to volunteer in several local community organisations to gain experience and give back to the communities they reside in.

'The reason that we get students to engage with local community is, it's not only about students but it's also about [making] the local people understand what quality or what benefit our students can bring into the community, in terms of multicultural things.'

Community representative

In the City of Melbourne, the temporary residents did not feel themselves to be fully embedded in the local community, but nor did they see themselves as completely separate from that community. But this was also true of the local community members who lived in the area. In some ways, the question about community was not really well understood in the City of Melbourne — there was quite a limited sense of a 'community' there (in terms of interactions between residents outside of their work relationships or friendship groups). Rather, the area was seen to comprise a relatively transient population of varied people who seemed content to live and work alongside each other, without what might be considered a 'traditional' sense of community, but also without problems. There was some sense that the suburbs may have a greater sense of community. It was also mentioned that having children tended to forge stronger community links (none of the local community or temporary resident participants in the City of Melbourne group had children).

'I think, until you have kids you don't really feel part of your local community — but that's just my opinion, because [we] like get up in the morning, we're at work at eight o'clock so you leave your house at quarter past seven, half past seven and you don't get back until like seven o'clock. It's pretty much dark when you leave your house — nobody knows — I mean probably your neighbour...wouldn't even know.'

Sponsored visa holder

Local coffee shops and pubs were areas where temporary residents did describe feeling some sense of community, in that the people there knew and spoke to them. Some had found restaurants, stores and so on from their home country, which had also helped them to feel more of a sense of belonging.

'I live in the city and it's very multicultural, so I find that there is a lot of Indonesian restaurants, Indonesian convenience store[s], Indonesian churches, Indonesian clubs, so I just feel like, I feel like part of it. I feel like part of it.'

Sponsored visa holder

In Monash, there was, for both local community members and the temporary residents (international students), a sense of two separate communities — a local community and a student community. However, the international students themselves saw themselves as part of the student community, in which international and domestic students were integrated, while the local residents seemed to be

most aware of the international student community as a group, as these are the students living in the area (rather than in other areas with their families).

Local community residents in the Monash area talked about the benefits of cultural events in terms of forging stronger relationships and better understanding between different communities. They had attended and enjoyed a number of these events, which had featured different food and craft stalls and bands from different countries. This had recently included a Chinese festival. They mentioned that it was a good opportunity for their children to experience something different. They also felt that it would boost the confidence of migrants and encourage them to speak more to other people outside of their own community groups.

'They do an international festival in Clarinda or Clayton South on Australia Day eve and that has a two day festival, and they invite different bands from different countries. So I've been to that twice. It's fabulous.'

Local resident

International students generally did not feel a part of the local community beyond the university, and nor were they bothered by this. Part of this was due to their temporary status: even those who were hoping to stay on did not see their future beyond university as being in the Monash area. Local coffee shops and volunteering in op shops had increased a sense of community for some, but their neighbours tended to be other students, or people they never saw.

'Not really!...I think it's because we're here on the temporary kind of sense, it's like our visa restrains us from staying longer, so we are already prepared that we're not going to be here forever, so you only put, I don't know, you're just getting ready to put in that much of yourself here, because eventually you know you're going to have to go.'

International student

'And also because even if you plan to stay on like, highly likely you're not going to stay on in Clayton, because like Clayton is the area to attend Monash and then after that it's going to be any area you like. I mean of course for the work like, you go with that plan that you're going to move out.'

International student

Support networks

As highlighted in the literature review developing a greater understanding of western culture is a key driver of studying abroad, and social interaction with local (host country) students has a positive impact on international students' experience of Australia.

Meeting new people — whether local 'Aussies' or other migrants from different parts of the world — was often considered by temporary residents to be an invaluable part of any overseas experience. The international students we spoke with were particularly keen to forge local friendships, although they had found that making these friendships could be challenging — or more specifically, it was seen by our participants (all of whom had been in the country for at least three years) to be relatively easy to forge friendships at a superficial level, but much more difficult at a deeper level. This goes

beyond proficiency or comfort with English. While the university environment lent itself to meeting new people (for example on group assignments, participating in clubs and societies, etc.), there was a sense that (understandably) the domestic students already had other people to spend their time with (e.g. school friends, family they had known for much longer) whereas the international students did not, meaning that they were likely to spend more time with each other. There were also some indications of cultural barriers, for example the perceptions that Australian students only socialised by drinking.

Those international students who were not prepared to 'step out of their comfort zone' and approach people were seen as less likely to be successful in making friendships and therefore less likely to enjoy their time in Australia. However, this was challenging and there were some cultural barriers to taking this step.

'For most people coming over here it's a scary thing, cos in our own country we don't do that, we don't come up to someone, we're not that open, we're not that friendly cos people assume there's a motive behind the approach...it's a different culture.'

International student

The challenge of making local friendships was also faced by those who had come here to work (on sponsored visas). While they made friendships at work, there was a sense that these were kept to within work, or post-work socialising, rather than extending beyond this to a deeper level. Like the international students, the sponsored visa holders had found that local community members already had a good social network of established relationships in place which they did not see a need to expand.

'What I find with Australians is that it can be good and everything but when it comes to times like Easter and long weekends and Christmas you know, when they go away it's kind of like they always make plans with their family and their friends.'

Sponsored visa holder

At the same time, temporary residents (sponsored, student and secondary visa holders) sometimes found they had more in common with each other anyway in terms of culture and/or navigating the challenges of life in a new country. Some were quite content with the situation: they had a 'posse' of friends they knew well from back home and/or had made good friendships with other people from overseas.

In all cases, there was an awareness that joining local clubs and societies would be a way to make more friends if they wanted to. Some had actually done so (e.g. joined a Gaelic football club, volunteered at an op shop), while others were simply aware that the option was there if they needed it. Two community representatives had also observed the role that sport could play in facilitating connections between migrants (including temporary residents) and local communities.

Keeping in regular contact with 'home' was very important to all of the temporary resident participants. The increasing availability of cheap or free means of keeping in contact (e.g. Skype, FaceTime, and WhatsApp) were invaluable in this regard. The major challenge was the time difference rather than a lack of available channels.

Work

International students

The international students in the Melbourne case study sample had all found work and given the length of time they had been in the country, they had mostly worked in several jobs.

Five of the six participants indicated that they had experienced being paid below the minimum wage, and had been aware at the time that this was taking place, but they did not see that complaining about this — either to their employer, the Fair Work Ombudsman or another authority — would be productive. The only student who had spoken to her employer about this had lost her job, and the others had expected this to be the case if they complained as well. They relied heavily on the income they received from their job, even if it was lower than the legal minimum, and therefore were unwilling to 'rock the boat'. Similarly, they did not see that reporting this issue to the authorities would be productive, as they believed that this could still potentially result in their dismissal or poor working relations.

'I got paid \$10, maybe less.'

International student

'[I was paid] \$16 and when you fight for it they're like you know what, I'm not going to give you a shift then. Yeah, it's a trap.'

International student

One community representative in the employment industry attributed the fact that temporary residents do not report underpayment to the authorities to two specific factors. The first is that some may lack the courage to talk to authorities; the second is that many come from collective societies and are particularly concerned about how an official complaint may impact on others (e.g. their colleagues and even their employer). They suggested that a website where people can ask questions, but which does not have an intimidating sense of authority, or advice from community leaders, would be more approachable channels than Fair Work.

The students saw that certain employers were more likely to pay below the minimum wage than others; for example, a number of local restaurants (both Asian and Australian) were reportedly unscrupulous in this regard. While students were frustrated by the perceived unfair treatment, they were also resigned to it.

'I think every company doesn't want to pay more than they should, so they always hire the people that can you know, just turnover, it's fast and pay as little as they can yeah.'

International student

'I think that's cos they can get away with it cos they know like, lifestyle here is expensive, like we pay four times the fee that most local students pay for their education, living costs and all that so, it's almost like you know, any money is money...'

International student

The community representative in the employment industry did not feel that underpayment was always deliberate.

'It took us months to educate employers about the increase in the minimum wage.'

Community representative

The literature review highlighted studies which found that some students were dissatisfied with the 40-hour per fortnight employment restriction on their visa, as it limited their earning capacity. However this was not a major point of contention with those interviewed in Melbourne.

Graduates

The two graduate visa holders who participated in the Melbourne case studies had found it quite difficult to find employment which was relevant to their qualification. They had applied for numerous advertised roles, and felt that they had reasonable expectations regarding job prospects, so it was something of a surprise that having a graduate work permit was insufficient to secure a job in their desired field.²⁵¹ In their view, the majority of employers in their desired fields were looking for permanent residents or citizens rather than temporary visa holders, as the former were apparently seen as more beneficial to their organisations long-term — and one had expressly been told that this was the case on several occasions. This was a source of considerable stress.

'I've been told a few times that we can't take you because you're a TR [temporary resident], and that's the only thing which is so frustrating, even if you're qualified, even if you can do the hours, they won't take you.'

Graduate visa holder

As a result, one of these graduates had delayed seriously looking for 'graduate' appropriate jobs until they were able to obtain PR (in this case through the Skilled Migration Programme), and had settled on less 'permanent' and fulfilling work in the meantime. This person was working at a restaurant, and while she found the work environment very friendly and spent a lot of time with co-workers, she was concerned that during the long period of time spent not working in her own field she might forget everything she had learned at university. She felt that she was wasting her degree. Moving back to her home country was not a desirable option, however, as without the benefit of work experience she would have to start from the bottom and probably work for lower wages than she could earn in Australia in her desired field.

²⁵¹ One of these participants had studied design and marketing, the other had studied IT. Each had obtained a bachelor and/or masters degrees in these subjects.

Working holiday makers

Sponsored and secondary visa holder participants who had originally arrived in Australia on working holiday maker visas, had arguably struggled the most in Melbourne, in terms of finding work appropriate to their skills and qualifications. They attributed this to the fact that employers in Melbourne were not keen to hire people on six-month contracts, rather than a reflection of the prevailing labour market conditions at the time. These participants had gone on to find a sponsoring employer (or their partner had): in some cases this had been quicker and easier than expected, while in other cases it had taken some time.

The employers interviewed also acknowledged that the six-month contract was an issue both for more skilled roles or roles which required training, and in some cases also for unskilled roles because they expected that a working holiday maker would stay around for less time than an international student, resulting in the need to hire more frequently. However, one employer in the Melbourne case study (in an IT-related field) did not see the working holiday maker visa as a concern at all — they took the view that people with specialist skills in their industry were hard to come by, and that even if they could only be employed for six months the company would still benefit from this.

Sponsored workers

The participants in Melbourne on sponsored visas were generally satisfied with their visa situation, in that it enabled them to stay and work in Australia for a reasonable length of time. However, they believed that the sponsored visa provided an excuse for employers not to progress salaries or (in one case) to fund training. While the minimum salary for sponsorship was considered fair, if it did not then increase with inflation over the course of time, they found themselves gradually becoming worse off.²⁵²

In addition, there was some sense of frustration with the 'resetting of the counter' if they were to move to another sponsored job. They felt that whatever job they were in proved that they were a qualified and valuable worker, and therefore it should not matter to the Government which employer that work was for. While they understood that the current regulations might encourage people to remain loyal to the particular company who had organised their sponsorship, it could also limit their own prospects or delay their pathway to PR and citizenship.

²⁵² At nomination, both the base rate of pay component of the Market Salary Rate — the actual salary or 'guaranteed annual earnings' that would be paid to an Australian who was performing the same occupation in the same location — and the salary rate for the prospective subclass 457 visa holder must both be above the Temporary Skilled Migration Income Threshold (currently \$53 900 per annum) before the nomination can be approved. After visa grant, the sponsoring employer is obliged to pay a visa holder the salary approved at nomination or the Market Salary Rate, whichever is greater. As Market Salary Rate may have increased since the nomination was approved, sponsors have a legal obligation to regularly review the salaries paid to visa holders to ensure both their salary and the salary of any equivalent Australian workers which they employ meet the current Market Salary Rate for that occupation.

Secondary visa holders

Among the case study participants in Melbourne the secondary visa holders were more satisfied with their visa conditions, in terms of work rights, than any of the other temporary visa holder groups, as they had the freedom to move between jobs and had no restrictions on their hours. They acknowledged that they were in a better situation than their partners on 457 visas, whose residence in Australia was tied to their employer, even if they were unhappy with them.

Overall, the employed temporary visa holders who took part in the Melbourne case studies (sponsored visa holders, graduates and students) seemed to have a reasonable understanding of their rights and responsibilities. They also felt that their colleagues would keep them informed if anything contravened these rights, and were aware that they could 'look online' as well if they needed to (one student specifically mentioned the Fair Work Ombudsman). Among our participants, there were very few examples of ill-treatment of temporary residents (witnessed or personally experienced) by colleagues or employers, other than the underpayment of students mentioned above.

From an employer perspective

The employers interviewed in Melbourne were either in the hospitality industries (employing students, working holiday makers and/or the occasional person on a 457 visa in a chef or management role) or in IT or consulting (employing people on 457s, but with the occasional student or working holiday maker). These employers saw huge benefits in employing people on temporary visas, although the specifics varied both by the type of visa and by the type of work.

Employers in hospitality valued the ability to employ people on student visas as they saw it as a 'win-win' situation — the 40-hour per fortnight (sometimes still referred to as 20-hours per week) restriction gave them some flexibility in scheduling, and students would not complain about only being given part-time hours, nor would they expect to progress to management positions.

'Say they're here for two years, they don't want to become a manager in that time — they're quite happy to come in, do their work for 20 hours a week and then go home and study. That can actually be of benefit because they don't want to progress.'

Employer of students

'To have a mixture of full-timers and part-timers gives you good flexibility...part-timers tend to be good to have for their flexibility and ours.'

Employer of students

Only one employer in hospitality did not want to employ more people on student visas, as they had found that students (international and domestic) were unreliable and would 'drop out' during exam time. But other employers had found the international students to be quite a loyal bunch, who were satisfied with working their 20 hours a week, performing relatively simple tasks and earning regular money. Some even found that the international students worked harder than Australians, and were less likely to consider certain tasks to be 'beneath them'. One of the employers in IT and consulting

had also employed someone on a student visa. Again this was seen to work well, as long as both parties are satisfied with the 20-hour restriction (as in this instance).

Complying with student visa restrictions was not considered by employers to be unduly difficult, especially since there is additional flexibility due to the 40-hours per fortnight rule (rather than 20 hours per week, as was the case previously). Visas were checked during the application process, expiry dates recorded, and a sharp eye kept on the number of hours worked. One company also monitored visas on an ongoing basis (six-monthly) to check they had not been revoked. Another company used the VEVO system to check visas, having been directly informed about it by DIBP. In these two cases, where the employers had a more developed system, this was due to the company having run into trouble in the past by accidentally employing illegal workers (breaching their restrictions on number of hours).

Employing people on 457 visas also had a number of benefits for employers, most notably, as would be expected, specific skills that were lacking in Australia e.g. in IT, retail buying and planning, and niche areas of consulting. One employer believed that the employee they were sponsoring (who had only just started) would be a more loyal and reliable worker (because they were being sponsored by the business) as compared to two previous Australian employees in the same position, who had both stormed out without notice due to a disagreement and left the company 'in the lurch'. Restaurants or bars specialising in the cuisine of a particular country saw a benefit in employing people from that country, as it enhanced the overall experience for the customer in terms of authenticity and enjoyment. Similarly, some of these establishments liked to employ people who spoke the language of one of their particular customer groups. One employer noted that it was hard to find bilingual workers among the Australian workforce.

Only one employer expressed negative views about 457 visa holders, in two regards: firstly, they had found some cultural differences between their 457 visa holders and the rest of the team, which impacted badly on the team's productivity as a whole, and secondly, that they saw it was better for the local community and economy to employ local people where possible.

Some employers simply saw no difference between their employees on 457 visas and any other member of staff, beyond the 457 visa holder filling a post for which it had been difficult to recruit someone. One employer explained how she focuses only on the skill set brought by each employee: the 457 visa is simply a part of the recruitment process on certain occasions.

Some of the sponsoring employers had advertised the roles eventually filled by 457 visa holders within Australia first. However, others had recruited directly from overseas. In the latter cases, this was due to either: opening an office in Melbourne, and wanting to bring in people who were familiar with the global company, combined with the fact that they did not at that time have an HR person on the ground in Australia (i.e. they had no one to oversee local recruitment for the role); and in another case, having individual people who had already been identified by senior management, through existing networks as having the potential to make a strong contribution to the business due to a particular expertise.

For the sponsoring employers, the visa administration process presented no problem, either when applying (some employers were using agencies to arrange) or on an ongoing basis. One employer was conscious of the need for staff to also maintain private health insurance, and made an effort to

remind them not to let this lapse even though it was not seen as their (the employer's) responsibility. Another employer mentioned that they would check in with sponsored staff to ask how they were progressing towards PR, with the expectation that they would be taking steps in this direction through the Skilled Migration programme.

Future intentions

All of the temporary residents who participated in the Melbourne case study were very much enjoying their time in Australia and wanted to stay longer. The students wanted to gain work experience in their desired fields and eventually apply for PR. Some on a 457 visa were also considering PR, but were deterred by the cost, and intended to weigh up their options as the end date of their current visa drew closer. For some of these, there was a sense that they would probably return home eventually, once they decided to start a family.

Hobart case study

About the area

Hobart, the capital of Tasmania, is a city situated between Mount Wellington and the estuary of the Derwent. It is a popular tourist destination with a combination of heritage, culture and natural features. Hobart experiences four distinct seasons, with relatively cool temperatures in the winter.

Greater Hobart

Greater Hobart refers to the metropolitan area of Hobart (not to be confused with the City of Hobart, which is one of the five local government areas that cover the metropolitan area). Greater Hobart is relatively small, with a population (in 2011) of 211 656. In 2011, the median age was slightly older than the national median (39 compared to 37). The majority of households in Greater Hobart were classed as family households (68%, compared to 72% nationally).

Relatively low household incomes were more common in Greater Hobart than nationally — in 2011, 27% of households in the area had a gross weekly income of less than \$600, compared to of 24% nationally. However, the median weekly rent was also lower — \$235 compared to \$285 nationally. Home ownership was slightly more prevalent in Greater Hobart than in the rest of Australia (69% of properties were owner occupied, compared to 67% nationally). In 2011, 36% of properties in the area were owned with a mortgage, 34% were owned outright and 28% were rented.

The University of Tasmania (UTAS) has a campus in Hobart and there are also a number of TasTAFE campuses in the area. In 2011, 45% of adults (aged 15 years and over) in Greater Hobart had completed high school, which was low in comparison to 49% of adults across Australia. The proportion of adults with a bachelor's degree or higher was the same as the national figure (15%), but among young people (aged 25–34), the proportion with this level of educational attainment was relatively low (28% compared to 32% nationally).

In October 2015, the unemployment rate for Tasmania as a whole was 7%, which was slightly higher than the national unemployment rate of 6%.²⁵³ The unemployment rate for young people (aged 15–24) in the state was higher again, at 15% compared to 12% for the same age group nationally.²⁵⁴

The five most common industry employers of residents in Greater Hobart (in 2011) follow below — the incidence of employment in public administration and safety was noticeably higher than elsewhere in Australia:

- healthcare and social assistance (13% compared to 12% nationally)

²⁵³ Australian Bureau of Statistics 2015, 'Labour Force Australia, table, Labour force status by Sex, State and Territory — Trend, Seasonally adjusted and Original, cat. no. 6202.0, ABS, Canberra.

²⁵⁴ Australian Bureau of Statistics 2015, 'Labour Force Australia, table, Labour force status for 15–24 year olds by State, Territory and educational attendance, cat. no. 6202.0, ABS, Canberra.

- public administration and safety (12% compared to 7% nationally)
- retail trade (11% compared to 11% nationally)
- education and training (10% compared to 8% nationally)
- construction (8% compared to 8% nationally).

In contrast to the national profile, the manufacturing industries did not feature among the top five employers in Greater Hobart.

However, the most common occupations in Greater Hobart (in 2011) were broadly in-line with those in Australia as whole, with the exception of slightly fewer managers:

- professionals (22% compared to 21% nationally)
- clerical and administrative workers (16% compared to 15% nationally)
- technicians and trades workers (14% compared to 14% nationally)
- community and personal service workers (11% compared to 10% nationally)
- managers (11% compared to 13% nationally).

Greater Hobart is not particularly multicultural in comparison to rest of Australia. In 2011, only 13% of its residents were born overseas (compared to 25% nationally) and only 6% spoke languages other than English in their homes (compared to 18% nationally).

About our audience

The international student discussion group in Hobart included two participants from European countries and six from Asian countries. All spoke English, but it was not a first language. The sponsored discussion group included two participants from European countries, three from Asian countries and one from the Middle East, and again, all spoke English and one had English as a first language. Most of the participants in the community discussion groups had lived in Hobart for many years, if not their whole life, but a couple had moved to the area within the past two years.

Two graduate visa holders, four secondary visa holders and six employers also participated in interviews. All of the secondary visa holders were from Asian countries and had been in Australia for between three and six years. Three had themselves previously been the primary visa holder on either a student or working holiday maker visa. The two graduates were from the USA and Malaysia, had both completed their studies elsewhere (Victoria and Queensland) before moving to Hobart as graduates. Of the six employers, three had hired student visa holders; two of these were in the food and beverage industry (one had also hired working holiday makers and the other had also hired secondary visa holders) and one was a retail business. Three employers had sponsored 457 visa holders. These employers were in the financial services, agriculture, forestry and fishing, and food and beverage industries (the latter employer had also employed international students).

Why Hobart?

The students, sponsored visa holders, employers and local community members who took part in the case study described Hobart as a peaceful place with beautiful countryside, and plenty of opportunities for outdoor activities. It was seen as a laid-back community, with friendly people, where life moved at a slower pace and where the cost of living was relatively low. It was also viewed as a great location to bring up a family.

'I think you know, quality of life which we've all talked about, a slower pace, a beautiful environment so in terms of air pollution, in terms of the natural environment, you know 60% of this island is national park or protected, natural produce, so food and wine.'

Sponsored visa holder

'It's very affordable, I mean the wages are very good compared to the cost of living, that's a big positive I think.'

Sponsored visa holder

On the other hand, career opportunities were seen to be more limited than in Sydney or Melbourne and unemployment was a concern for community members, especially for young people who, it was reported, often have to leave Tasmania to pursue their careers. In addition, participants said there was less choice than on the 'mainland' in terms of retail outlets and entertainment options, especially in the evening. Some described Hobart as multicultural, or at least more multicultural than it had been in the past, but noted that it remained less diverse than other areas of Australia, especially Sydney and Melbourne.

The student participants had not lived anywhere else in Australia or held any other temporary visa than a student visa. Their reasons for choosing to study in Tasmania varied but financial benefits (lower fees and/or scholarships) were mentioned as a key draw and this was the main driver for some, although two in the group had chosen to come to Hobart primarily because of the international reputation of the course/faculty in they wished to study. Other factors that played a role in decisions to study in Tasmania were university exchange programmes and having siblings already in the city.

'I knew if I wanted to look for a job the reputation of school is not the most important thing, but your [qualification] and work experience is, so it doesn't really matter which school you graduate from so I just chose this school because it's obviously the cheapest one in Australia.'

International student

One of the student participants was open about having planned to emigrate to either the USA or Australia and about having chosen Australia because they believed that gaining PR would be easier to achieve. The advantages of being in a regional location when it came to applying for PR also seemed to have been considered by this student.

'I've been thinking about moving to overseas somewhere. I've been thinking for a long time so it doesn't really matter whether it's Australia or the States, because you know both countries are English-speaking, so to me it's the same, so yeah. And also you can get like an extra five marks here [in Hobart].'

International student

It was suggested by a community representative that there were 'genuine' and 'non-genuine' international students in Tasmania. Genuine students were defined as those who had a real interest in their studies and intended to complete their course, even if they also had permanent migration as an end goal (as seemed to be the case for the student described above). In contrast 'non-genuine' students were defined as being purely focused on gaining PR, or at least remaining in Australia as long as possible. Those in the latter category reportedly chose Hobart because of the less stringent entry criteria, for some courses at least; because it is a relatively economical option; and/or because of the benefits of being in a regional location when it came to applying for PR. It was apparently not unusual for 'non-genuine' students to leave Hobart for the mainland after six months, to join family members; to access greater employment opportunities (for themselves or dependent partners); or to move to a cheaper educational institution.²⁵⁵

Among the sponsored and secondary visa holder participants there was a sense that some had 'ended up' on a sponsored visa in Hobart more by chance than by planning. Some had visited Hobart on a working holiday maker visa and decided to try to find a sponsor after 'falling in love' with the place or meeting a partner who lived there. Others had originally moved to Hobart on a student visa and decided to stay on longer for similar reasons, or because of poorer economic prospects at home. The perception that Hobart would be a great place to bring up children was also a factor for those who already had children or planned to start a family in the future.

'...so I made the decision to come out and then just let fate dictate where I went so I you know, I came out on a working visa and I thought if I end up, if I'm here for a year and I travel then you know great, because I was going to be too old to do my second year, and if I can manage to find a job and stay [longer in Australia] then you know, and I just really left it quite open.'

Sponsored visa holder

'Tassie was never on my radar, I kind of wanted to go to Australia. I had more of this Sydney, Manly beach, surf, sun kind of lifestyle in mind but this project was kind of made for me and so I got here...it was slow and not as diverse as other places in Australia culturally, but yeah I mean I've been here seven years so obviously I kind of learned to love it!'

Sponsored visa holder

²⁵⁵ Students wishing to switch to a non-streamlined institution have the option to apply for a new student visa (after completing six months of their principal course), with a letter of offer or confirmation of enrolment from the new provider.

Information needs and sources

For the student participants, information about studying in Australia was gained from various sources including education agents, university expositions, and word-of-mouth. Those who had used agents found them useful for dealing with the various application processes. There was awareness among this group that agents were paid a commission by universities for recruiting students.

'It's free for me, but I think the university pays them a commission for getting students.'

International student

Parents played a key role in the decision-making process, especially if they were going to be paying the tuition fees.

'A representative from UTAS was too convincing for my parents, not for me, and it was cos of the fees — UTAS was cheap and they were like, okay you want to study [subject], just go ahead and do it...'

International student

The sponsored visa holder participants had been living in Hobart before they were sponsored, as students or working holiday makers. As such they did not need or seek out information about the area prior to their sponsored visa applications. However, interviews with employers confirmed that some sponsored visa holders do, of course, move to Hobart directly from overseas. In these cases information was provided by the employer about their visa, their rights and responsibilities as an employee and the superannuation/taxation systems in Australia.

Community

Settling in

When international students first arrive in Australia they have to adjust to a range of changes including moving out of their family home (perhaps for the first time), leaving behind established friendships; beginning their studies; and settling into a city that may be very different to their home.

The merits of Hobart as a place to live had not really figured in these students' decision to study there. They were, as noted, motivated by other factors. As such some had done very little research about what Hobart was like and had been taken by surprise when they arrived — by the climate, countryside and its relatively small size. Some experienced a sense of culture shock, especially those from larger, more bustling cities. That said, in time, these students came to embrace the peace and quiet, the beautiful surrounds and the outdoor activities on offer, somewhat to their surprise.

'I didn't read about Tasmania before I came here like, because I'm a "I'll just go with it" sort of person. So I'd been to Melbourne but I didn't know anything about Tasmania, so [I would advise prospective students to] just read more about it really.'

International student

According to one of the community representatives interviewed, this lack of understanding of Hobart as a place was common among newly arrived international students, and while the students who participated in this part of the study had all adjusted well and had come to love Hobart, some reportedly did not.

One student who had moved to Hobart talked about how she had gone from being outgoing and confident at home among to being shy and withdrawn in the first few months of arriving. Delays to her visa had meant she was a couple of weeks late beginning her course, which made it harder to settle in.

'I was two weeks late into my foundation degree, so by the time I came here, I didn't know anyone, I didn't talk to anyone [until] the fourth month I was here...you are far away from your family and the friends and then when you come to a place where you don't know anyone, you just don't dare to make friends anymore...I was really cheerful and sociable back [in home country], so I don't know why I came here and I became really closed minded, like I didn't want to talk to anyone...'

International student

Students who came to Hobart with friends from home or with fellow students as part of a formal exchange programme had an advantage over those who came alone when it came to initially settling in to life in Hobart. However, the students also explained that it took a concerted effort to then expand into social circles beyond these initial friendship groups.

'I think I adapted very quick and very well because our cohort came here as a 40-student group together from the same university, so we were classmates or schoolmates before, so it's much easier for us and we rent house usually near each other or shared house at the beginning.'

International student

The sponsored visa holder participants who had moved onto 457 visas, having already been in Hobart as students or as a working holiday makers, had established social networks while on those visas. The same applied to most of the secondary visa holders interviewed and they described similar experiences to the international students when thinking back to when they first arrived.

However, one secondary visa holder, who was on her partner's visa when she first arrived in Hobart, found settling in very difficult, in fact she described it as 'traumatic', and did not feel part of the community for a number of years. She had been at home looking after their pre-school age child and did not have the opportunities for meeting people that work or study might offer. This was compounded by difficulties speaking English. It was only when she met people from her home country, with whom she could talk in her own language and share food from home that she felt like she could 'be herself' and begin to feel more settled.

Integration and belonging

Long-time residents speculated that while most people in Hobart were friendly it might be hard for new arrivals in Hobart to break into the close knit communities and friendship groups that had often been established from childhood.

'They're judged instantly for not being from here, and again that comes back to that high-school and sheltered mentality where you've got your groups, you've got your cliques and you're on the outside. So integrating is very hard unless you can get involved with a community group such as the church, or Rotary, or something like that...'

Local resident

This observation was borne out by the experiences of some of the sponsored and secondary visa holders, who also explained that while meeting local people may be relatively easy it was harder to make more meaningful friendships.

'I do think it's harder here to break into a friendship circle than in other places, just because it's quite static. Like a lot of my local friends, they are still hanging out with the people they've been to school with, they've known since they're five years old. So if you come here and at the start maybe you're like well I might be here for three years, four years and then leave again, then you're not going to be as close a friend to them as someone they've grown up with you know...whereas in cities where it's a bit more transient, in general people are a bit more open.'

Sponsored visa holder

'It's easy to make friends with someone from your same culture but it's not easy to make friends, like real friends with the locals. They can speak with you or they can play with you but it's hard for me to, you know, really touch their friendship circle...'

Sponsored visa holder

There were also cultural differences which some temporary residents had to adjust to. For example, one participant highlighted the difference between their home country, where dropping in to see friends or neighbours unannounced was the norm, and Hobart, where people tended to be more private. On the other hand, another said it was less usual in their home country than in Hobart, to simply start speaking to someone you did not know.

Among the sponsored and secondary visa holders who had settled into the community relatively easily, this was helped by a range of factors including getting involved in clubs, sports, religious groups or other community activities; living in shared accommodation; having a partner who was already settled in the city; having met people when they had been on a student visa; and, perhaps, individual confidence levels (especially when speaking English).

'I think sport is a really good thing, I mean for you it was climbing, basketball, for me it was surfing, that was the way to meet, get local friends away from work...'

Sponsored visa holder

'Through church we have a lot of people, particularly from India coming through and mainland China, so they're getting involved through church and meeting people.'

Local resident

Reflecting the Melbourne case study, some of the participants in the student groups explained that there was a tendency for international students to gravitate towards people from their home country,

with whom they had a shared language, cuisine, or cultural references. Although this provided support and comfort they themselves had made a conscious decision to step outside of their comfort zone by getting to know people outside of their home country friendship groups, including outside of the confines of the university, for example by looking for share houses with other people, joining clubs, finding paid work or simply making more effort to talk to other students. A desire to improve their English skills was one motivator for this but they also believed getting to know a wider range of people had dramatically enhanced their experience in terms of understanding and learning from other cultures, and helped them to feel more of a sense of belonging in Hobart.

