

Email Invite wording:

Hello,

You recently had a Working Holiday in Australia, which involved living and working in Australia for up to two years.

We are conducting some research into peoples' experiences on the Working Holiday visa, to make sure the system is working as well as possible, and we would like to hear about your experiences in Australia.

Your responses will help us understand the experiences of Working Holiday visa holders and whether there are areas of the program that can be improved or where assistance can be provided to ensure the experiences of Working Holiday visa holders is a positive one.

To take part in this valuable research, please click here {insert link}

This survey is being carried out on behalf of the Fair Work Ombudsman, whose purpose is to help employers and employees understand and comply with their rights and responsibilities under Australian workplace laws, and to help resolve workplace issues which may arise.

This survey is completely confidential, and none of your personal details will ever be linked to your responses to this survey.

If you have any queries about this research, please contact Quantum Market Research on 03 9289 9599 during weekday business hours, or email surveys@qmr.com.au

Introduction:

Every year, thousands of young people like you, from countries all over the world visit Australia on a Working Holiday visa.

To make sure you are treated fairly and the system is working as well as possible, we would like to hear about your experiences in Australia on your Working Holiday visa.

This research is being carried out by Quantum Market Research, an independent Australian market and social research organisation, on behalf of the Fair Work Ombudsman of Australia.

The Fair Work Ombudsman's purpose is to help employers and employees understand and comply with their rights and responsibilities under Australian workplace laws, and to help resolve workplace issues which may arise.

All responses you provide will be held in **strict confidence** and **your personal details will not be linked to any of your responses**. The survey will take around 15 minutes to complete and of course **all your answers will be kept confidential and completely anonymous**.

Your help would be much appreciated.

NEW SCREEN

In this survey you will be asked about your experience with the Working Holiday Visa and in particular the 88 days regional work requirement.

We urge you to be open and truthful in your answers, as we are only interested in learning about your experiences to improve this program.

Please be assured your responses will never be linked to your personal details, and you will not be identifiable from the answers you give to this survey.

Q.1. Firstly, please think about when you first applied for a Working Holiday Visa to come to Australia.

What was your main reason for coming to Australia on a Working Holiday Visa (subclass 417)? **SR,**
RANDOMISE CODES 1-8

- To travel / see another country.....1
- To earn more money than I can in my home country.....2
- For a relationship/partner3
- To accompany friends.....4
- To get out of my home country.....5
- It is easier to get employment in Australia than in my home country.....6
- To visit relatives in Australia.....7
- I was already in Australia on another visa and wanted to stay longer.....8
- Other (please specify).....9

Q.2. What were your motivations for applying for a **second year Working Holiday Visa** (subclass 417)? **MR,**
RANDOMISE CODES 1-7

- I wanted to stay in Australia for another year to see more of the country1
- I wanted to stay in Australia for another year to earn more money2
- I wanted to stay in Australia for another year for a relationship.....3
- I did not want to return to my home country4
- I wanted to experience regional Australia.....5
- I wanted to take part in regional work to meet new people6
- I wanted to take part in regional work to fulfil the 88 day working requirement.....7
- Other (please specify).....8

Q.3. Which of the following did you know about the requirements of applying for a second year Working Holiday visa? Please choose as many as you were aware of.

- I had to work for 88 days1
- I had to work in specified regional areas.....2
- I could undertake paid work.....3
- I had to be paid at least the minimum wage.....4
- I had to undertake specified types of work.....5
- None of these6

TYPE OF REGIONAL WORK

Q.4. As you would have experienced, to obtain a second year Working Holiday visa, visa holders must undertake specified work in a designated regional area.

Which of the following types of work best describes what you did to complete this requirement? **MR, RANDOMISE CODES 2-13**

I have not yet undertaken regional work	1	EXCLUSIVE SKIP TO Q.39
Fruit picking	2	
Pruning vines or trees.....	3	
General crop work	4	
Cultivating plants	5	
Processing of plant products	6	
Animal farming	7	
Processing of animal products.....	8	
Manufacturing dairy produce.....	9	
Fishing.....	10	
Tree felling.....	11	
Mining.....	12	
Construction	13	
Other (please specify).....	99	

Q.5. Where did you undertake the majority of this work? **SR**

New South Wales.....	1
Northern Territory	2
Queensland.....	3
South Australia	4
Tasmania.....	5
Victoria.....	6
Western Australia	7
Australian Capital Territory	8

Q.6. How did you find this work? Please choose all that apply. **MR; RANDOMISE**

- Through a specific 417 Visa online job board or website.....1
- Through a general online job board or website2
- Approached the employer directly.....3
- Placed an advertisement in a local town.....4
- Through a website aimed at travellers from my country
e.g. Backpacker.com.tw5
- Used a recruiter6
- Referral from friend/acquaintance.....7
- Gumtree.....8
- Referral through my accommodation facilities e.g. Hostel9
- Other (please specify).....10

