



RSE Monitoring – 2014 Employers Survey  
Working Report

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RSE Monitoring – 2014 Employers Survey  
Working Report

**PREPARED FOR** Pip Jamieson and George Rarere  
Ministry of Business, Innovation and Employment

**PREPARED BY** Joe Hedditch, Mark Johnson and Pip Sutton

**CONTACT DETAILS** Mark Johnson  
Research New Zealand  
Phone 04 499 3088  
[www.researchnz.com](http://www.researchnz.com)

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# 1.0 Overview

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This document details the results of the recent online and telephone survey of n=249 horticulture and viticulture employers, comprised of three primary groups of respondents:

1. Official RSE: Employers/contractors with Recognised Seasonal Employer (RSE) status who have employed seasonal workers under the RSE scheme (n=79).
2. Other RSE: Employers/contractors who, while not being RSEs, sourced Pacific or non-Pacific RSE workers through another means (n=55).
3. Non-RSE: Employers/contractors who have not employed seasonal workers under the RSE scheme (n=115).

The survey sought employers' feedback in relation to the following areas:

- ◆ How recruitment of seasonal workers was undertaken this year and expectations as to how it will be done next year.
- ◆ Amongst employers of RSE workers, difficulties or issues experienced in providing appropriate pastoral care to workers.
- ◆ Perceptions of the performance of seasonal workers sourced from various schemes in relation to their dependability, enthusiasm while working, and productivity.
- ◆ Whether there had been any character-related issues amongst seasonal workers.
- ◆ Amongst employers of RSE workers, the short-term impacts and benefits of participating in the RSE scheme.
- ◆ Satisfaction with the service provided by regional RSE relationship managers.
- ◆ Satisfaction with the performance of RSE administrators from different Pacific countries.

**Any statistically significant differences between the results of the 2014 survey and earlier surveys are highlighted in the commentary of this report.**

**Please note that the survey was not conducted in 2013, and therefore the most recent point of comparison is the 2012 survey.**



## 1.1 Key findings

### Recruitment practices

Key findings in relation to recruitment practices are as follows:

- ◆ Ninety-two percent of responding RSEs reported having employed Pacific workers through the RSE scheme in the last 12 months, with an average number of 78 Pacific workers per employer – an increase from 63 in 2012. However, the median number of Pacific workers remained unchanged at 30 per employer.
  - ◆ Longitudinal analysis shows that, among those RSEs who have participated in more than one survey between 2008 and 2014, the average RSE employed 15 more Pacific workers in 2014 than they did at the time of their first survey.
- ◆ Unchanged from 2012, 17 percent of RSEs reported employing non-Pacific RSE workers. On average, these RSEs employed 63 such workers in the last 12 months. The median number of 60 workers is also consistent with the 2012 result.
- ◆ RSEs also continued to source seasonal workers extensively from sources outside the scheme, with 93 percent employing seasonal workers from Work and Income and 95 percent sourcing seasonal workers from the local community – consistent with 2012 findings.
  - ◆ However, the average number of workers employed from the local community declined significantly, from 111 in 2012 to 82 in 2014.
  - ◆ Among those RSEs who have participated in more than one survey between 2008 and 2014, the average RSE employed 14 more seasonal workers from Work and Income in 2014 than they did at the time of their first survey.
  - ◆ RSEs remained far more likely than non-RSEs to employ workers from Work and Income.
- ◆ Other employers who reported employing Pacific and non-Pacific RSE workers ('other RSEs') sourced these workers most frequently through an RSE cooperative. The large majority of these employers planned to continue using current arrangements in future, although 10 percent were considering becoming a Recognised Seasonal Employer.
- ◆ For their next season, more than half (56 percent) of RSEs said they would prefer to employ the same seasonal workers they had used this year, with a further 36 percent preferring a mix of returning and new workers from the same countries they recruited from currently.



### **Difficulties experienced in providing pastoral care**

One in four RSEs (26 percent) stated that they had at least one problem or difficulty providing pastoral care for their workers in the past year. This is not significantly different from the 19 percent recorded in 2012, but remains an improvement from the 2008 survey, in which 44 percent of RSEs reported having at least one problem in this regard.

In contrast to this overall trend, the 2014 survey saw a slight increase in reported problems providing accommodation, translation and health services, when compared with the 2012 survey.

However, the overall trend remains positive: 94 percent of RSEs believed that managing the provision of pastoral care for returning Pacific RSE workers was easier this year than last year – a significant improvement on the 2012 result of 88 percent.

Among non-RSE employers who employed RSE workers, two thirds (67 percent) were able to name at least one of the obligations or responsibilities faced by employers when engaging workers under the scheme – a significant increase from 42 percent in 2012.

### **Changes to the pastoral care provided**

Just over half (55 percent) of RSEs reported having made improvements to their pastoral care arrangements for RSE workers in the last 12 months. Improvements in the provision of “suitable accommodation at a reasonable cost” (23 percent) and “health and safety inductions” (21 percent) were mentioned most frequently by RSEs.

Almost one half (45 percent) of RSEs said they were considering making improvements to pastoral care for their RSE workers in the next 12 months. And, as was the case in 2012, accommodation and opportunities for recreational activities were the areas in which improvements were most likely to be considered by RSEs.

In the last 12 months, one-in-three RSEs (35 percent) also made changes to the conditions available to New Zealand or other workers as a result of providing pastoral care to their RSE workers.

One in four RSEs (25 percent) were considering making changes to their care provision for New Zealand and other workers in the next 12 months. Reflecting the findings of earlier surveys, health and safety inductions were the most frequently mentioned planned improvement.

### **Perceptions regarding Pacific RSE workers**

Questions about the attitude and productivity of both new and returning Pacific RSE workers continued to be answered positively by the vast majority of RSEs.

Continuing the trend observed in the 2010 to 2012 surveys, Pacific RSE workers were rated significantly higher than Working Holiday Scheme (WHS) workers and New Zealand workers for their dependability (mean score of 9.26 out of 10), enthusiasm while working (9.07), and their productivity (8.93).

Overall ratings for Pacific RSE workers on each of these attributes have not changed significantly since 2010. However, their score for enthusiasm while working has increased significantly since 2008.



Longitudinal analysis also shows that RSEs who have completed more than one survey between 2008 and 2014 rated the productivity of their Pacific workers more positively this year than they did at the time of their first survey (see Appendix A).

As seen in the previous three surveys, in 2014 almost all RSEs (95 percent) employed returning Pacific workers from the previous season, and this approach is also increasingly being adopted by other employers of RSE workers (83 percent).

In a significant improvement since 2012, 71 percent of RSEs described their returning Pacific RSE employees as being “excellent”, in terms of their productivity from day one (up from 55 percent in 2012).

Ninety-five percent of RSEs who employed both new and returning Pacific RSE workers reported that returning workers helped with the training of new workers – consistent with 2011 and 2012 results, and up significantly from 80 percent in 2010.

The 2014 survey included a new question, aimed at measuring perceptions of the productivity of first time Pacific RSE workers. Using a scale from “poor” to “excellent”, most RSEs (63 percent) described their new workers as being “good”, on the whole, in that “most needed very little training”.

### **Health and character issues**

Between seven and 18 percent of RSEs reported experiencing character-related issues with their Pacific RSE workers, such as altercations with other workers or not fitting in. The proportion of RSEs who experienced “alcohol-induced socially disruptive behaviour” has reduced significantly over time, from 45 percent in 2008, to 27 percent in 2012 and 18 percent in 2014.

It should be noted that employers of Pacific RSE workers were no more likely than non-RSEs to have experienced character-related issues with their seasonal workers, and in some cases were less likely to have done so.

Furthermore, employers of Pacific RSE workers were significantly less likely to observe character-related issues with their Pacific workers than they were among their other workers.

Twenty-six percent of RSEs reported that at least one of their Pacific RSE workers did not arrive in good health, which is comparable with the findings of the 2010 to 2012 surveys.

The specific health issues affecting Pacific RSE workers were measured on a prompted basis for the first time in the 2014 survey. Dental problems and boils continued to be observed most frequently by RSEs.



## Short-term impacts

In a significant increase from the 2012 survey, 71 percent of RSEs reported that they had made changes this year in at least one of the areas of business practice they were asked about (up from 59 percent). The following changes saw increasing levels of implementation in 2014:

- ◆ Investment in new plant and equipment (54 percent – up significantly from 27 percent in 2012).
- ◆ Expansion of the business (47 percent – up significantly from 24 percent in 2012).
- ◆ Improvements in workforce planning (43 percent – up significantly from 32 percent in 2012).
- ◆ Changes in health and safety practices (39 percent – up significantly from 28 percent in 2012).

Consistent with survey results from the 2010 to 2012 surveys, RSEs were also significantly more likely than non-RSEs to have made – or be planning to make – changes to their business.

## Benefits of participation

In 2014, almost all participating RSEs (96 percent) reported that the benefits of participating in the scheme outweigh the costs. This is a significant improvement from 57 percent who believed that this was the case in the first survey, conducted in 2008.

At least 80 percent of RSEs agreed that participation in the programme has resulted in:

- ◆ Better quality and more productive workers (100 percent, consistent with 2012 results and up significantly from 59 percent in 2008).
- ◆ A more stable workforce than in previous years (97 percent, consistent with 2012 results and up significantly from 81 percent in 2008).
- ◆ The ability to employ more New Zealand workers in addition to RSE workers (81 percent – measured for the first time in 2014).

Of those RSEs who have experienced a more stable workforce:

- ◆ Ninety-two percent say that this has enabled their business to invest in its plant and equipment – up significantly from 78 percent in 2012.
- ◆ Eighty-eight percent say that this has enabled their business to expand the area under cultivation – up significantly from 74 percent in 2012.

More than three quarters (76 percent) of RSEs reported having extended the land area they cultivate since 2007. Of these, 90 percent said that participation in the RSE scheme had been a factor encouraging this expansion. In contrast, only 45 percent of non-RSEs have expanded their cultivation area since 2007.





## **Awareness and perceptions of RSE**

Prior to receiving communication about this survey, 82 percent of employers who did not recruit any RSE workers in the last 12 months said they had heard of the RSE scheme.

The availability of sufficient staff from other sources was identified as the main reason for not participating in the scheme. Both of these findings are consistent with the 2011 and 2012 surveys.

## **Satisfaction with regional RSE relationship manager**

Sixty-eight percent of RSEs said they were satisfied with the overall quality of service they received from their RSE relationship manager in the last 12 months. This is a significant decline from 80 percent in 2012, and is the result of a shift towards more neutral responses (23 percent, up from 14 percent). New respondents in the 2014 survey (i.e. those who did not participate in the 2012 survey) have contributed to this shift, providing less positive ratings overall than repeat respondents.

## **Satisfaction with Pacific RSE administrators**

Employers who reported having employed Pacific seasonal workers recruited under the RSE scheme were invited to assess the performance of the RSE administrators they have dealt with from different Pacific states.

As was the case in 2012, the Pacific countries most likely to be recruited from by RSEs were Vanuatu (52 percent) and Tonga (32 percent). Most RSEs who employ Pacific RSE workers currently recruit these workers from only one country (83 percent).

Sixty percent of employers who used workers from Vanuatu rated their satisfaction with that country's performance in administering the scheme with a score of '8' to '10' out of 10. This is significantly higher than the satisfaction rating achieved by other countries.

Indicatively (due to small sample sizes), ratings for RSE administrators from Vanuatu and Samoa appear higher than those of other Pacific countries in terms of their processes, their knowledge and their communication.



## 2.0 Methodology

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The following section describes the approach that was undertaken to develop and conduct the online and CATI surveys with RSE and non-RSE employers.

### Questionnaire development

The questionnaire for the survey was initially developed in consultation with a core evaluation group put together by the Department of Labour (now the Ministry of Business, Innovation and Employment) in 2008, including stakeholders within the Department, from *evaluate research ltd.* and Auckland University.

The draft questionnaire was subsequently peer reviewed by a number of stakeholders from the broader evaluation advisory group, including Department of Labour and Ministry of Social Development staff, and representatives from key industry/sector groups such as Horticulture New Zealand and Wine New Zealand. Following minor amendments and changes, the resulting questionnaire was cognitively pre-tested with a sample of employers before being launched.

The survey questionnaire for the 2009 survey was based upon that of the 2008 survey, but with minor amendments to reflect changes in the RSE policy, and to clarify certain issues that were unclear from the findings of the 2008 survey.

The survey questionnaires for the 2010, 2011 and 2012 surveys were based upon that of the 2009 survey, again with minor amendments to reflect changes in the RSE policy, and to capture information about RSE and non-RSE employers who have employed RSE workers from outside of the Pacific.

Some further questions were introduced by the Ministry of Business, Innovation and Employment in the 2012 survey to support the Strengthening Pacific Partnerships programme, assessing the performance of RSE administrators from different Pacific countries.

In 2014, in consultation with Richard Bedford from the University of Waikato, a number of minor improvements were made to the survey. Many of the survey's questions about past and future changes to business practices had previously been asked without specifying a timeframe, and therefore it was not possible to interpret when changes had been made by businesses, or when planned future changes might occur. The 2014 survey encouraged respondents to answer in the context of the "last 12 months" or the "next 12 months", thereby allowing us to observe whether the RSE scheme was still encouraging change by businesses in its seventh season. The 2014 survey also included questions aimed at determining whether the RSE scheme had resulted in greater opportunities for employers to recruit New Zealand workers, in addition to RSE workers.

Following these changes, the final questionnaire was then programmed into IBM SPSS Data Collection™ for administration as an online and CATI-based telephone survey.



## Sample frames and approach to sampling

The sample for the 2014 survey came from five sources:

- ◆ Ministry of Business, Innovation and Employment records of employers approved under the RSE scheme.
- ◆ Horticulture New Zealand's membership list of growers.
- ◆ A sample of wineries and grape growers from New Zealand Wine's membership list.
- ◆ A list of Seasonal Solutions (SSCO) member organisations.
- ◆ A small list of growers taken from the Master Contractors (NZMCI) website.

The fourth and fifth sample sources listed above were used for the first time in 2014. However, it should be noted that these sources formed a relatively small proportion of the overall sample provided (as detailed below) and also of the sample of employers who eventually responded, and therefore this was not a significant change to the sampling approach.

The final sample that was selected for the survey was comprised of all eligible RSEs with known email addresses and contact details (n=103); a randomly selected sample of Hort. NZ growers with known email addresses and contact details (n=700); a sample of 400 New Zealand Wine members, comprised of 300 randomly selected organisations from the Marlborough region and 100 randomly selected organisations from other regions (this was done to reflect the fact that 75 percent of production comes from the Marlborough region); all 36 organisations from the SSCO database (once duplicates from other sources were removed); and all 13 organisations from the Master Contractors' list of growers (once duplicates from other sources were removed).

## Surveying

Out of the list provided by the Ministry of Business, Innovation and Employment, a total of 103 RSEs were sent a pre-notification letter on Immigration New Zealand letterhead on 3 July 2014, along with a randomly drawn sample of 700 Horticulture NZ members with known email addresses. This was followed by an email invitation from Research New Zealand to complete the survey, which was also sent to the 400 New Zealand Wine member wineries and grape growers, along with the organisations identified by SSCO and Master Contractors.

Two reminder emails were sent in late July and mid-August to those respondents who had either not yet completed the online survey, or not yet contacted Research New Zealand to advise that they had not employed any seasonal workers in the last 12 months.

These emails were followed by telephone reminder calls to RSEs (and a sample of non-RSEs) who had not completed the online survey by mid-August. Respondents were given the option of completing the survey by telephone if they preferred. A total of 13 RSEs opted to do so, along with 12 non-RSEs.



## Response rates

The survey achieved a high response rate, with 79 percent of those RSEs who employed seasonal workers in the last 12 months completing the survey. The response rate for Horticulture NZ's members was 28 percent, and for New Zealand Wine wineries and grape growers 16 percent (Table 1).