'It's really hard to step out of your circle...there's always Chinese students here so we can share our stories and go to school together and go and have Chinese food and everything, so as long as you're kind of stuck in this circle, it's even harder for you to get out, so...If you try to be more kind of like open-minded and you talk to people who have different backgrounds, you will have a whole different view of this whole experience, not only this experience; maybe you have a different idea of life, of everything.'

International student

'If your activity only confines to the university, and your work is at university, then you probably won't have time to interact much with the wider community. For me, my university life for my first two years was sort of like that, where I felt like I was in jail because I was stuck on, I was living on campus. All my activities were on campus but once I started getting out, like rock-climbing and cycling and stuff, I sort of interacted more with the community — and you actually find that they're just really nice and you learn a lot about the local culture.'

International student

According to the students who took part in the case study, many international students do not make this transition. The Asian participants believed that Asian students in particular had a reputation among other students for keeping to their own groups. It seems that this can become a reinforcing pattern where local students do not expect international students to mix, and therefore, they also do not make much effort to bridge this divide:

'In my experience they [international students] kind of just all keep to themselves in groups, or people from the same nationalities, and they all hang out and they speak their language amongst their friends. They don't really make an attempt to socialise and then you end up in a group with one of them, for a group assessment, and you finally do get to talk to them and they're quite nice, but you wonder why you couldn't just talk to them earlier.'

Local resident (and student)

Another issue which may be a barrier to greater integration of domestic and international students, highlighted by a community representative, is that international students tend to live in university accommodation or share houses with other students, encouraging them to socialise together, whereas local students tend to live with their families and already have established friendships outside of the university. This was, again, true of Melbourne also.

Support networks

The student, secondary visa holder and sponsored visa holder participants placed a heavy reliance on friends for support, especially those who did not have a partner with them in Hobart. For some, their closest friendships were with fellow migrants from their home country, for the reasons already discussed, but others had developed meaningful friendships with local people.

'I think it is more cos I am on my own, you know, like when I got my sponsorship last year they [Australian housemates] threw me a big party and they kind of really wrapped themselves around me, but I think that is more because I don't have that support from university or I don't have a partner or whatever else so...'

Sponsored visa holder

As found in Melbourne, the temporary visa holders all maintained close connections with family back at home, and this was very important to them, with Skype and other similar services facilitating this.

Community attitudes to temporary residents

Temporary residents and community members alike were keen to express that Hobart as a whole was a friendly and welcoming community.

'In Hong Kong we don't really do any greetings when we meet people but here even strangers say good morning.'

Secondary visa holder

'I think in general Australians are very welcoming, very welcoming of different accents.'

Sponsored visa holder

However, as the discussions progressed it was clear that a minority within the community were far from welcoming. None of the participants in the community group discussions, or the employers who were interviewed expressed racist sentiments, but all acknowledged that there were pockets of racism in Hobart, especially in certain suburbs.²⁵⁶ There was some debate about whether racism was more common in Hobart or Tasmania in general than mainland Australia. Some were quick to point out that these types of incidents were not unique to Tasmania, but others felt that it may be more of an issue in the city because multiculturalism was perceived as being relatively new.

²⁵⁶ As noted, definitions for these terms were not provided to interview/discussion group participants. As such, the discussions do not reflect definitions specified in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

'There is a very liberal educated cultural bubble, particularly I'd say within 10, 15 minutes of the CBD — and then you start getting out to these places where people are less tolerant of each other and of foreigners and you know, everything else. But that's why I think you'd probably find that most migrants would live in the Hobart area...'

Sponsored visa holder

One of the community representatives reported that there had, in the recent past, been a spate of incidents in Tasmania, apparently targeted at international students, including eggs being thrown from cars and males exposing themselves to female students. An online search returns media coverage from 2010 about a number of attacks on Asian students in Hobart, including robbery, assault and 'bullying'. A police task force was set up to deal with the issue.²⁵⁷ Local community participants were also aware of these attacks.

'People were just being bashed and crashed on the way home — the Chinese students, because they didn't speak very good English. And a couple of yobbos came down with a car...there was a spate for months and...the Chinese students...were petrified to go out. So that hasn't been overcome I don't think in Tassie. It's just a lot more intense than it is in other centres around Australia because it's new to us.'

Local resident

A number of the visa holder participants (students and sponsored) who had an appearance which indicated they might be from overseas (most were from Asia) had been subject to verbal abuse at some point while in Hobart. Among the Asian students there were also personal accounts of having drinks thrown at them and even being threatened with physical violence. There was some discussion among the students about whether racist incidences were more common when they first arrived, perhaps because they looked younger or appeared less self-assured.

'Driving in the car and just shouting at us, Asians.'

Sponsored visa holder

'A few weeks ago when I was cycling with my boyfriend — he's Australian but I'm Asian, obviously — this car drove by and there was a couple in the car and they were smiling so I was like okay they're happy for me, like I'm cycling, enjoying my day, and then the woman just took a McDonalds cup with a drink and just threw it at me, and I didn't even register what was happening. I just dodged it and my [Australian] boyfriend got really upset because they were just really racist...yeah, it was terrible.'

International student

²⁵⁷ ABC News (2010) *Attacks put spotlight on student safety*, <http://www.abc.net.au/news/2010-05-13/attacks-put-spotlight-on-student-safety/434806>, accessed 24.11.15.

'Sometimes it's just high school kids...I had people like come up to me with broken glass bottles and say can I slash your face...that was in the city, at a bus stop.'

International student

Other Asian students had heard about these types of incidents and one visa holder stated that Hobart had a bad reputation for racism in their home country. The Asian students who took part in this research were in no doubt that these incidents were racially motivated.

'It really depends on whether you're Asian or not.'

International student

'Because I don't look different I don't ever experience it, but I have heard from people at work that it does happen, and I was really surprised by how frequently it happens...I think it is because it's just not a very diverse place and so you stand out if you're a foreigner more than you would anywhere else in Australia. So that makes you more of a target here, I think, than in other places.'

Sponsored visa holder

Those who had been the victim of incidents like these explained that this was just as an unfortunate fact of life for them, with racism being present in many places, not just Hobart; there was a sense of resignation.

'This whole thing happened before and is happening now and I'm not really being like pacifistic but this will keep happening in the future. I hope it will get better but it doesn't really apply to international students only — some of the Australian-born Asians, they get this a lot growing up.'

International student

Participants explained that racist incidents were unlikely to be reported to the police or elsewhere as there was a feeling that nothing could be done, especially when the perpetrators were teenagers, as was often the case, and/or likely to have left the scene. One secondary visa holder said that he had a friend who had been hit and the police had apparently done little about it. He also mentioned that examples of police inaction get shared on community social media pages.

'The thing about the Australian laws...the reason the kids are so, like arrogant and so, like brazen, is because I mean they're underage, they don't go to jail, they just call their parents, parents come...'

International student

'I'm not sure if the police can be any help.'

International student

A community representative felt that students might also be reluctant to go to the police because of the reputation of police in their home countries, or because of concerns that 'causing trouble' could lead to implications for their visa, as well as being unsure about whether they would be taken

seriously. A representative from the student union was quoted at the time of the 2010 attacks as saying 'There has been fear among international students that if they were to speak up they might lose their visas...'²⁵⁸ UTAS has attempted to counter these concerns, for example, by inviting police in to talk to students at the start of the academic year. Despite all of this, the temporary resident participants were still positive about their overall experience in Hobart and remained very keen to make it clear that the majority of people in Hobart were friendly. One student recounted a time when a local resident had stood up for them and offered their apologies on behalf of the community after a racist comment had been made.

'And it was so shocking because the Australian guy was like, "I'm sorry for what has happened...they're an embarrassment to our country, I apologise, not all of us are like that." And so you can carry on and have a good day and just ignore what happened. So there are good people and there are bad...'

International student

'Good people outweigh the bad things that happen, so I still love it here.'

International student

Contributions and benefits to the community

When participants in the local community groups were asked how temporary residents (international students, working holiday makers and sponsored visa holders) contributed to the local community, students were the main focus of the discussion and economic benefits were top of mind. In particular, there was broad agreement that international students were subsidising the university by paying higher fees (in comparison to local students).

'They keep the university going, the international students. It wouldn't be viable without them.'

Local resident

As in Melbourne, there was a view that international students were wealthy although there was some discussion about how much they did or did not spend in the local area. It was also noted that Hobart had a broader variety of food and retail options as a result of migrants in general setting up businesses in the city.

'There're a lot of places that are popping up that weren't here before in Tasmania — I mean if we look at the nail bars that we didn't have, the massage places — there's a lot of Asian inspired food here...so they're adding to the community in that we're getting a benefit out of their services and what they're about.'

Local resident

²⁵⁸ Ibid.

Beyond the perceived economic contributions, some community members thought that temporary visa holders, along with other migrant groups, enhanced the cultural capital of Hobart simply through their presence and day to day interactions with community members.

'Even with international students there is a sense in which just rubbing up against other cultures has a non-monetary benefit to you because you're seeing things done differently...and I guess it gets you to question the way that you do things, and there's often opportunities to learn how to do things better.'

Local resident

However, there was some debate about the extent to which interactions between students in particular and community members took place.

'A lot of the students are situated at Sandy Bay, so they all work in the Chinese restaurants and they all work within that community, [which] stays solid for them until they go. I think if you would be lucky to get maybe 10% of those students who would dip outside that...'

Local resident

'They seem to all stick to themselves because they know their own language, so they don't intermingle with me really...I wouldn't get to know any of them...one or two I might say "hi" if they walk past and they'll say "hi", but as far as integrating, they might do it through the uni, but in the wider community I don't think they really do anything.'

Local resident

Those who thought there was little interaction did not necessarily see this as problematic, and they acknowledged that the same could be said of students in general (as discussed in the Melbourne case study).

'It doesn't matter to me — I think if everyone wants to, you know, mingle with their own people that they've known all their lives, I think that should be okay...'

Local resident

However, it was suggested that seeing groups of people who appeared to be from overseas and who were speaking their own languages (e.g. groups of international students) could be confronting for some local people and that more integration would help to dispel (unfounded) fears of the unknown.

'Generally these kinds of fears come from the fact that you have a lack of experience with different cultures; and so if people just continue to stay within their own cultures, it just perpetuates that fear. Whereas, if people integrated more, then you would realise that was nothing to be scared of and actually that person's really nice and you, you know, could be great friends.'

Local resident

As in Melbourne, cultural events, such as the annual Greek festival, were mentioned by local residents as something which helped to bring the community together and encouraged greater

understanding of different cultures. UTAS also has a number of initiatives aimed at helping new students orientate themselves with the local area and mix with a range of students, as well as breaking down some of the misconceptions about international students and migrants more generally. For example, the Community Friends and Networks Programme provides day trips to local attractions and tours of the city for new students and facilitates interactions with the community through an initiative called 'the human library', where international student volunteers go into schools and aged care facilities to talk about their culture and experience of moving to Hobart, sometimes wearing traditional dress.

Among the temporary resident participants some had been involved in formal volunteering or informal community support activities. Those who had, saw it as a way to give back to the community to which they felt grateful, as well as a way to meet people and feel more involved in the community. This included donating blood, providing educational support, environmental work and helping with church events.

'It's teaching little kids in the suburb areas about university, because a lot of suburb areas here...they're so far from the city they don't travel here and they don't see many things...they're from little towns, and when I went there they had never seen an international student before, so it was really exciting...'

International student

'I often go to church on Friday or on Sunday...they have a dinner and after dinner I wash the plates...I have local friends in church, even though they are old men. But they are friendly and they talk with me and they help me to practise English.'

International student

Perceived challenges for the community

Among the community participants there was little sense that having temporary residents living in the area was a burning issue. When the subject was first introduced refugees tended to be the first group that came to mind (at which point it was explained that refugees were out of scope for this project). As in Melbourne, community members pointed out that it was usually difficult to identify temporary residents from permanent migrants in the community, especially in the case of sponsored visa holders. There certainly did not seem to be significant concerns about the transitory nature of the visas, for example, in terms of potential impacts on community cohesion.

As in Melbourne, international students were the most visible temporary resident group. In Hobart, they mainly seemed to be viewed as an established feature of the community and certainly necessary in terms of subsidising the university, as discussed. There did, however, seem to be something of an undercurrent of resentment that so many overseas students were obtaining tertiary qualifications when many local young people apparently were not. As in Monash, some had questions about whether they were taking university places that would otherwise go to local students.

'I just wonder if we are bringing in international students because of their money. Are we filling up spaces for local people who may want to do higher education, but they're not given a space'

because their points system or whatever it is they have now is not quite what the international student's is, so they miss out?'

Local resident

Work

The international student participants had mostly found it hard to find part-time work to support them while they studied, but had done so eventually. Those who had found work had been employed in various sectors, including the hospitality industry. Community representatives also commented that there was a lot of competition for low-skilled, part-time work and that this was a big challenge for international students, which in some cases contributed to them leaving Hobart for the mainland.

It was thought by one of the community representatives that the international students were at a disadvantage when competing against local students for part-time jobs for a number of reasons, including employers' preference/need for fluent English skills; potential concerns about cultural issues; stereotypes about poor work ethic among certain ethnic groups; the perception that qualifications and/or experience from certain countries are not as relevant as those gained in Australia; and concerns about visa restrictions (including the 40-hour fortnightly work limit). Further, it was suggested that some international students may be more used to relying on networks of family and friends to find work, rather than more formal application processes, and as such may not have the skills necessary to market themselves to prospective employers as effectively as local students. (UTAS and TasTAFE had reportedly worked together to offer students training and a qualification in the Responsible Service of Alcohol to assist them with securing jobs in the hospitality industry.)

'Employers don't perhaps want to take that on, if there's language difficulties or something like that. I think sometimes employers are a little bit reluctant because they don't know the visa rules, so they don't know whether the students can work and, you know, so it's better to just not go there.'

Community representative

Perhaps related to these kinds of challenges, some of the Asian students said they had found it easier to find work in Asian restaurants.

'I started to look for a job in a local restaurant, local cafe, so I went to every single local cafe in North Hobart, no-one called me...I didn't want to be working in an Asian restaurant at that point, then I was like okay, so if I can't get a job in a local restaurant I have to get a job in an Asian restaurant. So I went into this Asian restaurant, I just talked with the boss, and then she said, "okay so you can come next week", so I got a job...it was that easy.'

International student

Among the secondary visa holders interviewed in Hobart there was frustration about having to work in jobs, that were not making full use of their tertiary qualifications and experience sometimes on a part-time basis. This was attributed to qualifications not being recognised in Australia; employers being reluctant to employ temporary visa holders; government employers being prevented from employing temporary residents; or a requirement for fluent English skills. One of the secondary visa

holders had started their own business, but still hoped to find work which would be directly related to their qualification at some point in the future.

'I think it's hard to find a full-time job because people, they worry that I will be travelling around and that I will go away after only a couple of months.'

Secondary visa holder

The international graduate participants similarly thought that it may have been harder for them to find work (in general, rather than in Hobart specifically) because they were on a temporary visa. Employers usually asked about visa status at the application stage and one of the graduates had observed that some advertisements stated that only citizens could apply. They presumed that employers would be reluctant to invest (training, for example) in an employee who was likely to leave after a relatively short time and/or because of concerns that they may be required to provide employer sponsorship.

From the employer perspective among the student employers interviewed for this case study, there was, if anything, a perception that temporary visa holders tended to be harder-working than Australians and more willing to take on less popular jobs.

'I think the local blokes tend to think they're in more of a comfort zone...whereas the [international] guys...if there's a job to be done you'll see them pull their heads in and they won't be too cocky and noisy whereas the local guys... you know, they're noisy, disruptive, because they're in a comfort zone...'

Employer of students

'The international [students] we give them the shift, they are never telling you that they are running late or that sort of thing and they're always there.'

Employer of students

However, there was confirmation that fluent English was a necessity for customer-facing roles and that very strong accents could be problematic.

'Some of the other people that brought their resumes in to me, their English just wasn't great and...I've kind of thought well if I'm having trouble understanding these people I doubt some of our customers could.'

Employer of students

'Language probably is more of a drawback in front-of-house. We usually ask them, "so what are you after", and they usually say, "look, I'm quite happy working the kitchen"...I think they have a mind-set when they get there that it's probably what they're going to be given in the beginning, yeah...I think they understand what we want. We don't always understand what they're trying to tell us, but as long as they can follow what we want, like, there's the garbage room, this is where we get the ice from...'

Employer of students

It is important to note that these employers had all chosen to employ temporary visa holders; those who had chosen not to may well have held differing views.

Workplace environment

Few of the participants in the Hobart case study raised concerns about cohesion in the workplace. All of the employers reported that temporary visa holders and other employees generally got on well and sometimes socialised together outside of work.

'The locals will make every effort when the people first arrive to help them assimilate and get involved in things. If the recruits want to be involved then it all works really well...I don't think we ever had any issues where they hadn't been able to function as a nice group and socialise together.'

Employer sponsor

'A lot of the Australian guys in there do a lot of socialising with the Nepalese guys in there, because they're very sport[s]-orientated, it's all about anything that runs or kicks a ball or hits a ball.'

Employer sponsor

For many of the temporary residents work had been a way to get more involved with the local community and to build friendships.

'Most of my friendships were created in the workplace. It's been over three years so there are so many friends. After work we have beer together and we go for trekking or that kind of thing.'

Sponsored visa holder

One sponsored visa holder mentioned that he had initially felt intimidated by his Australian colleagues. He had been conscious of his accent and English language ability and had got the impression that his colleagues might be racist, but later on he came to believe that this was not the case and to feel more comfortable around them.

However, one secondary visa holder felt she had had experienced racism at work from a supervisor who would, for example, single her out for the most unpleasant tasks.²⁵⁹ She had not reported this, despite being encouraged to do so by a colleague, because she did not want to cause trouble and felt it was easier to try to distance herself as much as possible from that person instead, by looking for work elsewhere and reducing her hours at that employer. She seemed to feel less entitled to complain because she was not Australian and the supervisor was.

²⁵⁹ As noted, definitions for these terms were not provided to interview/discussion group participants. As such, the discussions do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

'No [I didn't report] — she's Australian and we're just a migrant...I don't want it to be a big issue.'

Secondary visa holder

Pay and conditions

As in Melbourne, among the student group most had experienced being paid what they understood to be less than the minimum wage. Some mentioned specific figures, for example \$8 an hour, and \$15 per hour for weekend work. One had not realised he was being underpaid when he first arrived in Australia (at that time, he had been unaware of the higher rates for weekend work), but others in this group had consciously taken on or continued in underpaying jobs, primarily because they had struggled to find work — and any salary was preferable to none. Being asked to complete 'on-the-job' training for no pay (perhaps just meals) was also mentioned as an exploitative practice.

'That's why they can keep the price super low...they're always getting new students coming, trying to look for a job, so they will never raise the price, because they know we need it and you can work, like, as long as you want because they pay you in cash.'

International student

'My first job I trained for four days and he didn't pay me anything, just a couple of meals that's it. And I decided to not work for him and the training become invalid. And after that I worked in an Asian take away food store; the pay was \$8.00 an hour...'

International student

There was also a belief that employers were benefiting from paying cash-in-hand not only by paying lower wages, but also by avoiding paying tax and superannuation contributions.

There was a perception among the Asian students, and other participants, that underpayment was more common among Asian-run businesses, although others pointed out that they had also experienced this when working for other businesses.

'Like in pretty much all the Asian restaurants you get underpaid.'

'All of them, not even pretty much, all of them.'

International students

'I had one guy from South Korea...and he told me that in, I think it was in Chinatown they get paid like six bucks an hour cash to work back of house, which you know, is just unbelievable...'

Employer (students)

Participants raised a number of issues, which may combine to indicate that international students might be more at risk than Australian students of accepting below minimum wage salaries. Not only did participants indicate that international students face a range of barriers to finding work, it was also suggested that they may be under more pressure to support themselves financially (e.g.

because they are not entitled to access a HELP loan and are unlikely to have the option to live at home).

'The local students get welfare as well so, we don't get welfare, we don't get anything. I mean if we are dependent on a source of money we take it.'

International student

'I was [originally] self-supporting [as a student] and I worked like more than 50 hours a week, even though I was a student. But I have to eat...there was no money, so yeah, it was really hard.'

Sponsored visa holder

In addition, student participants explained that Asian students might be more willing to accept lower wages from Asian businesses because these businesses, and the Asian community more widely, felt almost like a family, and they felt a sense of loyalty and respect for elders in that community. This issue was spontaneously brought up in the student groups, prompting nods of recognition.

'And another issue is culture. For example, some Chinese students work for Chinese restaurant owners and the owner treats the student very good, cares about her study, housing and meals and health — but just pays very low. So sometimes students feel guilty, or think you are like an older generation, you're older than me and you're more experienced.'

International student

Rights and responsibilities

Issues such as underpayment were unlikely to be reported to authorities by students as they could not afford to lose their jobs and some had apparently worked longer than the 40 hours per fortnight allowed on their visa in order to support themselves. One student had also heard from friends that the process of making a report was onerous for what seemed like little benefit.

'So the worker who was paid, like \$13 per hour, made a report to the police station but it was really hard to finish the case...and after that the workplace just increased their wage like 80 cents.'

International student

Another believed he had been fired as a result of directly asking his employer for proper pay and conditions:

'At that time I didn't know that I could get paid more on weekends, and I was working on a Saturday and Sunday and...I was sort of fired because one day, I decided to come with that contract form — where I filled in everything and I wanted to pay taxes, I wanted to get superannuation...and then they sort of invented a reason why I shouldn't work there.'

International student

One secondary visa holder who had also been underpaid was under the impression that they could not report this because they had been employed as a contractor with an ABN, rather than as an employee. Among the two graduates interviewed, one had found out about their pay and broader workplace rights by consulting what they referred to as the "Fair Work Act", as well as their industry peak body. But the other explained that they had not even thought about finding out how the legislation may differ from their home country.

The businesses that were interviewed were asked about their practices when employing temporary visa holders. The larger businesses had centralised departments who dealt with visa issues regularly and seemed to be well informed about, and compliant with, their responsibilities. For example, one student employer mentioned that their HR department checked overseas students' visas using VEVO. These larger businesses were aware that non-compliance could present a risk to their company reputation, as well as financial penalties.

'They [owners] have to be seen to be doing the right thing by everybody, you know, they don't want to have a black mark against their names, so that's why we are made to follow the letter of the law.'

Employer of students

'We've got people coming in and out of the organisation from outside of Australia — it'd have to be daily I would have thought. We've got about, I mean there's 3000 or 3500 staff nationwide, and a lot of the work — especially the big jobs — go across borders now, so there'd be Australia [to] New Zealand, Australia into Asia. And so there's people going out, people coming in all the time, both long-term and short-term, so I'm assuming they've got it down pat.'

Employer sponsor

The student employers indicated that most applicants told them upfront that they were on a visa and, in any case, they took into account a range of cues which would indicate that potential employees were likely to be from overseas, including their appearance, English proficiency, accent and the location of previous employers, or schools. One mentioned that their application form (for a larger chain) required applicants to state if they were in Australia on a visa (at which point head office would take over to deal with the administration). However, one small business owner largely relied on temporary resident employees to be honest about their visa conditions and work rights. This employer was unaware of VEVO, but was keen to use it once it was explained.

'We do ask the question during the interview and you kind of have to take it on face value that what they're telling you is true. We don't ask for proof or evidence that they are on a certain visa, but we certainly ask the question, "are you on a student visa or a working holiday visa", and over the time we know what they're allowed to and what they're not allowed to do...As a small business, you want do the right thing...I guess it's a gut feeling — if we think they're telling the truth then we employ them, but we're not aware of any process that we can go through to find out for sure if they're allowed to work.'

Employer of students

Contribution to workplace

For the employers interviewed, there were a range of benefits to employing temporary residents. For sponsoring employers, in addition to simply bringing the required experience and skills to fill a vacancy, sponsored employees also brought new ideas and approaches to the business from their experience overseas. In the case of transfers from other offices, this also assisted with knowledge-sharing across the business, and helped to prevent staff attrition by offering a broader range of international career progression opportunities within the business. It was also suggested that the calibre of employees tended to be high because of the competition to get a sponsored job in Australia.

'They've got a different perspective on how they might look at doing their work; they have a different culture that they bring — even if it's from England or Scotland, they still have a different way of looking at things.'

Employer sponsor

'Quite often, what we find is that there's a reasonable amount of competition to get a spot like that, coming out of some of the countries, and therefore the person you tend to pick up will be...a quality resource.'

Employer sponsor

Those who were employing international students mainly talked about the flexibility of employing students in general, as they were available to work in the evenings and weekends and willing to take casual contracts to fill shortages during the peak tourist season.

'Young kids come and work after school or work weekends, and weekends are our busiest time. And they don't need a lot of training because a lot of them are just doing fairly mundane sorts of jobs, just clearing back tables.'

Employer of students

The employers of students had employed a mix of international and domestic students. As already noted, a lack of fluency in English and very strong accents were a barrier to employing international students in customer facing roles but, on the other hand, there was also some suggestion that international students sometimes worked harder than Australian students, were less 'picky' about the work they were willing to do (e.g. cleaning, kitchen hands, etc.), and were more reliable.

Employers of sponsored visa holders and international students alike talked about the intrinsic benefits of employing temporary visa holders in terms of having a diverse workplace, which gave employees the chance to get to know and learn from people from other cultures.

Exploration of potential impact on local job market

The sponsoring employer participants were obviously aware that the 457 programme requires employers to demonstrate that they are unable to fill a position locally before recruiting from overseas and all talked about the difficulties they had experienced in trying to fill roles before taking

this step. They also all stated that the expense, administration and time required to sponsor someone acted as a deterrent to doing so unless there was a real need.

'Look, I would have said, if we were in a purely ideal world, it would be great to be able to recruit out of our local market and have enough resources at the right levels in our local market...It's a much shorter process, less time consuming and you know, the way our organisation works, a lot less costly...[but] practically that's not the case. And so the use of the overseas people, which we recognised — as I say a long time ago — has been fine...it was an experiment to start with but it's part and parcel of what we do now.'

Employer sponsor

However, it seemed that this was perhaps less of a burden, and therefore less of a disincentive, for larger organisations that were used to dealing with international transfers and visa applications.

From the community perspective, local community group participants talked about the difficulties of finding full-time work in Hobart, especially for young people and for those looking to progress to more senior levels in specific fields, and that this resulted in many younger people moving to the mainland. Some sponsored visa holders had also observed that career progression opportunities could be limited in Hobart. This, and the unemployment rate more generally was top of mind among community members when talking about the challenges faced by the city.

'I think we've got a big unemployment rate, I think it's the highest in Australia.'

Local resident

'People here are overqualified for many jobs, like at least in my workplace, you know they have like, PhDs and post-doc. They're doing like, you know, wow, really mundane jobs, and I guess it's probably because they compromise the job to actually get the lifestyle here in Hobart...But I mean, they are very, very, very intelligent and qualified people. It's just difficult, so much competition.'

Sponsored visa holder

The possibility that temporary residents in particular might be taking jobs that would otherwise have been filled by local people was not a subject that had been given much consideration by the community group participants. However, once the issue was discussed they thought this could be a possibility. Following further debate some felt that it was justifiable for organisations to bring in people from overseas to fill immediate skills shortages and that this might help to compensate economically for the young people that were leaving or for those who were unemployed. But there was a sense of frustration that this might be necessary when so many young people in particular were struggling to find employment. There was a desire for this to be addressed by providing (better) education and training for the local population, as well as job creation initiatives (it was agreed that low educational attainment levels were a problem in Hobart).

'If we are bringing in people on a visa...to carry out a specific job, I believe that we should make sure — first of all — that there isn't anybody here who could have actually done that job, because otherwise it is taking away employment, because that is our major concern from

someone here...why haven't we got someone who's got those skills...it goes back to the apprenticeships doesn't it. I mean, if these people were being trained so that we have them for the future, if our economy and our population is going to continue to grow, which everybody hopes it is, then we're going to have to cater for that. I mean we are an ageing population so therefore we need to be training our young people, not bringing them in from overseas.'

Local resident

In addition, some of the community group participants had observed senior roles in their own industries being filled by staff from the mainland or overseas. They felt local employees tended to be overlooked for such roles, thereby limiting opportunities for career progression in Hobart. They thought that employers automatically assumed that people from the mainland or overseas would be more skilled.

'I've also noticed the other side of it where I think in upper management positions, it's very much like "we'll employ you because you're from the mainland, you must know so much more than us"...I think if you've only been in Tasmania you do tend to be overlooked.'

Local resident

However, on further discussion it seemed this issue was primarily associated, at least in the minds of these community members, with people from the mainland (with those on temporary visas being a secondary issue). It is also interesting to compare this with the view of a sponsoring employer who believed that people in their industry with a few years' experience were choosing to leave Hobart because they wanted to broaden their experience, rather than because of a lack of promotion opportunities, leaving a gap that was difficult to fill.

'What we find here in our offices...is that, that cohort of local people, once they've got that three to five years' experience, if they've come up through a local uni, worked here, worked in Hobart, they then think, "I want to go and see what's available in mainland Australia", or "I want to go and see what's available overseas". And so we have a lot of people come out of the two offices at that level, and it's very hard to recruit into that level of people in Tasmania. So what we quite often do is, we go overseas.'

Employer sponsor

A local business representative confirmed that there were local labour shortages in certain roles and industries, including some which required specific skills/qualifications (chefs and tradesmen for the construction industry were mentioned) as well as those which simply needed high numbers of staff during the peak tourist season (hospitality industries).

There did not seem to be a huge amount of concern among community participants about international students specifically looking for skilled jobs upon graduation, and competing with local graduates, and some believed that international students generally left Hobart upon graduation in any case. However, it was suggested by a community representative that some in the wider community might feel a little threatened by this, especially if they had not gone to university themselves. Interestingly, the two graduates interviewed for this case study had both moved to Hobart after completing their studies in other states. In one case this was because they had been

unable to find a graduate job in their specialist field in the state where they had studied (Queensland) despite submitting many applications, so they had broadened their search and secured a job in Hobart.

Those in the community groups reported that people in Hobart did sometimes complain about migrants in general 'taking jobs' from local people. However, there was a view that some of those complaining, while claiming unemployment benefits, might simply be unwilling to take on low skilled/low status jobs and would rather remain on welfare.

'There are a lot of part-time menial type jobs that you see advertised again, and again, and again, and again, but nobody will get them because they're too good for them.'

Local resident

On the other hand, others in the group pointed out that even low-skilled jobs could be hard to find, especially outside of the tourist/fruit picking season.

'I think for kids that aren't academic there's still not a lot of employment around in Tasmania, and there's hundreds of kids going for ordinary mundane jobs, and they only want one or two people.'

Local resident

In summary, these findings point to a potential mismatch between some of the qualifications and skills required by employers in Hobart, and the qualifications, skills and employment aspirations of the local population, apparently resulting in both labour shortages (for certain industries and roles, especially during the peak tourist season) and a shortage of career opportunities for local people in particular fields.

Future intentions

Among the student participants some had decided that they wanted to remain in Hobart after completing their course, having put down roots and been won over by the surrounds and laid-back lifestyle of the city (others were still considering their options).

'I never intended to stay in Australia or in Tasmania...but four years is quite a long time, you establish friendships, work relationships, networks...[If] I go back to Europe, I would really start from scratch...so I'm sort of aiming in the future to get probably permanent residency as well.'

International student

The students discussed various ways that they might be able to obtain PR, depending on their circumstances. Some believed it would be easy for them to obtain this through the state-nominated visa pathways, while others believed this was not guaranteed or not an option for them.