Q.7. How many days of specified regional work did you undertake to obtain your second year Working Holiday Visa? **ENTER NUMBERS IN RANGE 0-999**

Don't know/not sure

Q.8. Did you complete the 88 day regional work requirement? **SR**

- Yes, I completed it1
- No, but I undertook part of it2
- No, I did not undertake any regional work.....3

SKIP TO Q.33

Q.9. Did you undertake the regional work requirement with one employer? **SR**

- Yes.....1
- No, I completed the requirement with more than one employer2

SKIP TO Q.11

CONTINUE

Q.10. Why did you complete the 88 days work requirement with more than one employer? Please select all that apply. **MR; RANDOMISE**

- There was not enough work with my first employer to last 88 days1
- The season/work was cut short before I had completed my 88 days.....2
- I wanted to experience different kinds of work3
- I got bored doing one type of work.....4
- I was not able to continue with my first employer due to illness/injury5
- I did not like my first employer/job.....6
- My first employer refused to sign off on my work.....7
- I wanted to move to a different geographical location.....8
- My first employer did not pay me9
- My first employer paid me too little.....10
- Other (please specify).....11

Q.11. How would you describe your overall experience of the work you carried out during this 88 day period?

SR

- Excellent.....1
- Very good.....2
- Good3
- Fair4
- Poor5
- Don't know.....6

SKIP TO Q.13

Q.12. **DO NOT ASK IF Q.11 = 6**

Why was your overall experience <INSERT RESPONSE FROM Q.11>? **MR**

SHOW CODES IF Q.11=1-3

- I had a good employer 1
- I learned new skills 2
- I got paid well 3
- I got to experience a different side of Australia 4
- I met new people / made friends 5
- Other..... 6

SHOW CODES IF Q.11=4-5

- The hours I worked were too long..... 7
- I was treated badly by my employer 8
- I wasn't paid properly for the work I did 9
- I felt lonely/isolated..... 10
- The work was difficult..... 11
- I felt my employer took advantage of me 12
- Other..... 13

PAYMENT FOR WORK

Q.13. For the next few questions, please think about the payment you may have received for working during the **88 day regional work period**.

Did you receive payment for the work you undertook for the 88 day requirement? **SR**

- Yes, for all of the jobs I did [**IF Q.9=2**] 1
- Yes, for some of the jobs I did [**IF Q.9=2**] 2
- Yes [**IF Q.9=1**] 3
- No 4

GO TO Q.18

Q.14. As far as you are aware, were you paid at least the correct minimum rate for the work you did in Australia? **SR**

- Yes, I was paid more than the minimum wage 1
- Yes, I was paid the minimum wage 2
- No, I was paid less than the minimum wage 3
- Don't know 4

Q.15. Which of these best describe the method by which you were paid for that work? **MR; RANDOMISE CODES 1-3**

- Cash1
 - Electronic funds transfer2
 - Cheque, money order or postal order.....3
 - Not paid but received meals and/or accommodation4
 - Other (please specify).....5
-

Q.16. Were you provided with payslips when you received payment for your work? **SR**

- Yes.....1
 - No2
 - Don't know3
-

Q.17. How were your hours of work recorded? **MR**

- By diary1
 - By my employer2
 - Other.....3
 - My hours of work were not recorded4
 - Don't know5
-

Q.18. **IF Q.13 = 2** Why were you not paid for some of the work you carried out?

IF Q.13 = 4 Why were you not paid for any of the work you carried out? **MR**

- I worked in exchange for food or accommodation, arranged directly with my employer.....1
 - I worked in exchange for food or accommodation, arranged through a scheme such as WWOOF or Helpx.....2
 - I worked as a volunteer3
 - My employer refused to pay me4
 - An agent/third party took some of my pay5
 - Other.....6
 - Don't know7
-

Q.19. **ASK IF Q.13 = 1, 2, 3**

Were any deductions taken from your pay? **MR**

- Money was deducted from my pay for my accommodation1
- Money was deducted from my pay for my food2
- Money was deducted for transport expenses.....3
- Money was deducted for uniform or equipment.....4
- Money was deducted from my pay for other expenses (please specify what these other expenses were)5
- No deductions were taken6
- Don't know7

Q.20. How satisfied were you with the payment you received for the work you did to secure your second year Working Holiday Visa? **SR**

- Very satisfied1
- Satisfied2
- Neither satisfied/dissatisfied3
- Dissatisfied.....4
- Very dissatisfied.....5
- Don't know6

SKIP TO Q.22

ASK ALL

Q.21. Why were you <insert answer from Q.20> with the payment you received? **MR**