**Table 1: Response rates**

|  | RSE<br>Counts | Hort. NZ<br>Counts | Wine NZ<br>Counts | SSCO<br>Counts | NZMCI<br>Counts |
|--|---------------|--------------------|-------------------|----------------|-----------------|
| Completed the survey   | 79            | 107                | 43                | 16             | 4               |
| Refused  | 5             | 57                 | 20                | 0              | 1               |
| No response to the survey (eligibility unknown)                                  | 17            | 369                | 298               | 18             | 6               |
| Non-qualifier (opted out because did not employ seasonal workers last 12 months) | 2             | 120                | 27                | 0              | 2               |
| Total approached to participate (excluding bounce-backs)                         | 103           | 653                | 388               | 34             | 13              |
| Response Rate (percentage)   | 79            | 28                 | 16                | 47             | 43              |

## Limitations

- ◆ As with any survey, the findings of this survey reflect the experiences, beliefs and behaviours of the respondents, and as such may not necessarily accurately reflect the full gamut of experiences and beliefs of all employers who were eligible to participate in the research.
- ◆ While the final achieved sample of RSEs is large enough to provide statistically valid results, particularly given the size of the eligible population of employers currently participating in the scheme, any statistics based upon sub-samples of less than n=30 respondents should be viewed as indicative only.
- ◆ The results based on the full sub-samples are subject to the following maximum margins of error at the 95 percent confidence level, and so a certain degree of caution should be exercised in extrapolating these results to the broader populations of non-RSEs in particular:
  - a. Official RSEs in total (n=79 out a population of n=103)  $\pm$  5.3 percent.
  - b. Other RSEs: unknown.
  - c. Non-RSEs (n=151)  $\pm$  9.1 percent.



## 3.0 Context - business demographic and respondent profiles

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In order to provide some context to the survey findings, the following tables provide details of the types of businesses and respondents that completed the 2014 survey across the different sample groups.

Overall, the profiles of responding sample groups in 2014 were largely unchanged, when compared against earlier surveys.

- ◆ Consistent with earlier surveys, the large majority (87 percent) of 'official' RSEs who participated in the survey were in the horticulture sector. In contrast, other employers of RSE workers were divided relatively evenly between the horticulture and viticulture sectors (51 percent and 55 percent respectively) (Table 2).
- ◆ Almost half of RSEs and other employers of RSE workers described themselves as 'orchard or farm owners'. In addition, many responding RSEs (approximately one in four) were contractors working for orchard or vineyard owners. In contrast, given their greater presence in the viticulture sector, a large proportion of other employers of RSE workers described themselves as 'vineyard owners' or 'vineyard managers' (Table 3).
- ◆ The majority of responding employers were based in the Marlborough, Hawke's Bay, Nelson and Bay of Plenty regions. RSEs were the most likely group to be based in the Nelson region, while other employers of RSE workers were the most likely to be found in Marlborough or Otago/Southland (Table 4).
  - ◆ The proportion of responding RSEs who were located in Hawke's Bay declined from 33 percent in 2012 to 25 percent in 2014.
  - ◆ Among other employers of RSE workers, the proportion of respondents who were based on Otago/Southland increased from three percent in 2012 to 33 percent in 2014.
- ◆ RSEs were well represented in both the North and South Islands. In contrast, other employers of RSE workers were most likely to be based in the South Island, while non-RSEs were more likely to be North Island-based (Table 5).
- ◆ As seen in previous years, RSEs were more likely to own or manage multiple orchards, farms or vineyard sites than other employer types (Table 6).
- ◆ Reflecting this finding, the total land area managed by RSEs was larger, on average, than that managed by non-RSEs (Table 7).
- ◆ Across all groups, the majority of businesses employing seasonal workers had been operating for at least ten years, and RSEs were the most likely to have been operating for more than 20 years (Table 8).



- ◆ RSEs and other employers of RSEs were more likely than non-RSEs to have an annual turnover of greater than \$5 million before tax, while non-RSEs were more likely to have an annual turnover of less than \$250,000 (Table 9).

In the tables which follow, any statistically significant differences between the results for a particular sub-group and the results for the total sample are highlighted. Results which are significantly higher than the total are highlighted with a red background (e.g. **87**) and results which are lower are highlighted with a grey background and red font (e.g. **51**).

Arrows (↑↓) denote a significant increase or decrease in 2014 results when compared to 2012 results.

## Business demographic and respondent profiles

**Table 2:**

*Q1. Is your business involved in... ?*

|  | Official RSE | Other RSE | Non RSE |
|--|--------------|-----------|---------|
| Unweighted base =  | 79           | 55        | 115     |
|  | %            | %         | %       |
| Horticulture (e.g. fruit and vegetable growing, processing or packing) | <b>87</b>    | <b>51</b> | 77      |
| Viticulture (e.g. grape growing or wine production)                    | 24           | <b>55</b> | 23      |
| Other (Specify)  | 1            | 2         | 4       |
| Don't know   | 0            | 0         | 0       |
| Would rather not say   | 0            | 0         | 0       |

Total may exceed 100% because of multiple responses.

**Table 3:**

*Q2. And are you a ...?*

|   | Official RSE | Other RSE | Non RSE  |
|---|--------------|-----------|----------|
| Unweighted base =                               | 79           | 55        | 115      |
|   | %            | %         | %        |
| Orchard or farm owner                           | 48           | 47        | 65       |
| Orchard or farm manager                         | 20           | 13        | 12       |
| Vineyard owner                                  | <b>4</b>     | <b>35</b> | 20       |
| Vineyard manager                                | 4            | <b>24</b> | 6        |
| Packhouse owner                                 | 28           | 11        | 16       |
| Packhouse manager                               | 15           | 4         | 8        |
| Contractor working for an orchard or farm owner | 16           | <b>2</b>  | 5        |
| Contractor working for a vineyard owner         | <b>22</b>    | 4         | <b>4</b> |
| Contractor working for a Packhouse owner        | 4            | 2         | 3        |
| Don't know                                      | 4            | <b>0</b>  | 2        |
| Would rather not say                            | 0            | 0         | 1        |

Total may exceed 100% because of multiple responses.



**Table 4:**

*Q2a. In which regional council areas is your business or businesses mainly located?*

| Unweighted base =    | Official RSE<br>79<br>% | Other RSE<br>55<br>% | Non RSE<br>115<br>% |
|----------------------|-------------------------|----------------------|---------------------|
| Northland            | 9                       | 4                    | 6                   |
| Auckland             | 4                       | 5                    | 16                  |
| Waikato              | 5                       | 2                    | 11                  |
| Bay of Plenty        | 6                       | 7                    | 18                  |
| Hawkes Bay           | 25 ↓                    | 15                   | 12                  |
| East Coast           | 4                       | 2                    | 5                   |
| Central/Horowhenua   | 5                       | 2                    | 3                   |
| Wairarapa/Wellington | 3                       | 0                    | 1                   |
| Marlborough          | 19                      | 42                   | 17                  |
| Nelson               | 27                      | 4                    | 8                   |
| Canterbury           | 8                       | 11                   | 5                   |
| Otago/Southland      | 5                       | 33 ↑                 | 7                   |

Total may exceed 100% because of multiple responses.

**Table 5:**

*Q2a [recoded]. North Island or South Island*

| Unweighted base = | Official RSE<br>79<br>% | Other RSE<br>55<br>% | Non RSE<br>115<br>% |
|-------------------|-------------------------|----------------------|---------------------|
| North Island      | 52                      | 22                   | 64                  |
| South Island      | 46                      | 71                   | 34                  |
| Both              | 3                       | 7                    | 2                   |
| Total             | 100                     | 100                  | 100                 |

Total may not sum to 100% due to rounding.

**Table 6:**

*Q25. Do you own or manage multiple orchards or vineyards or farm sites?*

| Unweighted base =    | Official RSE<br>79<br>% | Other RSE<br>55<br>% | Non RSE<br>115<br>% |
|----------------------|-------------------------|----------------------|---------------------|
| Yes                  | 67                      | 53                   | 45                  |
| No                   | 33                      | 45                   | 54                  |
| Don't know           | 0                       | 0                    | 1                   |
| Would rather not say | 0                       | 2                    | 0                   |
| Total                | 100                     | 100                  | 100                 |

Total may not sum to 100% due to rounding.



**Table 7:**

*Q26 [recoded]. Total land area (hectares) of owned or managed sites*

|                      | Official RSE | Other RSE  | Non RSE    |
|----------------------|--------------|------------|------------|
| Unweighted base =    | 79           | 55         | 115        |
|                      | %            | %          | %          |
| Under 10 hectares    | 0            | 16         | 37         |
| 10-19 hectares       | 6            | 9          | 18         |
| 20-49 hectares       | 15           | 18         | 16         |
| 50-99 hectares       | 18           | 15         | 11         |
| 100-499 hectares     | 20           | 24         | 10         |
| 500 or more hectares | 13           | 13         | 4          |
| Don't know           | 16           | 2          | 0          |
| Would rather not say | 11           | 4          | 3          |
| <b>Total</b>         | <b>100</b>   | <b>100</b> | <b>100</b> |

Total may not sum to 100% due to rounding.

**Table 8:**

*Q27. How long [has the business/have the businesses] been operating?*

|                         | Official RSE | Other RSE  | Non RSE    |
|-------------------------|--------------|------------|------------|
| Unweighted base =       | 79           | 55         | 115        |
|                         | %            | %          | %          |
| Less than 5 years       | 3            | 0          | 8          |
| Between 5 and 10 years  | 14           | 20         | 17         |
| Between 10 and 20 years | 23           | 35         | 31         |
| More than 20 years      | 57           | 45         | 43         |
| Don't know              | 3            | 0          | 0          |
| Would rather not say    | 1            | 0          | 1          |
| <b>Total</b>            | <b>100</b>   | <b>100</b> | <b>100</b> |

Total may not sum to 100% due to rounding.





**Table 9:**

*Q28. What was the total annual turnover of [this business/these businesses] before tax last year? Was it...?*

| Unweighted base =          | Official RSE<br>79<br>% | Other RSE<br>55<br>% | Non RSE<br>115<br>% |
|----------------------------|-------------------------|----------------------|---------------------|
| \$0 to \$249,999           | 1                       | 9                    | 26                  |
| \$250,000 to \$499,999     | 3                       | 5                    | 10                  |
| \$500,000 to \$749,999     | 1                       | 9                    | 7                   |
| \$750,000 to \$999,999     | 1                       | 4                    | 6                   |
| \$1,000,000 to \$1,499,999 | 10                      | 9                    | 8                   |
| \$1,500,000 to \$1,999,999 | 8                       | 7                    | 3                   |
| \$2,000,000 to \$2,499,999 | 9                       | 2                    | 6                   |
| \$2,500,000 to \$2,999,999 | 4                       | 2                    | 2                   |
| \$3,000,000 to \$3,499,999 | 3                       | 2                    | 1                   |
| \$3,500,000 to \$3,999,999 | 3                       | 0                    | 0                   |
| \$4,000,000 to \$4,499,999 | 1                       | 4                    | 1                   |
| \$4,500,000 to \$4,999,999 | 3                       | 0                    | 0                   |
| \$5,000,000 or greater     | 25                      | 27                   | 4                   |
| Don't know                 | 18                      | 5                    | 4                   |
| Would rather not say       | 11                      | 15                   | 22                  |
| <b>Total</b>               | <b>100</b>              | <b>100</b>           | <b>100</b>          |

Total may not sum to 100% due to rounding.



## 4.0 Recruitment of seasonal workers

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The following section provides an overview of the survey findings in relation to: where businesses sourced seasonal workers from; the recruitment methods used this year; and their expectations as to how recruiting will be undertaken next year.

As detailed in Table 10 overleaf, on average, RSEs reported employing 78 Pacific workers admitted under the RSE scheme (up from 63 in 2012 and 54 in 2010) and 63 non-Pacific RSE workers (consistent with 2012 findings).

There is considerable variation in the number of Pacific workers employed by responding RSEs, with 68 percent employing less than 50 workers, while n=2 responding RSEs employed more than 900 workers. Therefore, any changes in mean results should be interpreted with caution. The median number of Pacific workers employed by RSEs remained unchanged between surveys at 30.

Longitudinal analysis shows that, among those RSEs who have participated in more than one survey between 2008 and 2014, the average RSE recruited 15 more Pacific workers in 2014 than they were at the time of their first survey, and 14 more workers from Work and Income (this is examined further in Appendix A).

RSEs also continued to source seasonal workers extensively from other sources:

- ◆ Ninety-three percent sourced seasonal workers from Work and Income (unchanged since 2012).
- ◆ Almost all (95 percent) sourced seasonal workers from the local community, which is consistent with 2012 results. However, among those who employed this type of worker, the average number of workers employed declined significantly, from 111 in 2012 to 82 in 2014.
- ◆ Seventy-three percent sourced workers from other schemes such as TRSE, SSE, WHS and VOC – up significantly from 49 percent in 2012, and consistent with the result of 70 percent recorded in 2010).<sup>1</sup>

RSEs remained far more likely than non-RSEs to employ workers from Work and Income. Table 11 and Table 12, overleaf, provide details of where other employers of RSE workers and non-RSEs sourced their seasonal workers from.

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<sup>1</sup> Note that the Working Holiday Scheme was measured separately from 'other schemes' (i.e. TRSE, SSE and VOC) for the first time in 2014. When checking for significant differences in results compared with previous years, these categories were combined.



**Table 10: Number of workers employed during the last 12 months – RSEs**

*Q3. How many of the following different types of workers did you employ during the last 12 months?*

| <b>RSEs only</b>  |  |                           |        |       |
|---|--|---------------------------|--------|-------|
|   | Percentage of RSEs who have employed workers from specific source last 12 months | Average number of workers | Median | Range |
| Base =  | 77*<br>%   | $\bar{x}$ =               |        |       |
| Seasonal workers from Work and Income                           | 93   | 35.0                      | 15.5   | 299   |
| Seasonal workers from the local community (non-Work and Income) | 95   | 82.2 ↓                    | 32     | 1198  |
| Recognised Seasonal Employer Scheme (RSE) – Pacific workers     | 92   | 77.9 ↑                    | 30     | 932   |
| Recognised Seasonal Employer Scheme (RSE) – non-Pacific workers | 17   | 63.4                      | 60     | 182   |
| Seasonal workers under the Working Holiday Scheme (WHS)         | 71 ↑   | 87.4 ↑                    | 29     | 734   |
| Seasonal workers under other schemes (TRSE, SSE & VOC)          | 8  | 7.8                       | 6      | 21    |

Total may exceed 100% because of multiple response.

\*Sub-sample based on official RSE employers who have employed RSE workers in the last 12 months.

**Table 11: Number of workers employed during the last 12 months – non-RSEs who have contracted RSE workers**

*Q3. How many of the following different types of workers did you employ during the last 12 months?*

| <b>Other RSE</b>  |   |                           |        |       |
|---|---|---------------------------|--------|-------|
|   | Percentage of non-RSE who have employed workers from specific source last 12 months (including RSE workers) | Average number of workers | Median | Range |
| Base =  | 52*<br>%  | $\bar{x}$ =               |        |       |
| Seasonal workers from Work and Income                           | 31  | 9.9                       | 4      | 48    |
| Seasonal workers from the local community (non-Work and Income) | 74  | 72.0                      | 18     | 1198  |
| Recognised Seasonal Employer Scheme (RSE) – Pacific workers     | 89  | 34.8                      | 20     | 249   |
| Recognised Seasonal Employer Scheme (RSE) – non-Pacific workers | 25  | 27.9                      | 18     | 74    |
| Seasonal workers under the Working Holiday Scheme (WHS)         | 63  | 46.3                      | 13.5   | 448   |
| Seasonal workers under other schemes (TRSE, SSE & VOC)          | 6   | 15.0                      | 15     | 10    |

Total may exceed 100% because of multiple response.

\*Sub-sample based on other RSE employers who have employed RSE workers in the last 12 months.



**Table 12: Number of workers employed during the last 12 months – non-RSEs**

*Q3. How many of the following different types of workers did you employ during the last 12 months?*

| <b>Non-RSEs</b>   |   |                           |        |       |  |
|---|---|---------------------------|--------|-------|--|
|   | Percentage of non-RSE who have employed workers from specific source last 12 months (including RSE workers) | Average number of workers | Median | Range |  |
| Base =  | 106*<br>%   | $\bar{x}$ =               |        |       |  |
| Seasonal workers from Work and Income                           | 17  | 8.8                       | 4      | 78    |  |
| Seasonal workers from the local community (non-Work and Income) | 77  | 18.4                      | 10     | 149   |  |
| Recognised Seasonal Employer Scheme (RSE) – Pacific workers     | -   | -                         |        |       |  |
| Recognised Seasonal Employer Scheme (RSE) – non-Pacific workers | -   | -                         |        |       |  |
| Seasonal workers under the Working Holiday Scheme (WHS)         | 46  | 16.4                      | 10     | 104   |  |
| Seasonal workers under other schemes (TRSE, SSE & VOC)          | 4   | 4.8                       | 4      | 9     |  |

Total may exceed 100% because of multiple response.

\*Sub-sample based on non-RSE employers.



