



Using immigration to build Queensland's tourism workforce

This fact sheet has examples of the various visa categories by which organisations in Queensland can access international migrant employees as well as some stories of success.

Utilising the local workforce is the preferred option however the experience of Queensland tourism organisations suggests that other options are required to fill vacancies.

Further information is available on the website: www.immi.gov.au or contact the Queensland Outreach Officer: outreach.qld@immi.gov.au

Working holiday maker (417 & 462) visa

Travellers can supplement their holiday budget by working in short-term appointments.

The Working Holiday Maker program encourages cultural exchange and closer ties between arrangement countries by allowing young people, between the age of 18 to 30 years, to have an extended holiday supplemented by short term employment.

Visa holders are able to work in Australia for up to 6 months with each employer. There are two visa options - Working Holiday (Subclass 417) and Work and Holiday (Subclass 462), each with different eligibility terms and conditions.

Further information is available on the website: www.immi.gov.au/visitors/working-holiday/

Temporary work - skilled (457) visa

A business can sponsor a skilled worker such as chef, cook or manager for up to 4 years, if a person with those skills cannot be found in Australia. The process can be complex.

The employee:

- can bring their family and travel in and out of Australia as often as needed
- must have skills, qualifications and experience to match the position
- must demonstrate English language ability
- must be eligible for any required licences or registrations
- must have health insurance.

If the job vacancy is not an eligible 457 occupation a 'labour agreement' may be negotiated with the Government.

Quicksilver Group

For Tess and the team at Quicksilver Group, recruiting bi-lingual staff is imperative for the safety of their main clientele, the China Market.

For a business where clients will be entering the water, safety is a key concern. "Without bi-lingual staff it's hard to guarantee the safety of all clients because our main medium for communication is on the spot demonstrations by staff."

As well as the safety concerns, bi-lingual staff are imperative for the Quicksilver experience. Without understanding demonstrations and talks, visitors cannot gain the same experience as someone who has connected with the interpretation.

To overcome the challenges of recruiting local bilingual staff, the Quicksilver Group has had success in sourcing working holiday visa holders.

"We source Chinese speaking working holiday visa holders who work for us for the allowed time of six months. After this time they move to agricultural employment for a further six months. We then employ the same staff again by which point we can sponsor them".

Tess explains the importance of this program to their business. "Without utilising these working holiday maker visa holders, there just simply isn't enough local Chinese speaking bi-lingual staff available to ensure both the safety and experience of our products".

This is especially relent for businesses who's client base is non-English speaking. "Our main client base are non-English speaking so we need to provide our clients with an experience that is relevant to them to ensure we are providing the same quality of service as all Quicksilver clients".

Seasonal Worker Program (416) visa

Allows an Approved Employer to sponsor people from the Pacific and East Timor to work as seasonal workers in the accommodation industry.

Seasonal workers can:

- work in Australia for up to 6 months over a 12 month period
- work in unskilled and low skilled occupations
- work only with the sponsor

To utilise Seasonal Workers, sponsors must provide some conditions such as suitable accommodation and assisting with initial living expenses.

For more information please contact Labour & Education Attaché, Embassy of Timor-Leste in Australia by phoning +612-6260-8800 or emailing TL_Emb.Canberra@bigpond.com

Special category (444) visa (New Zealand)

This visa is automatically granted to New Zealand citizens who arrive in Australia who do not hold a permanent visa. They can live and work in Australia for up to 5 years.

Regional sponsored migration scheme (187) visa

This visa is for skilled workers from outside Australia or skilled temporary residents who live and work in regional Australia, who are under 50 years and have the support of an employer.

It has 3 streams:

1. Workers with a 457 visa, who have worked for 2 years and their employer wants to offer them a permanent position.
2. People who have never, or only briefly, worked in the Australian labour market.
3. For those sponsored by an employer through a labour or regional migration agreement.

Occupational trainee (402) visa

This visa is for people outside Australia to undertake occupational training and professional development with a business or government agency. Programs should be for at least 30 hours a week and at least 70 per cent workplace-based.

International student visas

Students on an international student visa can work up to 40 hours a fortnight while their course is in session and they can work unlimited hours during scheduled course breaks.

Labour Agreements

A Labour Agreement is a formal arrangement negotiated between an employer and the Australian Government and will only be considered where a genuine skills shortage exists and there are no suitably qualified or experienced Australians readily available. A Labour Agreement allows an employer to recruit skilled overseas workers for occupations approved under the agreement.

The nominee must meet the qualifications and skills (including English language skills) specified in the Labour Agreement and be under 50 years of age.

Labour Agreements are intended for occupations that are not on the list of approved occupations for other sponsored visas or occupations not covered under ANZSCO.

More information can be found in the Temporary Work (Skilled) (subclass 457) visa booklet available at <http://bit.ly/L9EZ2Z>.

To find out more about the labour agreement process please contact the Department of Immigration and Border Protection by emailing the labour.agreement.section@immi.gov.au

Seasonal Workers Program – Successes in Broome

Cable Beach Club Resort and Spa and Eco Beach, two accommodation providers in Broome, WA have both recruited seasonal workers from Timor-Leste. Both organisations have expressed their intention to employ the same seasonal workers in the future, and increase their intake of workers should they continue to experience difficulty finding labour.

"A few of our permanent employees who assist as mentors and trainers to the seasonal workers asked if the seasonal workers would be returning the following season, after appreciating their high standard of work and invaluable contribution" says Nicole Taylor, HR Manager, Cable Beach Club Resort and Spa (an Approved Employer since January 2012).

"Seasonal workers always had a happy positive manner within the workplace, and this had a positive influence on others" said Ms Kelsch, HR Manager, Eco Beach

"Backpackers usually start their season in March and depending on the climate may leave prior to the end of the peak season. The climate is often what drives any type of worker away. Seasonal workers are committed to the entire season regardless of the weather conditions." says Ms Kelsch.

"They definitely led by example. Both of our seasonal workers were promoted to supervisory roles at Eco Beach during their employment" says Ms Kelsch.