'You can stay very easily, because if you finish University of Tasmania, you're eligible to get state sponsorship.'

International student

'You get over 60 points, but it doesn't mean that you get the PR quite easily, you just get the points when you're eligible to get your PR, but they still like, pick who gets it.'

International student

One student explained that as their qualification would not make them eligible for state-sponsored PR, they would eventually need to find an employer willing to sponsor them, which they knew would be difficult, given that they would be competing for work with local graduates who would not need to be sponsored. They felt that a graduate visa would only solve the problem in the short-term.

'I might not even get a job because I have so many locals to compete with, so, if they'd rather like, sponsor a local, so they don't have to go to the trouble of getting a visa and getting a PR, they will choose them over me...if you're in accountancy, pharmacy, like law and everything, it's easier.'

International student

When asked what could be done to improve the experience for international students, this group, who were beginning to focus on their future beyond their studies, suggested the provision of impartial advice on how they personally might be able to qualify for PR, rather than them having to use a migration agent (which was expensive) or having to navigate through all of the potential options and work out which would be best for them using the DIBP website (which they found confusing). Similar views were shared by the sponsored visa holders who hoped to gain PR and stay in Hobart long term.

'It's like, the information [about PR] is supposedly there [online], but in a way that will make it difficult for you.'

Sponsored visa holder

'I want to be able to talk to someone, because when you go to immigration [local office] they don't answer questions, they just tell you, "look at the website".'

Sponsored visa holder

Cairns case study

About the area

Cairns is a city in North Queensland covering an area of 1687km² along the coastal strip between the Great Dividing Range and the Coral Sea, with a tropical climate characterised by a wet summer season and a dry winter season. It is located between two World Heritage areas — the Great Barrier Reef and the Wet Tropics Rainforest. Cairns attracts over two million visitors each year.²⁶⁰

As of 2014, the estimated residential population of Cairns was 158 985.²⁶¹ In 2011, the median age was, at 36, just slightly younger than the national average of 37. The majority of households in Cairns were classed as family households (69%).

In 2011, the proportion of households with a gross weekly income of less than \$600 was the same in Cairns as in the rest of Australia, at 24%. However, the median weekly rent for Cairns was relatively low, at \$250 compared to \$285 nationally. Home ownership was less common in Cairns (57%) than in the rest of Australia (67%), with 34% of the properties in the city owned with a mortgage, 23% owned outright and 40% rented.

Education attainment levels are relatively low in Cairns. In 2011, 47% of adults (aged 15 years and over) in the city had completed high school, compared to 49% of adults across Australia, and 11% had completed a bachelor degree (or higher), compared to 15% nationally. However, among young people (aged 25–34 years), the educational gap was wider — only 21% in this age group had attained a bachelor degree, which was significantly lower than the national figure of 32%.

In October 2015, the unemployment rate in Queensland as a whole was 7%, which was slightly higher than the national unemployment rate of 6%.²⁶² However, the unemployment rate among young people (aged 15–24) in the state was slightly lower than the national unemployment rate for this age group (11% compared to 12% respectively).²⁶³

The five most common industry employers of residents in Cairns follow below. The incidence of employment in accommodation and food services was almost twice as high as elsewhere in Australia (in 2011):

- healthcare and social assistance (12% compared to 12% nationally)

²⁶⁰ Cairns Regional Council (2015), *Tourist Information*, available at: <http://www.cairns.qld.gov.au/region/tourist-information>, viewed 16th November 2015.

²⁶¹ Profile.id. 2014. *Welcome to Cairns Community Profile*, available at: <http://profile.id.com.au/cairns/home>, viewed 16 November 2015.

²⁶² Australian Bureau of Statistics 2015, 'Labour Force Australia, table, *Labour force status by Sex, State and Territory - Trend, Seasonally adjusted and Original*, cat. no. 6202.0, ABS, Canberra.

²⁶³ Australian Bureau of Statistics 2015, 'Labour Force Australia, table, *Labour force status for 15-24 year olds by State, Territory and Educational attendance (full-time)*, cat. no. 6202.0, ABS, Canberra.

- retail trade (12% compared to 11% nationally)
- accommodation and food services (11% compared to 6% nationally)
- construction (9% compared to 8% nationally)
- public administration and safety (8% compared to 7% nationally).

In contrast to the national profile the manufacturing industry did not feature among the top five employers in Cairns, as was the case in Hobart and the City of Melbourne.

In terms of occupation, the most common roles among those employed in Cairns were similar to Australia as a whole, but with a noticeably lower proportion working in professional occupations:

- professionals (17% compared to 21% nationally)
- technicians and trades workers (16% compared to 14% nationally)
- clerical and administrative workers (14% compared to 15% nationally)
- community and personal service workers (12% compared to 10% nationally)
- managers (11% compared to 13% nationally).

Cairns is less multicultural than Australia as a whole. In 2011, approximately 20% of the total number of residents in Cairns were born overseas, compared to the national figure of 25%; and 11% spoke a language other than English at home, compared to the national figure of 18%.

About our audience

The two working holiday maker discussion groups in Cairns included one participant from Canada, the rest were from European countries and all spoke English well (even if it was not their first language). The amount of time they had been in Cairns varied — from a few days to a few months. The participants in the community groups had all lived in Cairns for many years (four years being the minimum), and while most had moved to the area as adults a few had lived there their whole life. Of the six working holiday maker employers interviewed, three were in the agricultural industry and the remaining three were in the hospitality, tourism, and retail sectors.

Why Cairns?

Participants in this case study were aware that many Cairns residents were not born in the area, but rather had moved there from overseas (mainly the UK) or from other major cities in Australia like Brisbane, Melbourne or Sydney. Local residents who had themselves moved to the area explained that they had previously travelled to Cairns on holiday, fallen in love with the place and decided to move there permanently.

'It doesn't seem like a lot of the locals in Cairns are actually originally from Cairns. They seem to have moved here from somewhere else, or that's what I've mostly found anyway.'

Working holiday maker

For both local community members and working holiday makers, Cairns was seen as a tropical paradise offering beaches, the reef, rainforest, mountains and the tablelands. It was viewed as big enough that residents' needs were well-provided for, without feeling like a big city — residents and visitors enjoyed the laid-back lifestyle of the area and the small town 'vibe'. The tropical weather offered a relaxed, holiday lifestyle all year round for those who had chosen to call it home.

'It's not like a country town, but it's not a huge city, but it has a city kind of feel, because you have all the shops and nightclubs and restaurants.'

Local resident

'Yeah, you live in paradise, so absolutely, this feels like home and I feel lucky that I made the move up six years ago.'

Local resident

For the working holiday makers who participated in the research, Cairns was considered a 'bucket list' item for their trip to Australia, primarily because it was the easiest place to access the Great Barrier Reef. A number of the participants had travelled up the coast from Sydney or Brisbane and were in Cairns as their last stop before leaving Australia. Cairns was also seen as the ideal place to complete the regional work required for a second working holiday maker visa, as the area is an agricultural centre and home to fruit and other produce farms, and this led working holiday makers to assume that it would be easy to get regional work.

Most working holiday makers had also been encouraged to visit Cairns by family or friends who had previously come to Australia or from other travellers they met while in the country.

'I think from friends who had been over here before, yeah, it's just like a common place I think to start or end your travels, and kind of like the hub for the Barrier Reef.'

Working holiday maker

Information needs and sources

The working holiday maker participants had done some research before arriving in Australia, mainly using tourist guidebooks such as *Lonely Planet*, and websites such as Tourism Australia. Few had done research on Cairns specifically — some had simply stepped off the plane and gone on from there, without pre-arranging accommodation or work, as they believed both would be readily available.

'The main information I looked up was how many dangerous animals you had!'

Working holiday maker

'[My friend was] like "you have to go to Australia mate", and I didn't even look up too much...the basic thing I was researching on was what to pack, what to bring, so I mainly looked at that, for the rest I just brought a travel guide...and was just like yeah I'll start reading about Cairns and where I'm going when I'm on the plane.'

Working holiday maker

The most valuable source of information relating to finding accommodation and employment, as well as locations to visit, came from other travellers that the working holiday makers had met in hostels or other places during their stay. Information from travellers already in Australia was seen as more useful and trustworthy than guidebooks or websites because they would give an up-to-date and honest account of their experience.

Information about Australian visa options and processes came from family and friends who had previously been on working holiday maker visas. They had then applied through the DIBP website. None of the working holiday maker discussion group participants had used a migration agent. They knew people who had done so and saw the use of them as a waste of money, as it was so straightforward to apply online and get a visa. Practical tasks such as setting up a bank account and arranging accommodation were also seen as relatively easy to organise without assistance.

Community

The community member participants distinguished between 'tourists' and 'backpackers'. They saw 'tourists' as the mainly Chinese and Japanese tourists who travel in groups and visit Cairns for only a few days. 'Backpackers' were seen as young Europeans or New Zealanders who stay in hostels and remain in Cairns for anything from a few days to a few months. They could not distinguish between 'backpackers' who were purely tourists (i.e. not on a working visa) and working holiday makers and throughout the discussion they tended to use the term backpacker in reference to both of these groups.

Contributions and benefits to the community

The community in Cairns was felt to be transient, being made up of locals; people who had moved there from other places in Australia; and those on temporary visas — not only working holiday makers, but also international students, graduates and sponsored workers. Local community participants believed that this had created a positive sense of cultural diversity in the community.

'I think that it makes a very colourful and vibrant and culturally diverse place to live. I embrace it, I think it's fantastic.'

Employer of working holiday makers

The regular flow of backpackers was mostly viewed positively by the community member participants as a presence that added to the holiday atmosphere and laid-back lifestyle of the Cairns area. They were also perceived as essential contributors to the local economy, mainly because they spent money with local businesses as they travelled.

'Without these people trekking through these little towns, those towns won't survive because locals aren't making a difference in those towns, it's the backpackers that go through them, so I think they're essential to this area.'

Local resident

'Without holiday makers and holiday workers, we wouldn't be the place that we are, so I embrace it and I think "Bring it on".'

Employer of working holiday makers

Long-time residents (mostly in the older age group) talked about how Cairns had changed dramatically in the last thirty years or so, especially in terms of amenities/infrastructure. This was mostly attributed to an increase in tourism in its widest sense (including backpackers), which they believed was driven by the building of an international airport in the 1980s, coupled with tourists wanting to follow in the footsteps of a string of celebrities who visited the area at around the same time. For these participants the changes, including redevelopment of the Cairns CBD to incorporate the Esplanade Lagoon, the creation of a mall area in the main street and a boom in businesses catering to tourists in the city, were mainly positive.

Perceived challenges for the community

When discussing the challenges faced by the area, the relatively large population of working holiday makers was not spontaneously raised by local residents. They were mainly concerned with the future of the local job market, specifically Cairns' reliance on tourism as the main industry and what would happen if tourists stopped visiting the area; infrastructure issues, in particular whether to dredge the harbour to allow large cruise ships to dock; and high rates of unemployment in the area (some participants in the groups had struggled to find work themselves).

Local community members who took part in the older of the two discussion groups (aged 40 years and over) were more concerned with the short-term tourists from Japan and China, whom they felt had a bigger influence on the area because of the sheer number of visitors and the group travel style (which resulted in large busloads of people arriving in one location at a time). While appreciating the positive impact on the local economy, they were concerned that these tourists from Asia could not speak English and were unaccustomed to the Australian lifestyle and therefore did not conform to regulations and social conventions, for example in relation to road rules or social etiquette.

Once the topic of working holiday makers specifically had been raised for discussion a few of the local residents had some complaints about the presence of backpackers, although these were viewed as relatively minor. They were annoyed by backpackers parking their vans in the street and setting up camp there, and by those who partied too loudly at night in the bars and clubs, and took over the public spaces on the Esplanade.

Also, while the local community member participants felt that the majority of the Cairns community embraced the diversity which visitors and temporary residents brought to the area and the changes being made to attract and cater for them (as discussed above), they did identify that a few people

within the community were resistant to the changes that had already occurred and the changes likely to occur in future. They explained that there were those who would prefer Cairns to remain a small regional town.

'Unfortunately some people's mind-set is, "I love this place, let's just keep it like it is"; well it's not going to be like that, it's not reality.'

Local resident

Integration and belonging

The local community group participants in Cairns felt like they were part of a relatively small and tight-knit community, and while backpackers had become a familiar and mostly welcome feature of their city, they were seen as being part of a separate 'backpacker' community.

'I think they might stay in a little kind of bubble at the hostel and Backpackers.'

Local resident

This reflected how the working holiday makers felt to some degree, in that they were closer to their fellow backpackers than the locals; they described being in a 'backpacker bubble'. This is perhaps not surprising given that the working holiday makers who participated in this case study generally planned on spending only a few days, weeks, or at the most months in the area, depending on whether they were able to keep a job, and when they were scheduled to be somewhere else (or travel back home).

That said, the working holiday makers expressed a desire to interact with local people in the time that there were there. They loved meeting locals in the pub over a drink and had found them quite easy to talk to in this situation, especially in comparison to people in bigger cities like Sydney and Melbourne, where they had found people to be much less approachable.

'I have only good experiences with the locals here, they are really open minded and friendly.'

Working holiday maker

Younger locals in the under-40s discussion group also spoke enthusiastically of meeting new people, including backpackers, every weekend in bars and clubs, and as a result making friends from all over the world. The over-40s group participants tended to have had a lot less direct interaction with working holiday makers because they did not often frequent the same bars and clubs.

'I have a young family; I don't go to clubs, bars and clubs much anymore — I don't deal with backpackers much anymore.'

Local resident

Some working holiday makers had deliberately tried to avoid people from their own country, as they had come to Australia to meet other people and experience another culture.

'I can meet a lot of Swedes back home in Sweden, so while I'm here I try not to, although of course it happens...I'd rather meet people from different cultures and different countries and get to know them.'

Working holiday maker

One approach used to experience more of the local culture was the avoidance of hostels (at least beyond the first few days after their arrival) in favour of couch-surfing, or living with locals in shared houses, or as short-term lodgers. These opportunities were found through websites such as Gumtree, Flatmate Finders and specialist couch-surfing sites, as well as adverts posted in local shops and the like. The working holiday makers who had gone down this road believed that they had got a much better understanding of the culture and the area than they would have had they been surrounded only by other travellers, and that this really enhanced their overall travel experience.

Despite a desire to get involved in the community, few working holiday makers had joined local organisations or activities. They did not seem to have thought about this. When this possibility was raised during the group discussion they also expressed little interest in it. This seemed to be related to the relatively short length of time they were planning on being in the area for and contrasts with some of the temporary residents in the Melbourne and Hobart case studies who, because they were planning to stay in the area longer had made more conscious efforts to 'join in'. However, one of the working holiday makers had joined a church and had found this very rewarding.

'On my first Sunday I went to church and I just met heaps of people that wanted to invite me out to all these places, which was good because I got in touch with the Cairns culture outside of the backpacker bubble — that's what I call it. But I also do like hanging out with people at the hostel...I guess like 50/50: 50 locals and 50 backpackers.'

Working holiday maker

Support networks

The working holiday maker participants had regular contact with their family and friends at home, although this seemed to decrease with the time they spent overseas as they became more comfortable in their new surrounds, as their families adjusted to them being away, and as they made friends among their fellow travellers. For those travelling with their partner or other friends, these were their main sources of support. For lone travellers, their support came from other travellers they met along the way, or their family and friends back home.

Community attitudes to temporary residents

The working holiday makers reported mixed experiences in terms of the reception they felt they had received from the local community. Although most people in the community were friendly, some of the working holiday makers felt there was a stigma attached to being a 'backpacker' as community members assumed they were all loud, drunk and disruptive. As such, and because they were only in the area for a short amount of time, they at times felt that they were only 'tolerated' rather than made to feel part of the community in Cairns.

'In some places...it's like they tolerate you being there but they're not very friendly and welcoming.'

Working holiday maker

'Yeah, like everyone would speak and they would just like completely ignore us like we weren't even there cos they could tell by our accents that we obviously weren't Australian, so they just wanted to avoid us.'

Working holiday maker

As a result, the relatively older working holiday makers very much distanced themselves from younger backpackers (recent school leavers) and, as discussed, a number had chosen to avoid backpacker accommodation.

'The young backpackers, they are not interested in the local people, they're not interested in talking to them, they just want to be with German, French people and party together and get drunk, so yeah, you can understand why the local people are not interested in them.'

Working holiday maker

Among the working holiday makers who participated in the group discussions a handful had personally experienced what they perceived to be racism in the form of verbal abuse and others had witnessed this type of behaviour (most participants were white, which they felt had made them less likely to be the victim of racism, though not completely immune).²⁶⁴ As they saw Australia as a multicultural country these events had taken them by surprise, and had caused some to believe that Australia was, in fact, a racist country.

'A lot of Aboriginal people have kind of been racist towards me, like screaming things or comments at me.'

Working holiday maker

'When I first came to Australia...I don't know...the humour is just totally different than what I was used to. And yeah, you couldn't tell if it was a joke, and it was like really, really mean things, like things you would never joke about back home, and I was like, I just was so confused...'

Working holiday maker

'An Australian actually told me that all Australians are racist.'

Working holiday maker

²⁶⁴ As noted, definitions for these terms were not provided to interview/discussion group participants. As such, the discussions do not reflect definitions specified in Australian law and guidelines (*Sex Discrimination Act 1984 (Cth)*, *Racial Discrimination Act 1975*, *Fair Work Act 2009*). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

However, these incidents were perceived as relatively minor and there was a view that a few challenging experiences were to be expected as part and parcel of the overall travel experience. Overall, these working holiday makers were positive about their time in Cairns and their interactions with local people.

'For the most part the negative stuff is so small and inconsequential.'

Working holiday maker

Work

All of the working holiday makers involved in the Cairns case study were either working in Cairns, had previously worked or had looked for work in the area. This group was mainly working in hospitality — either for accommodation providers (e.g. their hostel) or at cafes, restaurants or bars. They had also done regional work, such as picking fruit or vegetables or other farm labour in the past — either in the Cairns area or elsewhere on the east coast. None of their jobs were related to their previous work experience or qualifications — but this was as they had expected: few had even looked for jobs in their relevant field. As they were only going to be in Cairns for a relatively short amount of time, and wanted to earn money quickly, they settled for hospitality and retail jobs.

Finding work

Most working holiday maker participants had found it difficult to get a job in Cairns. They found that many food outlets, including cafes, restaurants and bars specified 'no backpackers' in their job advertisements and that many wanted staff with lots of relevant experience in that industry, which they did not necessarily have. They also felt that there were so many people trying to get work that there was a lot of competition for every role, and they would often be not hired in favour of someone who could work for longer than six months. A couple of the working holiday makers admitted that they had invented experience for their CV hoping that it would increase their chances of employment.

'I brought a fake CV!'

'Yeah, everybody else does.'

'Nobody will touch you, if you've never worked in hospitality. They won't give you a chance, so I've done it [worked in the industry] for seven years apparently!'

Working holiday makers

Working holiday makers looked for work in several ways, including walking into a business and enquiring about vacancies or dropping off a CV, to searching on Gumtree for temporary work — although using the latter method meant checking the site every hour or so to be the first person to respond to the ad, to secure the job.

'Literally, if there's a job on Gumtree, if you don't apply for it in the first half an hour to an hour you haven't got it. That's so cruel.'

Working holiday maker

Some working holiday makers had signed up with recruitment agencies which provided them with short-term (from a few hours to a few days) jobs on a regular basis. Others found jobs via working holiday makers who were soon to move on — who would recommend them to their employer (to take over the role when they left) or pass on the employers' details. Hostels and other accommodation often offered free (or discounted) board in exchange for work — usually either administration or cleaning — which several of the working holiday makers had taken up. As previously discussed, other backpackers (who had been in the area longer) were the best source of information about how to find a job in Cairns, and they could often refer you to their previous employers, or 'knew someone, who knew someone', who could organise a job. Fellow travellers also gave reviews of places they had worked at, which was especially important for regional and farm work — it was invaluable to know which farms would pay correctly and provide the best conditions.

The employers interviewed in Cairns also utilised the same methods. They advertised on Gumtree and placed signs in their windows, and some had constant applications from 'walk-ins' as well as interest online. These employers had no trouble finding working holiday makers for their vacant positions. They often did not need to advertise at all and if they did need to place an advertisement, they did not tend to advertise specifically for working holiday makers, but found that they were more likely to apply for certain types of jobs than local people.

'I get two, three, five every week constantly walking in. And I just wait for one to walk in. If no-one walks in then I'm prompted to put an ad in the paper or on Gumtree.'

Employer of working holiday makers

While the employers interviewed preferred to hire people with relevant work experience, they often hired working holiday makers in roles that did not require previous skills or much training, and preferred to hire locals in the more permanent, skilled roles.

'It's not something where they have to be highly skilled to do it...If they did have to be highly skilled, it would be an issue because it takes you that long to train people to get them to understand the machinery and that sort of thing. I would never use backpackers for day-to-day running of the farm because of that reason, that's why I employ a local bloke.'

Employer of working holiday makers

As was the case in the Hobart, these employers had a clear preference for employing working holiday makers who could speak English well, especially in the hospitality industries where communication with customers was crucial, along with understanding instructions or other more complex transactions. However, in some circumstances, it was advantageous to employ those who could also speak another language to meet the needs of customers from other countries.

Contributions to the workplace

People with skills in Asian languages (especially Japanese and Chinese languages), alongside English, as well as an understanding of Asian cultures were seen as an asset for businesses with a large Asian client/customer base.

'We've had quite a few Japanese girls and the language has been an advantage...we've had probably three or four Japanese [staff members] over time and we had a massive Japanese clientele...They have been amazing in translating all our signs into Japanese, so that was a massive advantage...And in the different cultural [aspects]...this package this won't work because our Japanese people won't like this, so if we change this. So that was a massive advantage.'

Employer of working holiday makers

Another advantage of employing working holiday makers was that businesses could more easily manage staff levels to cover peak times and fluctuations. This was especially important in Cairns, with its heavy reliance on tourism, which peaks between April and October. Employers explained that this saved them the trouble of having to go through the recruitment process only to have to let someone go, or reduce their hours a few months later when business died down in the off-season.

'We basically get to handle the fluctuations of our business a lot better. Like, if I bring in full-timers — so somebody who is expecting a full-time role — if all of a sudden I'm going slow, then it limits them as far as there is no work for them.'

Employer of working holiday makers

Employers also felt that the cultural diversity that working holiday makers brought with them enriched the workplace. They enjoyed learning more about different cultures, and appreciated the different skills and experience that they brought with them.

'They all enjoy the cultural differences and they like it for the same reason that I like having the different people coming through the shop from different cultures. You get to learn a bit more about their cultures and about their lifestyle and they learn a bit more about us.'

Employer of working holiday makers

Some of the employers interviewed suggested that they preferred to hire working holiday makers over local Australians for certain roles (as discussed, those that required little training, for example), because of the positive difference they saw in their attitude towards work.

'Well we used to get a lot of locals, but they were too unreliable. You would get them for three days and then they would go out with their mates and they wouldn't bother turning up the next morning and they wouldn't bother ringing you to let you know.'

Employer of working holiday makers

However, as mentioned by working holiday makers, sometimes the six-month limit was a drawback for employers, who felt the training and paperwork involved for certain roles was not worth it for such a short time.

'Everyone who comes here, I need to put training into them which is very expensive and then I only have six months with them and then they've got to go.'

Employer of working holiday makers

Workplace environment

In general, these working holiday makers said they had had positive experiences in the jobs they had held in Cairns. This was due to the good relationships they had formed with their employers, as well as with their co-workers, who had generally been friendly and welcoming (inviting them to join them for drinks after work). They had also found that the work was low stress, with good health and safety standards and friendly customers.

Pay and conditions

The working holiday makers felt like they were being paid the right amount in job they had held at the time of the group discussion. In fact, many were impressed with how much they were getting paid, — as Australia's minimum wage was, they said, higher than in their home countries. There were, however, some complaints about being underpaid in previous jobs and of hearing about instances of other working holiday makers being taken advantage of, or paid below the award rate.

'I think they definitely think they can take advantage of backpackers — especially if English isn't your first language. Another girl at our hostel, she's working in an ice-cream parlour and they're only paying her \$12 an hour, yeah. And she needed the job and I think she went in and told the guy this, like how desperate she was for money and then, like, that's like, cos he knew she was desperate he could get away with only giving her \$12 an hour.'

Working holiday maker

'Mine was really hard, they only paid you like \$10 an hour for 11 hours of shifting crates.'

Working holiday maker

The employers interviewed for this case study all reported paying their working holiday maker staff the minimum wage or higher; however, they also knew of instances of other employers undercutting their staff, or paying them in cash and not paying tax or superannuation.

Another issue, apparently more common in hospitality, was the unpaid 'trial', as also mentioned in Hobart. Among these working holiday makers there were reports of having been expected to work up to full eight-hour shifts for free, with the promise of a job at the end, which they said rarely materialised (either in Cairns or elsewhere in Australia). Some seemed to be relatively accepting of working a number of unpaid hours, as they had been given a free meal and/or drink to compensate.

'That would never be allowed in Canada, like we'd always be paid for training.'

Working holiday maker

'I worked at [cafe] in Sydney and they made me do a three-hour trial there, but they did feed me as well and give me a drink.'

Working holiday maker

Regional jobs seemed to bring more problems and more friction with employers over hours, pay and breaks. The working holiday maker participants felt as though they were vulnerable to being exploited, not only because they really needed to earn money to fund their travel, but also because of the requirement to complete 88 days of regional work before being approved for a second year visa. This, they believed, led to employers on farms exploiting workers, not only by underpaying them, but also by providing poor working conditions, poor workplace health and safety, and substandard accommodation and food. The examples below illustrate experiences from working holiday makers from the Cairns group, while they were in Australia (although, again, not necessarily in or around Cairns).

'It was just an awful place, like we were paying so much for accommodation and it was just like a little box room with, like no fan, like no nothing, just like a mattress. And we worked for a day and it was just, it was definitely just a backpacker trap for people who were desperate for their second year visas...we weren't even allowed to like drink water while we were working in the midday heat — we had to wait like two hours. You know it was just ridiculous, absolutely ridiculous.'

Working holiday maker

'Because we'd already done a 66 hour week up to this day.'

'Yeah, and then they expected us to go in at ten o'clock and not get finished until like one o'clock in the morning, and then be back in at seven the next day. And if we had turned around and said no they would have probably just fired us.'

'That's the thing, we do anything to keep our jobs.'

Working holiday makers

'The place I worked in — Western Australia — I didn't get a day off in six weeks. I was working like 80 hour weeks...I never got a break in a shift — I was doing 16, 17 hour shifts and I wouldn't get a break at all...they know backpackers will work.'

Working holiday maker

Rights and responsibilities

This group of working holiday makers felt they were aware of what the minimum wage was, and some had researched this before coming to Australia by looking on what they referred to as the Fair Work website.²⁶⁵ However when discussing the issue, it was evident that there was some confusion about the different minimum wages for different employment conditions (e.g. for casual compared to part-time work). There was also confusion with pay when it came to other arrangements. For example if they were given board or food while working they were not sure how their pay was calculated, or if it was enough after money had been deducted for these.

'It's called like Fair Trade Work...I guess the only thing that I know is that the minimum wage should be paid and that's about...\$21 is the —'

'I thought it was like \$17.'

'I thought it was like \$16.'

Working holiday makers

In addition, there was little understanding of their other rights and responsibilities at work. There was a sense that working holiday makers either trusted employers to know what the law was and respect it, or to assume that their rights would be the same as in their home country, especially for those from the UK, because they felt their legal system was similar to that in Australia.

'I feel like I know more about my rights than, like other backpackers, because I've gone out there and, like read the workers' rights and stuff, like. And I think people don't do that. I think people just take it for granted that the people in charge are going to look after them and stuff.'

Working holiday maker

None had reported being underpaid, or any of the other poor work conditions they had experienced, to the government. This was largely because they felt that it would make no difference, especially to them personally. A few had looked up the process of reporting or making a complaint online, or knew someone who had, but they were sceptical about whether anything would come of it. Another deterrent was the perception that even if they did make a complaint, they would be long gone (in a different job, city or country) by the time any changes were made.

'It's like it takes months or something doesn't it after you make the complaint before they actually do something, and by that time you're either broke and gone home or like you've moved on to a completely different section of the country.'

²⁶⁵ The Fair Work Ombudsman website (<http://www.fairwork.gov.au>) has a number of fact sheets and resources available to explain workplace rights and obligations and information on how to report concerns or seek advice. The DIBP website (<http://www.border.gov.au>) has information for visa holders on checking visa details and conditions, including through VEVO.

Working holiday maker

When it came to workplace conditions and pay, working holiday makers were also worried about speaking to management directly for fear of being fired — they could not live without their jobs, as they needed money to pay for food and accommodation. They felt helpless in this situation.

'You know, it might be really bad what's happening to you, but at the end of the day if you need the money to pay the rent, like if you make a formal complaint, they're just going to turn around and be like well piss off then, you know...nothing's going to really change.'

Working holiday maker

Following the discussion about conditions in the workplace, all of the working holiday makers in this case study wished they had a better understanding of their rights and, importantly, what the process and likely outcome would be if they did report mistreatment to the authorities. It was suggested that the best way to communicate this information would be through a booklet or downloadable fact sheet provided to them, either when their visa was granted, so they could look over it before they arrived, or as part of the application process for a TFN.

'I think they could just have a booklet thing, you know when you fill out that TFN form and all that, like just have one of them just stuck to that, like a mandatory thing they have to sign to say we understand our rights and actually provide the information there and then.'

Working holiday maker

From the employer perspective, the employers interviewed in Cairns knew they should not employ anyone without a valid visa, or anyone without work rights as part of their visa conditions — they felt this was common sense.

'You don't employ someone who is not legally allowed to work here, I mean that's just a no brainer.'

Employer of working holiday makers

However, employers did not necessarily seem to understand in-depth the steps they should take to ensure that they complied with their responsibilities. One misconception was that a person with a TFN and/or an ABN must be allowed to work, because the government had approved them to do so. Other examples among these employers included: the assumption that their business was compliant with the legislation because it had not been fined; simply trusting that working holiday makers who were looking for work had the right to work/had completed any 'paperwork' that might be required; and assuming that a hostel (through which backpackers were recruited) would have conducted the necessary checks.

'You just take it for granted when they come out of the hostel, or whatever, that they have everything up to speed and done as it should be.'

Employer of working holiday makers

One employer also perceived that their small business could avoid the risk of inadvertently making a mistake in terms of paying tax and superannuation by hiring employees as contractors (with their own ABN).

Local job market

There was a general view among employers, as well as a local employment agency interviewed, that people in the local community did not generally want to work in the types of roles typically filled by working holiday makers (e.g. dish washing, waitressing, kitchen hands, labourer and others). Working holiday makers were also preferred for these types of roles by some of the employers in this study because of their positive attitude — they apparently always turned up for work on time, didn't complain, did everything they were asked and generally had a smile on their face.

'I mean I really don't know what we'd do for labour up here if we didn't have the backpackers.'

Employer of working holiday makers

'There would be no way we could fill those positions if we were relying on local workers.'

Employer of working holiday makers

'I think that people complain that there is no work, but for the right person, the right personality, there is absolutely work. I question whether people want to really work.'

Employer of working holiday makers

Based on the feedback from working holiday makers, this apparently positive attitude is likely to be driven, at least in part, by the competition working holiday makers face in finding short-term work, and their reliance on this to continue their travels, which makes them very keen to keep hold of any job. Although it was not stated directly it is reasonable to assume that working holiday makers might also be relatively cheerful about doing this type of work because would only be doing it for a relatively short period of time (i.e. between periods of travel or before they returned home to pursue their careers).