SHOW CODES IF Q.20=1-3

- I was paid a fair wage1
- I was given accommodation or food for free2
- The experience and people made it worth it3
- I was able to save money.....4
- I was paid a contract rate5
- [DO NOT SHOW IF Q.20=3]** Other6

SHOW CODES IF Q.20=3-5

- I was paid a low wage for the work I did7
- I was not paid.....8
- Some of my pay was taken by agent/third party9
- I felt my employer took advantage of me10
- I was paid a contract rate11
- Other.....12

Q.22. Were you required to make payments to anyone to secure this work? **SR**

Yes.....	1	CONTINUE
No	2	SKIP TO Q.24

Q.23. Please tell us the main reasons you were required to make a payment for this work and how you knew you had to make a payment. **MR**

I had to pay a deposit for accommodation	1
I had to pay a fee to an agency to find work for me	2
I had to pay a fee to the hostel owner to find work for me	3
Other.....	4

ACCOMMODATION

Q.24. For the next few questions, please think about your accommodation during the **88 day regional work period**.

Was accommodation provided as part of the work you completed? **SR**

Yes, for all of the work.....	1	CONTINUE
Yes, for some of the work.....	2	CONTINUE
No, I provided my own accommodation	3	SKIP TO Q.29

Q.25. Were you required to pay for your accommodation, either directly or through deductions from wages? **SR**

Yes, I paid directly to my employer	1	SKIP TO Q.27
Yes, I paid through deductions from my wage.....	2	CONTINUE
No, I was accommodated free of charge.....	3	SKIP TO Q.27
Don't know / can't remember	99	SKIP TO Q.27

Q.26. Did you agree to these deductions from your wage for accommodation before you started work? **SR**

Yes, I had a written agreement with my employer	1
Yes, I had a verbal agreement with my employer	2
No, the deductions were taken without my prior knowledge	3
I neither agreed nor disagreed	4
I was not provided with the choice	5
Don't know	6

Q.27. How satisfied were you with this accommodation arrangement with your employer? **SR**

Very satisfied	1
Satisfied	2
Neither satisfied/dissatisfied	3
Dissatisfied.....	4
Very dissatisfied.....	5
Don't know	6

Q.28. Overall, how would you rate the standard of accommodation you stayed in during this time? **SR**

Excellent.....	1
Very good.....	2
Good	3
Fair	4
Poor	5
Don't know.....	6

WORKING HOLIDAY VISA PROGRAM

Q.29. Now, please think about the whole of your experience on the **Working Holiday Visa program in general**.

Were there any conditions you had to meet before your employer agreed to sign off on your work? **MR**

No, there were no conditions.....	1	EXCLUSIVE
Yes, in terms of working for a certain length of time	2	
Yes, in terms of working for a certain payment	3	
Yes, other conditions (please specify)	4	
Don't know	5	EXCLUSIVE

Q.30. Were you asked to pay any money or abide by any other conditions to anyone to sign off on your 88 days regional work? **SR**

- Yes1 **CONTINUE**
 - No2 **GO TO Q.32**
 - Don't know / can't remember3 **GO TO Q.32**
-

Q.31. Please tell us what you needed to provide to your employer in order for your 88 days of regional work to be signed off.

Q.32. If it had not been a requirement to obtain the second year Working Holiday Visa, how likely would you have been to undertake regional work when in Australia? **SR**

- Very likely1
 - Quite likely2
 - Not very likely3
 - Not at all likely4
 - Don't know5
-

Q.33. How well do you feel you know your rights when working in Australia? **SR**

- Very well1
 - Quite well2
 - Not very well3
 - Not at all well4
 - Don't know5
-

Q.34. Are you aware of the Fair Work Ombudsman and their role? **SR**

I have heard of the Fair Work Ombudsman	1
I have heard of the Fair Work Ombudsman and am aware of the work they do	2
I have requested advice from the Fair Work Ombudsman	3
I have requested assistance from the Fair Work Ombudsman	4
I had never heard of the Fair Work Ombudsman before today.....	5

Q.35. What would be the easiest way to find out about your workplace rights in Australia? (For example, rates of pay, working hours, etc.) **SR**

On the Fair Work Ombudsman website	1
From my employer	2
From friends or colleagues	3
General online search (e.g. Google)	4
From an online forum for Working Holiday Visa holders.....	5
From another online source (please specify)	6
Somewhere else (please specify)	7
Don't know	99

Q.36. Overall, how do you feel about your experiences undertaking regional work to obtain your second year Working Holiday Visa? **SR**

Very positive	1
More positive than negative	2
Neutral	3
More negative than positive	4
Very negative.....	5
Don't know	6

Q.37. Overall, how likely would you be to recommend the **first year** Working Holiday visa to your friends or family? **SR**

Very likely	1
Quite likely.....	2
Not very likely	3
Not at all likely	4
Don't know	5

Q.38. Overall, how likely would you be to recommend the **second year** Working Holiday visa to your friends or family, including the 88 days regional work requirement? **SR**

- Very likely1
- Quite likely.....2
- Not very likely3
- Not at all likely4
- Don't know5

MEASURING COMPLIANCE

Q.39. Now, we would like to understand a little about your knowledge and understanding of your rights and responsibilities when working towards a second year Working Holiday visa in Australia. As a reminder, all your answers are confidential and cannot be used to identify you.