Among RSEs, the most common method of recruiting Pacific RSE workers was direct recruitment by the employers themselves. However, the proportion who used this method declined from 68 percent in 2012 to 51 percent in 2014. Recruiting via returning workers from previous seasons remained popular, with 38 percent using this approach (Table 13).

As seen in previous years, more than half (59 percent) of RSEs reported that, on average, each Pacific RSE worker was trained for the tasks they needed to do in two days or less. However, the proportion reporting that more than one week was required increased from seven percent in 2012 to 17 percent in 2014. This makes it comparable with the 2011 result of 19 percent (Table 14).

**Table 13:**

*Q6a. And how did your business recruit its Pacific RSE workers during the last year?*

|  | Official RSE | Other RSE |
|--|--------------|-----------|
| Unweighted base =  | 73           | 48        |
|  | %            | %         |
| An RSE cooperative (e.g. Seasonal Solutions, Pick Hawke's Bay) | 10           | 60        |
| An RSE labour recruiter  | 22           | 21        |
| A Pacific Government-sponsored work-ready pool                 | 12           | 2         |
| Direct recruiting by the business                              | 51 ↓         | 8         |
| Using returning workers to recruit for the business            | 38           | 4         |
| Other (Specify)  | 7            | 10        |
| Don't know   | 0            | 6         |
| Would rather not say   | 1            | 0         |

Total may exceed 100% because of multiple responses.

\*Sub-sample based on employers of Pacific RSE workers.

**Table 14:**

*Q6. What is the average amount of time that was taken to prepare or train each Pacific RSE worker for the tasks they needed to do? Please do not include the 'Orientation to NZ', which some employers are involved in providing to their RSE workers. (Recoded)*

|                        | Official RSE | Other RSE |
|------------------------|--------------|-----------|
| Unweighted base =      | 70           | 46        |
|                        | %            | %         |
| Less than one day      | 26           | 28        |
| One - two days         | 33           | 17        |
| Three days to one week | 19           | 11        |
| More than one week     | 17 ↑         | 22        |
| Don't know             | 3            | 17        |
| Would rather not say   | 3            | 4         |
| Total                  | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on employers of Pacific RSE workers.



## 4.1 Expectations of how recruiting will be undertaken in future by other employers of RSE workers

As noted in Table 11 above, a number of employers who are not RSEs reported using RSE workers. When queried as to where they had sourced the workers in question from, their responses indicated a significant shift from previous years' results (Table 15). Reported use of RSE cooperatives was higher than reported use of RSE labour contractors – the reverse of the situation in 2011, when 24 percent reported using a cooperative and 67 percent reported using a labour contractor.

However, it should be noted that 15 out of the n=55 respondents to this question originated from a sample of growers provided by Seasonal Solutions – a source not used in previous surveys.

**Table 15:**

*Q3a. And where did you source your seasonal workers under the RSE scheme from?*

|  | Other RSE |
|--|-----------|
| Unweighted base =  | 55<br>%   |
| An RSE cooperative (e.g. Seasonal Solutions, Pick Hawke's Bay) | 55 ↑      |
| Or an RSE labour contractor                                    | 42 ↓      |
| Other (Specify)  | 16        |
| Don't know   | 0         |
| Would rather not say   | 0         |

Total may exceed 100% because of multiple responses.

\*Sub-sample based on those respondents who employed RSE workers but are not currently part of the RSE scheme.

Among those respondents in the sub-sample who reported that they had sourced their RSE workers from a different source, their comments were as follows:

*Agriventure.*

*Internal recruitment.*

*Local packhouse for our picking, packing & pruning.*

*Local packhouse.*

*Local people from the town.*

*Recruited ourselves through Tongaworks.*

*Recruited with help from our RSE pastoral caregiver.*

*We use our own ATR and employ RSE workers directly.*



When queried whether they would consider using the same arrangements in the future or if they were considering becoming a RSE, responses followed the pattern of the 2010 to 2012 surveys: most said that they would continue to use the same arrangements, though a small percentage of the sub-sample (five employers) reported that they were considering becoming an RSE (Table 16).

**Table 16:**

*Q3b. And will you continue to use such an arrangement(s) to source seasonal workers under the RSE scheme in the future, or are you considering becoming a Recognised Seasonal Employer?*

|   | Other RSE<br>48*<br>% |
|---|-----------------------|
| Unweighted base =                                   |                       |
| Continue to use same arrangement(s)                 | 100                   |
| Considering becoming a Recognised Seasonal Employer | 10                    |
| Will apply to become a Recognised Seasonal Employer | 2                     |
| Don't know  | 0                     |
| Would rather not say                                | 0                     |

Total may exceed 100% because of multiple response.

\*Sub-sample based on those respondents who employed RSE workers but are not currently part of the RSE scheme.

\*\*Caution: low base number of respondents - results are indicative only.



## 5.0 Pastoral care

The following section examines the results of only those employers who reported that they have employed seasonal workers recruited under the RSE scheme in the last 12 months, with a specific emphasis on RSE accredited employers.

### 5.1 Awareness of obligations

RSE employers have a number of obligations and responsibilities when engaging seasonal workers under the scheme. Non-RSE employers who employed RSE workers (n=55) were asked if they knew of any special obligations related to engaging scheme workers.

In a significant increase from previous surveys, two thirds (67 percent) of these employers were able to name at least one obligation or responsibility. This compares with a result of 42 percent in 2012 (Table 17).

**Table 17:**

*Q3c. And to the best of your knowledge, are there any special obligations or responsibilities related to engaging seasonal workers under the RSE scheme compared to hiring other seasonal workers?*

|  | Base = | Other RSE<br>55<br>% |
|--|--------|----------------------|
| Yes  |        | 67 ↑                 |
| None, that I'm aware of                                |        | 22                   |
| Not applicable (it is the contractor's responsibility) |        | 6                    |
| Don't know   |        | 4                    |
| Refused  |        | 2                    |
| Total  |        | 100                  |

Total may not sum to 100% due to rounding.

\*Sub-sample based on non-official RSE employers who have employed RSE workers in the last 12 months.

The comments of the 37 employers who stated they were aware of any obligations of the RSE scheme are listed below:

*Appropriate accommodation, contribution to airfares. Overall we believe in a greater level of care for the RSE workers, as returning employees they are incredibly valuable to our business and as such we want them to be happy and secure while in New Zealand so they are happy to return.*

*Employer must have ATR in place, pay market rates, provide accommodation at a good, suitable standard, have a pastoral care programme in place, pay half of return airfare, ensure access to good food, health care, ensure any breach of Visa is notified. Employer must also have taken all reasonable steps to recruit New Zealanders.*

*Ensure 30 hours per week for RSE workers.*

*Ensure contractor has documentation of status and appropriate tax arrangements.*





*Ensuring they are well housed and normal New Zealand employment responsibilities are complied with. Helping them cope with any cultural differences.*

*Farm accommodation availability.*

*Guaranteeing a certain number of hours, food and accommodation. Looking after their general wellbeing.*

*I am aware they need to be paid at least a minimum weekly wage, even if weather or other factors prevent them doing their hours. Also that suitable accommodation and transport needs to be provided. However, note that I am not employing them directly. The local packhouse employs them and invoices me.*

*Minimum 30 hours per week employment, pastoral care.*

*More obligations, costs based on onshore and offshore, and social responsibility.*

*More pastoral care. Supply a van - which is expensive.*

*Must be approved.*

*Must guarantee minimum hours, return airfares, pastoral care, accommodation, health requirements.*

*Must pay half the return airfare between NZ and Samoa. Provide pastoral care.*

*Need to provide them with a minimum number of hours of work per week.*

*None in employment as I am aware, but restrictions on alcohol and entertainment for work functions.*

*Pastoral care obligations.*

*Pastoral care responsibilities, particularly leisure activities, access to healthcare and language translation. Care needed to ensure wages high enough in periods of bad weather or illness. Capital needed for purchase of vans, transport & arranging airfares. Special accommodation.*

*Pastoral care.*

*Pastoral care. First port of call for personal / budget / health / work problems. Monitoring alcohol use.*

*Providing a certain minimum number of hours each week for the RSE workers from Seasonal Solutions.*

*Provision of transport. Sourcing accommodation. \$3k bond, 50% return airfare. Pastoral care.*

*Repatriate them.*



*Seasonal Solutions are the employer but all matters relating to health and safety and working conditions are the same for all employees under NZ law. Under RSE, employment is restricted to seven months and there is an additional cost relating to airfares.*

*There are some specific processes for becoming an RSE directly. I believe these processes would be similar to AIP but because we haven't applied directly to be an RSE employer I don't know [the] specifics.*

*We are required to give them at least 35 hours of work per week and we pay the cost of repatriation to the home country.*

*We are responsible for the airfare home, for housing the guys in warm and comfortable accommodation and for pastoral care. We provide transport and help with buying food, bedding and clothing items. We try to include the guys in the community - allowing for church-going and attendance at other community social events. We keep the guys out of the pub and out of trouble.*

*We keep a close eye on our RSE workers to ensure they are coping with life in New Zealand and ensuring they are not taken advantage of by anyone. We believe it is important for these people to learn skills that can be applied back home and endeavour to arrange opportunities for them to try new things.*

*Yes the RSE scheme requires employers to provide pastoral care, health & safety inductions, suitable work site facilities, protective safety gear, access to suitable accommodation, arrange transport, share half the cost of return airfares and ensure that at least minimum wages are paid to the seasonal worker.*

*Yes to employ RSE workers, more book work [is needed] but [they are] better workers than the unemployed.*

*Yes you must give the workers a minimum of 30 hours per week. You must try to employ Kiwis first, but within our region most of the critical times when workers are required Kiwis are not available.*

*Yes, flights, insurance, health, transport and care.*

*Yes, I believe the RSE contractor must ensure the worker is housed in suitable accommodation, earns a minimum wage [and] does not use the scheme to enter New Zealand and [then] take off.*

*Yes, pastoral care, help with visa applications, return airfare, transport, accommodation.*

*Yes, there are costs that you [incur] under the RSE scheme, i.e. air fares, recruitment, pastoral care, etc.*

*Yes.*

*You need to provide suitable accommodation, return airfares, insurances and make sure they are looked after and looking after themselves to a good standard.*



## 5.2 Difficulties experienced

One in four RSEs (26 percent) stated that they had at least one problem or difficulty providing pastoral care for their workers in the past year (Table 18). This is not significantly different from the 19 percent recorded in 2012, and remains an improvement from the 2008 survey, in which 44 percent of RSEs reported having at least one problem in this regard.

However, compared with the 2012 survey, significantly more RSEs in 2014 reported having experienced difficulties in the following three areas:

- ◆ Suitable access to accommodation at a reasonable cost (10 percent, up from four percent in 2012). Note that only one of the n=8 RSEs who reported this problem in 2014 had also mentioned the issue in 2012.
- ◆ Language translation (eight percent, up from one percent in 2012).
- ◆ Access to health services (six percent, up from one percent).

Twenty-three percent of other employers of RSE workers stated they had difficulties providing pastoral care. Problems were most frequently experienced in the areas of accommodation, language translation, banking and opportunities for recreation.

Employers' comments regarding the pastoral care of their RSE workers can be found in Appendix B.

**Table 18:**

*Q15. For each of the following areas, please identify whether your business had any issues or difficulties in providing or arranging for these to be provided to your RSE workers.*

| Unweighted base =   | Official RSE<br>77<br>% | Other RSE<br>52<br>% |
|---|-------------------------|----------------------|
| Suitable accommodation at a reasonable cost                                       | 10 ↑                    | 10                   |
| Language translation (e.g. for training, and health and safety purposes)          | 8 ↑                     | 8                    |
| Access to health services   | 6 ↑                     | 4                    |
| Time off to attend religious observances  | 5                       | 4                    |
| Food at a reasonable cost   | 4                       | 4                    |
| Health and safety inductions  | 4                       | 4                    |
| Onsite facilities (e.g. toilets, fresh drinking water, shelter from the elements) | 4                       | 4                    |
| Protective clothing   | 3                       | 6                    |
| Access to personal banking  | 3                       | 8                    |
| Opportunities to participate in recreational activities                           | 3                       | 8                    |
| Transport to and from port of arrival and departure                               | 3                       | 2                    |
| Transport to and from the worksite(s)   | 3                       | 6                    |
| None  | 74                      | 54                   |
| Don't know  | 0                       | 23                   |
| Would rather not say  | 0                       | 0                    |

Total may exceed 100% because of multiple responses.



In cases where Pacific seasonal workers employed last year returned this year, the vast majority of RSEs reported that the management of their pastoral care was easier (94 percent). This is a significant improvement on the 2012 result of 88 percent (Table 19).

**Table 19:**

*Q15a. Thinking about the Pacific RSE workers who worked for you last year and returned this year, overall, has managing the provision of pastoral care to these workers been easier this year than last year?*

|                      | Official RSE | Other RSE |
|----------------------|--------------|-----------|
| Unweighted base =    | 69<br>%      | 40<br>%   |
| Yes                  | <b>94</b> ↑  | <b>65</b> |
| No                   | 3            | 8         |
| Don't know           | <b>1</b>     | <b>28</b> |
| Would rather not say | 1            | 0         |
| Total                | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those employers who employed returning Pacific RSE workers.



## 5.3 Improvements made to care arrangements in last 12 months

Just over half (55 percent) of RSEs reported having made improvements to their pastoral care arrangements for RSE workers in the last 12 months, with 30 percent making improvements in more than one area.<sup>2</sup>

Improvements in the provision of “suitable accommodation at a reasonable cost” (23 percent) and “health and safety inductions” (21 percent) were mentioned most frequently by RSEs (Table 20).

Recreational opportunities and onsite facilities were also priority areas for improvement in 2014.

**Table 20:**

*Q16. Have you made any improvements to any of your pastoral care arrangements for your RSE workers in the last 12 months?*

| Unweighted base =   | Official RSE<br>77<br>% | Other RSE<br>55<br>% |
|---|-------------------------|----------------------|
| Suitable accommodation at a reasonable cost                                       | 23                      | 7                    |
| Health and safety inductions  | 21                      | 13                   |
| Opportunities to participate in recreational activities                           | 17                      | 11                   |
| Onsite facilities (e.g. toilets, fresh drinking water, shelter from the elements) | 17                      | 7                    |
| Language translation (e.g. for training, and health and safety purposes)          | 16                      | 5                    |
| Transport to and from the worksite(s)   | 14                      | 5                    |
| Protective clothing   | 13                      | 7                    |
| Access to personal banking  | 13                      | 5                    |
| Food at a reasonable cost   | 12                      | 5                    |
| Time off to attend religious observances  | 12                      | 5                    |
| Access to health services   | 10                      | 2                    |
| Transport to and from port of arrival and departure                               | 9                       | 4                    |
| None  | 44                      | 40                   |
| Unsure  | 1                       | 27                   |
| Would rather not say  | 0                       | 5                    |

Total may exceed 100% because of multiple responses.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

<sup>2</sup> Please note that these results are not comparable with those of previous surveys, because the timeframe of “the last 12 months” had not previously been specified in the survey question.



## 5.4 Planned improvements to arrangements

Almost half (45 percent) of RSEs said they were considering making improvements to pastoral care for their RSE workers in the next 12 months.<sup>3</sup>

And as was the case in 2012, accommodation and opportunities for recreational activities are the areas in which improvements are most likely to be considered by RSEs (Table 21).

**Table 21:**

*Q16a. And are you considering making any improvements to any of your pastoral care arrangements for your RSE workers in the next 12 months?*

| Unweighted base =   | Official RSE<br>77<br>% | Other RSE<br>55<br>% |
|---|-------------------------|----------------------|
| Suitable accommodation at a reasonable cost                                       | 17                      | 7                    |
| Opportunities to participate in recreational activities                           | 12                      | <b>0</b>             |
| Health and safety inductions  | 10                      | 4                    |
| Language translation (e.g. for training, and health and safety purposes)          | 9                       | 4                    |
| Food at a reasonable cost   | 8                       | 2                    |
| Onsite facilities (e.g. toilets, fresh drinking water, shelter from the elements) | 6                       | <b>0</b>             |
| Access to personal banking  | 4                       | 2                    |
| Transport to and from the worksite(s)   | 4                       | 4                    |
| Protective clothing   | 3                       | 4                    |
| Transport to and from port of arrival and departure                               | 3                       | 0                    |
| Time off to attend religious observances  | 1                       | 0                    |
| Access to health services   | 0                       | 0                    |
| None  | 44                      | 49                   |
| Unsure  | 10                      | 27                   |
| Would rather not say  | 1                       | 4                    |

Total may exceed 100% because of multiple responses.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

<sup>3</sup> Please note that these results are not comparable with those of previous surveys, because the timeframe of “the next 12 months” had not previously been specified in the survey question.