From the employers' perspective, despite the benefits of employing working holiday makers, some did state a preference for employing local people, because of a desire to support local families and the local economy, by ensuring the wages they paid were spent locally rather than elsewhere (and as noted working holiday makers had come across job adverts which stated 'no backpackers').

'Because the money stays in the area and you are sort of helping out local families. Where basically you employ someone here today they could be in Sydney tomorrow sort of thing. So that money goes with them.'

Employer of working holiday makers

However, this preference sometimes applied in theory only. As long as they felt that working holiday makers were better employees they would continue to hire them. Further, for these employers, working holiday makers were essential for their businesses to flourish. They felt that if working holiday makers were not available to fill the positions that local people were reluctant to do, or to

meet the high demands for staff during the peak tourist season, then businesses in the hospitality industries in particular, would struggle to survive.

Local community participants tended to hold very similar views to employers in terms of believing that working holiday makers and local people were generally looking for very different jobs, and that working holiday makers played a role in filling labour shortages in the area.

'Cairns thrives on tourism — and without tourism we have very little. And without these people coming through — backpackers, holiday makers on working holidays — how can we service those tourists. We don't have enough locals to be able to work in hospitality and broader fields if we don't have this influx of people coming through.'

Local resident

However, some community members suspected that local residents may be overlooked for jobs because employers could hire working holiday makers at a lower wage.

'They're like, oh yeah, hire a backpacker, because they can pay them 18 bucks an hour or whatever...a backpacker doesn't care — it's money, like they'll take whatever they can get, but they've got to pay you like \$22 or \$24 an hour and they're just like nah...'

Local resident

Future intentions

Coming to Australia on a working holiday maker visa was viewed as a gateway to look for sponsorship (to lead to PR and citizenship) for some of the working holiday makers in Cairns. Those who wanted to stay were looking at options for sponsorship in their field of work. However, for most of this group their trip to Australia was simply a gap year (or two) after which they planned to head back to study or work in their home country, or to continue their travels in other countries. For those in the latter group, working in Australia while travelling was seen as a good way to save money for the next leg of their journey, where it was either more difficult to obtain work rights or where they wanted to travel without working.

Not all those who were working towards their second Working Holiday Maker visa (by completing the regional work requirement) had planned to do this since before they arrived. Some enjoyed the lifestyle that the Working Holiday Maker visa allowed them, and decided that they wanted to continue for another year. However, it was seen as difficult for those who only decided this after six or eight months in Australia, to then try to fit the three months of regional work into the time they had left.

There were two main things that participants felt would improve their experience. Firstly, relaxing some of the restrictions relating to work — specifically removing the regional work requirement for the second year Working Holiday Maker visa and the maximum six-month employment term. The regional work requirement of 88 days for granting of the second year working holiday maker visa was particularly unpopular. These working holiday makers expressed that they would be happy to pay more money for their visa in exchange for not being required to do the regional work.

'I'll tell you the main thing that the Australians need to change is letting you work for as long as the time that you're here, rather than six months, because in the UK you can go there for two years, work solidly in one place and then come back — that's what Australians that I've met in England have said — "yeah, it's fine here, but when you guys come over we make you pretty much slave labour on the farms", which is low I think. We'd happily pay for your second year — like if it's \$2000 — because you want to stay that much, so the money's still there to be made.'

Working holiday maker

'I'd pay more if I didn't have to do farm work definitely! Definitely.'

Working holiday maker

Secondly, the working holiday makers wanted a clearer system for making complaints and more retribution for employers who were found to be breaking the law. They also put forward ideas for systems they thought might help to achieve this and/or help working holiday makers to avoid exploitative employers. Suggestions included an online directory of employers with information about complaints made against them, and a register to be completed by working holiday makers when they started regional work to inform the government of how much they were getting paid.

'If you [could] phone up and complain, you knew...something would be happening, like someone would at least come and check it out or something, you know — then that would be kind of reassuring — but other than that, because so many people now will just chalk-up bad experiences on farms as part and parcel...being exploited like you know, [the] 16 hours you worked unpaid, like it's just kind of accepted now that these things happen. But yeah, a bit more support for that sort of stuff.'

Working holiday maker

8. Conclusions

The literature review found that Australia's temporary migrant intake now significantly exceeds its permanent Migration Programme. Temporary migration schemes, which welcome skilled migrants, international students and working holiday makers, help Australia to redress labour shortages, contribute to economic growth and stability and foster cultural exchange and international goodwill. However, the review also found that there is some concern regarding the impact of temporary residents on local labour markets and other non-economic factors, such as social cohesion and the vulnerability and potential or actual exploitation of temporary residents. While the literature contributes to our understanding of reasons for selecting Australia as a destination, and somewhat toward our understanding of satisfaction with and drawbacks of the temporary migrant experience, the body of relevant literature is patchy in certain respects, including around migration patterns and intentions, the gender aspects of temporary migration, labour and economic contributions, social cohesion, social experiences (at work, at study and in the community), vulnerability (including in relation to employment), and capturing the experiences of the less numerous visa subclasses.

This piece of research aims to redress this balance and fill gaps in the literature regarding experiences of temporary residents *as they perceive them*, while also building understanding of the impact of temporary migration from the perspective of their employers and local residents.

There are some limitations in the data as a result of contact record availability and quality, the complexity of the topic and the relatively limited budget available to rigorously reach all populations of interest, many of whom have already left the country and/or may not be confident in their English language ability, or who may be flouting their visa conditions.²⁶⁶ We are nevertheless confident that the research findings will contribute significantly to the existing knowledge base and are adequately representative of the in-scope population of temporary residents to soundly inform relevant policy and communications.

In terms of the research among employers, due to a lack of external profiling data (i.e. a profile of all organisations/businesses that employ any of the in-scope visa subclasses, including the non-sponsored subclasses), it is impossible to know if the sample of employers is representative of all employers of temporary residents, but, though indicative, it does begin to shed some light on employers' practices, preferences and the perceived benefits and drawbacks of employing temporary residents.

At around 250 pages, this report only begins to mine the data gathered by this research and there are many additional analyses that would be informative to undertake on the data sets, including an analysis of findings by subclasses within each visa category, further analysis by demographic variables (including exploring the gender aspects of temporary migration and the experiences of

²⁶⁶ Unfortunately, most research projects on temporary migration will lack visibility into this issue, as those fraudulently using visas for a different purpose (e.g. those entering as students who have no intention to study) are highly unlikely to volunteer to participate in research sponsored by DIBP.

temporary residents in rural and regional areas, or differences in employer views based on company size) and exploring the characteristics of specific attitudinal segments within the research audiences (such as profiling employers lacking awareness or understanding of their obligations, or profiling visa holders who have remained in Australia on multiple temporary visas and intend to shift to another as their current visa expires). One particular gap this research does not address is the extent to which temporary residents in the three main cohorts over-stay their visas, as this was deemed out of scope for the current project.

The remainder of this section highlights particularly significant findings and summarises their contribution to addressing the gaps in the literature identified in the targeted review conducted as the first stage of this research project.

Why Australia is chosen as a destination

The quantitative survey and qualitative case study findings support the assertion that Australia is in strong international competition for temporary residents, particularly with English-speaking countries (including the USA, Canada and the UK).

On the basis of this research, Australia's competitive advantage in this regard centres on liveability and career factors. Australia's beaches, climate and lifestyle; that it is an English-speaking country and the opportunities to expand or further careers were the most common reasons for selecting Australia. Career opportunities and lifestyle factors are seen to be related to Australia's strong economic position over the past decade, relative to most temporary residents' home countries.

Temporary residents seek advice from and are influenced by a range of sources when considering Australia as a temporary migration destination, including friends or family at home, a migration/travel/recruitment agent or broker, and friends or family in Australia. Significant proportions reportedly used migration agents, travel agents or labour hire companies to help them research and arrange their time in Australia. The DIBP website was also commonly consulted.

It is important to note that many sought the advice of friends and family in Australia, signalling the role of diasporic networks in drawing temporary residents to Australia. Given the competition Australia faces from alternative destinations, this makes issues of overcoming exploitation and negative experiences of temporary residents quite significant because there is the potential for word-of-mouth to negatively influence demand. Experiences related to Australia's economic position, such as difficulties finding work and the high cost of living, which were the most common reasons given for having left Australia (apart from never having intended to stay beyond the current visa or not being able to obtain another visa) also have the potential to negatively influence word-of-mouth.

Exploring the economic impact of temporary residents

The literature identified a need for further research to provide a better understanding of the work experiences and economic impact of temporary residents, in particular working holiday makers and international students. This would include information on the funds they bring with them, income earned in Australia, and spending patterns. Moreover a better understanding about the 'social brokers' — migration agents, labour hire firms, ethnic community networks and the like — that

temporary residents utilise to facilitate their Australian temporary migration journey from beginning to end was identified as potentially valuable.

Around one-in-four temporary residents surveyed had a spouse or partner living with them in Australia and a sizable minority had a spouse or partner living with them who was a secondary visa holder on their visa (6% of all students, 16% of all graduates and 19% of all sponsored visa holders surveyed). In many cases this partner was employed. The economic contribution and the potentially significant impact of temporary residents on local labour markets and Australian job seekers also need to be considered in this context.

The research suggests the majority of graduates, working holiday makers and secondary visa holders, and just under half of students, were employed while in Australia, with three-in-ten employed (in their longest-held job) on a 'permanent' full-time basis.²⁶⁷ Non-sponsored temporary residents appear to be filling low-skilled labour shortages, most commonly as labourers and in hospitality or, in the case of working holiday makers, in agriculture, while sponsored residents are by the nature of their visa more likely to be working in professional roles.

Networks within Australia are relied upon strongly for leads regarding work, with one-in-four employed visa holders finding out about their job through family or friends. Given that the 457 employer sponsored programme is intended to be driven by employer demand, it is notable that, among 457 visa holders specifically, 11% had approached their employer directly to ask about opportunities.

There is evidence that large proportions of temporary residents are working longer hours than a standard working week, particularly among sponsored visa holders, but also significantly among those in unskilled visa categories, specifically 92% of sponsored visa holders, 64% of working holiday makers, and 50% of graduates reportedly worked more than 35 hours per week and one third of sponsored and 30% of working holiday makers worked more than 40 hours per week in total²⁶⁸. The research also found that 10% of students in subclasses 570, 572, 573 and 575 were working total hours that might place them in breach of their visa conditions, and this figure could potentially underrepresent the extent of this issue if fear of reporting illegal behaviour is taken into account.

While around two-in-five temporary residents felt that their job was very relevant to their skills or qualifications and another quarter felt it was somewhat relevant, a large proportion of students and working holiday makers in particular were working in jobs for which their education was not relevant. This further reinforces that these programmes are contributing to the country a pool of labour to fill relatively unskilled labour shortages, which may or may not be in line with the visa holders' hopes or aspirations when arriving in Australia.

²⁶⁷ 'Permanent' employment was referred to in the response options for this question, as a common parlance term that would help to differentiate between different types of contractual arrangements. However, it is noted that this term does not feature in the Fair Work Act 2009.

²⁶⁸ I.e. in their longest held job plus any other job(s) held concurrently.

One could argue that the fact that the majority of temporary residents reported being satisfied with a range of aspects of their employment experience (including how interesting the role is, quality of relationship with managers/employers and colleagues, and general employment conditions) suggests that work experiences are in line with or exceed expectations and that this supports the integrity of the temporary migration programme. However, working holiday makers reported the lowest levels of satisfaction, indicating the previous assertion does not necessarily hold for this cohort. Working holiday makers undertake the lowest skilled work and it seems it is either that they are not expecting to have to work in such jobs, or that they are hoping the experience would be better than it turns out to be, that is driving dissatisfaction and this dissatisfaction has the potential to undermine this important element of the temporary migration programmes.

In particular, attention needs to be paid to the experiences of temporary residents who are from NMESC, or have lower levels of English proficiency, as they reported lower satisfaction with various aspects of their work than others. These groups tended to be undertaking lower skilled work (more likely to be labourers and were less likely to be professionals, managerial or administrative workers), than their counterparts with better or native English language.

The literature review highlighted the difficulty in achieving a comprehensive assessment of the net economic contribution of temporary residents (i.e. the money they spend in the country that is not generated in Australia) and the current research struggled with the complexities of establishing this as well. As a very indicative figure, temporary residents brought around an average of approximately \$9400 with them to Australia, including money paid in advance for education fees. In addition to this, temporary residents who received financial assistance from overseas while here added a further \$21 000 (approximately) on average to their own total. What is difficult to establish is how much of the approximately \$14 000 average total per person²⁶⁹ is taken out of the country on departure. A basic calculation based on money reportedly brought into the country and spent to date suggests on average, temporary residents each contributed a net cash sum of around \$12 000 to Australia (including education fees).

Many employers (two-thirds) reported having found it difficult to hire Australian workers, and this was particularly the case for those in the hospitality industries who had struggled to fill a range of roles, including chefs, cooks, bar staff, wait staff and kitchen hands. This finding provides some indication that in many cases temporary migration is filling gaps in the labour market rather than taking jobs from available Australian workers. However, analysis based on this individual factor is not conclusive in itself, and further exploration would be required to capture the complexities of the issue.

In line with the intention of the sponsored temporary migration programme, a lack of the right skills is the biggest barrier employers reported facing in hiring local workers, although this does raise the question as to why local workers cannot be trained on the job. The range of attitudinal barriers also expressed by employers in this research provide some key to understanding this issue, with many

²⁶⁹ This is the average figure across all visa holders, it is not simply the total of the two preceding figures because not all temporary visa holders receive financial assistance from overseas once they are in the country.

employers noting a 'poor' attitude, a dislike of certain types of work, or unwillingness on the part of Australian employees to work the required hours or shifts, preventing them from filling roles with appropriate and effective staff, indicating a broader difficulty finding or reluctance to consider Australian workers for certain roles. Only 4% indicated that looking for overseas workers was their first step when filling a role becomes difficult, suggesting most employers are sufficiently testing the local market and looking for other alternatives first.

Employers perceived a wide range of benefits in employing temporary residents, including having specific or high-level skills, and being able to communicate with clients of customers in languages other than English. They were also credited with being hardworking/having a good attitude, and having more loyalty to the business than other workers. Significant numbers also mentioned them being willing to do jobs that Australian workers do not want to do, or to work longer hours, as well as a tendency not to complain about working conditions or hours (which suggests a tendency among some employers to ask a lot of their workers). Between 4% and 12% noted that the visa holders they employed had a lower cost than other employees.

In relation to working holiday makers, relatively high proportions of employers liked that they could be employed on a temporary basis and they could be brought in at very short notice, again suggesting this group of visa holders provides a pool of low-skilled workers for employers with specific needs, such as meeting seasonal demands.

Overall, employers had positive experiences of employing temporary residents; half or more were equally satisfied with Australians, and those more satisfied with them than their Australian employees outnumbered those preferring their Australian employees. Sponsoring employers were more than three times as likely to be more satisfied than less satisfied with their sponsored employees, when compared with their Australian employees.

However, there were perceived drawbacks to employing temporary residents, in particular the time and effort required for visa administration (especially for sponsored employees), issues with visa conditions (maximum stay), and dealing with low English proficiency. Employers of working holiday makers were particularly likely to see the maximum visa stay and six-month work restriction as barriers to employing this cohort (with the exception of seasonal work) — these concerns arose in the employer survey and/or the case studies.

Ultimately, employers who had experienced no problems with employing temporary visa holders outnumber those who felt there were no benefits to hiring them.

According to most employers, temporary visa holders were earning exactly the same as Australian workers doing the same work. However, a minority reported that temporary visa holders were paid either more or less than their Australian colleagues.

Half or more employers of temporary residents preferred hiring Australian workers over temporary residents, while at least three-in-ten reportedly had no preference. In the case of working holiday maker employers and student/graduate employers at least one-in-ten stated a preference for hiring these visa holders. This may be related to the perceived benefits of employing temporary residents already discussed, and potentially also to the feedback from some employers that temporary visa holders were paid less than their Australian counterparts.

More than half of the employers intended to continue to hire temporary residents in the future. This may appear to be inconsistent with the finding reported above that most preferred Australian workers or had no preference either way, but this may simply reflect that many employers simply cannot fill the roles they have available with suitable and engaged Australian workers.

Vulnerability and exploitation of temporary residents

The literature review noted the lack of literature around the extent to which temporary residents are placed in precarious work environments and relationships, including health and safety risks that are associated with such employment.

It is concerning that around one-quarter of temporary residents who participated in this study had experienced at least one of a range of negative work-related experiences. Most commonly, these were perceived problems with pay and entitlements, experienced by more than one-in-ten.

Again, it is important to note that all research participants were free to interpret the meaning of each of these terms, and to decide whether or not they felt they had experienced these issues. The definitions of these terms, used in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009), were not presented in the questionnaire or to participants in the case studies. As such the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

Around one-in-ten also felt they had experienced racism or prejudice in the workplace and only a slightly smaller proportion suggested they had been subject to verbal, physical or psychological abuse. Approximately one-in-twenty believed that they had been exposed to unsafe working conditions and/or felt pressured to work outside of their visa conditions. Self-defined sexual harassment was cited as an issue in the workplace by 2% overall. The data supports the suggestion that working holiday makers appear to be the most vulnerable, with three-in-ten indicating that they had experienced at least one of these negative work experiences. In most cases, fewer than half of the visa holders who had experienced these types of issues indicated that they had formally reported them.

Some employers had also heard about or observed what they perceived to be instances of racism, sexual harassment or verbal, physical or psychological abuse of temporary visa holder employees in their workplace. In keeping with the findings from the visa holder survey, around half, or more, of those who were aware of such incidents had not received formal complaints.

Regarding pay and entitlements, among temporary residents paid on an hourly basis, 4% reportedly earned less than \$11.81 per hour (i.e. less than the award/agreement free minimum wage for 18 year olds, effective from 1 July 2015²⁷⁰). Further, 11% of all employed (or previously employed)

²⁷⁰ As temporary residents were asked about their longest-held job while in Australia (on the relevant visa), it is likely that a proportion of these jobs were held prior to July 2015 when the minimum wage thresholds were lower. For example, the minimum wage for 18 year olds was \$11.52 per hour from 1 July 2014 to 30 June 2015. However, as there were no survey respondents who gave an hourly

temporary residents were dissatisfied (or very dissatisfied) with their employment conditions and 16% were dissatisfied with their pay. This is an important finding in that it appears to be a minority of employers of temporary residents that undermine the whole programme.

The qualitative case studies brought this issue to life. Many of our qualitative sample of student or working holiday maker visa holders had experienced being paid what they understood to be less than the minimum wage for the work they were doing but, crucially, seemed to consider this an unavoidable fact of their situation. It appeared to be the case that they were generally aware that they were being underpaid — the issue was not a lack of awareness but rather that they felt unable to stand up for themselves through fear of being fired from a job whose income they needed (and this had reportedly happened to some of those who had done so). Further, they believed that reporting their employer to a 'higher authority' would have little positive impact. Indeed, working holiday makers who took part in the Cairns case study cited dealing with exploitation by employers as one of the two things that would improve the working holiday maker experience (along with lifting the regional work requirement for the second year Working Holiday Maker visa and the six-month cap on working for any one employer).

Some of the temporary residents surveyed appeared to be living in potentially precarious financial situations — while the minority, there was a group of visa holders (especially students) who did not have even \$1000 in savings that they could access in the case of an emergency.

Encouragingly, most employers seemed to have adequate knowledge of the law relating to the employment of non-citizens or permanent residents, with the majority aware they could be penalised for employing illegal workers and that they are responsible for checking that potential employees from overseas have the right to work in Australia, although only around two-thirds used VEVO to check this. However, knowledge was patchier on whether they could be penalised regardless of whether or not the employer knew the person was not allowed to work and whether businesses were required to have signed agreements from any contractor or labour hire company that workers are legally allowed to work in Australia.

Consideration could be given to promotional or education programs that address the close to one-in-ten employers who are not aware that employers are responsible for checking work rights.

Social experiences and community contribution of temporary residents

The literature review noted the continued positive economic contribution of Australia's temporary residents is dependent on positive social experiences while here given the strength of international

rate between these two figures, the proportion reportedly earning less than the 2014-15 hourly rate (for 18 year olds) would have been the same as the proportion reportedly earning less than the 2015-16 hourly rate (for 18 year olds). While visa holders had to be 18 to take part in the research, a small number may have been 17 during their longest-held job (while in Australia on the relevant visa). The award/agreement free minimum wage for someone aged 17 is \$9.99 per hour, effective from 1 July 2015.

networks and the speed of communication in this digital age. The research findings indicate the reputation of the visa programme is currently relatively safe.

The vast majority of temporary residents felt positive about the Australian way of life and a sense of belonging to, or being part of, Australian social and cultural life, which suggests most perceived a very warm welcome. However, a significant minority of temporary residents (close to two-in-five) reported feeling closer to their own (ethnic/home) community and culture than to mainstream Australia.

The findings suggest that temporary residents who feel a sense of belonging to their local community and to Australian cultural and social life may be more likely than others to be left with a positive perception of the Australian way of life, even if they still feel closer to their own community and culture. The results also indicate that being from a mainly English-speaking country and feeling confident in speaking English is positively related to feeling a stronger sense of belonging in Australia and to the local community, and to stronger positive perceptions of the Australian way of life, suggesting that encouraging participation in programmes or activities that improve English proficiency is worth considering so that Australia and temporary residents both benefit to the greatest extent from the cultural exchange.

Temporary residents reported being engaged with the local community while here with the vast majority attending local community activities while in Australia.

Of concern, a relatively large proportion of temporary residents — around three-in-ten — reported that they experienced (self-defined) racism or prejudice while in Australia, suggesting that most racism occurs or is perceived outside the workplace as a lower proportion (9%) indicated that they had experienced this at work. There was a relationship between self-reported English competency and having experienced racism such that those who had found English more challenging were more likely to suggest that they had encountered racism than those who were more confident English speakers.²⁷¹ Of course, as noted by an international student who participated in the Hobart case study, the experience of racism is not confined to temporary residents — it also affects people born here in Australia. These findings should not be swept under the carpet but used to argue that racism and prejudice is dysfunctional for Australian society. The large growth of temporary migration over the past decade reinforces the need for anti-racism and multicultural policies and practices to accompany Australian immigration programmes.

From the general community's perspective, temporary visa holders were seen to bring more benefits than drawbacks to local communities, particularly in terms of their contribution to the local economy, cultural diversity and personal friendships. This was particularly true of younger local community members, which may partly be reflective of the fact that they were in a similar age group to the

²⁷¹ As noted, definitions for these terms were not provided to research participants. As such, the surveys do not reflect definitions specified in Australian law and guidelines (Sex Discrimination Act 1984 (Cth), Racial Discrimination Act 1975, Fair Work Act 2009). Therefore, the results should not be compared to estimates in government reports and analysis on the incidence of these issues/experiences.

temporary visa holders themselves. Some in older age groups were more concerned about impact on the character of the local community (some students or working holiday makers are felt to be noisy and disruptive) and increasing competition for housing, but very few felt that there were too many temporary residents or that they were taking jobs that could otherwise go to locals.

Support and support networks

The literature review identified a need to better understand the onshore and transnational networks that temporary residents draw on prior to, during and after entering Australia on a temporary visa, as well as the role that these networks play in migration decisions.

The majority of temporary residents (around eight-in-ten) appeared to have friends or family in Australia who could provide support if needed. Of course, this leaves a significant minority who did not have access to this type of support. The case studies indicate that deeper and supportive friendships are more likely to be formed with other recent migrants who are also living away from their long-term friends and families than with established Australian residents and citizens. While these supports are important for positive experiences while in Australia and to assist in times of need, they may not be sufficient to assist temporary residents who are being exploited from becoming aware of their condition or of how and why they should seek external assistance. This assertion is supported by evidence from the case studies that temporary residents who were aware of being underpaid or other poor working conditions were fearful of not only jeopardising their own situation but also that of their temporary resident friends (who are often likely to be co-workers) by speaking out.

Although this research has identified some evidence of the exploitation of temporary visa holders by a group of employers, it also indicates that many employers offer a variety of forms of support to temporary resident employees in terms of providing them with information, most commonly about their workplace rights and obligations (after arrival in Australia), as well as help securing accommodation or with the cost of accommodation.

Circular migration, visa transition, and future intentions

The literature review highlights that one of the strengths of the increasing emphasis in Australian immigration policy on temporary migration is to offer more options and flexibility for an increasingly mobile global workforce and the benefits that tapping into this would bring to the Australian economy. However, some evidence suggests that many migrants who enter Australia on temporary visas intend to stay and apply for PR and for this reason they transition between visas along their pathway to residency. It was asserted that these migrants could also benefit Australia, and that more investigation of these factors could help develop understanding of mobility drivers.

The quantitative surveys and qualitative case studies support these ideas. In terms of 'visa transition', a large proportion of temporary residents *had* transitioned from one temporary visa to another (around six-in-ten had held another Australian temporary resident visa prior to the current one — most often in the same broad visa category) and/or intended to transition from a temporary visa to another temporary visa or permanent residence. Our research has less to say on

(international) 'circular migration' (multiple movements between Australia and other countries), although it did find that almost seven-in-ten temporary residents who had already left the country planned to return.

In terms of future plans more broadly, large proportions expressed a desire to become Australian citizens in the longer-term (almost one-in-five reported coming to Australia as temporary residents for the express purpose of becoming permanent residents or citizens) and, after having experienced Australia, almost two-thirds (of those still in Australia) intended to stay on somehow.

This was borne out across the case study locations. The overall experiences of temporary residents were largely very positive — most would have recommended (or indeed had already recommended) the experience to others, and many were keen to extend their stay, if possible. They had very much enjoyed the experience of studying and working in Australia: of travelling, of forming friendships with Australians and others from overseas in similar situations to themselves, of gaining experience in the workplace and of improving their English proficiency. They had largely found Australians to be friendly and welcoming.

The survey results which showed that many more finished up their temporary visa hoping to stay on (or intending to return) than enter the country with this intention suggests the experience of temporary residency in Australia is an extremely positive one. In addition to reinforcing the 'visa transition' hypothesis (i.e. that temporary residents tend to cycle through a number of temporary visas within Australia), this supports the argument in favour of temporary migration as providing more than a solution to immediate labour needs, increasing productivity and economic growth in Australia today. Positive temporary migration experiences also set Australia up for future prosperity; that is, the economic and social returns from this programme keep on giving.

Appendix A — Employer survey questionnaire



EXPERIENCES OF TEMPORARY RESIDENTS — EMPLOYER SURVEY

SEPTEMBER 2015 — CONFIDENTIAL

PROGRAMMING INSTRUCTIONS IN CAPITALS

SR - ALLOW SINGLE RESPONSE ONLY

MR - ALLOW MULTIPLE RESPONSES

DON'T KNOW, NONE OF THESE, OTHER/ANYTHING ELSE MUST ALWAYS BE ANCHORED TO THE BOTTOM OF A ROTATING/RANDOMISING RESPONSE LIST.

ONLINE SURVEY — APPROXIMATELY 15 MINS TO COMPLETE PER PERSON

457 EMPLOYERS SURVEY (SAMPLE SUPPLIED BY DIBP):

EMPLOYERS OF OTHER TEMPORARY RESIDENTS SURVEY (REFERRED TO THROUGHOUT AS 'OTHER EMPLOYERS SURVEY'). SAMPLE OF EMPLOYERS FROM BUSINESS PANEL (I.E. BUSINESSES FLAGGED AS EMPLOYING AT LEAST 1 PERSON).

INVITATION AND INTRODUCTION

'OTHER EMPLOYERS' (FROM PANEL):

This survey is being conducted by Hall & Partners | Open Mind, an independent research company, on behalf of the Australian Government. We would like to ask you about staffing issues.

457 EMPLOYERS SURVEY ONLY:

EMAIL SUBJECT TEXT: Invitation from the Australian Government — employer survey

The Australian Government (Department of Immigration and Border Protection) is conducting an online survey of organisations and businesses about their experience of employing temporary visa holders (including 457 visa holders) and your organisation or business (INSERT BUSINESS NAME FROM SAMPLE 'SP_NAME' — IN BRACKETS) is invited to take part.

If you do not have primary or joint responsibility for hiring workers/staff for the organisation or business please ask an appropriate person in the organisation or business to complete the survey.

The survey results will help develop understanding about the growing numbers of Australia's temporary residents, assess the economic and social impact of temporary migration and inform important policy decisions across a range of government departments.

Hall & Partners | Open Mind has been commissioned to manage the online survey and provide de-identified data to the Government. This survey has been approved by the Australian Government

Statistical Clearing House. The approval number is 02445-01. You may phone the Statistical Clearing House on (02) 6252 5285 to verify the approval number.

ALL:

This survey is carried out in compliance with the Privacy Act. Any information you provide will be treated with the strictest confidence and will be used by the Government and Hall & Partners | Open Mind for research purposes only. No individual person, employer or business will be identified in any published findings and no identifying information will be provided to the Government. Your responses to the questions in this survey will not have any repercussions for your business/organisation or your employees.

A letter confirming this can be downloaded using this link: [LINK TO LETTER SIGNED BY DIBP](#)

If you have any questions about this survey please contact Natalie McKinnon at Hall & Partners | Open Mind on 02 9925 7450. If you wish to confirm this research with the commissioning Government department, please contact Susan Love on (02) 6264 1571 or sue.love@border.gov.au.

This important survey should take approximately 15 minutes of your time. Would you be willing to participate?

1. Yes
2. No - CLOSE

SCREENER

Throughout the survey we refer to 'your business' — by this we mean the business or organisation that you currently work for or the business or organisation that you run or own.

If you own, run or work for more than one business please answer these questions based on the business that accounts for most of your time.

The first few questions are about your role and your business...

QS1. Which of the following best describes your current role? (please select one)

SR

1. I am responsible for hiring workers/staff for the business - CONTINUE
2. I have joint responsibility for hiring workers/staff for the business - CONTINUE
3. I have no involvement in hiring workers/staff for the business — THANK AND CLOSE

QS2a. Is your business a labour hire or recruitment company? (please select one)

SR

1. Yes — CONTINUE
2. No — CONTINUE
3. Don't know — THANK AND CLOSE

QS2b. Is your business a migration/immigration agency? (please select one)

SR

1. Yes — THANK AND CLOSE
2. No — CONTINUE
3. Don't know — THANK AND CLOSE

QS3. Is your business currently sponsoring any employees who were born overseas (or who you think were born overseas) on any of the following visas, or has it done so in the last [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years]? By sponsoring, we mean that your business has nominated the employee for their visa and has followed the prescribed sponsorship process. (please select one per row)

IF LABOUR HIRE OR RECRUITMENT COMPANY (YES AT QS2A) — Do not count any employees who are/were placed with other companies (i.e. only include employees who work/worked directly in your workplace).

For this question, please do not count any employees who are in Australia on their spouse or partner's employer sponsored visa, as a secondary visa holder (even if the relevant visa class is listed here).

SR FOR EACH OPTION - YES/NO/DK FOR EACH OPTION

- A. Temporary work (skilled) visa - subclass 457
- B. Temporary work (short stay) visa - subclass 400 (note — this subclass requires employer support/invitation, rather than formal sponsorship)
- C. Temporary work (long stay) visa - subclass 401 (includes the Exchange stream, the Sports Stream, the Religious Worker Stream and the Domestic Worker (Executive) stream)
- D. Training and Research visa - subclass 402 (includes the Occupational Trainee stream, Professional Development stream and Research stream)
- E. Employer sponsored temporary visa –subclass name/number not known

FOR 457 EMPLOYER SURVEY (DIBP SUPPLIED SAMPLE): IF NO/DK TO QS3A AND NO/DK TO QS3E - THANK AND CLOSE, OTHERWISE CONTINUE.