Please indicate how strongly you agree or disagree with each of the following statements. **SR PER ROW, RANDOMISE**

COMPLETELY AGREE **MODERATELY AGREE** **SLIGHTLY AGREE** **SLIGHTLY DISAGREE** **MODERATELY DISAGREE** **COMPLETELY DISAGREE** **DON'T KNOW / CAN'T SAY**

Compliance								
		1	2	3	4	5	6	99
T1a	Generally, people on Working Holiday visas understand the work requirements when applying for the second year visa	1	2	3	4	5	6	99
T1b	Employers in regional areas of Australia know the rules when it comes to employing people on Working Holiday visas	1	2	3	4	5	6	99
T3a	People on Working Holiday visas accept that they have to complete 88 days of appropriate regional work to be granted a second year visa	1	2	3	4	5	6	99
T3b	Employers accept that they have to follow standard workplace rules when employing people on Working Holiday visas	1	2	3	4	5	6	99
T4a	People on Working Holiday visas typically do not want to break any rules when working in Australia	1	2	3	4	5	6	99
T4b	Employers in regional areas of Australia typically do not want to break any rules when employing people on Working Holiday visas	1	2	3	4	5	6	99
T5a	It is easy for people on Working Holiday visas to report their employer if the employer refuses to sign off on work completed	1	2	3	4	5	6	99
T5b	Employers are likely to report people on Working Holiday visas who try to have their logbooks signed off without completing 88 days of regional work	1	2	3	4	5	6	99
T10a	People on Working Holiday visas won't get their second year Working Holiday visa approved if they do not complete the 88 days regional work properly	1	2	3	4	5	6	99
T10b	Employers get fined if they are caught taking advantage of people on Working Holiday visas	1	2	3	4	5	6	99
T2	People on Working Holiday visas know how to avoid completing 88 days of regional work but still get their logbook signed off	1	2	3	4	5	6	99

Exploitation								
T5	People on Working Holiday visas share information on how to obtain a second year Working Holiday Visa without completing 88 days of regional work	1	2	3	4	5	6	99
E1	There are ways to get a second work visa without completing the regional work requirement	1	2	3	4	5	6	99
E2	Employers take advantage of people on Working Holiday visas by underpaying them, as they know they need to complete regional work	1	2	3	4	5	6	99
E3	Employers take advantage of people on Working Holiday visas by asking for payment to have their logbooks signed off	1	2	3	4	5	6	99
E4	People on Working Holiday visas can pay employers to sign off on their 88 days of regional work without doing it	1	2	3	4	5	6	99
E5	People on Working Holiday visas are unlikely to complain about their working conditions in case their work is not signed off by the employer	1	2	3	4	5	6	99

Q.40. Are there any changes you would like to see to the Working Holiday Visa program?

- Allow a longer stay in Australia 1
- Remove the regional work requirement completely 2
- Make it easier to find regional work in advance 3
- Monitor working conditions/employers 4
- Remove the restriction on working for one employer for up to 6 months..... 5
- Allow more types of work to count towards the 88 day requirement (e.g. hospitality) 6
- Ensure employers do not take advantage of young workers..... 7
- Other..... 8
- Nothing 9

Q.41. Is there anything else you would like to tell us about the process of obtaining a second Working Holiday visa ?

Nothing else

- Overall I had a good experience here..... 1
- The cost of the visa is too high 2
- Some employers take advantage of workers 3
- I have heard of other people having bad experiences 4
- There should be better checks on people doing the work..... 5
- The visa process was slow or complicated 6
- It should be easier to report problems with employers..... 7
- It should be easier to find legitimate employers..... 8
- Other (specify) 9

DEMOGRAPHICS

And finally, just a couple more questions about you, so that we can understand how different people have answered these questions. As this is market research, it is carried out in compliance with the Privacy Act and the information you provided will be used only for research purposes.

Q.42. What is your gender? **SR**

- Male 1
- Female 2

Q.43. Please enter your age:

years

Q.44. What is the highest level of education you have completed? **SR**

- A Masters degree or PhD.....1
- A Bachelors degree from university or college of advanced education.....2
- A certificate or diploma, e.g. from a tech college or business college 3
- A trade qualification, e.g. hairdressing, plumbing or dressmaking 4
- Finished the equivalent of year 12 of high school.....5
- Finished year 11 or less of high school.....6

Thank you for your time.