## 5.5 Changes in what is provided to New Zealanders and other workers

In the last 12 months, one-in-three RSEs (35 percent) made changes to the conditions available to New Zealand or other workers as a result of providing pastoral care to their RSE workers (Table 22).<sup>4</sup>

The most common changes employers have made relate to:

- ◆ Health and safety inductions (mentioned by 22 percent of RSEs).
- ◆ Onsite facilities (mentioned by 18 percent of RSEs).

Compared to the first survey, conducted in 2008, significantly more RSEs report having made improvements to health and safety inductions (22 percent, up from four percent) and protective clothing (12 percent, up from zero).

**Table 22:**

*Q17. As a result of providing pastoral care for your RSE workers, have you changed what you provide to your New Zealand workers in the last 12 months?*

| Unweighted base =   | Official RSE<br>77<br>% | Other RSE<br>55<br>% |
|---|-------------------------|----------------------|
| Health and safety inductions  | 22                      | 7                    |
| Onsite facilities (e.g. toilets, fresh drinking water, shelter from the elements) | 18                      | 5                    |
| Transport to and from the worksite(s)   | 14                      | <b>2</b>             |
| Protective clothing   | 12                      | 9                    |
| Food at a reasonable cost   | 5                       | 0                    |
| Transport to and from port of arrival and departure                               | 5                       | 2                    |
| Suitable accommodation at a reasonable cost                                       | 3                       | 0                    |
| Access to personal banking  | 3                       | 2                    |
| Language translation (e.g. for training, and health and safety purposes)          | 3                       | 0                    |
| Opportunities to participate in recreational activities                           | 1                       | 2                    |
| Time off to attend religious observances  | 1                       | 0                    |
| Access to health services   | 0                       | 2                    |
| None  | 62                      | 64                   |
| Don't know  | <b>0</b>                | 15                   |
| Would rather not say  | 3                       | 4                    |

Total may exceed 100% because of multiple responses.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

<sup>4</sup> Please note that these results are not comparable with those of previous surveys, because the timeframe of "the last 12 months" had not previously been specified in the survey question.



One in four RSEs (25 percent) said they are planning to introduce changes to what they provide their New Zealand workers and other (non-RSE) workers in the next 12 months (Table 23).

Reflecting the findings of earlier surveys, health and safety inductions are the most frequently mentioned planned improvement.

**Table 23:**

*Q18. And are you considering any changes to what you provide to your New Zealand workers and other (non-RSE) workers in the next 12 months?*

| Unweighted base =   | Official RSE<br>77<br>% | Other RSE<br>55<br>% |
|---|-------------------------|----------------------|
| Health and safety inductions  | 16                      | 4                    |
| Onsite facilities (e.g. toilets, fresh drinking water, shelter from the elements) | 8                       | 0                    |
| Transport to and from the worksite(s)   | 6                       | 2                    |
| Transport to and from port of arrival and departure                               | 3                       | 2                    |
| Food at a reasonable cost   | 1                       | 0                    |
| Protective clothing   | 1                       | 2                    |
| Suitable accommodation at a reasonable cost                                       | 1                       | 2                    |
| Opportunities to participate in recreational activities                           | 1                       | 2                    |
| Access to health services   | 0                       | 0                    |
| Access to personal banking  | 0                       | 0                    |
| Time off to attend religious observances  | 0                       | 0                    |
| Language translation (e.g. for training, and health and safety purposes)          | 1                       | 2                    |
| None  | 62                      | 67                   |
| Don't know  | 12                      | 18                   |
| Would rather not say  | 3                       | 4                    |

Total may exceed 100% because of multiple responses.

\*Sub-sample based on those who employed RSE workers in the last 12 months.





## 6.0 Worker performance

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The following section of the report examines employers' perceptions of the performance of the seasonal employees that were sourced through various channels, in relation to their dependability, enthusiasm and productivity. Also examined are whether they experienced any specific character- and health-related issues among their RSE workers.

As in previous years, this part of the survey places a particular emphasis on employers' Pacific RSE workers.

### 6.1 Training and productivity of Pacific RSE workers

The 2014 survey included a new question, aimed at measuring perceptions of the amount of training that is required by first time Pacific RSE workers. Using a scale from "poor" to "excellent", most RSEs (63 percent) described their new workers as being "good", on the whole, in that "most needed very little training" (Table 24).

More than half (59 percent) of RSEs who employ Pacific workers reported that it took two days or less, on average, to train each worker for the tasks they needed to do (Table 25). Seventeen percent of RSE employers said that the average training period was more than one week – up from seven percent in 2012, but consistent with the 2011 finding of 19 percent.

As observed in the 2010 to 2012 surveys, in 2014 almost all RSEs (95 percent) employed returning Pacific workers from the previous season (Table 26). This also applies increasingly to other employees of RSE workers – 83 percent used returning Pacific workers in the most recent season, up from 68 percent in 2012.

In a significant improvement since 2012, 71 percent of RSEs described their returning Pacific RSE employees as being "excellent", in terms of their productivity from day one (up from 55 percent in 2012) (Table 27).

In line with previous surveys, approximately half (52 percent) of RSEs said their returning Pacific RSE workers were "much more productive" than their new workers this year (Table 28).

Reflecting the above finding regarding the comparative productivity of returning workers, 95 percent of RSEs with returning Pacific workers reported that these workers helped with the training of new workers (Table 29) – an increase from 80 percent in 2010 (and in line with the 2011 and 2012 results).

Below are some indicative comments about training requirements from those employers who employed both returning Pacific RSE workers and new workers.

*Our returnees are keen and want to train and up-skill the first timers.*



*Regarding productivity: initially, returning workers are far more productive than new workers. However, (usually) it will take less than one season for new workers to be close to matching returning workers in terms of productivity.*

*Please be very aware that, though the workers are employed for seasonal short term jobs, they are skilled jobs. Returning workers, whether from the Pacific or anywhere, are the most productive. Productive, skilled workers always assist in training new workers, regardless of their source. Selectively harvesting the correct apples is 100 times more skillful than picking Kiwifruit or pruning grapes.*

*Returning workers were a great help with training any first time workers, particularly with communicating what was required.*

Further comments provided by employers can be found in Appendix B of this report.

**Table 24:**

*Q10. With regard to your first time Pacific RSE workers this year, which of the following best describes them and the amount of training they needed?*

|   | Official RSE | Other RSE  |
|---|--------------|------------|
| Unweighted base =   | 73<br>%      | 48<br>%    |
| Excellent - all of them hit the ground running            | 11           | 6          |
| Good - most needed very little training                   | 63           | 56         |
| Fair - more than half needed a lot of training            | 15           | 19         |
| Poor - most needed a lot of training                      | 1            | 2          |
| Very poor - all of them needed a lot of training          | 0            | 0          |
| Did not have any first time Pacific RSE workers this year | 8            | 8          |
| Don't know  | 0            | 6          |
| Would rather not say                                      | 1            | 2          |
| <b>Total</b>  | <b>100</b>   | <b>100</b> |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who employed Pacific RSE workers in the last 12 months.

**Table 25:**

*Q6. What is the average amount of time that was taken to prepare or train each Pacific RSE worker for the tasks they needed to do? (Recoded)*

|                        | Official RSE | Other RSE  |
|------------------------|--------------|------------|
| Unweighted base =      | 70<br>%      | 46<br>%    |
| Less than one day      | 26           | 28         |
| One - two days         | 33           | 17         |
| Three days to one week | 19           | 11         |
| More than one week     | 17 ↑         | 22         |
| Don't know             | 3            | 17         |
| Would rather not say   | 3            | 4          |
| <b>Total</b>           | <b>100</b>   | <b>100</b> |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who employed Pacific RSE workers in the last 12 months.



**Table 26:**

*Q10a. And did any of this year's Pacific RSE workers work for this business last year?*

|                      | Official RSE | Other RSE |
|----------------------|--------------|-----------|
| Unweighted base =    | 73           | 48        |
|                      | %            | %         |
| Yes                  | 95           | 83 ↑      |
| No                   | 4            | 10        |
| Don't know           | 0            | 6         |
| Would rather not say | 1            | 0         |
| Total                | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who employed Pacific RSE workers in the last 12 months.

**Table 27:**

*Q10b. To what extent are your returning Pacific RSE workers productive from day one (i.e. don't require refresher training)?*

|  | Official RSE | Other RSE |
|--|--------------|-----------|
| Unweighted base =                              | 69           | 40        |
|  | %            | %         |
| Excellent - all of them hit the ground running | 71 ↑         | 58        |
| Good - most needed very little re-training     | 28           | 32        |
| Fair - more than half needed re-training       | 1            | 8         |
| Poor - most needed re-training                 | 0            | 0         |
| Very poor - all of them needed re-training     | 0            | 0         |
| Don't know                                     | 0            | 2         |
| Would rather not say                           | 0            | 0         |
| Total  | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who employed returning Pacific RSE workers in the last 12 months.

**Table 28:**

*Q10c. To what extent are your returning Pacific RSE workers more or less productive than your new Pacific RSE workers this year?*

|                                  | Official RSE | Other RSE |
|----------------------------------|--------------|-----------|
| Unweighted base =                | 63           | 36        |
|                                  | %            | %         |
| Much less productive             | 2            | 6         |
| Somewhat less productive         | 3            | 0         |
| Neither more nor less productive | 13           | 14        |
| Somewhat more productive         | 30           | 31        |
| Much more productive             | 52           | 44        |
| Don't know                       | 0            | 6         |
| Would rather not say             | 0            | 0         |
| Total                            | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those respondents who employed returning and first-time Pacific RSE workers in the last 12 months.



**Table 29:**

*Q10d. And did any of this year's returning RSE workers help with training your new workers?*

| Unweighted base =                      | Total      | Official RSE | Other RSE  |
|--|------------|--------------|------------|
|  | 99*        | 63           | 36         |
|  | %          | %            | %          |
| Yes                                    | 95         | 95           | 94         |
| No                                     | 2          | 3            | 0          |
| Did not have any new workers this year | 0          | 0            | 0          |
| Don't know                             | 3          | 2            | 6          |
| Would rather not say                   | 0          | 0            | 0          |
| <b>Total</b>                           | <b>100</b> | <b>100</b>   | <b>100</b> |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed both first time and returning Pacific RSE workers in the last 12 months.



## 6.2 Perceptions of workers' performance

Continuing the trend observed in the 2010 to 2012 surveys, Pacific RSE workers were rated significantly higher than WHS workers and New Zealand workers for their dependability, enthusiasm while working, and their productivity. Their ratings also appear indicatively higher than those of (non-WHS) seasonal workers from other countries, although these differences are not statistically significant.

Pacific RSE workers were viewed as significantly more:

- ◆ **dependable** (mean 9.26 out of 10) than WHS workers (mean 6.61) or New Zealanders (mean 5.49)
- ◆ **enthusiastic while working** (mean 9.07 out of 10) than WHS workers (mean 6.67) or New Zealanders (mean 5.63)
- ◆ **productive** (mean 8.93 out of 10) than WHS workers (mean 6.43) or New Zealanders (mean 5.67).

Overall scores for Pacific RSE workers on each of the above attributes have not changed significantly since 2010. However, their score for enthusiasm while working has increased significantly since 2008 (from 7.10 to 8.93).

Ratings for New Zealand workers have declined since 2012 in the areas of productivity (mean 5.67, down from 6.18) and enthusiasm while working (5.63, down from 6.12).

Longitudinal analysis shows that, among those RSEs who have participated in more than one survey between 2008 and 2014, the average RSE rated the productivity of their Pacific workers more positively in 2014 than they did at the time of their first survey (this is examined further in Appendix A).



**Table 30: Perceptions of workers' dependability, enthusiasm and productivity while working**

Q4a-c, Q5a-c, Q7a-c, Q8a-c. Thinking now about after the workers had been trained for the tasks that they needed to do, on a scale of 0 to 10, where 0 is Extremely poor and 10 is Excellent, overall how would you rate the [worker group] as a group that have worked for your company this year for their...

|                    | Dependability       |                              |             |                | Enthusiasm While Working |                              |             |                | Productivity        |                              |               |                |
|--------------------|---------------------|------------------------------|-------------|----------------|--------------------------|------------------------------|-------------|----------------|---------------------|------------------------------|---------------|----------------|
|                    | Pacific RSE Workers | Non-Pacific Seasonal Workers | WHS Workers | New Zealanders | Pacific RSE Workers      | Non-Pacific Seasonal Workers | WHS Workers | New Zealanders | Pacific RSE Workers | Non-Pacific Seasonal Workers | WHS Workers - | New Zealanders |
| Base=              | 121*                | 33*                          | 137*        | 196*           | 121*                     | 33*                          | 137*        | 196*           | 121*                | 33*                          | 137*          | 196*           |
|                    | %                   | %                            | %           | %              | %                        | %                            | %           | %              | %                   | %                            | %             | %              |
| Rated 0-7          | 7                   | 18                           | <b>59</b>   | <b>74</b>      | 7                        | 18                           | <b>58</b>   | <b>78</b> ↑    | 12                  | 15                           | <b>64</b>     | <b>76</b>      |
| <b>Rated 8-10</b>  | 93                  | 82                           | <b>40</b>   | <b>25</b>      | 93                       | 79                           | <b>42</b>   | <b>21</b>      | 88                  | 82                           | <b>36</b>     | <b>22</b>      |
| Don't know         | 0                   | 0                            | 1           | 1              | 0                        | 3                            | 0           | 1              | 0                   | 3                            | 0             | 2              |
| Total              | 100                 | 100                          | 100         | 100            | 100                      | 100                          | 100         | 100            | 100                 | 100                          | 100           | 100            |
| Base=              | 121                 | 33                           | 136         | 196            | 121                      | 32                           | 137         | 196            | 121                 | 32                           | 137           | 195            |
| <b>Mean (2014)</b> | 9.26                | 8.97                         | <b>6.61</b> | <b>5.49</b>    | 9.07                     | 8.81                         | <b>6.67</b> | <b>5.63</b> ↓  | 8.93                | 8.78                         | <b>6.43</b>   | <b>5.67</b> ↓  |
| Std. Deviation     | 1.26                | 1.74                         | 2.44        | 2.53           | 1.12                     | 1.79                         | 2.19        | 2.27           | 1.32                | 1.85                         | 2.22          | 2.22           |
| Mean (2012)        | 9.13                | 8.38                         | 6.91        | 5.83           | 8.90                     | 8.39                         | 6.93        | 6.12           | 8.83                | 8.34                         | 6.73          | 6.18           |

Total may not sum to 100% due to rounding.

\*Sub-samples based on respondents who employed each of the different worker groups.

Bold and shaded figures indicated statistically significant differences when compared with Pacific RSE workers.



## 6.3 Character and health related issues for Pacific RSE and other employees

This sub-section examines the character issues experienced by RSEs and other employers when employing Pacific RSE workers, and compares them to the issues experienced by all employers for other types of seasonal workers.

### 6.3.1 Altercations with other workers

Consistent with 2012 findings, 10 percent of RSEs (n=7) said they experienced altercations between employees among their staff of Pacific RSE workers (Table 31). This is significantly lower than the proportion of RSEs who observed this problem among their other (i.e. not Pacific RSE) workers (28 percent).

Five of the seven RSE employers experiencing this problem with their Pacific RSE workers said this was a one-off incident (Table 32) and for almost all of the employers, it only involved a few workers (Table 33).

By way of comparison, 18 percent of non-RSEs said they experienced altercations between workers (Table 34). For 13 of the n=15 employers in question, the issue involved only a few employees (Table 36).

**Table 31:**

*Q13B. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Altercations with other workers*

|                   | Pacific RSE workers |           | Other workers |           |
|-------------------|---------------------|-----------|---------------|-----------|
|                   | Official RSE        | Other RSE | Official RSE  | Other RSE |
| Unweighted base = | 73*                 | 48*       | 78            | 46        |
|                   | %                   | %         | %             | %         |
| Yes               | 10                  | 4         | 28            | 22        |
| No                | 89                  | 83        | 71            | 72        |
| Don't know / N/A  | 1                   | 12        | 1             | 7         |
| Total             | 100                 | 100       | 100           | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed Pacific RSE workers in the last 12 months.