FOR OTHER EMPLOYER SURVEY (BUSINESS PANEL SAMPLE): ALL TO CONTINUE

QS4. And in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] has your business employed any (other) workers who were born overseas (or who you think were born overseas)...? (please select all that apply)

Please include both casual and longer-term employees hired either directly or via a labour hire company.

IF LABOUR HIRE OR RECRUITMENT COMPANY (YES AT QS2A) — Do not count any employees who are/were contracted out to other companies (i.e. only include employees who work/worked directly for your business).

MR, RANDOMISE OPTIONS 1-3

1. Yes - backpackers or working holiday makers aged 18 to 30 years old (who you think may have been/were born overseas)
2. Yes - international students (who you think may have been/were born overseas)

3. Yes - recently graduated international students (who you think may have been/were born overseas)
4. Yes - other employees who you think may have been/were born overseas (including secondary visa holders)
5. No
6. Don't know/can't remember

FOR 457 EMPLOYER SURVEY (DIBP SUPPLIED SAMPLE): CONTINUE.

FOR OTHER EMPLOYER SURVEY: IF EMPLOY/EMPLOYED 457 VISA HOLDERS ONLY (I.E. IF YES AT QS3A AND DON'T KNOW/NO AT QS3 B AND C AND D AND E AND DON'T KNOW/NO AT QS4) THEN THANK AND CLOSE. IF NOT EMPLOYING/EMPLOYED ANY OTHER OVERSEAS WORKERS (I.E. IF DON'T KNOW/NO AT QS3 A AND B AND C AND D AND E AND IF DON'T KNOW/NO AT QS4) THEN THANK AND CLOSE. REST CONTINUE.

The next three questions are about employment legislation.

Again, we can assure you that all of your responses to this survey will be treated with the strictest confidence and used for research purposes only. No individual person, employer or business will be identified in any published findings and no identifying information will be provided to the Government. Your responses to the questions in this survey will not have any repercussions for your business or your employees.

QS5. How much do you know about when it is legal to employ people who are not Australian citizens or permanent residents? Please use a scale from 0 to 10, where 0 means that you know nothing at all, and 10 means that you know a great deal. (please select one)

SR

0 — nothing at all 1 2 3 4 5 6 7 8 9 10 — a great deal

QS6. If a business plans to employ someone who is not an Australian citizen or permanent resident, or if a business plans to hire a person it thinks may not be a citizen or permanent resident, whose responsibility is it to check that this potential employee is allowed to work in Australia? (please select all that apply)

MR, RANDOMISE

1. The worker themselves
2. You, the employer
3. The Government
4. A contractor/labour hire company, if one is involved
5. Someone else (PLEASE SPECIFY)
6. Don't know

QS7. REMOVED

QS8. And again, if a business plans to employ someone who is not an Australian citizen or permanent resident, or if a business plans to hire a person it thinks may not be a citizen or permanent resident...

How, if at all, should the business check that they are allowed to work in Australia? (please select all that apply)

MR, RANDOMISE

1. A copy of their visa grant letter
2. A passport stamped with their visa status/ confirmation
3. A letter/ statement from Department of Immigration/ Government
4. A Government certificate/ declaration
5. A tax file number
6. Check on VEVO (Visa Entitlement Verification Online)
7. This check is done by the contractor/labour hire company, if one is involved
8. Verbal confirmation from the employee themselves
9. Another way (PLEASE SPECIFY)
10. None of these
11. Don't know

ASK IF EMPLOY ANY OVERSEAS WORKERS (CODES 1-4 AT QS4)

QS9. Has your business employed anyone on any of the following visas in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years]? (please select one response per row)

IF LABOUR HIRE OR RECRUITMENT COMPANY (YES AT QS2) — Do not count any employees who are/were contracted out to other companies (i.e. only include employees who work/worked directly for your business).

SR FOR EACH OPTION - YES/NO/DK FOR EACH OPTION

RANDOMISE, BUT ALWAYS LEAVING D AT THE BOTTOM

- A. Working Holiday Makers — i.e. visa subclasses 417 or 462
- B. International students — i.e. visa subclasses 570, 572, 573, 574 or 575
- C. Recent graduates from overseas — i.e. visa subclasses 485 or 476
- D. Secondary temporary visa holders - i.e. on a spouse or partner's temporary (employer sponsored, student or graduate) visa

FOR 457 EMPLOYER SURVEY (DIBP SUPPLIED SAMPLE): CONTINUE.

FOR OTHER EMPLOYER SURVEY: IF EMPLOY/EMPLOYED 457 VISA HOLDERS ONLY (I.E. IF YES AT QS3A AND DON'T KNOW/NO AT QS3 B AND C AND D AND E AND DON'T KNOW/NO AT QS9 A AND B AND C AND D THEN THANK AND CLOSE. IF NOT EMPLOYING/EMPLOYED ANY OTHER TEMPORARY

VISA HOLDERS THEN THANK AND CLOSE (I.E. IF DON'T KNOW/NO AT QS3 A AND B AND C AND D AND E AND IF DON'T KNOW/NO AT QS9 A AND B AND C AND D).

END OF SCREENER — IN THE REMAINING QUESTIONS 'ALL' REFERS TO ALL WHO PASSED THE SCREENER

(I.E. FOR 457 EMPLOYER SURVEY: ALL WHO SELECT YES AT QS3A OR YES AT QS3E CONTINUE

FOR OTHER EMPLOYER SURVEY: ALL WHO SAY YES AT QS3 B OR C OR D OR E OR YES AT QS9 A OR B OR C OR D CONTINUE). CAN ALSO CONTINUE IF YES AT QS3A, UNLESS YES AT QS3A IS THE ONLY YES AT QS3/QS9

HIRING PRACTICES AND DECISION-MAKING

Q1. REMOVED

Thinking now about your experience of hiring employees...

ASK ALL

Q2a. Do you generally find it difficult or easy to hire or employ suitable Australian workers — i.e. workers who are Australian citizens or permanent residents? (please select one)

SR, REVERSE OPTIONS 1-4

1. Very difficult
2. Somewhat difficult
3. Somewhat easy
4. Very easy
5. Don't Know

ASK IF FIND HIRING WORKERS FROM THE LOCAL LABOUR MARKET DIFFICULT (Q2a CODES 1-2)

Q2b. How many times in the last [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] have you been unable to fill a position with a suitable Australian worker (i.e. an Australian citizen or permanent resident), if any? If you're not sure, an estimate is fine. (please select one)

SR, REVERSE OPTIONS

1. Never — I have (eventually) been able to fill the position(s) with a suitable Australian permanent resident or citizen
2. Once
3. 2-3 times
4. 4-5 times
5. 6-10 times
6. More than 10 times
7. Don't know

ASK IF FIND HIRING WORKERS FROM THE LOCAL LABOUR MARKET DIFFICULT (Q2a CODES 1-2)

Q3. What type(s) of role(s) do you have particular difficulty hiring Australian workers (i.e. citizens or permanent residents) for? (please select all that apply).

MR

1. Au Pairs
2. Bar Attendants, Baristas or Waiters
3. Chefs
4. Childcare Workers or Nannies
5. Cleaners or Laundry Workers
6. Construction or Electronics Trades Workers
7. Construction or Mining Labourers
8. Cooks
9. Drivers (inc. truck drivers)
10. Engineering or Mechanical Trades Workers
11. Engineering Professionals
12. Factory Workers
13. Farm workers (inc. fruit, nut, crop)
14. Food Preparation or Kitchen hands
15. Health and Welfare Support Workers (Non-Professional)
16. Machinery or Plant Operators
17. Meat or abattoir workers
18. Nurses (inc. registered, enrolled, midwife)
19. Receptionists or Personal Service Workers or Office Support Workers
20. Sales Assistants or Salespersons
21. Sales Representatives or Insurance Agents
22. Social, Health or Welfare Professionals
23. Sports or Fitness Workers
24. Store persons
25. Teachers (inc. Early Childhood, Primary, Secondary, Tertiary)
26. Telemarketers
27. Travel or Travel Industry Workers
28. Another role (PLEASE SPECIFY 1)
29. Another role (PLEASE SPECIFY 2)

30. Another role (PLEASE SPECIFY 3)

IF 'ANOTHER ROLE' IS SELECTED: **Note - if you have had difficulty hiring Australian workers for more than three roles that are not listed here, please write in the three roles that you most commonly have problems filling .**

ASK IF FIND HIRING WORKERS FROM THE LOCAL LABOUR MARKET DIFFICULT (Q2 CODES 1-2)

Q4. Why do you find it difficult to find employees who are Australian citizens or permanent residents? (please select all that apply)

MR, RANDOMISE

1. Australian workers lack the right skills
2. Other employers in my industry offer better paid jobs
3. There are better paid jobs in other industries
4. There are better paid jobs in other parts of Australia
5. The work is too physically demanding
6. People have to travel a long way to get to the job
7. Need workers who speak a language other than English
8. The business is in a remote location
9. Need short-term labour or sub-contractors (with own ABN, tools etc.)
10. Australian workers don't like doing this type of work
11. Australian workers don't like doing the required shifts/hours
12. Australian workers have a poor attitude
13. Another reason (PLEASE SPECIFY)
14. Don't Know

ASK ALL

Q5. When you are recruiting workers, if you cannot find someone who matches your preferred job specifications, typically, what are your next steps? (please select all that apply)

MR, RANDOMISE

1. Broaden the job specification including required or preferred skills and experience
2. Increase the salary being offered
3. Seek overseas workers
4. Seek local workers from other businesses in the area
5. Train internal employees in the required skills
6. Put the position on hold until the right person turns up locally
7. Contact recruitment agency/labour hire company

8. Search LinkedIn/Seek
9. Something else (PLEASE SPECIFY)
10. Don't know

ASK IF MULTIPLE RESPONSES AT Q5

Q6. And, which one of these would you generally try first? (please select one)

SR - ONLY SHOW THOSE CHOSEN AT Q5

1. Broaden the job specification including required or preferred skills and experience
2. Increase the salary being offered
3. Seek overseas workers
4. Seek local workers from other businesses in the area
5. Train internal employees in the required skills
6. Put the position on hold until the right person turns up locally
7. Contact recruitment agency /labour hire company
8. Search LinkedIn/Seek
9. PULL THROUGH OTHER RESPONSE FROM Q5 CODE 9
10. Don't know

LOOPED QUESTIONS FOR BROAD EMPLOYER GROUPINGS

START OF LOOPED QUESTIONS (Qs 7 – 13)

ASK LOOPED QUESTIONS FOR UP TO 2 OF THE 4 BROAD EMPLOYER GROUPINGS THE RESPONDENT QUALIFIES FOR FROM QS3 AND QS9 – I.E. SPONSORS (YES AT QS3 A, B, C, D OR E), EMPLOYERS OF WORKING HOLIDAY MAKERS (YES AT QS9 A), EMPLOYERS OF STUDENTS/GRADUATES (YES AT QS9 B OR C), EMPLOYERS OF SECONDARY VISA HOLDERS (YES AT QS9 D)

IF ANY EMPLOY MORE THAN 2 (OF THE 4) TEMPORARY VISA GROUPS THEN:

- 457 EMPLOYER SURVEY (I.E. DIBP SUPPLIED SAMPLE): ALWAYS ASK THE LOOP FOR SPONSORED EMPLOYEES, PLUS RANDOMLY SELECT FROM WORKING HOLIDAY MAKERS AND/OR STUDENTS/GRADUATES (PROGRAMME TO ACHIEVE A ROUGHLY EVEN SPLIT IN THIS SELECTION). FOR THE 457 EMPLOYER SURVEY, ONLY ASK THE LOOPED QUESTIONS FOR SECONDARY VISA HOLDERS IF THIS IS THE ONLY OTHER TYPE OF VISA HOLDER EMPLOYED (IN ADDITION TO SPONSORED EMPLOYEES). I.E. PRIORITY ORDER FOR 457 EMPLOYER SURVEY LOOP: 1. SPONSORED EMPLOYEES, 2. WHM OR STUDENTS/GRADUATES, 3. SECONDARY VISA HOLDERS (MAX 2 ROTATIONS)
- OTHER EMPLOYER SURVEY (I.E. PANEL SAMPLE): PRIORITY FOR LOOP 1. WHM AND/OR STUDENTS /GRADUATES, 2. SECONDARY VISA HOLDERS, 3. SPONSORED EMPLOYEES (MAX 2 ROTATIONS)

1ST LOOP: For all of the questions in this section please think only about <<EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS>> [INSERT RELEVANT GROUPING, ACCORDING TO ROTATION] [IF WHM/STUDENT/GRADUATE/SECONDARY VISA HOLDER LOOPS: you have hired] in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] (including any of these visa holders hired via a recruitment/labour hire/contractor company).

2ND LOOP: The next few questions are similar to those you have just answered, but this time please think only about <<EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS>> [INSERT RELEVANT GROUPING, ACCORDING TO ROTATION] [IF WHM/STUDENT/GRADUATE/SECONDARY VISA HOLDER LOOPS: you have hired] in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] (including any of these visa holders hired via a recruitment/labour hire/contractor company).

Q7. How did you go about finding these employees? (please select all that apply)

MR, RANDOMISE (BUT ALWAYS SHOW 12 AFTER BOTH 10 AND 11)

1. Was approached by a migration agent
2. Job advertisement in Through a general internet vacancy/job search site (e.g. Seek)
3. Referral from current employee or business network
4. Sourced them through LinkedIn
5. Was approached directly by employee
6. Was approached by a recruitment agency/contractor/labour hire company
7. Internal transfer from overseas office
8. Department of Immigration expo
9. Australian Job Search
10. Harvest Labour Service
11. Approached another recruitment agency/contractor/labour hire company
12. [SHOW IN SPONSORED ROTATION AND IF YES AT QS3A ONLY] Upgraded visa of current employee to a 457
13. Social media (not LinkedIn)
14. Another way (PLEASE SPECIFY)
15. Don't know
16. the newspaper

Q8a. What is/was the main role they are/were employed in? (please select one)

If you employ [IF SPONSORED LOOP REMOVE 'EMPLOY'] <<HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS>> [INSERT RELEVANT GROUPING, ACCORDING TO ROTATION] in more than one type of role, please select the role that is most commonly filled by these visa holders.

SR

FORMAT IN EXPANDABLE CATEGORIES — E.G. IF SELECT MANAGERIAL THEN RELEVANT CATEGORIES SHOWN IN A SECOND DROP-DOWN ON THE SAME PAGE

IF TRY TO MOVE ON WITHOUT COMPLETING BOTH DROP-DOWNS THEN SHOW THE FOLLOWING OPTION: If you cannot find the relevant role, please write in the full job title_____ (PLEASE SPECIFY)

DO NOT ALLOW TO MOVE ON UNTIL BOTH DROP-DOWN BOXES HAVE BEEN COMPLETED OR A ROLE HAS BEEN SPECIFIED.

ANZSCO CODE IN BRACKETS — DO NOT SHOW IN PROGRAMMED SURVEY

MANAGERIAL

- 1 (111) Chief Executive or General Manager
- 2 (121) Farm owner or Farm Manager
- 3 (131) Advertising, Public Relations or Sales Manager
- 4 (132) Business Administration Manager
- 5 (133) Construction, Distribution or Production Manager
- 6 (134) Education, Health or Welfare Services Manager
- 7 (135) ICT Manager
- 8 (141) Accommodation or Hospitality Manager
- 9 (142) Retail Manager
- 10 Other Manager

PROFESSIONAL

- 11 (211) Artist or Arts Professional
- 12 (212) Media Professional
- 13 (221) Accountant, Auditor or Company Secretary
- 14 (222) Financial Broker or Dealer, or Investment Advisor
- 15 (223) Human Resources or Training Professional
- 16 (224) Information and Organisation Professional
- 17 (225) Sales, Marketing or Public Relations Professional
- 18 (231) Air or Marine Transport Professional
- 19 (232) Architect, Designer, Planner or Surveyor
- 20 (233) Engineering Professional

- 21 (234) Natural or Physical Science Professional
- 22 (241) School Teacher
- 23 (242) Tertiary Education Teacher
- 24 (249) Other Education Professional
- 25 (251) Health Diagnostic or Health Promotion Professional
- 26 (252) Health Therapy Professional
- 27 (253) Medical Practitioner
- 28 (254) Nurse or Midwife
- 29 (261) Business or Systems Analyst or Programmer
- 30 (262) Database or Systems Administrator, or ICT Security Specialist
- 31 (263) ICT Network or Support Professional
- 32 (271) Legal Professional
- 33 (272) Social or Welfare Professional

TECHNICIAN OR TRADES

- 34 (311) Agricultural, Medical or Science Technician
- 35 (312) Building or Engineering Technician
- 36 (313) ICT or Telecommunications Technician
- 37 (321) Automotive Electrician or Mechanic
- 38 (322) Fabrication Engineering Trades Worker
- 39 (323) Mechanical Engineering Trades Worker
- 40 (324) Panelbeater or Vehicle Body Builder, Trimmer or Painter
- 41 (331) Bricklayer, Carpenter or Joiner
- 42 (332) Floor Finisher or Painting Trades Worker
- 43 (333) Glazier, Plasterer or Tiler
- 44 (334) Plumber
- 45 (341) Electrician
- 46 (342) Electronics or Telecommunications Trades Worker
- 47 (351) Chef
- 48 (361) Animal Attendants and Trainers, and Shearers
- 49 (362) Horticulturalist
- 50 (391) Hairdresser
- 51 (392) Printing Trades Worker
- 52 (393) Textile, Clothing or Footwear Trades Worker

- 53 (394) Wood Trades Worker
- 54 (399) Other Technician or Trades Worker

COMMUNITY OR PERSONAL SERVICE

- 55 (411) Health and Welfare Support Worker
- 56 (421) Child Carer/Nanny
- 57 (422) Education Aide
- 58 (423) Personal Carer or Assistant
- 59 (431) Hospitality Worker (includes Bar Attendant/Barista/Waiter/Front Office Staff)
- 60 (441) Defence Force Member, Fire Fighter or Police
- 61 (442) Prison or Security Officer
- 62 (451) Personal Service and Travel Worker
- 63 (452) Sports or Fitness Worker
- 64 (NA) Au Pair

CLERICAL OR ADMIN

- 65 (511) Contract, Programme or Project Administrator
- 66 (512) Office or Practice Manager
- 67 (521) Personal Assistant or Secretary
- 68 (531) General Clerk
- 69 (532) Keyboard Operator
- 70 (541) Call or Contact Centre Information Clerk
- 71 (542) Receptionist
- 72 (551) Accounting Clerk or Bookkeeper
- 73 (552) Financial or Insurance Clerk
- 74 (561) Clerical or Office Support Worker
- 75 (591) Logistics Clerk
- 76 (599) Other Clerical or Administrative Worker

SALES

- 77 (611) Insurance Agent or Sales Representative
- 78 (612) Real Estate Sales Agent
- 79 (621) Sales Assistant or Salesperson
- 80 (631) Checkout Operator or Office Cashier
- 81 (639) Other Sales Support Worker

MACHINERY OPERATOR OR DRIVER

- 82 (711) Machine Operator
- 83 (712) Stationary Plant Operator
- 84 (721) Mobile Plant Operator
- 85 (731) Automobile, Bus or Rail Driver
- 86 (732) Delivery Driver
- 87 (733) Truck Driver
- 88 (741) Store person

LABOURER

- 89 (811) Cleaner or Laundry Worker
- 90 (821) Construction or Mining Labourer
- 91 (831) Food Process Worker (includes Meat and Abattoir Worker)
- 92 (832) Packer or Product Assembler
- 93 (839) Other Factory Process Worker
- 94 (841) Farm, Forestry or Garden Worker
- 95 (851) Food Preparation Assistant
- 96 (891) Freight Handler or Shelf Filler
- 97 (899) Other Labourer

Q8bb. Still thinking about all of the <EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3)/WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS /SECONDARY VISA HOLDERS >> [INSERT RELEVANT GROUPING, ACCORDING TO ROTATION]

IF WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS /SECONDARY VISA HOLDERS: **you have hired**

ALL: **in the past** [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years]. **In total**, how many different locations (i.e. suburbs) have all these employees worked in (while employed by your business)?

Please respond to the best of your knowledge, even if you're not sure.

1. One location
2. Two locations
3. Three locations
4. More than three locations

Q8b. Please select the location(s) where <EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3)/WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS /SECONDARY VISA HOLDERS >> [INSERT RELEVANT GROUPING, ACCORDING TO ROTATION] you have hired in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] work/have worked (including any of these visa holders hired via a recruitment/labour hire/contractor company).

IF MORE THAN 3 SELECTED AT Q8B: Please list the three main locations where most of these employees work/worked.

ALL: This information is for classification purposes only — it will not be used to identify any individual business.

Please select the state first, before slowly typing in the name of the suburb.

Please respond to the best of your knowledge, even if you're not sure.

NUMBER OF LOCATIONS SHOWN BASED ON RESPONSE TO Q8B (UP TO 3),

Location 1:

- STATE DROP-DOWN BOX - DO NOT ALLOW TO MOVE ON WITHOUT COMPLETING STATE (DO NOT ALLOW DK FOR STATE)
- PREDICTIVE TEXT SEARCH BOX FOR SUBURB — IF TRY TO MOVE ON WITHOUT COMPLETING SUBURB THEN ALLOW/SHOW DK (STATE MUST STILL BE COMPLETED EVEN IF DK IS SELECTED OR PREDICTIVE TEST IS OVERRIDDEN). IF PREDICTIVE TEXT IS OVERRIDDEN THEN BRING UP A WRITE IN BOX FOR POSTCODE (ALLOW 4 NUMERICS ONLY), WITH THE MESSAGE, 'PLEASE WRITE IN THE POSTCODE' (IF TRY TO MOVE ON WITHOUT COMPLETING POSTCODE THEN SHOW A DK OPTION FOR POSTCODE, WITH THE MESSAGE 'PLEASE WRITE IN POSTCODE OR SELECT DON'T KNOW').

Location 2:

AS ABOVE

Location 3:

AS ABOVE

Q9. When comparing these employees to Australian employees (i.e. citizens or permanent residents), are you generally...?' (please select one)

SR, REVERSE

1. Much more satisfied with <<EMPLOYEES YOU HAVE SPONSORED/WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT VISAS/SECONDARY VISA HOLDERS >>
2. Slightly more satisfied with <<EMPLOYEES YOU HAVE SPONSORED/WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT VISAS/SECONDARY VISA HOLDERS>>

3. Equally satisfied with <<EMPLOYEES YOU HAVE SPONSORED/WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT VISAS/SECONDARY VISA HOLDERS >> and Australian workers
 4. Slightly more satisfied with Australian employees
 5. Much more satisfied with Australian employees
 6. Don't know
 7. Not Applicable — no Australian workers
- Q10a. In your experience, what do you think are the benefits, if any, of employing [IF SPONSORED LOOP REMOVE 'EMPLOYING'] <<SPONSORING EMPLOYEES (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/ SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION) (including any hired via a recruitment/labour hire/contractor company)? (please select all that apply)**
- MR, RANDOMISE
1. They have specific/high-level skills
 2. They are hardworking/have a good attitude
 3. They have relevant work experience
 4. They pass on their skills and experience to other workers
 5. They get on well with other workers
 6. They are willing to work longer hours
 7. They require little training
 8. They have more loyalty to the business than other workers
 9. They can be employed on a temporary basis
 10. They do not tend to complain about working conditions/hours
 11. They have a lower cost than other employees
 12. They can be brought in to train others
 13. They can be brought in at very short notice
 14. Can bring in workers from international offices
 15. They do jobs that Australian workers don't want to do
 16. They can talk to clients/customers in languages other than English
 17. Another reason (PLEASE SPECIFY 1)
 18. Another reason (PLEASE SPECIFY 2)
 19. Another reason (PLEASE SPECIFY 3)
 20. No benefits

21. Don't know

Q10b. And again in your experience, what do you think are the problems, if any, of employing <<EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION) (including any hired via a recruitment/labour hire/contractor company)? (please select all that apply)

MR, RANDOMISE

1. Skills not appropriate
2. Poor work ethic
3. Limited work experience
4. Difficulties getting on with other workers/cultural integration issues
5. Require more training
6. The maximum visa stay is too short
7. Poor English proficiency
8. Tendency to leave before visa expires
9. Time and effort required for visa related admin
10. Takes too long to get overseas qualifications recognised for the visa holder
11. Another reason (PLEASE SPECIFY)
12. No problems
13. Don't know

Q11a. And does your business generally...

SR — REVERSE 1 AND 2

1. Prefer to hire << SPONSORED EMPLOYEES /WORKING HOLIDAY MAKERS/PEOPLE HERE ON STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION) than Australian employees
2. Prefer to hire Australian employees than <<SPONSORED EMPLOYEES /WORKING HOLIDAY MAKERS/PEOPLE HERE ON STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION)
3. No preference

Q11b. To the best of your knowledge does your business intend to hire/ continue to hire [IF SPONSORED LOOP: sponsor/continue to sponsor employees (inc subclass 400 visa holders — IF SELECTED AT QS3)] <<WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION) in future?

SR, REVERSE

1. Yes
2. No
3. Don't know

Q12. While employed by your business (either directly or via a recruitment/labour hire/contractor company), do <<SPONSORED EMPLOYEES (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION) generally earn...(please select one)

SR, REVERSE

1. Much more than Australian workers doing the same work
2. Slightly more than Australian workers doing the same work
3. Exactly the same as Australian workers doing the same work
4. Slightly less than Australian workers doing the same work
5. Much less than Australian workers doing the same work
6. Don't know

Q13. **A)** In the last [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years], have you heard about or observed any of the <<EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION) working for your business (including those hired via a recruitment/labour hire/contractor company) experiencing any of the following at work...

B) And in the last [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] has your business received any formal complaints from <<EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING, ACCORDING TO ROTATION) about any of these issues?

(please select all that apply)

MR, RANDOMISE

FOR B ONLY SHOW OPTIONS SELECTED AT A

INC. 'YES - ABOUT' IN RESPONSE OPTIONS FOR B ONLY

1. Yes — about racism/prejudice
2. Yes — about sexual harassment
3. Yes — about verbal, physical or psychological abuse
4. FOR A: No — none of these/FOR B: No — no formal complaints
5. Don't know

REPEAT QUESTIONS ABOVE FOR EMPLOYERS OF STUDENT/GRADUATE VISA HOLDERS AND WORKING HOLIDAY MAKERS AT QS9 (UP TO A MAXIMUM OF 2 ROTATIONS PER EMPLOYER — AS ABOVE).

END OF LOOPED QUESTIONS

INFORMATION AND SUPPORT PROVIDED BY EMPLOYERS

For all of the questions in this section please think about all of the temporary visa holders (I.E. <<EMPLOYEES YOU HAVE SPONSORED, [IF SELECTED AT QS3 INCLUDING SUBCLASS 400 VISA HOLDERS,] , /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISA HOLDERS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING(S), ACCORDING TO SELECTION MADE AT QS3/QS9 (I.E. EMPLOYEES YOU HAVE SPONSORED IF YES TO QS3 A, B, C, D OR E, WORKING HOLIDAY MAKERS IF YES TO QS9A, STUDENT/GRADUATE VISAS HOLDERS IF YES TO QS9 B/C, SECONDARY VISA HOLDERS IF YES AT QS9 D you have hired in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] (including visa holders hired via a recruitment/labour hire/contractor company).

ASK ALL

Q14. What information or advice, if any, does your business typically provide to temporary visa holders...

a) before they arrive in Australia?

b) after they arrive in Australia?

Information about.... (please select all that apply)

MR, RANDOMISE (ANCHOR OPTIONS 7-11 AT THE BOTTOM). GRID FORMAT IF POSSIBLE

1. Finding accommodation
2. The Australian healthcare system
3. The terms and conditions of their visa
4. The cost of living in Australia
5. Getting personal effects moved to Australia
6. Workplace rights and obligations (e.g. taxation, superannuation, unions)
7. Something else (please specify)
8. None
9. Don't know
10. Does not apply — the business has only hired temporary visa holders once they are in Australia (SHOW FOR A)
11. Does not apply — the business has only hired temporary visa holders before they arrive in Australia (SHOW FOR B ONLY)

ASK ALL

Q15. Which, if any, of the following has your business done for temporary visa holders (in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years])?

Do not count reimbursing employees for occasional work-related travel expenses (such as hotels or meals).

(please select all that apply)

MR, RANDOMISE (BUT KEEP CODES 1 AND 2 TOGETHER)

1. Provided accommodation directly
2. Provided accommodation via an employment agency/labour hire company
3. Contributed to/covered the initial cost of temporary accommodation
4. Contributed to/covered the cost of moving personal effects to Australia
5. Contributed to/covered the cost of purchasing household goods in Australia
6. Contributed to/covered the cost of travel to Australia
7. Contributed to/covered the cost of daily meals
8. Something else (PLEASE SPECIFY)
9. None of these
10. Don't know

ASK IF ACCOMMODATION PROVIDED BY EMPLOYER OR LABOUR HIRE COMPANY (Q15 CODES 1-3)

Q16. And which of the following best describes the nature of the accommodation your business has provided for temporary visa holders? (please select all that apply)

MR, RANDOMISE

1. Campsites
2. Dormitories or other shared-bedroom arrangements
3. Private rooms in motels/hotels
4. Private rooms in boarding houses
5. Private rooms in shared apartments or houses
6. Apartments for the sole use of the visa holder and, if relevant, his/her family
7. Houses for the sole use of the visa holder and, if relevant, his/her family
8. Another type of accommodation (please specify)
9. Don't know

ADDITIONAL KNOWLEDGE QUESTIONS

The next two questions are about whether you/your business have ever been offered financial incentives to sponsor an employee...

ASK ALL

Q17A. Has anyone ever offered you or your business money to sponsor an employee for an Australian visa?

MR (EXCEPT CODE 5 WHICH SHOULD BE SR), RANDOMISE 1-3

1. Yes — an employee/prospective employee

2. Yes — a labour hire company/recruitment agency/broker
3. Yes — a migration/immigration agency
4. Yes — someone else (PLEASE SPECIFY)
5. No

ASK IF YES AT Q18B (CODE 1-4)

Q17B. And approximately how much did they offer you/your business to sponsor them?

(please write in the amount offered, even if you did not accept it)

IF MR AT Q17A REPEAT THE RESPONSE OPTION UP TO 4 TIMES AS NECESSARY ON THE SAME PAGE AND PULL THROUGH RESPONSE FROM Q17A, AS FOLLOWS:

INPUT AUD (\$) offered by employee/prospective employee _____ (DO NOT ALLOW 0)

1. Don't know

INPUT AUD (\$) offered by labour hire company/recruitment agency/broker _____ (DO NOT ALLOW 0)

2. Don't know

INPUT AUD (\$) offered by a migration/immigration agency _____ (DO NOT ALLOW 0)

3. Don't know

INPUT AUD (\$) offered by <<PULL THROUGH RESPONSE FROM Q17A CODE 4>> _____ (DO NOT ALLOW 0)

4. Don't know

The next two questions are about sources of information and awareness of some of the legislation related to the employment of non-citizens.