**Table 32:**

*Q13aB. Was this a one-off event, or an on-going problem? ...Altercations with other workers - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 7**          | 2**       |
|                   | Count        | Count     |
| One-off           | 5            | 2         |
| On-going          | 1            | 0         |
| Don't know / N/A  | 1            | 0         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 33:**

*Q13bB. For approximately how many of your seasonal workers was this an issue? ...Altercations with other workers - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 7**          | 2**       |
|                   | Count        | Count     |
| Few               | 6            | 2         |
| Don't know / NA   | 1            | 0         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 34:**

*Q13cB. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Altercations with other workers - Other workers*

|                   | Non RSE |
|-------------------|---------|
| Unweighted base = | 82      |
|                   | %       |
| Yes               | 18      |
| No                | 79      |
| Don't know / N/A  | 2       |
| Total             | 100     |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed other type of workers besides Pacific RSE workers in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 35:**

*Q13dB. Was this a one-off event, or an on-going problem? ...Altercations with other workers - Other workers*

|                   | Non-RSE |
|-------------------|---------|
| Unweighted base = | 15**    |
|                   | Count   |
| One-off           | 12      |
| On-going          | 3       |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.





**Table 36:**

*Q13eB. For approximately how many of your seasonal workers was this an issue...Altercations with other workers - Other workers*

|                   | Non-RSE |
|-------------------|---------|
| Unweighted base = | 15**    |
|                   | Count   |
| Few               | 13      |
| Some              | 2       |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

## 6.3.2 Fitting in with other workers

Fifteen percent (n=11) of the RSEs who employ Pacific RSE workers experienced issues with staff not fitting in or getting on with other workers (Table 37). Again, this is significantly lower than the proportion of RSEs who observed this problem among their other (i.e. not Pacific RSE) workers (37 percent).

In all 11 cases affecting Pacific RSE workers, this issue was limited to a minority of workers (Table 39), and for seven of the n=11 employers, the issue was a one-off incident rather than an on-going problem (Table 38).

By way of comparison, 29 percent of non-RSEs experienced problems with employees not fitting in or getting on with others. For 19 of the n=24 employers in question, the issue involved only a few employees (Table 40 to Table 42).

**Table 37:**

*Q13C. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Not fitting in or getting along well with the rest of the workers*

|                   | Pacific RSE workers |           | Other workers |           |
|-------------------|---------------------|-----------|---------------|-----------|
|                   | Official RSE        | Other RSE | Official RSE  | Other RSE |
| Unweighted base = | 73*                 | 48*       | 78            | 46        |
|                   | %                   | %         | %             | %         |
| Yes               | 15                  | 10        | 37            | 39        |
| No                | 85                  | 73        | 60            | 57        |
| Don't know / N/A  | 0                   | 17        | 3             | 4         |
| Total             | 100                 | 100       | 100           | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed Pacific RSE workers in the last 12 months.



**Table 38:**

*Q13aC. Was this a one-off event, or an on-going problem? ...Not fitting in or getting along well with the rest of the workers - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 11**         | 5**       |
|                   | Count        | Count     |
| One-off           | 7            | 4         |
| On-going          | 3            | 0         |
| Don't know / N/A  | 1            | 1         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 39:**

*Q13bC. For approximately how many of your seasonal workers was this an issue? ...Not fitting in or getting along well with the rest of the workers - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 11**         | 5**       |
|                   | Count        | Count     |
| Few               | 8            | 5         |
| Some              | 2            | 0         |
| Don't know / N/A  | 1            | 0         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 40:**

*Q13cC. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Not fitting in or getting along well with the rest of the workers - Other workers*

|                   | Non RSE |
|-------------------|---------|
| Unweighted base = | 82      |
|                   | %       |
| Yes               | 29      |
| No                | 68      |
| Don't know / N/A  | 2       |
| Total             | 100     |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed other type of workers besides Pacific workers in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 41:**

*Q13dC. Was this a one-off event, or an on-going problem? ...Not fitting in or getting along well with the rest of the workers - Other workers*

|                   | Non-RSE |
|-------------------|---------|
| Unweighted base = | 24**    |
|                   | Count   |
| One-off           | 15      |
| On-going          | 8       |
| Don't know / N/A  | 1       |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 42:**

*Q13eC. For approximately how many of your seasonal workers was this an issue? ...Not fitting in or getting along well with the rest of the workers - Other workers*

|                   | Non-RSE<br>Count |
|-------------------|------------------|
| Unweighted base = | 24**             |
| Few               | 19               |
| Some              | 5                |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

### 6.3.3 Alcohol-induced socially disruptive behaviour

Experiences of alcohol-induced socially disruptive behaviour among Pacific RSE workers continue to decline between surveys. The proportion of RSEs who experienced this problem has reduced significantly over time, from 45 percent in 2008, to 27 percent in 2012 and 18 percent in 2014 (Table 43).

Again, this is significantly lower than the proportion of RSEs who observed this problem among their other (i.e. not Pacific RSE) workers (29 percent).

For seven out of n=13 of the employers experiencing this problem with their Pacific RSE workers, the alcohol-related issues were only a one-off (Table 44), and for all of them it involved only a few employees (Table 45).

In line with the result for RSEs and their Pacific RSE workers, 18 percent of non-RSEs experienced alcohol-related socially disruptive behaviour among their 'other' workers<sup>5</sup> (Table 46 to Table 48).

**Table 43:**

*Q13A. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Alcohol-induced socially disruptive behaviour*

|                  | Pacific RSE workers               |                                | Other workers                     |                                |
|------------------|-----------------------------------|--------------------------------|-----------------------------------|--------------------------------|
|                  | Official RSE<br>Unweighted base = | Other RSE<br>Unweighted base = | Official RSE<br>Unweighted base = | Other RSE<br>Unweighted base = |
|                  | 73*                               | 48*                            | 78                                | 46                             |
|                  | %                                 | %                              | %                                 | %                              |
| Yes              | 18                                | 8                              | 29                                | 22                             |
| No               | 79                                | 71                             | 68                                | 70                             |
| Don't know / N/A | 3                                 | 21                             | 3                                 | 9                              |
| Total            | 100                               | 100                            | 100                               | 100                            |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed Pacific RSE workers in the last 12 months.

<sup>5</sup> It should be noted that because employers generally do not provide accommodation for their other workers, and are not responsible for them outside of working hours, a lower prevalence of alcohol-related problems would be expected.



**Table 44:**

*Q13aA. Was this a one-off event, or an on-going problem? ...Alcohol-induced socially disruptive behaviour - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 13**         | 4**       |
|                   | Count        | Count     |
| One-off           | 7            | 3         |
| On-going          | 5            | 1         |
| Don't know / N/A  | 1            | 0         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 45:**

*Q13bA. For approximately how many of your seasonal workers was this an issue? ...Alcohol-induced socially disruptive behaviour - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 13**         | 4**       |
|                   | Count        | Count     |
| Few               | 13           | 4         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 46:**

*Q13cA. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Alcohol-induced socially disruptive behaviour - Other workers*

|                   | Non RSE |
|-------------------|---------|
| Unweighted base = | 82      |
|                   | %       |
| Yes               | 18      |
| No                | 79      |
| Don't know / N/A  | 2       |
| Total             | 100     |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed other type of workers besides Pacific workers in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 47:**

*Q13dA. Was this a one-off event, or an on-going problem? ...Alcohol-induced socially disruptive behaviour - Other workers*

|                   | Non-RSE |
|-------------------|---------|
| Unweighted base = | 15**    |
|                   | Count   |
| One-off           | 8       |
| On-going          | 7       |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 48:**

*Q13eA. For approximately how many of your seasonal workers was this an issue? ...Alcohol-induced socially disruptive behaviour - Other workers*

|                   | Non-RSE<br>Count |
|-------------------|------------------|
| Unweighted base = | 15**             |
| Few               | 13               |
| Some              | 1                |
| Most              | 1                |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

### 6.3.4 Other issues

In a significant decline from results observed from 2010 to 2012, only seven percent of RSEs who employ Pacific RSE workers experienced other character-related issues in 2014 – down from 21 percent in 2012 (Table 49).

For two of the n=5 affected employers, the issue was an ongoing one (Table 50), but for all five it involved only a few or some of their workers (Table 51).

By way of comparison, 23 percent of non-RSEs experienced other problems with their seasonal workers (Table 52). For nine of these n=19 employers, the issues were ongoing (Table 53), and in seven cases it involved some or most employees (Table 54).

Details of the other issues employers encountered with their Pacific RSE workers and non-RSE workers can be found in Appendix B.

**Table 49:**

*Q13aa. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Other issues*

|                   | Pacific RSE workers |           | Other workers |           |
|-------------------|---------------------|-----------|---------------|-----------|
|                   | Official RSE        | Other RSE | Official RSE  | Other RSE |
| Unweighted base = | 73*                 | 48*       | 78            | 46        |
|                   | %                   | %         | %             | %         |
| Yes               | 7                   | 10        | 18            | 15        |
| No                | 93                  | 65        | 78            | 65        |
| Don't know / N/A  | 0                   | 25        | 4             | 20        |
| Total             | 100                 | 100       | 100           | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed Pacific RSE workers in the last 12 months.



**Table 50:**

*Q13aD. Was this a one-off event, or an on-going problem? ...Other issues - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 5**          | 5**       |
|                   | Count        | Count     |
| One-off           | 3            | 4         |
| On-going          | 2            | 1         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 51:**

*Q13bD. For approximately how many of your seasonal workers was this an issue? ...Other issues - Pacific RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 5**          | 5**       |
|                   | Count        | Count     |
| Few               | 4            | 5         |
| Some              | 1            | 0         |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 52:**

*Q13ca. Have you experienced any of the following 'character-related' issues in relation to seasonal workers this year? ...Other issues - Other workers*

|                   | Non RSE |
|-------------------|---------|
| Unweighted base = | 82      |
|                   | %       |
| Yes               | 23      |
| No                | 73      |
| Don't know        | 4       |
| Total             | 100     |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed other type of workers besides Pacific RSE workers in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 53:**

*Q13dD. Was this a one-off event, or an on-going problem? ...Other issues - Other workers*

|                   | Non-RSE |
|-------------------|---------|
| Unweighted base = | 19**    |
|                   | Count   |
| One-off           | 9       |
| On-going          | 9       |
| Don't know / N/A  | 1       |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 54:**

*Q13eD. For approximately how many of your seasonal workers was this an issue? ...Other issues - Other workers*

|                   | Non-RSE<br>Count |
|-------------------|------------------|
| Unweighted base = | 18**             |
| Few               | 12               |
| Some              | 5                |
| Most              | 2                |

This table contains frequencies.

\*Sub-sample based on those who experienced this issue.

\*\*Caution: low base number of respondents - results are indicative only.

### 6.3.5 Health related issues for Pacific RSEs

Seven out of ten RSEs employing Pacific RSE workers (71 percent) said that all of these workers arrived in good health (Table 55). Twenty-six percent of RSEs reported that at least one of their Pacific RSE workers did not arrive in good health, which is comparable with the findings of the 2010 to 2012 surveys.

The specific health issues affecting Pacific RSE workers were measured on a prompted basis for the first time in the 2014 survey. Reflecting the unprompted descriptions of health issues described in previous surveys, dental problems and boils were the health issues observed most frequently by RSEs.

**Table 55:**

*Q11. What proportion of your Pacific RSE workers did not arrive in good health?*

*Q12. Have you experienced any of the following health-related matters with your Pacific RSE workers on their arrival this year?*

|  | Official RSE<br>Unweighted base = | Other RSE<br>Unweighted base = |
|--|-----------------------------------|--------------------------------|
|  | 73<br>%                           | 48<br>%                        |
| None   | 71                                | 65                             |
| Had one or more workers who arrived in poor health | 26                                | 12                             |
| <u>Health-related matters experienced:</u>         |                                   |                                |
| Dental problems                                    | 18                                | 12                             |
| Boils  | 16                                | 10                             |
| Having injuries on arrival                         | 8                                 | 6                              |
| Skin rashes or allergies                           | 7                                 | 2                              |
| Being pregnant on arrival                          | 5                                 | 0                              |
| Hepatitis  | 0                                 | 2                              |
| TB (Tuberculosis)                                  | 0                                 | 0                              |
| Other  | 8                                 | 4                              |
| Don't know   | 0                                 | 23                             |
| Refused  | 3                                 | 0                              |
| Total  | 100                               | 100                            |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who employed Pacific RSE workers in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.



Among those employers who identified other health issues not listed in the table above, their descriptions of those health matters are as follows:

*Back - old injuries.*

*Bad back.*

*Cervical cancer.*

*Diabetes.*

*Misleading or incorrect information provided by the health practitioner in their home country.*

*One of our RSE workers fainted in the Auckland airport upon arrival into NZ. He was taken to [hospital] and was diagnosed with some kind of a heart condition. This RSE worker never arrived at our orchard to work and this situation was dealt with by the Samoan Government.*

*One with malaria six days after arrival - treated and went to work.*

*Pregnant while here.*





### **6.3.6 Preference to recruit same workers for next season/year**

When asked about their preference for next season, more than half (56 percent) of RSEs stated they would prefer to retain the same group of workers they used this season. A further 34 percent of RSEs would prefer a mix of returning and new workers from the same countries they currently recruit from (Table 56).

Some examples of the explanations for these preferences are given below:

◆ **The same group of workers:**

*We have a very stable productive labour group which really performs, is highly skilled and reliable. Additionally, the mix is cost-effective and underpins Kiwi jobs.*

*Retaining a high return rate of seasonal workers means higher productivity and only a moderate level of retraining required.*

*Reliable, dependable, productive, good attitude.*

◆ **A mix of returning and new workers from the same country:**

*It is always advantageous to continue having a mix of new and returnees as this helps to build the pool of trained staff.*

*Having a good mix of people from different backgrounds seems to provide a happier and harder-working workforce. If you get too many of one type of person, they group together and create their own environment.*

*From previous experience my business needs to cover all bases to harvest and pack my current crops. At present I believe without access to all current workers, which includes NZ, RSE and Working Visa backpackers, I will not have a business.*

Further comments from employers on the reasons for their preferences are provided in Appendix B.



**Table 56:**

*Q22. Given your experience this year, would you prefer to recruit for the next season/year...?*

| Unweighted base =  | Official RSE<br>77<br>% | Other RSE<br>55<br>% |
|--|-------------------------|----------------------|
| The same group of workers  | 56                      | 64                   |
| A mix of returning and new workers from the same countries I am recruiting from at present | 36                      | 18                   |
| Workers from a country I am not currently recruiting from                                  | 0                       | 4                    |
| Workers from non-Pacific countries   | 0                       | 2                    |
| More New Zealand workers   | 6                       | 5                    |
| None (Do not plan to use seasonal workers next season/year)                                | 0                       | 2                    |
| Don't know   | 1                       | 5                    |
| Would rather not say   | 0                       | 0                    |
| <b>Total</b>   | <b>100</b>              | <b>100</b>           |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.



## 7.0 Short-term impacts for RSE employers

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The following section of the report examines RSEs' perceptions of the benefits of participation in the scheme, as well as whether there is evidence of positive impacts on their businesses.

In a significant increase from the 2012 survey, 71 percent of RSEs reported that they had made changes this year in at least one of the areas of business practice they were asked about (up from 59 percent). The following changes had been implemented by between 22 and 54 percent of RSEs in the past year:

- ◆ Investment in new plant and equipment (54 percent – up significantly from 27 percent in 2012).
- ◆ Expansion of the business (47 percent – up significantly from 24 percent in 2012).
- ◆ Improvements in workforce planning (43 percent – up significantly from 32 percent in 2012).
- ◆ Changes in health and safety practices (39 percent – up significantly from 28 percent in 2012).
- ◆ Training and induction practices for seasonal workers (37 percent).
- ◆ How seasonal staff are managed and supervised (27 percent).
- ◆ How seasonal workers are recruited (22 percent).

Similarly, between 22 and 41 percent of RSEs planned to make changes in each of the above areas in the next 12 months.

Consistent with survey results from the 2010 to 2012 surveys, RSEs were also significantly more likely than non-RSEs to have made – or be planning to make – changes to their business.

Table 57 to Table 63 show the changes to business practices that RSEs and non-RSE employers have made this year or are planning to make in the next 12 months.



**Table 57:**

*Q19A. Improvements in workforce planning*

|   | Official RSE | Other RSE | Non RSE  |
|---|--------------|-----------|----------|
| Unweighted base =   | 79<br>%      | 55<br>%   | 115<br>% |
| Made changes this year                                    | <b>43</b> ↑  | 24        | 21       |
| Planning to make changes next year                        | 38           | 18        | 25       |
| Not made any changes and not planning to in the next year | <b>25</b>    | 51        | 43       |
| Don't know  | 6            | 4         | 4        |
| Not applicable to the business                            | 4            | 9         | 11       |

Total may exceed 100% because of multiple responses.

**Table 58:**

*Q19B. How seasonal workers are recruited*

|   | Official RSE | Other RSE | Non RSE  |
|---|--------------|-----------|----------|
| Unweighted base =   | 79<br>%      | 55<br>%   | 115<br>% |
| Made changes this year                                    | 22           | 9         | 6        |
| Planning to make changes next year                        | 22           | 9         | 17       |
| Not made any changes and not planning to in the next year | 62           | 67        | 57       |
| Don't know  | 4            | 4         | 9        |
| Not applicable to the business                            | <b>1</b>     | 11        | 13       |

Total may exceed 100% because of multiple responses.

**Table 59:**

*Q19C. How seasonal staff are managed and supervised*

|   | Official RSE | Other RSE | Non RSE  |
|---|--------------|-----------|----------|
| Unweighted base =   | 79<br>%      | 55<br>%   | 115<br>% |
| Made changes this year                                    | 27           | 16        | 17       |
| Planning to make changes next year                        | 25           | 20        | 21       |
| Not made any changes and not planning to in the next year | 51           | 55        | 50       |
| Don't know  | 3            | 4         | 4        |
| Not applicable to the business                            | 4            | 7         | 11       |

Total may exceed 100% because of multiple responses.



**Table 60:**

*Q19D. Training and induction practices for seasonal workers*

|   | Official RSE | Other RSE | Non RSE |
|---|--------------|-----------|---------|
| Unweighted base =   | 79           | 55        | 115     |
|   | %            | %         | %       |
| Made changes this year                                    | 37           | 15        | 23      |
| Planning to make changes next year                        | 24           | 18        | 20      |
| Not made any changes and not planning to in the next year | 49           | 51        | 49      |
| Don't know  | 3            | 5         | 3       |
| Not applicable to the business                            | 1            | 13        | 10      |

Total may exceed 100% because of multiple responses.

**Table 61:**

*Q19E. Changes in health and safety practices*

|   | Official RSE | Other RSE | Non RSE |
|---|--------------|-----------|---------|
| Unweighted base =   | 79           | 55        | 115     |
|   | %            | %         | %       |
| Made changes this year                                    | 39 ↑         | 22        | 23      |
| Planning to make changes next year                        | 38 ↑         | 20        | 14      |
| Not made any changes and not planning to in the next year | 39           | 47        | 54      |
| Don't know  | 1            | 4         | 6       |
| Not applicable to the business                            | 1            | 13        | 9       |

Total may exceed 100% because of multiple responses.

**Table 62:**

*Q19F. Investment in new plant and equipment*

|   | Official RSE | Other RSE | Non RSE |
|---|--------------|-----------|---------|
| Unweighted base =   | 79           | 55        | 115     |
|   | %            | %         | %       |
| Made changes this year                                    | 54 ↑         | 38        | 36 ↑    |
| Planning to make changes next year                        | 39           | 27        | 27      |
| Not made any changes and not planning to in the next year | 18           | 27        | 31      |
| Don't know  | 9            | 4         | 3       |
| Not applicable to the business                            | 3            | 11        | 10      |

Total may exceed 100% because of multiple responses.

**Table 63:**

*Q19G. Expansion of the business*

|   | Official RSE | Other RSE | Non RSE |
|---|--------------|-----------|---------|
| Unweighted base =   | 79           | 55        | 115     |
|   | %            | %         | %       |
| Made changes this year                                    | 47 ↑         | 25        | 22      |
| Planning to make changes next year                        | 41           | 27        | 25      |
| Not made any changes and not planning to in the next year | 18           | 36        | 43      |
| Don't know  | 9            | 5         | 4       |
| Not applicable to the business                            | 4            | 13        | 11      |

Total may exceed 100% because of multiple responses.



## 7.1 Benefits and costs of participation

In 2014, almost all participating RSEs (96 percent) reported that the benefits of participating in the scheme outweigh the costs (Table 64). This is a significant improvement from 57 percent who believed that this was the case in the first survey, conducted in 2008.

The achieved and anticipated benefits of participation in the RSE scheme are examined in Table 64 to Table 78. At least 80 percent of RSEs agreed that participation in the programme has resulted in:

- ◆ Better quality and more productive workers (100 percent, consistent with 2012 results and up significantly from 59 percent in 2008).
- ◆ A more stable workforce than in previous years (97 percent, consistent with 2012 results and up significantly from 81 percent in 2008).
- ◆ The ability to employ more New Zealand workers in addition to RSE workers (81 percent – measured for the first time in 2014).

Of those RSEs who have experienced a more stable workforce:

- ◆ Ninety-two percent say that this has enabled their business to invest in its plant and equipment – up significantly from 78 percent in 2012.
- ◆ Eighty-eight percent say that this has enabled their business to expand the area under cultivation – up significantly from 74 percent in 2012.

Of those RSEs who reported being able to employ additional New Zealand workers as a result of participation in the RSE scheme, one in four (26 percent) estimate that they have employed at least 30 additional New Zealand workers.

As a result of participation in the RSE scheme, all RSEs anticipated further improvements in future in at least one of these areas: business expansion, lower recruitment costs, lower training costs, better quality and more productive workers, and a more stable seasonal workforce. Measured for the first time in 2014, 81 percent of RSEs also anticipated being able to employ more New Zealand workers, in addition to RSE workers, as a direct result of participating in the RSE scheme.

However, there have been significant declines since 2012 in the proportions of RSEs who anticipated further reductions in training costs (64 percent, down from 78 percent) and recruitment costs (45 percent, down from 57 percent).

More than three quarters (76 percent) of RSEs reported having extended the land area they cultivate since 2007. Of these, 90 percent said that participation in the RSE scheme had been a factor encouraging this expansion. In contrast, only 45 percent of non-RSEs have expanded their cultivation area since 2007 (Table 77 and Table 78).

Respondents' comments relating to these topics can be found in Appendix B.



**Table 64:**

*Q24. And overall, would you say that the benefits of participating in the RSE scheme outweigh the costs?*

|                      | Official RSE | Other RSE |
|----------------------|--------------|-----------|
| Unweighted base =    | 77<br>%      | 55<br>%   |
| Yes                  | 96           | 85        |
| No                   | 1            | 4         |
| Don't know           | 0            | 9         |
| Would rather not say | 3            | 2         |
| Total                | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

**Table 65:**

*Q20A. Overall, has participation in the RSE scheme resulted in improvements to your business in the following areas? ... Better quality and more productive workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77<br>%      | 55<br>%   |
| Yes               | 100          | 93        |
| No                | 0            | 5         |
| Unsure / N/A      | 0            | 2         |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

**Table 66:**

*Q20B. A more stable seasonal workforce than in previous years*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77<br>%      | 55<br>%   |
| Yes               | 97           | 96        |
| No                | 0            | 2         |
| Unsure / N/A      | 3            | 2         |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

**Table 67:**

*Q20C. The ability to employ more New Zealand workers in addition to RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77<br>%      | 55<br>%   |
| Yes               | 81           | 44        |
| No                | 13           | 36        |
| Unsure / N/A      | 6            | 20        |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.



**Table 68:**

*Q20a. And has having a more stable workforce enabled your business to invest in its plant and equipment?*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 75<br>%      | 53<br>%   |
| Yes               | 92 ↑         | 74        |
| No                | 8            | 21        |
| Don't know        | 0            | 6         |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those employers who employed RSE workers and stated that participation in RSE scheme has resulted in a more stable seasonal workforce than previous years.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 69:**

*Q20b. And has having a more stable workforce enabled your business to expand the area under cultivation?*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 75<br>%      | 53<br>%   |
| Yes               | 88 ↑         | 64        |
| No                | 9            | 34        |
| Don't know        | 3            | 2         |
| Total             | 100          | 100       |

\*Sub-sample based on those employers who employed RSE workers and stated that participation in RSE scheme has resulted in a more stable seasonal workforce than previous years.

\*\*Caution: low base number of respondents - results are indicative only.

**Table 70:**

*X20c. Are you able to estimate how many additional New Zealand workers you have been able to employ as a result of having access to RSE workers?*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 62*<br>%     | 24**<br>% |
| 1 to 9            | 13           | 25        |
| 10 to 19          | 18           | 21        |
| 20 to 29          | 15           | 12        |
| 30 to 49          | 13           | 0         |
| 50 or more        | 13           | 0         |
| Don't know        | 29           | 42        |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those employers who employed RSE workers and stated that participation in RSE scheme has resulted in an ability to employ more NZ workers in addition to RSE workers.

\*\*Caution: low base number of respondents - results are indicative only.





**Table 71:**

*Q21A. And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme? ...Reduced training costs*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77<br>%      | 55<br>%   |
| Yes               | 64 ↓         | 64        |
| No                | 29           | 22        |
| Unsure / N/A      | 8            | 15        |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

**Table 72:**

*Q21B. And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme? ...Reduced recruitment costs*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77<br>%      | 55<br>%   |
| Yes               | 45 ↓         | 53        |
| No                | 38           | 29        |
| Unsure / N/A      | 17           | 18        |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

**Table 73:**

*Q21C. And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme? ...Better quality and more productive workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77<br>%      | 55<br>%   |
| Yes               | 97           | 89        |
| No                | 1            | 4         |
| Unsure / N/A      | 1            | 7         |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.

**Table 74:**

*Q21D. And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme? ...A more stable seasonal workforce than in previous years*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77<br>%      | 55<br>%   |
| Yes               | 97           | 91        |
| No                | 1            | 4         |
| Unsure / N/A      | 1            | 5         |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months.



**Table 75:**

*Q21E. And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme? ...An opportunity to expand the area under cultivation and grow the business*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77           | 55        |
|                   | %            | %         |
| Yes               | <b>88</b>    | 64        |
| No                | <b>5</b>     | <b>29</b> |
| Unsure / N/A      | 6            | 7         |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

**Table 76:**

*Q21E. And do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme? ... The ability to employ more New Zealand workers in addition to RSE workers*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 77           | 55        |
|                   | %            | %         |
| Yes               | 81           | <b>53</b> |
| No                | 6            | 24        |
| Unsure / N/A      | 13           | 24        |
| Total             | 100          | 100       |

Total may not sum to 100% due to rounding.

**Table 77:**

*Q26a. Has the area under cultivation of all the farms, orchards or vineyards that you own or manage been extended since 2007?*

|                      | Official RSE | Other RSE | Non RSE   |
|----------------------|--------------|-----------|-----------|
| Unweighted base =    | 79           | 55        | 115       |
|                      | %            | %         | %         |
| Yes                  | <b>76</b>    | 69        | <b>45</b> |
| No                   | <b>15</b>    | 29        | <b>52</b> |
| Don't know           | 3            | <b>0</b>  | 3         |
| Would rather not say | 6            | 2         | <b>0</b>  |
| Total                | 100          | 100       | 100       |

Total may not sum to 100% due to rounding.

**Table 78:**

*Q26b. And has participation in the RSE scheme been a factor encouraging this expansion in cultivated area?*

|                      | Official RSE | Other RSE |
|----------------------|--------------|-----------|
| Unweighted base =    | 59           | 38        |
|                      | %            | %         |
| Yes                  | 90           | 74        |
| No                   | 7            | 26        |
| Don't know           | 2            | 0         |
| Would rather not say | 2            | 0         |
| Total                | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those RSE employers who reported the area under cultivation had been extended since 2007.

\*\*Caution: low base number of respondents - results are indicative only.



## 7.2 RSE awareness and perception among non-RSEs

Prior to receiving communication about this survey, 82 percent of employers who did not recruit any RSE workers in the last 12 months said they had heard of the RSE scheme (Table 79). This result is unchanged from 2012.

Among those who had previously heard of the RSE scheme, the most common reasons given for not participating were:

- ◆ Being able to recruit sufficient staff locally/through other sources.
- ◆ The business being too small/not having sufficient work to justify participation.
- ◆ The RSE scheme appearing too difficult, inflexible or expensive.

These responses are also consistent with those recorded in 2011 and 2012. The actual comments provided about reasons for non-participation can be found in Appendix B.

Of those non-RSEs who had previously heard of the scheme, 30 percent believed the scheme resulted in less competition between businesses to find and retain seasonal workers, while ten percent thought it resulted in more competition. Most of these employers reported that they 'don't know' (58 percent, Table 80). Again, these results are consistent with 2012 findings.

**Table 79:**

*Q14. Before receiving the [...] letter regarding this survey, were you aware of the RSE scheme?*

|                      | Non RSE |
|----------------------|---------|
| Unweighted base =    | 82      |
|                      | %       |
| Yes                  | 82      |
| No                   | 18      |
| Don't know           | 0       |
| Would rather not say | 0       |
| Total                | 100     |

Total may not sum to 100% due to rounding.

\*Sub-sample based on respondents who have not employed RSE workers in the last 12 months.

\*\*Caution: low base number of respondents - results are indicative only.



**Table 80:**

*Q14b. Do you think that the RSE scheme resulted in less or more competition between businesses to find and retain seasonal workers?*

|                      | Unweighted base = | Non RSE<br>67<br>% |
|----------------------|-------------------|--------------------|
| Less competition     |                   | 30                 |
| More competition     |                   | 10                 |
| Don't know           |                   | 58                 |
| Would rather not say |                   | 1                  |
| Total                |                   | 100                |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who were aware of the RSE scheme before receiving the Ministry's letter.



## 8.0 Satisfaction with regional relationship manager and RSE administrators

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The following section of the report examines the perceptions of those employers who reported that they have employed seasonal workers recruited under the RSE scheme in the last 12 months.

### 8.1 Satisfaction with RSE relationship manager

Since the 2012 survey, a new question has been asked of all employers of RSE workers, to gauge their satisfaction with the quality of service provided by their regional RSE Relationship Manager in the last 12 months.

While the majority of RSEs remained satisfied with the overall quality of service they receive from their regional RSE Relationship Manager (68 percent gave a rating of '4' or '5' out of 5), overall satisfaction levels have declined since 2012 (80 percent, Table 81).

This shift has coincided with an increase in neutral ratings ('3' out of 5), which climbed from 14 percent in 2012 to 23 percent in 2014.

Consistent with 2012 results, nine percent of RSEs reported being dissatisfied with the quality of service they received (a rating of '1' or '2' out of 5).

Analysis of the survey results has revealed no evidence for this shift in satisfaction ratings between surveys. However, it should be noted that new respondents in the 2014 survey (i.e. those who did not participate in the 2012 survey) have contributed to this shift, providing less positive ratings overall than repeat respondents.

Furthermore, there are no significant differences in 2014 ratings when viewed by demographic variables such as region, sector, business size and role of respondent, or when comparing satisfaction ratings with responses to other survey questions. Most respondents who provided low or neutral ratings about their relationship manager were generally positive in their comments about the scheme, and it should be noted that no comments were made by respondents about RSE relationship managers at any point in the survey.

It is therefore recommended that future surveys include an additional question which allows respondents to explain the reasons for their satisfaction ratings.



**Table 81:**

*Q24a. Thinking about the last 12 months, on a scale of 1 to 5 where 1=very dissatisfied and 5 = very satisfied, how satisfied were you with the overall quality of service provided by the Immigration New Zealand's regional RSE Relationship Managers?*

|                       | Official RSE | Other RSE |
|-----------------------|--------------|-----------|
| Unweighted base =     | 77           | 30        |
|                       | %            | %         |
| 1 - Very dissatisfied | 5            | 0         |
| 2                     | 4            | 17        |
| 3                     | 23 ↑         | 23        |
| 4                     | 23           | 33        |
| 5 - Very satisfied    | 44 ↓         | 27        |
| Total                 | 100          | 100       |

Total may not sum to 100% due to rounding.

\*Sub-sample based on those who employed RSE workers in the last 12 months. Sub-sample excludes 'don't know' and 'N/A' answers.

Total may not sum to 100% due to rounding.

## 8.2 Satisfaction with Pacific RSE administrators

The survey questions referred to below relate to the Strengthening Pacific Partnerships programme, which is designed to build Pacific states' capacity to administer the RSE Policy. Employers who reported having employed Pacific seasonal workers recruited under the RSE scheme were invited to assess the performance of the RSE administrators they have dealt with from different Pacific states.

Highly consistent with 2012 findings, more than half of these RSEs stated that they currently recruit RSE workers from Vanuatu (52 percent), and almost a third currently recruit workers from Tonga (32 percent, Table 82).

Most RSEs who employ Pacific RSE workers currently recruit these workers from only one country (83 percent).