ASK ALL

Q18A. Which of the following sources of information about employing non-citizens do you/your business use, if any? (please select all that apply)

MR, RANDOMISE

1. The Department of Immigration's website (www.immi.gov.au)
2. The Department of Immigration and Border Protection's website (www.border.gov.au)
3. Direct contact from the Department of Immigration's officers
4. Industry associations (e.g. newsletters, website)
5. BAS (Business Activity Statement) updates
6. Letters sent directly to your business from the Department of Immigration
7. Something else (PLEASE SPECIFY)
8. None
9. Don't know

ASK ALL

Q18B. The following is a question relating specifically to illegal workers. An illegal worker is a non-citizen who does not have a valid visa or who works in breach of a visa condition that limits or restricts work in Australia. Before today, were you aware of any of the following features of the employer laws that were introduced in 2013 regarding illegal workers? (please select one per row)

SR TO EACH. RANDOMISE, BUT ALWAYS SHOW B AFTER A

LOGIC CHECK — DO NOT ALLOW CODE 2 AT A AND CODE 1 AT B

		Yes	No	Don't know
A	Penalties can be applied to a business if it is found to have an illegal worker.	1	2	3
B	Penalties can be applied to a business if it is found to have an illegal worker, without the Government having to prove that the employer <u>knew</u> the person was not allowed to work	1	2	3
C	A business needs to provide proof that they have taken reasonable and regular checks to ensure a person is entitled to work.	1	2	3
D	If a business employs workers via a contractor/labour hire company, that business must have a signed agreement from the contractor/labour hire company that every worker is legally allowed to work in Australia	1	2	3

DEMOGRAPHICS

And now just a few final questions for classification purposes.

Thinking again about all of the temporary visa holders you have hired in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years], including (<<EMPLOYEES YOU HAVE SPONSORED (INC SUBCLASS 400 VISA HOLDERS — IF SELECTED AT QS3) /WORKING HOLIDAY MAKERS/EMPLOYEES WITH STUDENT/GRADUATE VISAS/SECONDARY VISA HOLDERS >> (INSERT RELEVANT GROUPING(S), ACCORDING TO SELECTION MADE AT QS3/QS9 (I.E. EMPLOYEES YOU HAVE SPONSORED IF YES TO QS3 A, B, C, D OR E, WORKING HOLIDAY MAKERS IF YES TO QS9A, STUDENT/GRADUATE VISAS HOLDERS IF YES TO QS9 B/C, SECONDARY VISA HOLDERS IF YES AT QS9 D) you have hired in the past (and any visa holders hired via a recruitment/labour hire/contractor company).

Q19. REMOVED

ASK ALL

Q20. Which countries were they from (i.e. their nationality)? (please select all that apply)

MR

1. Belgium
2. Canada

3. Chile
4. China
5. Cyprus
6. Denmark
7. Estonia
8. Finland
9. France
10. Germany
11. Hong Kong
12. India
13. Ireland
14. Italy
15. Japan
16. Malta
17. Nepal
18. Netherlands
19. Norway
20. South Korea
21. Sweden
22. Taiwan
23. Thailand
24. Turkey
25. United Kingdom
26. United States of America
27. Vietnam
28. Another country (PLEASE SPECIFY)
29. Don't know
30. Prefer not to say

ASK ALL

Q22A. How many visa holders in each category has your business employed directly (in Australia) in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years]? If you are not sure, an estimate will be fine.

SHOW ONLY RELEVANT CATEGORIES FROM SQ3 AND SQ9 AND SHOW A DON'T KNOW OPTION FOR EACH CATEGORY. ALLOW 0

- A. Temporary work (skilled) visa - subclass 457
- B. Temporary work (short stay) visa - subclass 400
- C. Temporary work (long stay) visa - subclass 401 (includes the Exchange stream, the Sports Stream, the Religious Worker Stream and the Domestic Worker (Executive) stream)
- D. Training and Research visa - subclass 402 (includes the Occupational Trainee stream, Professional Development stream and Research stream)
- E. Employer sponsored temporary visa — don't know the subclass name/number
- F. Working Holiday Makers — visa subclass 417 or 462
- G. Overseas students — visa subclass 570, 572, 573, 574 or 575
- H. Recent graduates — visa subclass 485 or 476
- I. Secondary visa holders

ASK ALL

Q22B. And how many visa holders in each category has your business employed (in Australia) via recruitment/labour hire/contractor companies in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years]? If you are not sure, an estimate will be fine.

SHOW ONLY RELEVANT CATEGORIES FROM SQ3 AND SQ9 AND SHOW A DON'T KNOW OPTION FOR EACH CATEGORY. ALLOW 0

- A. Temporary work (skilled) visa - subclass 457
- B. Temporary work (short stay) visa - subclass 400
- C. Temporary work (long stay) visa - subclass 401 (includes the Exchange stream, the Sports Stream, the Religious Worker Stream and the Domestic Worker (Executive) stream)
- D. Training and Research visa - subclass 402 (includes the Occupational Trainee stream, Professional Development stream and Research stream)
- E. Employer sponsored temporary visa — don't know the subclass name/number
- F. Working Holiday Makers — visa subclass 417 or 462
- G. Overseas students — visa subclass 570, 572, 573, 574 or 575
- H. Recent graduates — visa subclass 485 or 476
- I. Secondary visa holders

Q23 - REMOVED

Q24 You indicated earlier that you have not hired any overseas workers on <<EMPLOYER SPONSORED VISAS (INC SUBCLASS 400 VISA HOLDERS) OR WORKING HOLIDAY MAKER VISAS OR STUDENT/GRADUATE VISAS OR SECONDARY VISA HOLDERS (i.e. on their spouse/partner's visa) >> (INSERT ALL GROUPINGS NOT SELECTED FROM SQ3, SQ9- I.E. EMPLOYEES YOU HAVE SPONSORED IF NO/DK TO QS3 A & B & C & D & E, WORKING HOLIDAY MAKERS IF NO/DK TO QS9A, STUDENT/GRADUATE VISAS HOLDERS IF NO/DK TO QS9 B&C, SECONDARY VISA HOLDERS IF NO/DK AT QS9 D) in the last [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years]. Why is this? (please select all that apply).

GRID -SHOW GROUPINGS NOT SELECTED FROM SQ3, SQ9 ONLY

RANDOMISE, BUT ANCHOR 12, 13, 14 AND 15 AT THE END

Reason(s) for <u>not</u> hiring overseas workers:	...on a secondary visa (i.e. here on their spouse/partner's visa)	...on an employer sponsored visa	...on a Working Holiday Maker visa	...on a student/graduate visa
<ul style="list-style-type: none"> Skills not appropriate for the role(s) 				
<ul style="list-style-type: none"> Concerns about poor work ethic 				
<ul style="list-style-type: none"> Insufficient work experience for the role(s) 				
<ul style="list-style-type: none"> Concerns they would have difficulties getting on with other workers/cultural integration issues 				
<ul style="list-style-type: none"> The maximum visa stay is too short 				
<ul style="list-style-type: none"> Poor English proficiency 				
<ul style="list-style-type: none"> Concerns they would require more training 				
<ul style="list-style-type: none"> Concerns they may leave before visa expires 				

Reason(s) for <u>not</u> hiring overseas workers:	...on a secondary visa (i.e. here on their spouse/partner's visa)	...on an employer sponsored visa	...on a Working Holiday Maker visa	...on a student/graduate visa
<ul style="list-style-type: none"> Large amount of time required for visa related admin 				
<ul style="list-style-type: none"> Takes too long to get overseas qualifications recognised 				
<ul style="list-style-type: none"> Concerns about them being reliant on their partner/spouse for their visa 				
<ul style="list-style-type: none"> No need — suitable applications from Australian citizens or permanent residents 				
<ul style="list-style-type: none"> Have not received any applications from these visa holders 				
<ul style="list-style-type: none"> Another reason(PLEASE SPECIFY) 				
<ul style="list-style-type: none"> Don't know 				

For these last few questions, please think about your business as a whole, including Australian citizens and permanent residents, as well as temporary visa holders....

ASK ALL

Q25. a) How many Full-time Equivalent (FTE) staff does your business currently employ (in Australia) directly and on a permanent basis in total (including Australian citizens and permanent residents, as well as temporary visa holders)?

Please do not include any staff employed via a contractor/labour hire company or on a casual/seasonal basis

b) How many staff, if any, has your business employed (in Australia) via a contractor/labour hire company or on a casual/seasonal basis in the past [IF 457 SURVEY: year/IF OTHER EMPLOYER SURVEY: two years] (including Australian citizens and permanent residents, as well as temporary visa holders).

If you are unsure about the number please provide an estimate.

INPUT NUMBER _____ (ALLOW 0, NO MAX)

1. Don't know

ASK ALL

Q26. And approximately what proportion of your current employees (in Australia) are in the country on a temporary visa (including any temporary visa holders employed via a contractor/labour hire company or on a casual/seasonal basis)?

INPUT PROPORTION (ALLOW 0-100%) _____

1. Don't know

ASK ALL

Q27. Which of the following industry sectors does your business operate within? If your business operates within more than one sector, please select the one which applies to your business' main activity (in Australia). (please select the division, then sub-division then group)

SR — SHOW DIVISIONS FIRST, THEN ONLY RELEVANT SUBDIVISIONS, THEN ONLY RELEVANT GROUPS — IN DROP-DOWN LISTS — SEE APPENDED LIST — SHOW ALL 3 ON SAME SCREEN SO CAN CHANGE RESPONSE IF NEEDED

- a) DIVISION:
- b) SUBDIVISION:
- c) GROUP:

(SOURCE: ANZSIC 2006)

ASK ALL

Q28. Approximately what was your business's annual revenue (in Australia) in the 2014-2015 financial year? (please select one)

SR

1. Less than \$1 million
2. More than \$1 million but less than \$2 million
3. More than \$2 million but less than \$20 million
4. More than \$20 million but less than \$100 million
5. More than \$100 million but less than \$250 million
6. More than \$250 million

7. Don't know
8. Prefer not to say

ASK ALL

Q29. And is your business...? (please select one)

SR

1. An Australian business operating in just one location
2. An Australian business operating in multiple locations, in Australia only
3. An Australian business operating in multiple locations, including overseas
4. An overseas-based business operating in just one location in Australia
5. An overseas-based business operating in multiple locations in Australia

ASK ALL

Q30. How long have you been in your current role? (please select one)

SR

1. Less than a year
2. 1-2 years
3. 3-4 years
4. 5-10 years
5. More than 10 years
6. Don't know
7. Prefer not to say

THANK & CLOSE

Appendix B — Temporary resident survey questionnaire

Hall & Partners

O P E N M I N D

EXPERIENCES OF TEMPORARY RESIDENTS — VISA HOLDER SURVEY

SEPTEMBER 2015 - CONFIDENTIAL

PROGRAMMING INSTRUCTIONS IN CAPITALS

SR - ALLOW SINGLE RESPONSE ONLY

MR - ALLOW MULTIPLE RESPONSES

DON'T KNOW, NONE OF THESE, OTHER/ANYTHING ELSE MUST ALWAYS BE ANCHORED TO THE BOTTOM OF A ROTATING/RANDOMISING RESPONSE LIST.

RETAIN ALL VARIABLES FROM THE SAMPLE FILE IN THE FINAL DATASET

INTRODUCTION

EMAIL SUBJECT TEXT: Invitation from the Australian Government — visa holder research

The Australian Government invites you to take part in an online survey of people who hold, or who have previously held, an Australian visa. You are invited to take part even if you are no longer in Australia.

This survey is being conducted by Hall & Partners | Open Mind, an independent research company, on behalf of the Australian Government. The purpose of this survey is to explore your experience of visiting/living/working in Australia. The online survey is being hosted by QOR.

This survey is carried out in compliance with the Privacy Act. Any information you provide will be treated with the strictest confidence and will be used for research purposes only. No individual person, employer or business will be identified in any published findings and no identifying information will be provided to either your employer or to the Department of Immigration and Border Protection.

Your responses to the questions in this survey will not have any repercussions for you or your visa status.

A letter confirming this, and with additional information about this research, can be downloaded using this link: [LINK TO LETTER SIGNED BY DIBP](#)

If you have any technical issues completing this survey, please contact the survey helpdesk by phone (02 9418 2824) or by email (support@qor.com.au).

This important survey should take approximately 15 minutes of your time. Would you be willing to participate?

- Yes

- No - CLOSE

SCREENER

The first few questions are about your current situation.

QS1. REMOVED

QS2. Firstly, are you currently in Australia and on a [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa? (please select one)

SR

1. Yes — I am in Australia and on this visa — GO TO Q2A
2. No — I am in Australia, but I am not currently on this visa — GO TO QS3 THEN SCREEN OUT
3. No — I am no longer in Australia — GO TO Q1
4. No — I am not the visa holder (e.g. I am a migration/immigration agent/lawyer) — SCREEN OUT

ASK IF STILL IN AUSTRALIA BUT NOT ON VISA (QS2 CODE 2)

QS3. Why are you no longer on a [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa? (please select one)

SR, RANDOMISE

1. I switched to a different visa
2. I am between visas/on a bridging visa
3. I now have permanent residency
4. Another reason (PLEASE SPECIFY)

AFTER QS3. IF STILL IN AUSTRALIA BUT NO LONGER ON VISA IN SAMPLE (QS2 CODE 2) - THANK AND CLOSE

IF IN AUSTRALIA ON VISA IN SAMPLE (QS2 CODE 1) For the remainder of this survey, if you have visited Australia on more than one occasion, please think about your current visit only.

IF NO LONGER IN AUSTRALIA (QS2 CODE 3) For the remainder of this survey, if you have visited Australia on more than one occasion, please think about your most recent visit only.

END OF SCREENER — IN THE REMAINING QUESTIONS 'ALL' REFERS TO ALL WHO PASSED THE SCREENER

VISA HISTORY AND FUTURE INTENTIONS

The next few questions are to help us understand the decisions you have made and your future plans.

ASK IF HAVE LEFT AUSTRALIA (QS2 CODE 3)

Q1. Why did you leave Australia? (please select all that apply)

MR, RANDOMISE

1. I missed my home country
2. My partner wanted to go back to our/their home country

3. The visa application process was too difficult
4. My wage was too low
5. I couldn't renew/get another visa
6. I didn't like living in Australia
7. I missed my family
8. Work transfer
9. High cost of living in Australia
10. Difficulty finding suitable work in Australia
11. I never intended to stay in Australia beyond that visa
12. Relationship with spouse/partner ended
13. Another reason (PLEASE SPECIFY)
98. Don't know

ASK IF STILL IN AUSTRALIA (QS2 CODE 1)

Q2a. What are you most likely to do when your current <<INSERT VISA NAME AND NUMBER FROM SAMPLE>> visa expires?

(please select one)

SR, RANDOMISE

MAKE SURE 5 APPEARS AFTER 4

1. Apply for a different Australian temporary visa
2. Renew/apply for another INSERT VISA NAME AND NUMBER FROM SAMPLE visa
3. Apply for Australian permanent residency
4. Go back to my home country
5. Move to a different country
6. Go to wherever my work sends me (SHOW FOR EMPLOYER SPONSORED SUBCLASSES 400, 401, 402, 457 ONLY FROM SAMPLE)
7. Something else (PLEASE SPECIFY)
8. EMPTY CODE — DO NOT SHOW
98. Don't know

ASK IF HAVE LEFT AUSTRALIA (QS2 CODE 3)

Q2b. Do you plan to return to Australia? (please select one)

SR, REVERSE 1-8 BUT ALWAYS KEEP 7 BELOW 1-3

1. Yes — I plan to return to Australia and apply for a different temporary visa

2. Yes — I plan to return to Australia and renew/apply for another <<INSERT VISA NAME AND NUMBER FROM SAMPLE>> visa
3. Yes — I plan to return to Australia and apply for Australian permanent residency
4. EMPTY CODE — DO NOT SHOW
5. EMPTY CODE — DO NOT SHOW
6. EMPTY CODE — DO NOT SHOW
7. Yes - I plan to return to Australia another way (PLEASE SPECIFY)
8. No — I do not plan to return to Australia
98. Don't know

ASK IF STILL IN AUSTRALIA (Q2 CODE 1) AND PLAN TO GO BACK TO HOME COUNTRY, TO MOVE TO A DIFFERENT COUNTRY OR OTHER (Q2A CODES 4, 5 OR CODE 7)

Q3. Why are you likely to (INSERT Q2A ANSWER) when your current visa expires? (please select all that apply)

MR, RANDOMISE

1. I miss my home country
2. My partner wants to go back to our/their home country
3. The visa application process is too difficult
4. My current wage is too low
5. I don't think I can renew/get another visa
6. I don't like living in Australia
7. I miss my family
8. Work transfer
9. High cost of living in Australia
10. Difficulty finding suitable work in Australia
11. I never intended to stay beyond current visa
12. Relationship with spouse/partner has ended
13. Another reason (PLEASE SPECIFY)
98. Don't know

ASK IF INTEND TO APPLY FOR ANOTHER TEMPORARY VISA (Q2A CODE 1 OR Q2B CODE 1)

Q4. Which other temporary visa are you most likely to apply for (whether as a primary or secondary visa holder)? (please select one)

SR

1. Temporary employer sponsored work visa — i.e. subclasses 457, 401 (includes the Exchange stream, the Sports Stream, the Religious Worker Stream and the Domestic Worker (Executive) stream) and 402 (includes the Occupational Trainee stream, Professional Development stream and Research stream)
2. Working Holiday Maker visa — i.e. subclasses 417 and 462
3. Student visa — i.e. subclasses 570, 572, 573, 574 and 575
4. Graduate visa — i.e. subclasses 485 and 476
5. Temporary work (short stay) visa — i.e. subclass 400
6. Another visa (PLEASE SPECIFY)
98. Don't know

ASK ALL UNLESS STATED NO PLANS TO RETURN TO AUSTRALIA (ALL EXCEPT CODE 8 AT Q2B)

Q5. In the longer-term, if you become eligible, do you plan to apply for Australian Citizenship? (please select one)

SR

1. Yes
2. No
98. Don't know

EMPLOYMENT

The next few questions are about working in Australia.

ASK IF STILL IN AUSTRALIA (QS2 CODE 1) AND ON SPONSORED VISA SUBCLASSES 457, 400, 401, 402 (IN SAMPLE)

Q6a. IF SUBCLASSES 457, 401, 402: Are you currently employed by an organisation that is sponsoring your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa?

IF SUBCLASS 400: Are you currently working for or with an organisation that supported your Temporary Work (subclass 400) visa application or that invited you to Australia?

(please select one)

SR

1. Yes
2. No

IF SUBCLASS 400 (FROM SAMPLE), WHETHER YES OR NO AT Q6A OR NO LONGER IN AUSTRALIA (QS2 CODE 3) SHOW: For all of the remaining questions that refer to the 'employer' that 'sponsors/sponsored' your visa, please think about the organisation that supported your Temporary Work (subclass 400) visa application or invited you to Australia (even if this organisation is/was not paying you a salary).

ASK IF IN AUSTRALIA (QS2 CODE 1) AND IF ON A STUDENT VISA (570, 572, 573, 574, 575), GRADUATE VISA (485, 476) WHM VISA (417 OR 462), OR SECONDARY VISA (FROM SAMPLE)

Q6b. Are you currently doing any paid work? The work could be full-time, part-time, permanent or temporary.

(please select one)

SR

1. Yes
2. No

QUESTIONS FOR THOSE CURRENTLY EMPLOYED/CURRENTLY EMPLOYED BY SPONSOR IF ON SPONSORED VISA:

ASK IF IN AUSTRALIA AND CURRENTLY DOING PAID WORK (Q6B CODE 1)/WORKING FOR SPONSOR (Q6A CODE 1)

Q7. What is the main activity/industry of your employer? If you currently work for more than one employer please select the industry

IF NOT SPONSORED (Q6B CODE 1 of your main employer (i.e. the job where you work the most hours).

IF WORKING FOR SPONSOR (Q6A CODE 1): of the employer that sponsors you.

SR — SHOW DIVISIONS FIRST, THEN ONLY RELEVANT SUBDIVISIONS, THEN ONLY RELEVANT GROUPS — IN DROP-DOWN LISTS — SEE APPENDED LIST — SHOW ALL 3 ON SAME SCREEN SO CAN CHANGE RESPONSE IF NEEDED

IF A PARTICIPANT TRIES TO MOVE ON WITHOUT COMPLETING ALL 3 LEVELS (DIVISION, SUBDIVISION AND GROUP) THEN SHOW THE FOLLOWING OPTION: **If you cannot find the relevant activity/industry, please write in what your employer does_____**(PLEASE SPECIFY)

DO NOT ALLOW TO MOVE ON UNTIL ALL THREE DROP-DOWN BOXES HAVE BEEN COMPLETED OR A ROLE HAS BEEN SPECIFIED.

- a) DIVISION:
- b) SUBDIVISION:
- c) GROUP:

(SOURCE: ANZSIC 2006)

ASK IF IN AUSTRALIA AND CURRENTLY DOING PAID WORK (Q6B CODE 1)/WORKING FOR SPONSOR (Q6A CODE 1)

Q8A. And where do you work? Again, if you are currently working for more than one employer please select the location of

IF NOT SPONSORED (Q6B CODE 1 your main employer (i.e. the job where you work the most hours).

IF WORKING FOR SPONSOR (Q6A CODE 1): **the employer that sponsors you.**

Please select the state first, before slowly typing in the name of the suburb.

STATE DROP-DOWN BOX - DO NOT ALLOW TO MOVE ON WITHOUT COMPLETING STATE (DO NOT ALLOW DK FOR STATE)

FOLLOWED BY PREDICTIVE TEXT SEARCH BOX FOR SUBURB — IF TRY TO MOVE ON WITHOUT COMPLETING SUBURB THEN ALLOW/SHOW DK (CODE 98) (STATE MUST STILL BE COMPLETED EVEN IF DK IS SELECTED OR PREDICTIVE TEST IS OVERRIDDEN).

IF PREDICTIVE TEXT IS OVERRIDDEN THEN BRING UP A WRITE IN BOX FOR POSTCODE (ALLOW 4 NUMERICS ONLY), WITH THE MESSAGE, 'PLEASE WRITE IN THE POSTCODE' (IF TRY TO MOVE ON WITHOUT COMPLETING POSTCODE THEN SHOW A DK OPTION (CODE 98) FOR POSTCODE, WITH THE MESSAGE 'PLEASE WRITE IN POSTCODE OR SELECT DON'T KNOW').

ASK IF DON'T KNOW THE NAME OF THE SUBURB WHERE THEY WORK/WORKED (AT Q8A) OR (IF THEY OVERRIDE THE PREDICTIVE TEXT AND SELECT KNOW THE POSTCODE AT Q8A)

Q8B. What type of area do you work in? (please select one)

SR

1. Rural/remote
2. Regional city/town
3. Capital city (i.e. Sydney, Canberra, Brisbane, Adelaide, Darwin, Melbourne, Perth or Hobart)
98. Don't know

ASK IF IN AUSTRALIA AND SPONSORED AND CURRENTLY WORKING FOR SPONSORING EMPLOYER (Q6A CODE 1)

Q9a. Have you been sponsored by more than one employer while in Australia on your INSERT VISA NAME AND NUMBER FROM SAMPLE visa? (please select one)

SR

1. Yes, more than one sponsor
2. No, only one sponsor

•

ASK IF IN AUSTRALIA AND SPONSORED BY MORE THAN ONE EMPLOYER (Q9A CODE 1)

Q9b. And is your current job the sponsored job you have held for the longest period of time while in Australia on your INSERT VISA NAME AND NUMBER FROM SAMPLE visa? (please select one)

SR

1. Yes - it's the sponsored job I have held for the longest period of time while in Australia
2. No - I have been sponsored in another job for a longer period of time while in Australia

ASK IF IN AUSTRALIA AND A STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER AND CURRENTLY WORKING (Q6B CODE 1)

Q9c. Have you had more than one job while in Australia on your INSERT VISA NAME AND NUMBER FROM SAMPLE visa? Please take into account all jobs, whether full-time, part-time, permanent or temporary. (please select one)

SR

1. Yes, more than one job
2. No, only one job

ASK IF IN AUSTRALIA AND A STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER, CURRENTLY WORKING AND HAVE HAD MORE THAN ONE JOB IN AUSTRALIA (Q9C CODE 1)

Q9d. And is your current (main) job the job you have held for the longest period of time while in Australia on your INSERT VISA NAME AND NUMBER FROM SAMPLE visa? Please take into account all jobs, whether full-time, part-time, permanent or temporary. (please select one)

SR

1. Yes - it's the job I have held for the longest period of time while in Australia
2. No - I have worked in another job for a longer period of time while in Australia

QUESTIONS TO ESTABLISH WHETHER THOSE NOT CURRENTLY WORKING IN AUSTRALIA WERE PREVIOUSLY EMPLOYED (BY SPONSOR IF ON SPONSORED VISA):

ASK IF SPONSORED VISA HOLDER (FROM SAMPLE) AND ((HAVE LEFT AUSTRALIA (QS2 CODE 3) OR NOT CURRENTLY WORKING FOR SPONSOR (Q6A CODE 2))

Q10a. Still thinking only about your current/most recent visit to Australia, on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa, did you ever work for an organisation that sponsored your visa?

IF SUBCLASS 400: Reminder - for all of the questions that refer to a sponsoring employer, please think about the organisation that supported your Temporary Work (subclass 400) visa application or invited you to Australia.

1. Yes
2. No — SKIP ALL REMAINING EMPLOYMENT QUESTIONS — GO TO Q32

ASK IF STUDENT/GRADUATE/WHM/SECONDARY (FROM SAMPLE) AND (HAVE LEFT AUSTRALIA (QS2 CODE 3) OR NOT CURRENTLY WORKING (Q6B CODE 2))

Q10b. Still thinking only about your current/most recent visit to Australia, on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa, did you do any paid work? This work could have been part-time or full-time, permanent or temporary.

(please select one)

SR

1. Yes
2. No — SKIP ALL REMAINING EMPLOYMENT QS — GO TO Q32

QUESTIONS FOR ALL NOT CURRENTLY WORKING BUT PREVIOUSLY EMPLOYED (BY SPONSOR IF ON SPONSORED VISA):

ASK IF SPONSORED, NOT CURRENTLY WORKING FOR A SPONSOR BUT HAVE PREVIOUSLY WORKED FOR A SPONSOR (Q10A CODE 1)

Q11a. And were you sponsored by more than one employer while in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa? (please select one)

SR

1. Yes, more than one
2. No, only one

ASK IF A STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER, NOT CURRENTLY WORKING BUT HAVE WORKED PREVIOUSLY IN AUSTRALIA (Q10B CODE 1)

Q11b. And did you have more than one paid job while in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa? Please take into account all jobs, whether full-time, part-time, permanent or temporary. (please select one)

SR

1. Yes, more than one
2. No, only one

MAKE SURE THIS TEXT STANDS OUT — E.G. LARGE FONT/DIFFERENT COLOUR ON A SEPARATE SCREEN

IF CURRENTLY EMPLOYED IN AUSTRALIA AND CURRENT JOB IS THE LONGEST-HELD JOB (Q9D CODE 1)/LONGEST-HELD SPONSORED JOB (Q9B CODE 1) OR ONLY JOB (Q9A CODE 2 OR Q9C CODE 2): **For all of the remaining questions about work please think about your current employer.**

IF SPONSORED AND CURRENTLY EMPLOYED IN AUSTRALIA BY SPONSOR BUT SPONSORED BY ANOTHER EMPLOYER FOR LONGER PERIOD OF TIME (Q9B CODE 2) **For all of the remaining questions about work, please think only about the employer that sponsored your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa for the longest period of time during your current visit to Australia, even though this is not your current employer.**

IF SPONSORED, NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED BY ONLY 1 SPONSORING EMPLOYER (Q11A CODE 2): **For all of the remaining questions about work please think only about the employer that sponsored your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa during your current/most recent visit to Australia.**

IF SPONSORED, NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED BY MULTIPLE SPONSORING EMPLOYERS (Q11A CODE 1): **For all of the remaining questions about work please think only about the employer that sponsored your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa for the longest period of time during your current/most recent visit to Australia.**

IF STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER AND CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED FOR A LONGER PERIOD OF TIME BY ANOTHER EMPLOYER (Q9D CODE 2): **For all of the remaining questions about work, please think only about the job that you held for the longest period of time during your current visit to Australia and while on your [INSERT VISA NAME**

AND NUMBER FROM SAMPLE] visa even though this is not your current job. That job may have been full or part-time, permanent or temporary.

IF STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER AND NOT CURRENTLY EMPLOYED AND PREVIOUSLY EMPLOYED BY ONLY 1 EMPLOYER (Q11B CODE 2): For all of the remaining questions about work please think about the employer that you worked for during your current/most recent visit to Australia and while on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa. That job may have been full or part-time, permanent or temporary.

IF STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER AND NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED BY MULTIPLE EMPLOYERS (Q11B CODE 1): For all of the remaining questions about work, please think only about the job that you held for the longest period of time during your current/most recent visit and while on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa. That job may have been full or part-time, permanent or temporary.

QUESTIONS FOR THOSE IN A CURRENT JOB THAT IS NOT THEIR LONGEST JOB/LONGEST SPONSORED JOB (IF THEY ARE SPONSORED) OR IF NOT CURRENTLY EMPLOYED (BUT PREVIOUSLY EMPLOYED):

ASK IF CURRENT JOB IS NOT THE LONGEST (Q9B CODE 2 OR Q9D CODE 2) OR NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED (Q10ACODE 1 OR Q10B CODE 1)

Q12. What was the main activity/industry of that employer?

SR — SHOW DIVISIONS FIRST, THEN ONLY RELEVANT SUBDIVISIONS, THEN ONLY RELEVANT GROUPS — IN DROP-DOWN LISTS — SEE APPENDED LIST — SHOW ALL 3 ON SAME SCREEN SO CAN CHANGE RESPONSE IF NEEDED

BELOW THE DROP-DOWN LISTS INCLUDE THE FOLLOWING OPTION: If you cannot find the relevant activity/industry, please write in what that employer did _____ (PLEASE SPECIFY)

DO NOT ALLOW TO MOVE ON UNTIL ALL THREE DROP-DOWN BOXES HAVE BEEN COMPLETED OR A ROLE HAS BEEN SPECIFIED.

A. DIVISION:

B. SUBDIVISION:

C. GROUP:

(SOURCE: ANZSIC 2006)

ASK IF CURRENT JOB IS NOT THE LONGEST (Q9B CODE 2 OR Q9D CODE 2) OR NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED (Q10ACODE 1 OR Q10B CODE 1)

Q13. Please select the location where you worked for that employer (while in Australia). If you worked in more than one location (in Australia) for that employer please select the most recent location. Please select the state first, before slowly typing in the name of the suburb.

STATE DROP-DOWN BOX - DO NOT ALLOW TO MOVE ON WITHOUT COMPLETING STATE (DO NOT ALLOW DK FOR STATE)

FOLLOWED BY PREDICTIVE TEXT SEARCH BOX FOR SUBURB IF PREDICTIVE TEXT IS OVERRIDDEN THEN BRING UP A WRITE IN BOX FOR POSTCODE (ALLOW 4 NUMERICS ONLY), WITH THE MESSAGE, 'PLEASE WRITE IN THE POSTCODE' (IF TRY TO MOVE ON

WITHOUT COMPLETING POSTCODE THEN SHOW A DK OPTION (CODE 98) FOR POSTCODE, WITH THE MESSAGE 'PLEASE WRITE IN POSTCODE OR SELECT DON'T KNOW'.

SHOW DON'T KNOW (CODE 98) OPTION FOR SUBURB ONLY IF TRY TO MOVE ON WITHOUT COMPLETING BOTH STATE AND SUBURB. MUST COMPLETE STATE (RETAIN STATE IF DK IS SELECTED FOR SUBURB)

ASK IF DON'T KNOW THE NAME OF THE SUBURB WHERE THEY WORK/WORKED (AT Q13) OR (IF THEY OVERRIDE THE PREDICTIVE TEXT AND SELECT DON'T KNOW THE POSTCODE AT Q13)

Q14. What type of area was the location where you worked for that employer? (please select one)

SR

1. Rural/remote
2. Regional city/town
3. Capital city (i.e. Sydney, Canberra, Brisbane, Adelaide, Darwin, Melbourne, Perth or Hobart)
98. Don't know

QUESTIONS FOR ALL EMPLOYED WHILE IN AUSTRALIA

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q15. How did you find out about that job? (please select all that apply)

MR, RANDOMISE (BUT ALWAYS SHOW 15 AND 16 AFTER BOTH 13 AND 14)

1. Migration/immigration agent
2. Job advertisement in newspaper
3. Through friends or family
4. Approached employer directly to ask about opportunities
5. Was approached directly by employer
6. Internal transfer from overseas office
7. Department of Immigration Expo
8. Noticeboard
9. LinkedIn website
10. Through a work colleague
11. Employer's website
12. Education provider arranged the job (ASK STUDENT VISA HOLDERS ONLY — FROM SAMPLE)
13. Australian Job Search
14. Harvest Labour Services

- 15. Another recruitment agency/labour hire company/contractor
- 16. Through a general Internet vacancy/job search site (e.g. Seek)
- 17. Another way (PLEASE SPECIFY)
- 98. Don't know

(ADAPTED FROM 457 EMPLOYER AND WHM SURVEYS)

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q16. Did you arrange that job before coming to Australia? (please select one)

SR

- 1. Yes
- 2. No

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q17. Are you/were you employed directly by your employer or by a labour hire company/recruitment agency/contractor while in that job? (please select one)

SR, REVERSE OPTIONS 1 AND 2

- 1. Employed directly by employer
- 2. Employed by a labour hire company/recruitment agency/contractor
- 98. Don't know

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q18. How many hours do you/did you generally work per week in that job? If you're not sure please provide an estimate.

RECORD HOURS_____ [INPUT NUMERIC 1-168]

98. Don't know

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q19. Which of the following best describes your employment in that job? (please select one)

SR

- 1. Employed on a permanent basis — full-time (35 hours or more per week)
- 2. Employed on a permanent basis — part-time (less than 35 hours per week)
- 3. Employed on a casual basis
- 4. Employed on a limited-term contract

5. Something else (Please Specify)

98. Don't know

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q20. When did you start working in that job (in Australia)? If you're not sure please provide an estimate.

DROP-DOWN

1. MONTH (_____)

2. YEAR (_____)

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q21. And approximately, how long have you worked/did you work in that job (in Australia)? If you're not sure please provide an estimate.

_____years [NUMERIC 0-99]

_____months [NUMERIC 0-11]

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q22. Which, of the following best describes the type of work you do/did for that employer?

SR

FORMAT IN EXPANDABLE CATEGORIES — E.G. IF SELECT MANAGERIAL THEN RELEVANT CATEGORIES SHOWN IN A SECOND DROP-DOWN ON THE SAME PAGE

IF TRY TO MOVE ON WITHOUT SELECTING ALL BOXES SHOW: **If you cannot find the type of work you do/did please write in your job title.**

DO NOT ALLOW TO MOVE ON UNTIL BOTH DROP-DOWN BOXES HAVE BEEN COMPLETED/A JOB TITLE HAS BEEN WRITTEN IN

ANZSCO CODE IN BRACKETS — DO NOT SHOW IN PROGRAMMED SURVEY

IF CURRENTLY EMPLOYED IN AUSTRALIA AND CURRENT JOB IS THE LONGEST-HELD JOB (Q9D CODE 1)/LONGEST-HELD SPONSORED JOB (Q9B CODE 1) OR ONLY JOB HELD (Q9A CODE 2 OR Q9C CODE 2): **Please continue think about your current employer.**

IF SPONSORED AND CURRENTLY EMPLOYED IN AUSTRALIA BY SPONSOR BUT SPONSORED BY ANOTHER EMPLOYER FOR LONGER PERIOD OF TIME (Q9B CODE 2) **Please continue to think only about the employer that sponsored your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa for the longest period of time during your current visit to Australia, even though this is not your current employer.**

IF SPONSORED, NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED BY ONLY 1 SPONSORING EMPLOYER (Q11A CODE 2): **Please continue to think only about the employer that sponsored your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa during your current/most recent visit to Australia.**

IF SPONSORED, NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED BY MULTIPLE SPONSORING EMPLOYERS (Q11A CODE 1): Please continue to think only about the employer that sponsored your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa for the longest period of time during your current/most recent visit to Australia.

IF STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER AND CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED FOR A LONGER PERIOD OF TIME BY ANOTHER EMPLOYER (Q9D CODE 2): Please continue to think only about the job that you held for the longest period of time during your current visit to Australia and while on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa even though this is not your current job. That job may be full or part-time.

IF STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER AND NOT CURRENTLY EMPLOYED AND PREVIOUSLY EMPLOYED BY ONLY 1 EMPLOYER (Q11B CODE 2): Please continue to think about the employer that you worked for during your current/most recent visit to Australia and while on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa. That job may be full or part-time.

IF STUDENT/GRADUATE/WHM/SECONDARY VISA HOLDER AND NOT CURRENTLY EMPLOYED, BUT PREVIOUSLY EMPLOYED BY MULTIPLE EMPLOYERS (Q11B CODE 1): Please continue to think only about the job that you held for the longest period of time during your current/most recent visit and while on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa. That job may be full or part-time.

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q23. How satisfied are you/were you with that job in terms of...? (please select one per row)

SR PER STATEMENT, RANDOMISE ROWS

- A. Your pay/salary
- B. How interesting the job is/was
- C. Your relationship with other workers
- D. Your relationship with your employer/manager
- E. Employment conditions (access to leave, family friendly employer, flexible hours)
- F. The number of hours you work/worked

RESPONSE FRAME, REVERSE

- 1. Very satisfied
- 2. Satisfied
- 3. Neither
- 4. Dissatisfied
- 5. Very Dissatisfied
- 98. Don't know

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q24. How relevant is/was that job to your skills/qualifications?

Was it...? (please select one)

SR, REVERSE

1. Very relevant to your skills or qualifications
2. Somewhat relevant, but you feel/felt overqualified
3. Somewhat relevant, but you feel/felt underqualified
4. Not relevant to your skills/qualifications

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q25. And to what extent, if at all, do you agree or disagree that you 'received a warm welcome' from Australian workers in that job? (please select one)

SR, REVERSE

1. Strongly agree
2. Agree
3. Neither
4. Disagree
5. Strongly disagree
98. Don't know
99. Does not apply — no Australian workers in that job

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q26A. Which, if any, of the following have you/did you experience in that job? (please select all that apply)

MR FOR OPTIONS 1-6, RANDOMISE WITHIN TWO BLOCKS (1-3 AND 4-6)

1. Sexual harassment
2. Verbal, physical or psychological abuse
3. Racism or prejudice
4. Unsafe working conditions
5. Problems with pay and entitlements
6. Pressure to work outside of visa conditions
7. None of these
98. Don't know
97. Prefer not to say

INCLUDE NOTE AT THE BOTTOM OF THIS SCREEN:

Support Services:

Beyond Blue 1300 224 636 (beyondblue.org.au)

Lifeline 13 11 14 (lifeline.org.au)

ASK IF SELECT ANY 1-6 AT Q26A

Q26B. And did you report this to a superior(s)? (please select one per row)

SR PER ROW, YES/NO

ONLY SHOW OPTIONS SELECTED AT Q26A

1. Sexual harassment
2. Verbal, physical or psychological abuse
3. Racism or prejudice
4. Unsafe working conditions
5. Problems with pay and entitlements
6. Pressure to work outside of visa conditions
98. Don't know

INCLUDE NOTE AT THE BOTTOM OF THIS SCREEN:

Support Services:

Beyond Blue 1300 224 636 (beyondblue.org.au)

Lifeline 13 11 14 (lifeline.org.au)

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q27. What is/was your gross salary from that job (i.e. before tax or anything else is taken out)? Please write in your weekly, fortnightly or monthly salary, depending on how you are/were paid. If you are not sure, please provide an estimate. If it varies/varied please write in what you usually get/got paid from that job (please write in one box only)

ALLOW ONE BOX ONLY. DO NOT ALLOW TO MOVE ON UNLESS ONE BOX IS FILLED IN (OR DK/PREFER NOT TO SAY HAS BEEN SELECTED)

AUD \$ ____per week (gross)

AUD \$ ____per fortnight (gross)

AUD \$ ____per month (gross)

98. Don't know

97. Prefer not to say

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q28. And if you are/were paid on an hourly basis, what is/was your gross pay per hour (i.e. before tax or anything else is/was taken out)?

AUD \$ ____per hour (gross)

Not paid per hour

98. Don't know

97. Prefer not to say

ASK IF CURRENTLY EMPLOYED (Q6A CODE 1 OR Q6B CODE 1) OR PREVIOUSLY EMPLOYED (Q10A CODE 1 OR Q10 B CODE 1)

Q29. Compared to your Australian colleagues (doing the same kind of work), do you think you are/were paid...? (please select one)

SR, REVERSE

1. Much more than Australian workers
2. Slightly more than Australian workers
3. Exactly the same as Australian workers
4. Slightly less than Australian workers
5. Much less than Australian workers

99. Don't have any Australian colleagues doing the same kind of work

98. Don't know

ASK IF (SPONSORED AND IF (CURRENTLY EMPLOYED BY SPONSOR (Q6A CODE 1) OR PREVIOUSLY EMPLOYED BY SPONSOR (Q10A CODE 1)) OR IF (A STUDENT/GRADUATE/WHM/SECONDARY VISA

HOLDER AND WORKS FOR/HAS WORKED FOR MORE THAN ONE EMPLOYER IN AUSTRALIA (Q11B CODE 1 OR Q9C CODE 1))

Q30. Do you/did you also work in any other paid jobs at the same time as that job? (please select one)

SR

1. Yes
2. No
98. Don't know

ASK IF MORE THAN ONE JOB AT THE SAME TIME (Q30 CODE 1)

Q31. On average, how many hours per week do you/did you work in the other job(s) (i.e. in addition to the main job)?

[INPUT NUMERIC 1-168]

98. Don't know

ACCOMMODATION

Thank you for all your responses so far. The next few questions are about where you [IF IN AUSTRALIA (QS2 CODE 1): live] [IF LEFT AUSTRALIA (QS2 CODE 3): lived] in Australia.

ASK ALL

Q32. Where [IF IN AUSTRALIA (QS2 CODE 1): do you live?] [IF LEFT AUSTRALIA (QS2 CODE 3): did you live for the majority of your time in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE]?

Please select the state first, before slowly typing in the name of the suburb.

STATE DROP-DOWN BOX- DO NOT ALLOW TO MOVE ON WITHOUT COMPLETING STATE (DO NOT ALLOW DK FOR STATE)

FOLLOWED BY PREDICTIVE TEXT SEARCH BOX FOR SUBURB — IF TRY TO MOVE ON WITHOUT COMPLETING SUBURB THEN ALLOW/SHOW DK (CODE 98) (STATE MUST STILL BE COMPLETED EVEN IF DK IS SELECTED OR PREDICTIVE TEST IS OVERRIDDEN).

IF PREDICTIVE TEXT IS OVERRIDDEN THEN BRING UP A WRITE IN BOX FOR POSTCODE (ALLOW 4 NUMERICS ONLY), WITH THE MESSAGE, 'PLEASE WRITE IN THE POSTCODE' (IF TRY TO MOVE ON WITHOUT COMPLETING POSTCODE THEN SHOW A DK OPTION (CODE 98) FOR POSTCODE, WITH THE MESSAGE 'PLEASE WRITE IN POSTCODE OR SELECT DON'T KNOW').

ASK IF DON'T KNOW THE SUBURB (AT Q32) OR (IF THEY OVERRIDE THE PREDICTIVE TEXT AND DON'T KNOW THE POSTCODE AT Q32)

Q33. IF IN AUSTRALIA (QS2 CODE 1): What type of area do you live in?

IF LEFT AUSTRALIA (QS2 CODE 3): What type of area did you live in for the majority of your time in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE]? (please select one)

SR

1. Rural/remote
2. Regional city/town
3. Capital city (i.e. Sydney, Canberra, Brisbane, Adelaide, Darwin, Melbourne, Perth or Hobart)
98. Don't know

ASK ALL

Q34. What was the main reason(s) you chose to live in that area? (please select all that apply)

MR, RANDOMISE

1. Affordable accommodation
2. Quality of tertiary education/training facilities (e.g. TAFE/University)
3. I had friends/family who lived there
4. For work reasons/where my job was
5. Where my spouse/partner's job was
6. Attractive features such as beaches, climate, lifestyle
7. Practical reasons such as close to shops, good schools, etc.
8. Recommended by a migration agent/travel agent/broker
9. Believed it was a safe place
10. Close to my tertiary education provider (e.g. TAFE/University)
11. Another reason (PLEASE SPECIFY)
98. Don't know

DECISION-MAKING

The next few questions are about your decision to come to Australia.

ASK ALL

Q35. Why did you want to come to Australia? (please select all that apply)

MR, RANDOMISE

1. I had friends/family in Australia
2. My partner/spouse is from Australia
3. I was offered a transfer by my employer
4. I hoped it might lead to permanent residency/citizenship in Australia
5. I frequently move between countries as part of my job
6. Previously lived/studied in Australia, and wanted to return
7. Easier migration requirements than other countries

8. A higher standard of living
9. Australia's features (such as beaches, climate, lifestyle, etc.)
10. Recommended by immigration agent/broker/travel agent/recruitment agency/ labour hire company/contractor
11. Quality of education/training/schools
12. Australia is an English-speaking country
13. More job opportunities
14. Poor economy/job prospects in home country
15. Good exchange rate
16. Affordable accommodation
17. To further my career/expand my work experience
18. Better work conditions/pay entitlements
19. My partner/spouse wanted to go to Australia
20. Better prospects for my children
21. Other reason (SPECIFY_____)
98. Don't know

(ADAPTED FROM 457 VISA HOLDER AND WHM SURVEYS)

ASK ALL

Q36. Where did you get information about Australia's [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa programme? (please select all that apply)

MR, RANDOMISE OPTIONS 1-10 (BUT KEEP OPTIONS 1 AND 2 TOGETHER AND KEEP OPTIONS 8 AND 9 TOGETHER)

1. Friends/family/spouse/partner in home country
2. Friends/family/spouse/partner in Australia
3. The Australian Tourism Website (www.australia.com/en)
4. Social media (e.g. Facebook, YouTube)
5. The Department of Immigration and Border Protection's website (www.border.gov.au)
6. The Department of Immigration's website (www.immi.gov.au)
7. Immigration/ migration agent/broker/travel agent/recruitment agency/ labour hire company/contractor
8. Through employer in home country
9. Through employer in Australia
10. Travel guides

- 11. Other websites
- 12. Somewhere else (PLEASE SPECIFY)
- 98. Don't know

ASK ALL

Q37. A) Did you use a broker, migration/immigration agent, travel agent, recruitment agency, labour hire company or contractor before you arrived in Australia to arrange...

B) And did you use a broker, migration/immigration agent, travel agent, recruitment agency, labour hire company or contractor after you arrived in Australia to arrange...

(please select all that apply)

MR, RANDOMISE 1-6

- 1. A visa
- 2. Healthcare cover
- 3. Transportation to/from work
- 4. Accommodation
- 5. Employment
- 6. Enrolment in an education programme/course
- 7. Something else (PLEASE SPECIFY)
- 99. No, none of these

TEXT FOR PLEASE SPECIFY:

A. Please write in what was arranged by a broker, migration/immigration agent, travel agent, recruitment agency, labour hire company or contractor before you arrived in Australia:

B. Please write in what was arranged by a broker, migration/immigration agent, travel agent, recruitment agency, labour hire company or contractor after you arrived in Australia:

ASK IF USED A BROKER/MIGRATION AGENT/TRAVEL AGENT/RECRUITMENT AGENCY (Q37A or Q37B CODES 1-7)

Q38A. How would you rate the service provided by the broker, migration agent, travel agent, recruitment agency, labour hire company or contractor? (please select one)

SR, REVERSE

- 1. Very good
- 2. Good
- 3. Adequate
- 4. Poor
- 5. Very poor
- 98. Don't know

ASK IF CODE 4 OR 5 AT Q38A

Q38B. Please write in why the service was poor.

TEXT BOX

CONTRIBUTIONS TO AUSTRALIA, SOCIAL CONNECTEDNESS AND BARRIERS

ASK ALL

Q39. Based on your experiences in Australia, to what extent do you agree or disagree with each of the following statements? (please select one per row)

SR PER STATEMENT

- A. People are willing to help their neighbours
- B. I feel/felt a sense of belonging to or being part of my local neighbourhood
- C. I feel/felt a sense of belonging to or being part of Australian social and cultural life
- D. I feel positive about the Australian way of life
- E. I feel/felt closer to my own (ethnic/home) community and culture than to mainstream Australian community and culture
- F. If I needed help I have/had friends or family in Australia who would help me
- G. If I needed help I have/had friends or family in my home country who would help me
- H. I experienced racism/prejudice while in Australia

RESPONSE FRAME, REVERSE

- 1. Strongly agree
- 2. Agree
- 3. Neither agree nor disagree
- 4. Disagree
- 5. Strongly disagree
- 98. Don't know

ASK ALL

Q40a. While in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa, have you done/did you do any of the following in your local neighbourhood/community? (please select all that apply)

MR, RANDOMISE 1-6

- 1. Attended sporting events
- 2. Attended community or cultural events
- 3. Attended playgroup sessions

4. Attended religious services
5. Attended school events
6. Visited the local library
7. Participated in other local activities or events (PLEASE SPECIFY)
8. None of these
98. Don't know

Q40b. And while in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa, have you done/did you do any of the following to help someone in your local neighbourhood/community? Please do not include any form of paid work or help provided to a member of your family. (please select all that apply)

MR, RANDOMISE 1-10

1. Lent household items or equipment
2. Looked after someone's house or pets while they were away
3. Provided transport
4. Loaned/gave money
5. Provided food/meals
6. Looked after children
7. Cared for someone due to sickness/disability/old age
8. Helped with shopping
9. Helped with study/language skills
10. Volunteered or did unpaid work for a charity, club, school, or as a religious/community leader
11. Helped in another way (PLEASE SPECIFY)
12. None of these
98. Don't know

ASK IF FORMALLY VOLUNTEER (Q40b CODE 10)

Q40c. How frequently do/did you usually participate in volunteering activities? If you're not sure please provide an estimate. (please select one)

SR

1. Daily
2. Weekly
3. Fortnightly
4. Monthly
5. Every few months

- 6. Less often
- 98. Don't know

INCOME AND SPENDING DATA

INCOME AND SPENDING SECTION (Q41 — Q54) TO BE ASKED OF PRIMARY VISA HOLDERS ONLY (FROM SAMPLE), SECONDARY VISA HOLDERS TO SKIP TO Q55.

The survey is almost finished. The next few questions are about household income and spending while in Australia.

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE)

Q41. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): Do you currently...?

IF LEFT AUSTRALIA (QS2 CODE 3): For the majority of time you were in Australia on your [INSERT VISA NAME AND NUMBER] did you...?

(please select all that apply)

MR (EXCEPT FOR 97, WHICH IS SR AND 7 WHICH CAN ONLY BE MR WITH CODES 6 OR 8)

- 1. Live with a partner/spouse
- 2. Live with a child/children aged under 18 (mine or my partner's)
- 3. Live with an adult child/children aged 18+ (mine or my partner's)
- 4. Live with other relatives (parents, siblings, extended family)
- 5. Live with other people (e.g. friends, housemates, colleagues)
- 6. Have a child(ren) who [IF IN AUSTRALIA: does not IF LEFT AUSTRALIA: did not] live with me, but who I (or my partner) [IF IN AUSTRALIA: am IF LEFT AUSTRALIA: was] financially responsible for
- 7. Live alone
- 8. Other living arrangement (PLEASE SPECIFY)
- 97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE) AND LIVING/LIVED WITH A CHILD (Q41 CODE 2) OR ADULT CHILD (Q41 CODE 3) OR HAVE A CHILD THAT DOES NOT LIVE WITH THEM WHO THEY ARE FINANCIALLY RESPONSIBLE FOR (Q41 CODE 6)

Q42. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): How many children do you have that you [IF Q41 CODE 1: (and/or your partner)] are financially responsible for?

IF LEFT AUSTRALIA (QS2 CODE 3): For the majority of time you were living in Australia on your [INSERT VISA NAME AND NUMBER] visa, how many children did you [IF Q41 CODE 1: (and /or your partner)] have that you were financially responsible for?

[INSERT NUMERIC 1-99]

- 97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE) AND HAVE/HAD A PARTNER LIVING WITH THEM (Q41 CODE 1)

Q43. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): What is your partner/spouse's visa status?

IF LEFT AUSTRALIA (QS2 CODE 3): For the majority of time you were living in Australia on your [INSERT VISA NAME AND NUMBER] visa, what was your partner/spouse's visa status?

(please select one)

SR

1. Secondary visa holder, on my visa
2. On their own (separate) temporary visa
3. Between visas/on a bridging visa
4. Australian Permanent Resident
5. Australian Citizen
6. Don't know
7. Something else (PLEASE SPECIFY)
97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE) AND HAVE/HAD PARTNER LIVING WITH THEM (Q41 CODE 1)

Q44. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): And what is your partner/spouse's employment status?

IF LEFT AUSTRALIA (QS2 CODE 3): And what was your partner/spouse's employment status?
(please select one)

SR, REVERSE

1. Employed on a permanent basis - full-time (usually work 35 hours or more per week)
2. Employed on a permanent basis - part-time (usually work less than 35 hours per week)
3. Employed on a casual basis
4. Not employed - looking for work
5. Not employed - not looking for work
6. Retired
97. I'd prefer not to say

Q45. REMOVED

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE)

Q46. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): To the best of your knowledge, what is your total gross household income (i.e. before tax or anything else is taken out)?

IF LEFT AUSTRALIA (QS2 CODE 3): To the best of your knowledge, for the majority of the time you were living in Australia on your [INSERT VISA NAME AND NUMBER], what was your total gross household income (i.e. before tax or anything else was taken out)?

Please write in either your weekly, fortnightly or monthly gross household income (whichever is easiest).

AUD \$ ____per week

AUD \$ ____per fortnight

AUD \$ ____per month

98. Don't know

97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE)

Q47. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): How much money, if any, did you [IF LIVING WITH PARTNER (Q41 CODE 1): (and/or your partner/spouse)] bring with you when you first arrived in Australia on this visit?

IF LEFT AUSTRALIA (QS2 CODE 3): How much money, if any, did you [IF LIVING WITH PARTNER (Q41 CODE 1): (and/or your partner/spouse)] bring with you when you first arrived in Australia (on your most recent visit)?

If you're not sure please provide an estimate.

IF A STUDENT OR GRADUATE (FROM SAMPLE): Please include any money you brought with you or paid in advance for Australian college/university/TAFE fees (even if this was paid directly to your college, university or TAFE on your behalf).

AUD \$ (ALLOW 0)

98. Don't know

97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE)

Q48. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): Please estimate how much money, if any, your household spends in an average week on the following items...

IF LEFT AUSTRALIA (QS2 CODE 3): Still thinking about the majority of the time you were living in Australia on your [INSERT VISA NAME AND NUMBER], please estimate how much money, if any, your household spent in an average week on the following items...

INPUT AS AUD \$ (ALLOW 0 AND DON'T KNOW/PREFER NOT TO SAY FOR EACH OPTION)

1. Accommodation (e.g. hostels, hotels, rent)
2. Other essential items such as utilities (water, gas or electricity bills), transport, vehicle running costs, groceries, mobile phone, private health insurance etc.
3. Entertainment (e.g. pubs, clubs, cinema, live shows, meals out)
4. Money sent back home

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE)

Q49A. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): **Have you** [IF LIVING WITH PARTNER (Q41 CODE1): **and/or your partner**] **received any of the following additional forms of financial assistance while in Australia on your** [INSERT VISA NAME AND NUMBER FROM SAMPLE] **visa?**

IF LEFT AUSTRALIA (QS2 CODE 3): **Did you** [IF LIVING WITH PARTNER (Q41 CODE 1): **and/or your partner**] **receive any of the following additional forms of financial assistance while in Australia on your** [INSERT VISA NAME AND NUMBER FROM SAMPLE] **visa?**

IF A STUDENT OR GRADUATE (FROM SAMPLE): **Please include any forms of financial assistance you received from any of these sources to pay for Australian college/university/TAFE fees (even if this was paid directly to your college, university or TAFE on your behalf).**

(please select all that apply)

MR, RANDOMISE, BUT KEEP PAIRS TOGETHER AND ANCHOR 8 AND 9 TO THE END OF THE LIST

1. Gifts or loans from family or friends in my home (or another) country
2. Gifts or loans from family or friends in Australia
3. Loans from banks/financial institutions in my home (or another) country
4. Loans from banks/financial institutions in Australia
5. Loans from my employer or labour hire company/recruitment agency/contractor in my home country
6. Loans from my employer or labour hire company/recruitment agency/contractor in Australia
7. Credit cards
8. Private loans from other individuals in my home (or another) country
9. Private loans from other individuals in Australia
10. No — none of these
97. Don't know
97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE) AND RECEIVE MONEY FROM HOME COUNTRY (Q49A CODES 1, 3, 5, 8)

Q49B. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): **To the best of your knowledge, how much money have you** [IF LIVING WITH PARTNER (Q41 CODE 1): **and your partner**] **received in total from** [INSERT OPTIONS 1, 3, 5, 8] **while in Australia on your** [INSERT VISA NAME AND NUMBER FROM SAMPLE] **visa.**

IF LEFT AUSTRALIA (QS2 CODE 3): **To the best of your knowledge, how much money have did you** [IF LIVING WITH PARTNER (Q41 CODE 1): **and your partner**] **receive in total from**

[INSERT OPTIONS 1, 3, 5, 8] while in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa.

IF A STUDENT OR GRADUATE (FROM SAMPLE): Please include money you received from these sources to pay for Australian college/university/TAFE fees (even if this was paid directly to your college, university or TAFE on your behalf).

AUD \$ ____ (ALLOW 1 OR MORE)

98. Don't know

97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE) AND IF BROUGHT ANY MONEY FROM HOME (Q47 - \$1 OR MORE) OR RECEIVED ANY MONEY SINCE FROM HOME COUNTRY (Q49B - \$1 OR MORE).

Q50. In your responses to previous questions, you indicated that you [IF LIVING WITH PARTNER (Q41 CODE 1): and/or your partner]

IF \$1 OR MORE AT Q47: brought around \$ [INSERT FIGURE GIVEN AT Q47] with you when you first arrived in Australia

IF \$ OR MORE AT Q47 AND Q49B: and that you have

IF \$ OR MORE AT Q49B: received \$ [INSERT FIGURE GIVEN AT Q49B] from [INSERT OPTIONS 1, 3, 5, 8 FROM Q49A] while in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa

IF \$ OR MORE AT Q47 AND Q49B: which gives a total of \$ [SUM OF FIGURES GIVEN AT Q47 AND Q49B].

IF \$1 OR MORE AT Q47 OR Q49B: Of this \$ [SUM OF FIGURES GIVEN AT Q47 AND Q49B], approximately how much ...

A. [IF CURRENTLY IN AUSTRALIA (QS2 CODE 1) have you spent/IF LEFT AUSTRALIA (QS2 CODE 3): did you spend] in Australia?

IF A STUDENT OR GRADUATE (FROM SAMPLE): Please include money you have spent on Australian college/university/TAFE fees (even if this was paid directly to your college, university or TAFE on your behalf).

If you're not sure please provide an estimate.

AUD \$ ____ (SET MAX AMOUNT TO TOTAL PROVIDED AT Q47 + Q49B)

98. Don't know

97. I'd prefer not to say

B. [IF CURRENTLY IN AUSTRALIA (QS2 CODE 1) have you spent/IF LEFT AUSTRALIA (QS2 CODE 3): did you spend] outside of Australia (including any money sent back to your home country)?

AUD \$ ____ (SET MAX AMOUNT TO TOTAL PROVIDED AT Q47 + Q49B)

98. Don't know

97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE) AND STUDENT OR GRADUATE (FROM SAMPLE)

Q51. How did you pay for your Australian college/university/TAFE fees? Paid for with...

(please select all that apply)

MR

1. Money earned by me, while living in Australia
2. Money earned by me, while living in my home/another country
3. Money loaned to me by an Australian bank
4. Money loaned to me by a bank in my home (or another) country
5. Money given to me by a family member living in Australia
6. Money given to me by a family member living in my home (or another) country
7. Another way (PLEASE SPECIFY)

98. Don't know

97. I'd prefer not to say

ASK IF PRIMARY VISA HOLDER (FROM SAMPLE)

Q52. IF CURRENTLY IN AUSTRALIA (QS2 CODE 1): Do you currently have savings of more than \$1,000 which you could use in the event of financial difficulty or an emergency?

IF LEFT AUSTRALIA (QS2 CODE 3): Again, thinking about the majority of the time you were in Australia on your [INSERT VISA NAME AND NUMBER FROM SAMPLE] visa did you have savings of more than \$1,000 which you could have used in the event of financial difficulty or an emergency? (please select one)

SR

1. Yes

2. No

98. Don't know

97. I'd prefer not to say

ASK IF 401, 402, 400 OR 457 VISA SUBCLASS (FROM SAMPLE)

Q53. Thinking back to when you applied for your [INSERT VISA NAME AND NUMBER FROM SAMPLE], which, if any, of the following applied to you? (please select all that apply)

MR

1. I paid some/all of the visa application fees
2. I paid some/all of the sponsor or nomination fees
3. I paid some/all of the fee(s) for the migration/immigration agent to process the visa application

4. I paid additional money (above the visa application/nomination/migration agent fees) to my employer, so they would sponsor me
5. I paid additional money (above the visa application/nomination/migration agent fees) to a migration/immigration agent, so they would find an employer willing to sponsor me
6. I paid additional money (above the visa application/nomination/migration agent fees) to a labour hire/recruitment company/broker/contractor, so they would find an employer willing to sponsor me
7. None of these
98. Don't know
97. I'd prefer not to say

ASK IF 401, 402, 400 OR 457 VISA SUBCLASS (FROM SAMPLE) AND PAID ADDITIONAL MONEY TO SECURE SPONSORSHIP (Q53 CODES 4-6)

Q54. And approximately how much additional money (above the visa/migration agent fees) did you pay (or have you committed to pay) to secure a sponsor?

INPUT AUD (\$) _____ (ALLOW MIN \$1)

98. Don't know
97. I'd prefer not to say

ADDITIONAL DEMOGRAPHICS

Now a few final demographic questions for analysis purposes.