**Table 82:**

*Q6b. Which Pacific Islands do you currently recruit from?*

|                   | Official RSE | Other RSE |
|-------------------|--------------|-----------|
| Unweighted base = | 73           | 48        |
|                   | %            | %         |
| Kiribati          | 11           | 2         |
| Papua New Guinea  | 5            | 4         |
| Samoa             | 27           | 17        |
| Solomon Islands   | 19           | 2         |
| Tonga             | 32           | 12        |
| Tuvalu            | 3            | 2         |
| Vanuatu           | 52           | 71        |
| Don't know        | 0            | 8         |

Total may exceed 100% because of multiple responses.

\*Sub-sample based on those respondents who employed Pacific RSE workers in the last 12 months.



For each of the Pacific countries they recruit RSE workers from, employers were invited to assess individual aspects of the performance of the RSE administrators they have interacted with from those countries. Finally, they were asked to rate their overall satisfaction with those administrators.

Table 83 compares the results for individual countries. Because the samples of employers who currently recruit from Kiribati, Papua New Guinea, Tuvalu and the Solomon Islands are small, the ratings of these countries have been combined for the purposes of this comparison.

Sixty percent of employers who used workers from Vanuatu rated their satisfaction with that country's performance in administering the scheme with a score of '8' to '10' out of 10. This is significantly higher than the satisfaction rating achieved by other countries.

Indicatively (due to small sample sizes), ratings for RSE administrators from Vanuatu and Samoa appear higher than those of other Pacific countries in terms of their processes, their knowledge and their communication.



**Table 83:**

*Q6c. Thinking about the interactions you have had with RSE administrators from [country], how would you rate their performance in the following areas?*

|                                  |                 | Base = | Rated | Rated     | Don't | Base = | Mean        | Std.      |
|----------------------------------|-----------------|--------|-------|-----------|-------|--------|-------------|-----------|
|                                  |                 | n*     | 0-7   | 8-10      | know  | n*     |             | Deviation |
|                                  |                 |        | %     | %         | %     |        |             |           |
| Information Management           | Vanuatu         | 72     | 25    | <b>47</b> | 28    | 52     | <b>7.79</b> | 2.23      |
|                                  | Tonga           | 29**   | 41    | <b>35</b> | 24    | 22     | <b>7.00</b> | 2.25      |
|                                  | Samoa           | 28**   | 18    | <b>46</b> | 36    | 18     | <b>8.28</b> | 1.45      |
|                                  | Other countries | 33     | 58    | <b>30</b> | 12    | 29     | <b>5.86</b> | 2.52      |
| Processes                        | Vanuatu         | 72     | 18    | <b>51</b> | 31    | 50     | <b>8.12</b> | 1.73      |
|                                  | Tonga           | 29**   | 38    | <b>38</b> | 24    | 22     | <b>7.45</b> | 2.22      |
|                                  | Samoa           | 28**   | 14    | <b>46</b> | 39    | 17     | <b>8.59</b> | 1.23      |
|                                  | Other countries | 33     | 46    | <b>36</b> | 18    | 27     | <b>6.37</b> | 2.47      |
| Knowledge of RSE scheme          | Vanuatu         | 72     | 14    | <b>57</b> | 29    | 51     | <b>8.37</b> | 1.48      |
|                                  | Tonga           | 29**   | 28    | <b>52</b> | 21    | 23     | <b>8.04</b> | 1.85      |
|                                  | Samoa           | 28**   | 11    | <b>61</b> | 29    | 20     | <b>8.80</b> | 1.28      |
|                                  | Other countries | 33     | 36    | <b>46</b> | 18    | 27     | <b>7.04</b> | 2.03      |
| Knowledge of employer's business | Vanuatu         | 72     | 31    | <b>42</b> | 28    | 52     | <b>7.40</b> | 2.02      |
|                                  | Tonga           | 29**   | 48    | <b>24</b> | 48    | 21     | <b>7.05</b> | 1.72      |
|                                  | Samoa           | 28**   | 29    | <b>46</b> | 25    | 21     | <b>7.86</b> | 1.62      |
|                                  | Other countries | 33     | 52    | <b>27</b> | 27    | 26     | <b>6.08</b> | 2.42      |
| Communication                    | Vanuatu         | 72     | 19    | <b>53</b> | 28    | 52     | <b>8.10</b> | 1.69      |
|                                  | Tonga           | 29**   | 41    | <b>41</b> | 17    | 24     | <b>7.29</b> | 1.81      |
|                                  | Samoa           | 28**   | 14    | <b>57</b> | 29    | 20     | <b>8.40</b> | 1.67      |
|                                  | Other countries | 33     | 58    | <b>30</b> | 12    | 29     | <b>5.79</b> | 2.91      |
| Marketing                        | Vanuatu         | 72     | 21    | <b>38</b> | 42    | 42     | <b>7.67</b> | 1.72      |
|                                  | Tonga           | 29**   | 41    | <b>24</b> | 35    | 19     | <b>6.63</b> | 2.43      |
|                                  | Samoa           | 28**   | 18    | <b>29</b> | 54    | 13     | <b>7.69</b> | 1.49      |
|                                  | Other countries | 33     | 36    | <b>21</b> | 42    | 19     | <b>6.34</b> | 2.91      |
| Overall satisfaction             | Vanuatu         | 72     | 17    | <b>60</b> | 24    | 55     | <b>8.27</b> | 1.74      |
|                                  | Tonga           | 29**   | 35    | <b>41</b> | 24    | 22     | <b>7.73</b> | 1.93      |
|                                  | Samoa           | 28**   | 25    | <b>46</b> | 29    | 20     | <b>8.40</b> | 1.39      |
|                                  | Other countries | 33     | 61    | <b>27</b> | 12    | 29     | <b>6.34</b> | 2.91      |

Total may not sum to 100% due to rounding.

\*Sub-samples based on those respondents who currently recruit RSE workers from the specified countries. 'Don't know' responses are excluded.

\*\*Caution: low base number of respondents - results are indicative only.

Bold and shaded figures indicated statistically significant differences when compared with results for all Pacific states.



## Appendix A: Longitudinal Analysis

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This Appendix details findings from a longitudinal analysis of survey results for Recognised Seasonal Employers. A total of n=76 RSEs were identified that completed the 2014 survey and at least one of the annual surveys conducted between 2008 and 2012. This report is based on comparisons between these respondents' answers provided in 2014 and those of their **earliest recorded participation** in the survey. N=12 of these repeat respondents first completed the survey in 2008, n=24 in 2009, n=27 in 2010, n=12 in 2011 and n=1 first completed it in 2012.

This analysis sought to test changes in employers' feedback over time, in relation to the following areas:

- ◆ The number and types of seasonal workers employed.
- ◆ Difficulties or issues experienced in providing appropriate pastoral care to Pacific RSE workers.
- ◆ Perceptions of the performance of Pacific RSE seasonal workers in relation to their dependability, enthusiasm while working, and productivity.
- ◆ The perceived short-term impacts and benefits of participating in the RSE scheme.

The answers of n=76 RSEs from the 2014 survey and their earliest survey participation were analysed using **pair-wise** or **repeated measures** analysis techniques. Scale or interval data (e.g. number of employees questions, performance rating questions) were analysed using paired samples t-tests. Dichotomous categorical data (i.e. yes/no answers) were analysed using the McNemar Test. For an explanation of how to interpret McNemar Test tables, please see the last page of this Appendix.



## Key findings – recruitment of seasonal workers

The paired comparison results for the number and types of seasonal workers employed annually were analysed using a paired sample t-test.

Compared with their earliest survey participation, in 2014 the n=76 RSEs in question employed significantly more Pacific seasonal workers under the RSE scheme. On average, RSEs employed 15 more Pacific workers than they did previously. They also employed significantly more seasonal workers from Work and Income – 14 more on average.

Table 84 demonstrates that there is consistency between results from this year and past surveys for the number of reported employees from each group (i.e. the relative rankings of different employee types who worked for the RSEs has not changed).

**Table 84: Number of workers employed during the last 12 months – RSEs. Paired sample t-test.**

*Q3. How many of the following different types of workers did you employ during the last 12 months?*

|  |              | Mean number of employees | Mean change from first survey to 2014 | t    | df | Sig. (2-tailed) | n= |
|--|--------------|--------------------------|---------------------------------------|------|----|-----------------|----|
| Seasonal workers from Work and Income  | First survey | 27.2                     |                                       |      |    |                 |    |
|  | 2014         | 41.5                     | +14.3*                                | 2.6  | 59 | 0.012           | 60 |
| Seasonal workers from the community (but not employed through Work and Income) | First survey | 126.5                    |                                       |      |    |                 |    |
|  | 2014         | 102.4                    | -24.1                                 | -0.7 | 62 | 0.464           | 63 |
| Pacific seasonal workers under the RSE scheme                                  | First survey | 53.7                     |                                       |      |    |                 |    |
|  | 2014         | 68.8                     | +15.2*                                | 2.6  | 63 | 0.011           | 64 |
| Seasonal workers under the RSE scheme who are not from the Pacific             | First survey | 85.0                     |                                       |      |    |                 |    |
|  | 2014         | 79.0                     | -6.0                                  | -0.6 | 11 | 0.585           | 12 |
| Seasonal workers under other schemes (TRSE, WHS & VOC)                         | First survey | 48.9                     |                                       |      |    |                 |    |
|  | 2014         | 65.3                     | +16.4                                 | 1.3  | 35 | 0.215           | 36 |
| Total workers  | First survey | 220.6                    |                                       |      |    |                 |    |
|  | 2014         | 240.0                    | +19.5                                 | 0.66 | 75 | 0.510           | 76 |

\*Significant at the 95 percent confidence level.



## Key findings – Ratings of Pacific RSE workers

Ratings of Pacific workers in 2014 are strongly correlated with ratings from previous surveys, therefore remaining consistently high.

While ratings for Pacific workers' dependability and enthusiasm have not changed significantly over time for the n=64 RSEs with available responses, the average rating for productivity has increased significantly in 2014 (average increase 0.4 points).

**Table 85: Perceptions of workers' dependability, enthusiasm and productivity while working – RSEs. Paired sample t-test.**

*Q4a-c. Thinking now about after the workers had been trained for the tasks that they needed to do, on a scale of 0 to 10, where 0 is Extremely poor and 10 is Excellent, overall how would you rate the Pacific RSEs as a group that have worked for your company this year for their...*

|                          | Mean ratings      | Mean change from first survey to 2014 | t   | df | Sig. (2-tailed) | n= |
|--------------------------|-------------------|---------------------------------------|-----|----|-----------------|----|
| Dependability            | First survey 9.14 |                                       |     |    |                 |    |
|                          | 2014 9.28         | +0.14                                 | 0.7 | 63 | .493            | 64 |
| Enthusiasm while working | First survey 8.84 |                                       |     |    |                 |    |
|                          | 2014 9.09         | +0.25                                 | 1.3 | 63 | .208            | 64 |
| Productivity             | First survey 8.63 |                                       |     |    |                 |    |
|                          | 2014 9.00         | +0.38*                                | 2.1 | 63 | .043            | 64 |

\*Significant at the 95 percent confidence level.



## Key findings – Difficulties providing pastoral care

Table 86 (overleaf) shows the difficulties faced by the n=69 RSEs with available responses in providing pastoral care to their Pacific RSE workers. The rows show the results (as n-counts) for their earliest survey participation, split by the results for 2014 (in the columns). In most aspects of pastoral care, RSEs experienced no difficulty providing the care either at the time of their first survey participation or in 2014 (as shown by the majority of RSEs sitting in the top-left cell of each matrix).

While no statistically significant changes were found between 2014 and earlier periods (using McNemar test), many of those who reported problems providing certain aspects of pastoral care in the past did not report similar problems in 2014.

Conversely, some RSEs reported problems providing pastoral care with a number of aspects for the first time this year:

- ◆ Eight RSEs said they had trouble providing *suitable accommodation at a reasonable cost* this year, when at the time of their first survey they did not.
- ◆ Seven RSEs said they had trouble providing *language translation* this year, when at the time of their first survey they did not.
- ◆ Five RSEs reported difficulty providing *access to health services* this year, when at the time of their first survey participation they did not.
- ◆ Four RSEs reported difficulty providing *time off to attend religious observances* this year, when in their first survey participation they did not.

Positively, 34 out of 69 RSEs with available responses reported that in both their first survey period and in 2014 that they had no problems providing pastoral care (Table 87). Their comments included:

*All of our guys have been coming for some years and they all speak English so the pastoral care is not so difficult. It gets easier each year.*

*I have a close knowledge and bond with my workers and have regular contact after work. I am familiar with their families in Thailand and any matters that arise are promptly addressed. Workers enjoy fishing when time permits.*

*Important to have experienced people involved with the pastoral care of workers and retained during their time in NZ.*

*Important to understand the way they live in order to introduce to our living standards.*

*Our RSE workers have been excellent employees and it has been a pleasure to have their help on our orchard. We have found that it is important to have a mixture of ages and good leaders. But we are keen to have them all back as well as some more next season.*

*Over the years it has got a lot easier as leaders and groups take more care of themselves.*



*RSEs visit other RSEs at their accommodation and they should be respectful of the rules that [the] employer has in place as they are easily influenced.*

*They know what to expect as they sight a written list before they sign their employment agreement. They say what they would like, and every endeavour is made to accommodate whatever they would like to do, from church, social get-togethers with other groups from Vanuatu, string band sessions, shopping and sending funds back to Vanuatu, with some sightseeing as well.*

*Very time-consuming but worthwhile.*

*We find having good leaders works for both parties.*

*Workers adapt very quickly to our ways. This is helped by the continuity of bringing back some workers from previous years.*

A further 14 RSEs experienced difficulties in providing pastoral care at the time of their first survey, but reported no such difficulties in 2014.

**Table 86: Difficulties experienced in providing pastoral care (counts) – RSEs. McNemar test.**

*Q15. For each of the following areas, please identify whether your business had any issues or difficulties in providing or arranging for these to be provided to your Pacific RSE workers?*

| First survey  | First survey total | 2014          |            |   |
|---|--------------------|---------------|------------|---|
|   |                    | No difficulty | Difficulty |   |
| Food at a reasonable cost                               | No difficulty      | 63            | 61         | 2 |
|   | Difficulty         | 6             | 4          | 2 |
| Protective clothing                                     | No difficulty      | 66            | 64         | 2 |
|   | Difficulty         | 3             | 3          | 0 |
| Access to health services                               | No difficulty      | 66            | 61         | 5 |
|   | Difficulty         | 3             | 3          | 0 |
| Suitable accommodation at a reasonable cost             | No difficulty      | 65            | 57         | 8 |
|   | Difficulty         | 4             | 4          | 0 |
| Access to personal banking                              | No difficulty      | 63            | 61         | 2 |
|   | Difficulty         | 6             | 6          | 0 |
| Opportunities to participate in recreational activities | No difficulty      | 62            | 59         | 3 |
|   | Difficulty         | 7             | 7          | 0 |
| Time off to attend religious observances                | No difficulty      | 65            | 61         | 4 |
|   | Difficulty         | 4             | 4          | 0 |
| Transport to and from port of arrival and departure     | No difficulty      | 64            | 62         | 2 |
|   | Difficulty         | 5             | 5          | 0 |
| Transport to and from the worksite(s)                   | No difficulty      | 65            | 63         | 2 |
|   | Difficulty         | 4             | 4          | 0 |
| Health and safety inductions                            | No difficulty      | 66            | 63         | 3 |
|   | Difficulty         | 3             | 3          | 0 |
| Onsite facilities (toilets, drinking water, shelter)    | No difficulty      | 66            | 63         | 3 |
|   | Difficulty         | 3             | 3          | 0 |
| Language translation                                    | No difficulty      | 60            | 53         | 7 |
|   | Difficulty         | 9             | 9          | 0 |

Results are consistent if they lie within shaded cells.



**Table 87: Difficulties experienced in providing pastoral care (counts) – RSEs. McNemar test.**

*Q15. For each of the following areas, please identify whether your business had any issues or difficulties in providing or arranging for these to be provided to your Pacific RSE workers?*

| First survey                        | 2014               |                             |                                     |
|-------------------------------------|--------------------|-----------------------------|-------------------------------------|
|                                     | First survey total | No difficulties experienced | At least one difficulty experienced |
| No difficulties experienced         | 47                 | 34                          | 13                                  |
| At least one difficulty experienced | 22                 | 14                          | 8                                   |

Results are consistent if they lie within shaded cells.