ASK ALL

Q55. Which of the following levels of education have you completed, if any? (please select all that apply)

MR

1. PhD
2. Masters degree
3. Postgraduate diploma
4. Graduate Diploma/Graduate Certificate
5. Bachelor degree (including honours level)
6. Advanced diploma/diploma
7. University foundation course
8. Non-award course
9. Certificate III/IV
10. Certificate I/II
11. Other Certificate level
12. Secondary school
13. None of these - did not complete secondary school
98. Don't know
97. I'd prefer not to say

ASK IF Q55 CODES 1-12

Q56. Which of these, if any, did you complete while in Australia? (please select all that apply)

SHOW OPTIONS SELECTED AT Q55

MR

99. None of these

ASK IF IN AUSTRALIA (QS2 CODE 1)

Q57. And are you part way through an Australian educational qualification currently? (please select one)

SR

1. Yes
2. No

ASK IF CURRENTLY IN EDUCATION IN AUSTRALIA (Q57 code 1)

Q58. What are you currently studying towards? (please select one)

MR

1. PhD
2. Masters degree
3. Postgraduate diploma
4. Graduate Diploma/Graduate Certificate
5. Bachelor Degree (including honours level)
6. Advanced Diploma/Diploma
7. University foundation course
8. Non-award course
9. Certificate III/IV
10. Certificate I/II
11. Other Certificate level
12. Year 12
13. Year 11
14. Year 10 or below
15. Something else (PLEASE SPECIFY)
98. Don't know

ASK ALL

Q59. Do you feel that your level of spoken English is [IF LEFT AUSTRALIA (QS2 CODE 3): was] adequate for your visit to Australia? (please select one)

SR

1. Yes, English is my first language
2. Yes, I have never had any issues
3. I found it challenging at first, but it is OK now [IF LEFT AUSTRALIA (QS2 CODE 3) was ok by the time I left Australia]
4. I am still having occasional problems with it [IF LEFT AUSTRALIA (QS2 CODE 3) I was still having occasional problems with it by the time I left Australia]
5. I am still having frequent problems with it [IF LEFT AUSTRALIA (QS2 CODE 3) I was still having frequent problems with it by the time I left Australia]
98. Don't know
97. I'd prefer not to say

THANK & CLOSE

Appendix C — Qualitative discussion guides

Visa holders

INTRODUCTION (c. 10 mins):

This research is being conducted by Hall & Partners | Open Mind, an independent research company, on behalf of the Australian Government. The purpose is to explore your experience of visiting/living/working in Australia.

- Recording, confidentiality
 - Reassure - any information you provide will be treated with the strictest confidence and will be used by the Government and Hall & Partners | Open Mind for research purposes only. No individual person, employer or business will be identified in any published findings and no identifying information will be provided to either your employer or to the Department of Immigration and Border Protection. Nothing you say will have any repercussions for you or your visa status.
- Be open and honest and voice your thoughts and opinions, no rights or wrongs, no need to reach consensus. As usual we ask that you keep the conversations we have today within the group, so everyone feels free to voice their opinions.
- Want to have a conversation between the group about things that matter to you, so if there's something you think is relevant to the topic we're discussing you don't need to wait to be asked a question about it.
- But one person at a time please.
- If you're not comfortable talking about any topic you don't have to contribute or please let me know.
- Refreshments, toilets, emergency exit, mobile phones.
- Distribute incentives.

To start let's go around and introduce ourselves — tell everyone a something about yourself:

- your first name
- where you are from
- if you are here with anyone else (family/friends)
- how long you've been in Australia and here in Hobart/Cairns/this area of Melbourne
- what you are doing in terms of work/study.

Decision-making (c. 10 mins)

So, thinking back to your decision to come to Australia, why did you decide to come here...?

What about your decision to come to Hobart/Cairns/Melbourne (and this specific area of Melbourne)...

- Where else was considered?
- What had you heard before you came here?
- Where did you go before here?
- Where did you find information (about Australia, this area, visas etc.)? How useful was this? What else would have been useful in hindsight?
- Who or what influenced your decision (family, friends, media, role of agents/brokers, other info sources)?

Did you use a migration/immigration agent to help you (e.g. to arrange visa/work/travel/study)?

- Why?
- What was good/not so good about this?

For the rest of this discussion please focus on the time you have spent here in Hobart/Cairns/this area of Melbourne

Overall experience (c. 15 mins)

And thinking back to the first few weeks, after you first arrived in Hobart/Cairns/this area of Melbourne, what was that experience like?

- What were your first impressions?
- What did you find easy/positive about the experience in those first few weeks?
- What did you find difficult/negative?
- What made the experience easier/more difficult?
- How easy or difficult did you find it to meet people? Why?

And what about now? How would you describe the experience of living here in Hobart/Cairns/this area of Melbourne to someone from your home country?

- What is good/bad?
- What has been the same as you expected, what has been different?
- Would you recommend coming here to someone from home?
- What kinds of things should someone who is considering coming here think about/need to be aware of (e.g. in terms of settling in, finances/accommodation, finding work etc.)?

Networks and community perceptions/involvement (c. 20 mins)

How much contact do you have with people back at home? How do you stay in touch?

- How important is this? Why?

Who do you mostly spend time with here?

Aim to understand interaction with friends from home country compared to other countries, compared to Australians compared to local residents etc.

- Who are your main sources of support?
- What are the benefits and drawbacks of mainly interacting/socialising with...?

[look out for and follow-up on any feelings of obligation to/exploitation by home country networks]

How much of a sense of belonging or connection do feel to the local community here (e.g. compared to back home)?

- Why do you think this is?
- What makes it easier/ harder to feel a sense of belonging or connection?
- Would you like it to be different? How? What might make it easier?

What kind of contact do you have with your neighbours or other local people?

- How would you describe the local people who live here to someone back home?
- Do you find that people in the area help each other out? How?
 - Any examples of when you've seen someone helping someone else or helped yourself?
- Are you involved with any local organisations, clubs, courses, formal or informal voluntary activities etc?
 - Why?
 - What difference has this made to your experience of being here?

How do you think local people feel about people from overseas who are here on temporary visas living and working here? What are their perceptions?

- Have you observed or experienced any positive or negative reactions from local people?
[Sensitively follow-up on any experiences of racism, abuse etc.]

Work (c. 20 mins)

Have you done any paid work while you have been here in Hobart/Cairns/Melbourne? Or have you looked for work?

- What kinds of work?
- How did you look for work?

[Follow-up on: recruiter, advertised positions, contacts/friends from home community, contacts/friends in local community etc.]

- How easy/difficult was it to find work? Why?

[Follow-up on: language issues, perceptions of people from overseas, qualifications being recognised, visa conditions etc.]

What has been your experience of working here?

- What has been positive/negative about the experience?
 - How does it compare to your experience of work back at home/elsewhere?
 - How much do you enjoy the work?
 - How much use does it make of your skills/experience/qualifications?
 - How do you get on with your colleagues (Australian and from overseas)?
 - How do you get on with your manager/boss?
- How does being from overseas/being here on a temporary visa impact on your experience of work?
- Do you think employers treat staff from other countries differently to Australian staff or have different expectations or is everyone treated the same? How? Why?

[Follow-up on: feelings of reliance/obligation to employer for visa, accommodation etc. — esp. for WHMs or Sponsored, and temporary compared to permanent residents from overseas]
- Have you seen any poor treatment or unreasonable expectations of staff on temporary visas, or experienced this yourself? Were any formal complaints made?
- [Sensitively follow-up on any experiences of racism, abuse, pay and conditions, work place health and safety, being pressured to work longer hours etc. Reasons for complaints not being made]

How much do you feel you know about your rights in the workplace? What about your responsibilities (inc. visa conditions)?

- Where did you get this information/where would you look?
- What would be the best way to make sure people on temporary visas know about this? Best way to get information to them?

Future plans/intentions (c. 10 mins)

So now we're going to talk a little about the future, what do you plan to do in the future or when your visa expires?

- Renewing?

- Applying for a different visa?
- Going home? To another country?
- What about in the longer-term (e.g. aiming for PR/citizenship)?
- Why? [If relevant] How do you plan to achieve this?

Wrap-up (c. 10 mins)

How has your view of Australia changed while you have been here?

What could be done to make the experience of being in Australia better for people on temporary visas?

Any other comments?

Thank and close — distribute incentives (\$80)

IF APPLICABLE: We have talked about some difficult experiences that people have had or observed. If you've found any of this upsetting in any way please let me know at the end and I can give you contact details for sources of support.

Useful contact details:

FairWork Ombudsman - Helps employers and employees understand their rights and responsibilities under Australian workplace laws. We also work with them to resolve workplace issues which may arise (free service). <https://www.fairwork.gov.au/> Infoline 13 13 94 (open 8am - 5.30pm Monday to Friday (except for public holidays)).

Beyondblue Support Service — support for people experiencing depression or anxiety. <https://www.beyondblue.org.au/> 1300 22 4636 (24hrs, 7 days a week), an online chat service is also available (3pm to 12am, 7 days a week).

Community members

INTRODUCTION (c. 10 mins):

This research is being conducted by Hall & Partners | Open Mind, an independent research company, on behalf of the Australian Government. The purpose is to explore your experience of living in this area.

- Recording, confidentiality
 - For general pop groups only — the groups are being audio/video recorded and these recordings will be passed on to our Government clients.
 - Reassure - any information you provide and these recordings will be treated with the strictest confidence and will be used by the Government and Hall & Partners | Open Mind for research purposes only. No individual person, employer or business will be identified in any published findings.
- Be open and honest and voice your thoughts and opinions, no rights or wrongs, no need to reach consensus. As usual we ask that you keep the conversations we have today within the group, so everyone feels free to voice their opinions.
- Want to have a conversation between the group about things that matter to you, so if there's something you think is relevant to the topic we're discussing you don't need to wait to be asked a question about it.
- But one person at a time please.
- If you're not comfortable talking about any topic or answering a question please let me know - you don't have to talk about anything you don't want to.
- Refreshments, toilets, emergency exit, mobile phones.
- Distribute incentives.

To start lets go around and introduce ourselves — tell everyone something about yourself:

- your first name
- how long you've lived in this area
- something about your family
- what you do for work

[NOTE FOR GROUPS IN CENTRAL MELBOURNE — these groups will also have people who work but do not live in the local area. While not explicitly accounted for in this guide, please amend your language to include this group, e.g. say “live or work” rather than “live” throughout the discussion.]

Overall experience of living in Hobart/Cairns/this area of Melbourne (c. 10 mins)

So, for those of you who have moved to Hobart/Cairns/this area of Melbourne...

- What brought you here (work, family, climate, lifestyle etc.)?

- What had you heard before you came here — good/bad?
- How is it the same/different from what you expected?

For everyone...

- How would you describe the local area to someone who has never visited?
- What do you like about this area? What do you dislike?
 - Schools/education
 - Work opportunities/economy
 - Lifestyle
 - Local environment
 - People/community
- Would you recommend living here? Why? Who to?

How has this area changed in the time you've been here?

- Good/bad

What are the key challenges for this area?

- Schools/education
- Work opportunities/economy
- Lifestyle
- Local environment
- People/community

Finding work (c. 5 mins)

How easy or difficult is it to find work in this area?

- What makes it more difficult?
- Are there any particular types of jobs that are harder to find in the area? Why?

Community cohesion (c. 10 mins)

How much of a sense of belonging do you have to the local community here?

- Why do you think this is?
- What makes it easier/ harder to feel a sense of belonging?
- Would you like it to be different? How?

What kind of contact do you have with your neighbours or other people living and working in the area?

- How would you describe the people who live here to someone who has never been here?

- Do you find that people in the area help each other out? How?
 - Any examples of when you've seen someone helping someone else or helped yourself?
- Are you involved with any local organisations, clubs, courses, formal or informal voluntary activities etc?
 - What difference has this made to your experience of living here?

Impact/contribution of temporary residents (c. 25 mins)

Do you think there are many people living in Hobart/Cairns/this area of Melbourne who have moved here from overseas and who are living here?

- On a permanent basis?
- On a temporary basis (i.e. for a few weeks, months or years)?
- How do you know this (word-of-mouth, personal experience/observation, media etc.)?

We are particularly interested in understanding the impact of people who are here on temporary resident visas, who have some right to work in Australia as part of their visa. This means they might be living/working/studying staying in Hobart/Cairns/this area of Melbourne for a few weeks, months or maybe years at a time. So for the rest of the discussion we would like to focus on these temporary residents, rather than people from overseas who have become Australian citizens or permanent residents, or people who are here only as tourists.

What type of people are you aware of who are here in Hobart/Cairns/this area of Melbourne on this kind of a temporary basis...

Look for mentions of...

- international students
- people here to work (e.g. people with a visa which is sponsored by an employer)
- people here to travel and work (e.g. Working Holiday Makers)

[Prompt on the above if needed. Also, if needed, clarify we are not focusing on asylum seekers or refugees for this particular study.]

What type of interaction have you personally had with people who are here on temporary visas (e.g. at work, at study, friends, people working in local shops/restaurants/businesses, people around the local area etc.)?

What difference do temporary residents make to the area?

- Positive contributions/impact?
- Negative contributions/impact?
- Or no difference at all?
- Why?

[Note and explore spontaneous mentions first, then if needed prompt for:

- Schools/education
- Lifestyle
- Local economy
- Local environment
- Local services
- People/community cohesion
- Cultural diversity]

How much do they interact with the local community?

- Why do you think this is?
- Does this matter?

Thinking specifically for a few minutes about the local labour market, what difference, if any, do temporary residents make?

- Positive [e.g. filling shortages, doing jobs others don't want, training others, bringing in new skills etc.]
- Negative [e.g. 'taking' jobs from locals]

Thinking more widely again, what would help or might help to increase the positive impacts (and lessen any negative impacts) of temporary residents living in the area?

[If needed prompt for the areas above]

Community reactions to temporary visa holders (c. 15 mins)

How do you think people in Hobart/Cairns/this area of Melbourne on temporary visas would describe their experience of living here?

- What do you think might be positive about their experience?
- What might be less positive about their experience?

IF NEEDED PROMPT FOR

- Work
- Schools/education
- Lifestyle
- Local environment
- Local services
- People/community cohesion

- Cultural diversity

IF NOT ALREADY DISCUSSED Have you observed or heard about any examples of people here on temporary visas being treated differently to local people, either in the community or in employment or study situations.

- Either being given special privileges or treatment [e.g. getting additional access to services, accommodation etc.]
- Or being treated unfairly/poorly [e.g. racism/prejudice, harassment, employment pay and conditions etc.]
- Why do you think this happens?
- What impact does it have on the individuals involved and the wider community?
- What could be done to change this?

Wrap-up (c. 10 mins)

Any final comments or issues we haven't covered?

Thank and close

Employer IDIs

Thanks for agreeing to speak with us today. As you will have gathered from the recruitment process, we are keen to explore your thoughts and experiences regarding employing workers from overseas on temporary visas. This is one component of a much larger project we are conducting for a Government Department. Any information you provide will be treated with the strictest confidence and will be used by the Government and Hall & Partners | Open Mind for research purposes only. No individual person, employer or business will be identified in any findings and no identifying information will be provided to the Department of Immigration and Border Protection. The information you give to us will not have any repercussions for your business/organisation or your employees' visa status.

Introduction to also cover...

- Admin details: inform and gain permissions for recording.

Introductions and warm up (c. 5 mins)

To start with, can you please tell me about your business/organisation and your role?

- What are the daily activities of your business?
- Approximately how many staff do you have in Australia?
- And what does your role entail?

Which types of temporary visa holders do you employ (students, graduates, sponsored, working holiday makers, secondary visa holders who are here on their partner's temporary visa)?

- How many?
- In what kind of roles?
- Employed directly or via a labour hire company/recruitment agency/contractor

[Note, if employer has employees on different types of temporary visas, draw our thoughts and experiences on each group where relevant for each theme throughout the discussion]

Recruitment and decision-making (10 mins)

How did you find/hire these employees?

- Through recruiter?
- Seek/online?
- Word-of-mouth?
- Direct applications?
- Transfer?
- Via a labour hire company/recruitment agency?

IF NOT SPONSOR: Talk me through the recruitment process:

- Why did you decide to hire someone/people on a temporary visa?
- How did you find out that they were on a temporary visa?
- At that stage, did you have any concerns about hiring temporary visa holders (e.g. English language, admin issues, visa restrictions, time left on visa, etc.)?
- Could you see any advantages? What were these?
- Was the admin involved in employing them any different because they were on a temporary visa? Did you need to do any checks re. their visa status/work rights?
 - IF SO, what did you do and how did you know to do this (info source)?

IF SPONSOR: What led to the decision to sponsor someone?

- e.g. any attempts to recruit for that role from the local (i.e. Australian) labour market first?
 - IF YES - What did this involve? How long did you try for? What were the problems you encountered?
 - IF NO - What was the main reasons for sponsoring someone rather than recruiting from the local labour market?
- Does the business provide any accommodation for the temporary visa holders employed?
- IF YES — why? What advantages does this offer the business?
- What type of accommodation?

Experience of employing temporary visa holder employees — benefits and drawbacks (10 mins)

Overall, what has been your experience of employing these temporary visa holders?

- For your business, what have been the benefits of employing these visa holders?
 - What do they offer or contribute to the business (e.g. unique skills, attitude, cultural diversity, to fill seasonal shortages etc.)?
 - Any others?
- What have been the drawbacks or challenges (e.g. English/other skills, attitude, cohesion, qualifications not recognised etc.)?
 - Any others?
- Does the visa itself...
 - Present any challenges or drawbacks for you as an employer (e.g. admin, conditions re number of hours, limited timeframe)?

- Have any advantages for you as employer (e.g. additional loyalty etc.)?

How do the temporary visa holders compare to Australian workers in your business?

- [IF NEEDED PROMPT - Are there any differences in terms of:
 - work ethic
 - expectations/complaints
 - hours worked
 - pay/conditions
 - loyalty to the business]

On balance, do you have a preference for employing temporary visa holders or Australian employees or no difference? Why?

Cohesion in the workplace (10 mins)

In your opinion, how well do Australian workers and temporary visa holders get on in your company?

- What makes you say this? Examples?
- Why do you think this is?

Have you observed or heard about any instances of temporary visa holders being treated differently or badly by their colleagues or others in the workplace (e.g. racism/prejudice, verbal, physical or sexual abuse)?

- What do you think led or contributed to this?
- Were any formal complaints made? Why not?
- What happened?

All things considered, how likely are you to hire temporary visa holders again in future? Why/why not?

Responsibilities (5 mins)

Have you ever been offered money to sponsor someone for a temporary working visa?

- How much?
- What happened?

Does the business have a standard procedure for checking employees work rights, if they are thought to be from overseas?

- What does this involve?

This sheet shows some of the features of employer laws that were introduced in 2013 regarding illegal workers (an illegal worker is a non-citizen who does not have a valid visa or who works in breach of a visa condition that limits or restricts work in Australia)? Again, I

would like to reassure you that anything you say today is confidential and used for research purposes only...

- What are your thoughts on these? How easy or difficult is it for businesses to comply with all of the things on this list? [*Probe sensitively to uncover awareness and practices of the employer*]
- How do you find information about these kinds of responsibilities? What is the best way to make sure employers know about these responsibilities?
 - A. Penalties can be applied to a business if it is found to have an illegal worker.
 - B. Penalties can be applied to a business if it is found to have an illegal worker, without the Government having to prove that the employer knew the person was not allowed to work
 - C. A business needs to provide proof that they have taken reasonable and regular checks to ensure a person is entitled to work.
 - D. If a business employs workers via a contractor/labour hire company, that business must have a signed agreement from the contractor/labour hire company that every worker is legally allowed to work in Australia

Contribution to and impact on wider community (c. 5 mins)

How do you think temporary visa holders contribute to, and have an impact on, the local community?

- Explore positives and negatives

[Note and explore spontaneous mentions first, then if needed prompt for:

- *Schools/education*
- *Lifestyle*
- *Local economy*
- *Local environment*
- *Local services*
- *People/community cohesion*
- *Cultural diversity]*

How well do you think the local community accepts or embraces temporary visa holders in this area? In terms of the social character of the area, the local economy, the local job market?

- What's your view on this? [*Probe sensitively and listen for cues as to whether they think local community sees temporary visa holders as taking locals' jobs*]

Any final comments or issues we haven't covered?

Thank and close

Community representative IDIs

Thanks for agreeing to speak with us today. As you will have gathered from the recruitment process, we are keen to explore your thoughts and experiences regarding the experience of temporary residents (i.e. international students, sponsored visa holders and working holiday makers) living in the local area and their effect on the local community.

This is one component of a much larger project we are conducting for the Department of Immigration and Border Protection. Any information you provide will be treated with the strictest confidence and will be used by the Government and Hall & Partners | Open Mind for research purposes only. No individual person, employer or business will be identified in any findings and no identifying information will be provided to the Department. The information you give to us will not have any repercussions for your organisation or anyone's visa status.

Introduction to also cover...

- Admin details: inform and gain permissions for recording.

Introductions and warm up (c. 5 mins)

To start with, can you please tell me about your organisation and your role?

- What are the daily activities of your organisation?
- And what does your role entail?

Overview of Hobart/Cairns/this area of Melbourne (c. 5 mins)

Thinking generally about the area first of all, how would you describe the local area to someone who has never visited?

- What are the key challenges for this area?
 - Schools/education
 - Work opportunities/economy
 - Lifestyle
 - Local environment
 - People/community
- What are the key positives for the area/benefits of living/working/studying/visiting here?
 - Schools/education
 - Work opportunities/economy
 - Lifestyle
 - Local environment
 - People/community

How has this area changed over recent years?

- Good/bad

IF NOT ALREADY COVERED: How easy or difficult is it to find work in this area?

- What makes it more difficult?

EMPLOYMENT SERVICES:

- Are there any particular types of jobs that are harder to find in the area? Why? What are the contributing factors?
- Are there any particular types of jobs where there are shortages of workers? Why? What are the contributing factors?

We are particularly interested in understanding the impact of people who are here on temporary resident visas, who have some right to work in Australia as part of their visa. This means they might be living/working/studying staying in Hobart/Cairns/this area of Melbourne for a few weeks, months or maybe years at a time. So for the rest of the discussion we would like to focus on these temporary residents, rather than people from overseas who have become Australian citizens or permanent residents, or people who are here only as tourists.

- How much interaction (if any) do you have with temporary visa holders as part of your role? Examples?

IF APPLICABLE TO ROLE - Based on your observations, why do temporary visa holders choose to come to...

- Australia?
- Hobart/Cairns/Melbourne (and this specific area of Melbourne)...?
- Who or what influences their decision (family, friends, media, role of agents/brokers, other info sources)?

Contribution to and impact of temporary visa holders on wider community (10 mins)

What difference do temporary residents make to the area?

- Positive contributions/impact?
- Negative contributions/impact?
- Or no difference at all?
- Why?

[Note and explore spontaneous mentions first, then if needed prompt for:

- *Schools/education*
- *Lifestyle*
- *Local economy*
- *Local environment*

- Local services
- People/community cohesion
- Cultural diversity

From what you have observed, how much do they interact with the local community?

- Why do you think this is?
- Does this matter?
- How much involvement do they have with local organisations, clubs, courses, formal or informal voluntary activities etc.?
 - Why? Why not?

How well do you think the local community accepts or embraces temporary visa holders in this area? In terms of the social character of the area, the local economy, the local job market? What are their perceptions of temporary visa holders?

- What's your view on this? [Probe sensitively and listen for cues as to whether they think local community sees temporary visa holders as taking locals' jobs]

Finding work and the local jobs market (c. 10 mins — longer for job services interview)

Thinking specifically for a few minutes about the local labour market, what difference, if any, do temporary residents make?

- Positive [e.g. filling shortages, doing jobs others don't want, training others, bringing in new skills etc.]
- Negative [e.g. 'taking' jobs from locals]
 - How does this compare with community perceptions?

IF APPLICABLE TO ROLE:

How easy or difficult is it for temporary visa holders to find work here (i.e. International Students, WHMs, secondary visa holders, those looking for a sponsor)?

- Does the visa itself present any challenges or drawbacks?
- Does the visa itself have any advantages?
- From what you have observed, do employers tend to prefer to employ temporary visa holders or Australian workers (citizens/permanent residents)? Why?
 - From employers' perspective, what are the benefits and drawbacks of employing temporary residents, compared to Australian workers?
- Based on your observations, how much do temporary visa holders seem to know about their rights in the workplace? What about their responsibilities (inc. visa conditions)?
 - How could this information be (better) communicated to visa holders?

Networks and community perceptions/involvement (c. 10 mins)

How do you think temporary visa holders in Hobart/Cairns/this area of Melbourne would describe their experience of living here?

- What do you think might be positive about their experience?
- What might be less positive about their experience?

IF NEEDED PROMPT FOR

- Work
- Schools/education
- Lifestyle
- Local environment
- Local services
- People/community cohesion
- Cultural diversity

IF NOT ALREADY DISCUSSED: Have you observed or heard about any examples of people here on temporary visas being treated differently to local people, either in the community or in employment or study situations.

- Either being given special privileges or treatment [e.g. getting additional access to services, accommodation etc.]
- Or being treated unfairly/poorly [e.g. racism/prejudice, harassment, employment pay and conditions etc.]
- Why do you think this happens?
- What impact does it have on the individuals involved and the wider community?
- What could be done to change this?

IF APPLICABLE TO ROLE: From what you have observed, how much contact do temporary visa holders have with people back at home? How do they stay in touch?

- How important is this? Why?
- Who do temporary visa holders mostly spend time with here?
- Who are their main sources of support?

[Aim to understand interaction with friends from home country compared to other countries compared to Australians, compared to local residents etc.]

- What are the benefits and drawbacks of mainly interacting/socialising with...?

[look out for and follow-up on any feelings of obligation to/exploitation by home country networks]

Wrap up (c. 5 mins)

What would help or might help to improve the experience for temporary residents living in the area?

What would help or might help to increase the positive impacts (and lessen any negative impacts) of temporary residents living in the area?

[If needed prompt for the areas above]

Any final comments or issues we haven't covered?

Thank and close

Secondary and graduate visa holder IDIs

INTRODUCTION (c. 2 mins):

This research is being conducted by Hall & Partners | Open Mind, an independent research company, on behalf of the Australian Government. The purpose is to explore your experience of visiting/living/working in Australia.

- Recording, confidentiality
 - Reassure - any information you provide will be treated with the strictest confidence and will be used by the Government and Hall & Partners | Open Mind for research purposes only. No individual person, employer or business will be identified in any published findings and no identifying information will be provided to either your employer or to the Department of Immigration and Border Protection. Nothing you say will have any repercussions for your visa status (or for the primary visa holder's visa).
- Be open and honest and voice your thoughts and opinions, no rights or wrongs.
- If there's something you think is relevant to the topic we're discussing you don't need to wait to be asked a question about it.
- If you're not comfortable talking about any topic please let me know and we will move on.

To start lets go around please can you tell me about yourself:

- where you are from?
- if you are here with anyone else (relationship to primary visa holder and any other family/friends)?
- how long you've been in Australia and here in Hobart/Cairns/this area of Melbourne?
- what you are doing in terms of work/study?

Decision-making (c. 5 mins)

So, thinking back to your decision to come to Australia, why did you decide to come here...?

What about your decision to come to Hobart/Cairns/Melbourne (and this specific area of Melbourne)...?

- Where else was considered?
- What had you heard before you came here?
- Where did you go before here?
- Where did you find information (about Australia, this area, visas etc.)? How useful was this? What else would have been useful in hindsight?

- Who or what influenced your decision (family, friends, role of agents/brokers)?
- Did you come with the primary visa holder or have you moved onto a secondary visa since you arrived [if so establish how/why this happened]?

Did you/the primary visa holder use a migration/immigration agent to help you (e.g. to arrange visa/work/travel/study)?

- Why?
- What was good/not so good about this?

For the rest of this discussion please focus on the time you have spent here in Hobart/Cairns/this area of Melbourne

Overall experience (c. 10 mins)

And thinking back to the first few weeks, after you first arrived in Hobart/Cairns/this area of Melbourne, what was that experience like?

- What were your first impressions?
- What did you find easy/positive about the experience in those first few weeks?
- What did you find difficult/negative?
- What made the experience easier/more difficult?
- How easy or difficult did you find it to meet people? Why?

And what about now? How would you describe the experience of living here in Hobart/Cairns/this area of Melbourne to someone from your home country?

- What is good/bad?
- What has been the same as you expected, what has been different?
- Would you recommend coming here to someone from home?
- What kinds of things should someone who is considering coming here think about/need to be aware of (e.g. in terms of settling in, finances/accommodation, finding work etc.)?

Networks and community perceptions/involvement (c. 10 mins)

How much contact do you have with people back at home? How do you stay in touch?

- How important is this? Why?

Who do you mostly spend time with here?

Aim to understand interaction with friends from home country compared to other countries, compared to Australians, compared to local residents etc.

- Who are your main sources of support?
- What are the benefits and drawbacks of mainly interacting/socialising with...?

[look out for and follow-up on any feelings of obligation to/exploitation by home country networks]

How much of a sense of belonging or connection do you feel to the local community here (e.g. compared to back home)?

- Why do you think this is?
- What makes it easier/ harder to feel a sense of belonging or connection?
 - Does being here on a secondary visa (rather than a primary visa) make any difference? How?
- Would you like it to be different? How? What might make it easier?

What kind of contact do you have with your neighbours or other local people?

- How would you describe the local people who live here to someone back home?
- Do you find that people in the area help each other out? How?
 - Any examples of when you've seen someone helping someone else or helped yourself?
- Are you involved with any local organisations, clubs, courses, formal or informal voluntary activities etc?
 - Why?
 - What difference has this made to your experience of being here?

How do you think local people feel about people from overseas who are here on temporary visas living and working here? What are their perceptions?

- Have you observed or experienced any positive or negative reactions from local people?
[Sensitively follow-up on any experiences of racism, abuse etc.]

Work (c. 10 mins)

Have you done any paid work while you have been here in Hobart/Cairns/Melbourne? Or have you looked for work?

- What kinds of work?
- How did you look for work?
- [Follow-up on: recruiter, advertised positions, contacts/friends from home community, contacts/friends in local community etc.]
- How easy/difficult was it to find work? Why?
- [Follow-up on: language issues, perceptions of people from overseas, qualifications being recognised, visa conditions etc.]
 - Does being here on a secondary visa (rather than a primary visa) make any difference? How?

What has been your experience of working here?

- What has been positive/negative about the experience?
 - How does it compare to your experience of work back at home/elsewhere?
 - How much do you enjoy the work?
 - How much use does it make of your skills/experience/qualifications?
 - How do you get on with your colleagues (Australian and from overseas)?
 - How do you get on with your manager/boss?
- How does being from overseas/being here on a temporary visa impact on your experience of work?
- Do you think employers treat staff from other countries differently to Australian staff or have different expectations or is everyone treated the same? How? Why?
- [Follow-up on: feelings of reliance/obligation to employer for visa, accommodation etc. — esp. for WHMs or Sponsored, and temporary compared to permanent residents from overseas]
- Have you seen any poor treatment or unreasonable expectations of staff on temporary visas, or experienced this yourself? Were any formal complaints made?
- [Sensitively follow-up on any experiences of racism, abuse, pay and conditions, work place health and safety, being pressured to work longer hours etc. Reasons for complaints not being made]

How much do you feel you know about your rights in the workplace? What about your responsibilities (inc. visa conditions)?

- Where did you get this information/where would you look?
- What would be the best way to make sure people on temporary visas know about this? Best way to get information to them?

Future plans/intentions (c. 5 mins)

So now we're going to talk a little about the future, what do you plan to do in the future or when your visa expires?

- Renewing?
- Applying for a different visa?
- Going home? To another country?
- What about in the longer-term (e.g. aiming for PR/citizenship)?
- Why? [If relevant] How do you plan to achieve this?

Wrap-up (c. 2 mins)

How has your view of Australia changed while you have been here?

What could be done to make the experience of being in Australia better for people on temporary visas?

Any other comments?

Thank and close

IF APPLICABLE: We have talked about some difficult experiences. If you've found any of this upsetting in any way please let me know and I can give you contact details for sources of support.

Useful contact details:

FairWork Ombudsman - Helps employers and employees understand their rights and responsibilities under Australian workplace laws. We also work with them to resolve workplace issues which may arise (free service). <https://www.fairwork.gov.au/> Infoline 13 13 94 (open 8am - 5.30pm Monday to Friday (except for public holidays)).

Beyondblue Support Service — support for people experiencing depression or anxiety. <https://www.beyondblue.org.au/> 1300 22 4636 (24hrs, 7 days a week), an online chat service is also available (3pm to 12am, 7 days a week).