## Key findings – Perception that benefits outweigh costs

- ◆ All n=58<sup>6</sup> RSEs said that the benefits of participating in the scheme outweighed the costs when asked in 2014, including the two who did not believe that this was the case when asked in their first survey (Table 88). In relation to this perception, no statistically significant changes were found between responses to the first survey and the 2014 survey (using McNemar test).
- ◆ In 2014, 65 out of n=66 RSEs said that participation in the scheme had resulted in better quality and more productive workers – while 61 of them believed this was the case when asked in their first survey. Four RSEs previously did not believe that participation in the scheme resulted in better quality and more productive workers, but provided a more positive response in 2014.
- ◆ Similarly, 64 out of n=65 RSEs said in 2014 that participation in the scheme had resulted in a more stable seasonal workforce than in previous years. All but one of these RSEs also indicated that this was the case when asked in their first survey.

**Table 88: Benefits of participating in the scheme, and the perception that benefits outweigh costs – RSEs. McNemar test.**

*Q24. And overall, would you say that the benefits of participating in the RSE scheme outweigh the costs?  
Q20. Overall, has participation in the RSE scheme resulted in improvements to your business in the following areas?*

| First survey   |     | First survey total | 2014 |     |
|--|-----|--------------------|------|-----|
|  |     |                    | No   | Yes |
| The benefits of participating in the RSE scheme outweigh the costs | No  | 2                  | 0    | 2   |
|  | Yes | 56                 | 0    | 56  |
| Better quality and more productive workers                         | No  | 5                  | 1    | 4   |
|  | Yes | 61                 | 0    | 61  |
| A more stable seasonal workforce than in previous years            | No  | 2                  | 1    | 1   |
|  | Yes | 63                 | 0    | 63  |

Results are consistent if they lie within shaded cells.

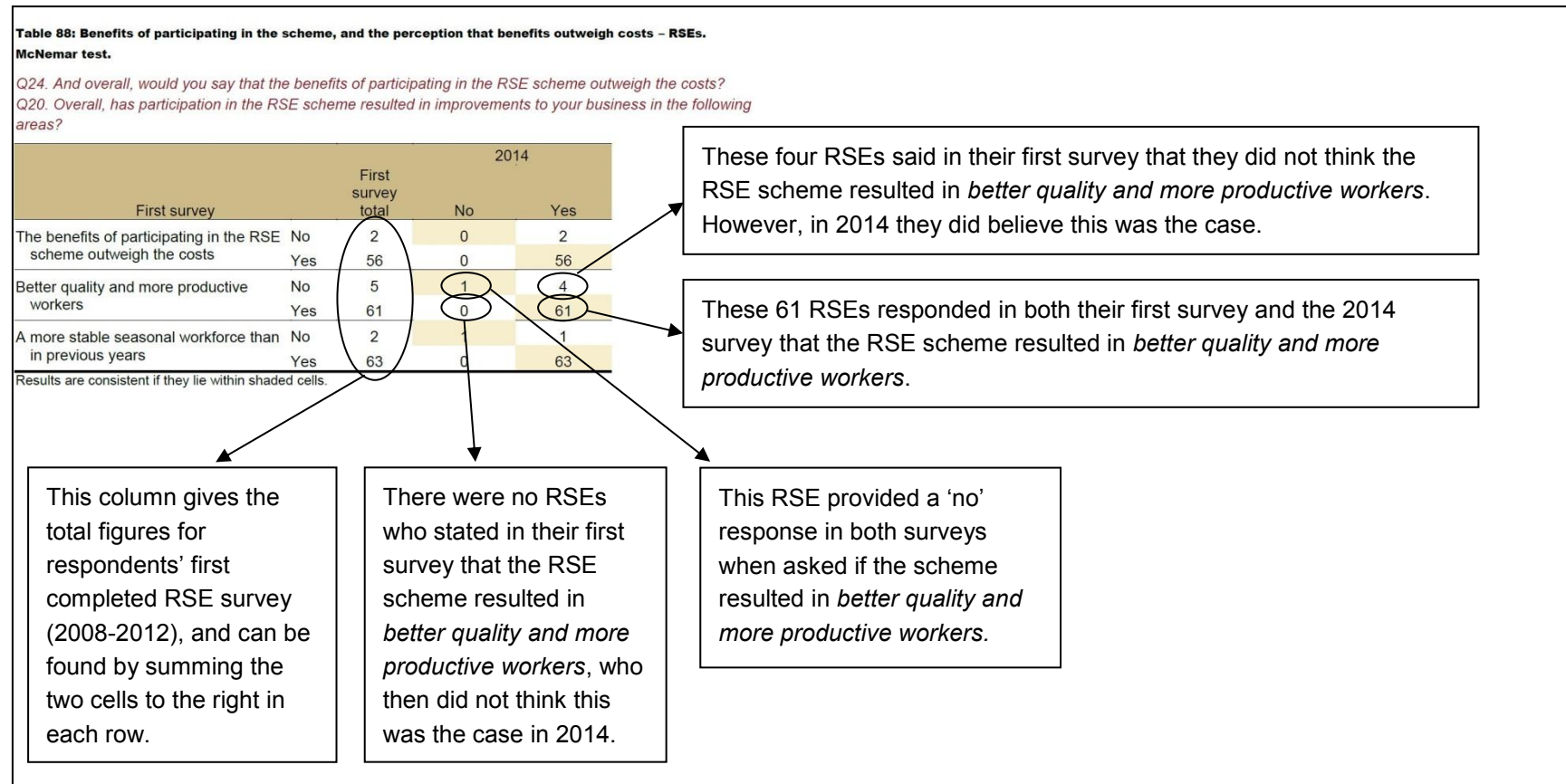
<sup>6</sup> Some RSEs did not provide a “yes” or “no” answer to these questions, hence the lower sample size.



# Explanation of McNemar Test tables

Selected tables in this memorandum present the findings as two-by-two matrices, with the answers from respondents' earliest completed survey in the rows, split by the answers for 2014 in the columns. Figure 1 below gives an explanation for each cell in these matrices. Each of the n=66 RSEs (in this case) can fall into one of the four cells, based on their answers in their first completed survey and their answers in 2014. The example below is based on Table 88 **Error! Reference source not found.** in this Appendix.

**Figure 1: Explanation of McNemar Test tables**







# Appendix B: Verbatim Report

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## **Q1. What your business is involved in (Other specify)**

*Agriculture.*

*Cattle.*

*Floriculture.*

*Fruit tree nursery.*

*Grain and seed production, lamb fattening.*

*Lifestyle block.*

*Seed processing and arable.*

## **Q3a. And where did you source your seasonal workers under the RSE scheme from?**

*Agriventure.*

*Internal recruitment.*

*Local packhouse for our picking, packing & pruning.*

*Local packhouse.*

*Local people from the town.*

*Recruited ourselves through Tongaworks.*

*Recruited with help from our RSE pastoral caregiver.*

*We use our own ATR and employ RSE workers directly.*



**Q3c. And to the best of your knowledge, are there any special obligations or responsibilities related to engaging seasonal workers under the RSE scheme compared to hiring other seasonal workers? IF YES, can you describe what these are?**

*Must be approved.*

*Must guarantee minimum hours, return airfares, pastoral care, accommodation, health requirements.*

*Must pay half the return airfare between NZ and Samoa. Provide pastoral care.*

*Need to provide them with a minimum number of hours of work per week.*

*None in employment as I am aware, but restrictions on alcohol and entertainment for work functions.*

*None that affect us, but there are [obligations] for the contractor.*

*Pastoral care obligations.*

*Pastoral care responsibilities, particularly leisure activities, access to healthcare and language translation. Care needed to ensure wages high enough in periods of bad weather or illness. Capital needed for purchase of vans, transport & arranging airfares. Special accommodation.*

*Pastoral care.*

*Pastoral care. First port of call for personal / budget / health / work problems. Monitoring alcohol use.*

*Providing a certain minimum number of hours each week for the RSE workers from Seasonal Solutions.*

*Provision of transport. Sourcing accommodation. \$3k bond, 50% return airfare. Pastoral care.*

*Repatriate them.*

*Seasonal Solutions are the employer but all matters relating to health and safety and working conditions are the same for all employees under NZ law. Under RSE, employment is restricted to seven months and there is an additional cost relating to airfares.*

*There are some specific processes for becoming an RSE directly. I believe these processes would be similar to AIP but because we haven't applied directly to be an RSE employer I don't know [the] specifics.*



*This is the responsibility of the contractor.*

*We are required to give them at least 35 hours of work per week and we pay the cost of repatriation to the home country.*

*We are responsible for the airfare home, for housing the guys in warm and comfortable accommodation and for pastoral care. We provide transport and help with buying food, bedding and clothing items. We try to include the guys in the community - allowing for church-going and attendance at other community social events. We keep the guys out of the pub and out of trouble.*

*We keep a close eye on our RSE workers to ensure they are coping with life in New Zealand and ensuring they are not taken advantage of by anyone. We believe it is important for these people to learn skills that can be applied back home and endeavour to arrange opportunities for them to try new things.*

*Yes the RSE scheme requires employers to provide pastoral care, health & safety inductions, suitable work site facilities, protective safety gear, access to suitable accommodation, arrange transport, share half the cost of return airfares and ensure that at least minimum wages are paid to the seasonal worker.*

*Yes to employ RSE workers, more book work [is needed] but [they are] better workers than the unemployed.*

*Yes you must give the workers a minimum of 30 hours per week. You must try to employ Kiwis first, but within our region most of the critical times when workers are required Kiwis are not available.*

*Yes, flights, insurance, health, transport and care.*

*Yes, I believe the RSE contractor must ensure the worker is housed in suitable accommodation, earns a minimum wage [and] does not use the scheme to enter New Zealand and [then] take off.*

*Yes, pastoral care, help with visa applications, return airfare, transport, accommodation.*

*Yes, there are cost that you [incur] under the RSE scheme, i.e. air fares, recruitment, pastoral care, etc.*

*Yes.*

*You need to provide suitable accommodation, return airfares, insurances and make sure they are looked after and looking after themselves to a good standard.*



**Q6a. And how did your business recruit its Pacific RSE workers during the last year? (Other specify)**

*Joint RSE with another company here in New Zealand.*

*Local kiwifruit packhouse sources them.*

*My head man who is Vanuatu, he does all the recruiting for me.*

*Use RSE workers brought in by a recognised RSE employer.*

*Via our packhouse, who recruited them. We pay the packhouse. They pay the workers.*

*We recruit our RSE workers ourselves as we are an accredited agent. We also work in connection with an approved agent in [place] who assists us.*

*With the help of our pastoral caregiver.*

**Q10e. Do you have any comments that would help to explain the reasons for any of the ratings you have given to the previous questions about training requirements?**

*[Our workers] work in teams, [and] new people are mentored by the returning RSE's. Returnees settle in quickly, can pass on information to new people, [and have] less pastoral issues and behaviour issues. Good to have the RSE's involved in the training - ensures clarity and understanding.*

*A high return rate of worker for grape pruning is a MUST.*

*As a group they are easier to work with, very productive and [have] better work attitudes.*

*Basically when you have a seasonal staff who come for one or two weeks, they don't understand the whole concept of why you're doing an orchard job. But RSE worker who stays for seven months sees the result of the previous job to make it easier to understand why they are doing it, which will benefit the next year.*

*Because when we have returning people they don't need much training.*

*For example the returning workers, because they are experienced and [because of] their knowledge of the work, then we could select [them] because of their language and they probably help a lot of the new ones to understand more.*

*Generally RSE return workers do not require additional training unless some practices have changed. Returnees are also very capable of training new employees.*

*I find it with the new ones that come out, that the previous group seems to pick them up and train them, makes it easier for us as a company.*



*I like the process of having a longer and better pre-departure program like PNG as more aspects are covered re. living/working in NZ. I also like the fact that they come with bank accounts issued from their home country, as this helps with transferring money home seamlessly.*

*It really depends on the person. Some new ones understood quickly and were physically suited to the job, so became top earners. Others took longer to understand the process and to develop the strength, but will be productive from day one next year.*

*It's very beneficial to have returning RSE workers as they know what is expected of them and the job, how to safely perform the job year after year without having to train over and over, and they help encourage and show the new RSE workers how to do the job properly.*

*Mentoring of new trainees by existing returning staff is critical to social and work performance.*

*Minimal comment here, as they come with a supervisor. So although I outline requirements on arrival, I leave it to the supervisor to implement, so more able to comment on the finished product.*

*Most of our workers are returnees. We may have, at the most, two new ones a year.*

*New recruits require training but our returnees help with this so it is not hard for us.*

*New Zealand residents who come from WINZ are not dependable and always seem to have an endless supply of reasons for why they cannot perform tasks and never want to work weekends. They also seem to want time off for all manner of things.*

*Our returnees are keen and want to train and up-skill the first timers.*

*Our RSE workers come mainly from the same village and/or family groups, and are used to working together at times.*

*Pacific Island RSE's need to be reminded that whilst in NZ things happen fast and quickly - not slowly or in 'Island time'.*

*Please be very aware that, though the workers are employed for seasonal short term jobs, they are skilled jobs. Returning workers, whether from the Pacific or anywhere, are the most productive. Productive, skilled workers always assist in training new workers, regardless of their source. Selectively harvesting the correct apples is 100 times more skilful than picking Kiwifruit or pruning grapes.*

*Regarding productivity: initially, returning workers are far more productive than new workers. However, (usually) it will take less than one season for new workers to be close to matching returning workers in terms of productivity.*

*Returning RSE workers are great as they have been trained up already. A lot of young NZ workers are not willing to put in the effort required to learn the work. Older, semi-*



*retired NZ workers have good work ethics and [are] great as many of them return year after year.*

*Returning RSE workers are great, they not only help train other RSE workers, but even help train kiwis and help with the running of everyday jobs in the vineyard. Always keen to learn new skills.*

*Returning RSE workers are trained staff suited for the job at hand. This is very valuable to our company, especially during our winter season when experienced pruners are critical to ensure the job is done properly.*

*Returning workers already knew the orchard and environment. [It] always takes the new guys a few weeks to get accustomed to the work.*

*Returning workers are 20% more productive. This continues, with 3rd year workers more productive (on average) than 2nd year workers. Returning workers almost always help train the new workers, meaning that these workers hit the ground running.*

*Returning workers were a great help with training any first time workers, particularly with communicating what was required.*

*Some of the new RSE workers were trained in the bush at home by the returning workers prior to arriving.*

*Some of the workers who have come back for the third or fourth year sometimes become less productive and more willing to try to push boundaries.*

*Specialised work with no equivalent in Vanuatu. It's one of the costs of new Pacific Island workers (as well as WHS and NZ workers) - training is a significant investment in time, which is why we try so hard to achieve staff retention and have a pool of RSE workers now keen to return to us. First year [is] always the toughest, then the 3rd, and after that the workers settle in really well.*

*Tasks are not hard to learn, and using [a] buddy system after initial training [means] there [are] no language problems and [new workers are] very quickly up to speed as they can see the productivity required by example.*

*The enthusiasm of NZ seasonals is variable. We continue to employ some of those who start as seasonal [workers], if they are keen and have the abilities we require. [It is] hard to be general as in the rating above.*

*The men we have on the property are a pleasure to employ - they are hard-working and want to work. The more experienced [workers] help the less experienced, and those with better English help explain the work to those without.*

*The more returning workers we get, the less training [is needed] and [they] are more productive for the company they work for. But they are the ones we have to monitor the most, as they know all the shortcuts and give you an average quality job.*



*The returning RSE workers have a pride and interest in the work they do and feel happy to be here. They share this with the first time workers.*

*The returning RSE workers train the new workers before they leave their villages and they are already fit and strong with good backs.*

*These questions are confusing. We don't hire RSE people directly, so it's not possible for me to comment in detail.*

*They helped each other with respect [to] expectations.*

*This our fifth year using the same men from Vanuatu in our [vineyards], they have all returned every year. I can't put a value on their experience, [but] the business has seen huge increases in productivity, efficiency and quality, while saving time and money. Our [region] vineyard has had the men for two years now, with the same results. Without the Vanuatu workers through SSCO we wouldn't be able to get the work completed with the local labour pool, due to lack of workers, and of the few workers available, [the] lack of quality, reliable workers. They are all a joy to work with and we consider them all part of our team. I couldn't imagine what the business would do without them.*

*Training is on-going as [the] grade and conditions change. What is important is their approach to change and [their] awareness of standards. It is imperative we have returning RSE workers as they play a huge role in training and bring the new recruits up to speed. There is no doubt that a returning RSE worker is more productive for at least the first half of the season.*

*We have a good reputation as employers and all workers from Vanuatu are very keen to come here. We provide very good pastoral [care] and they truly appreciate it. [We] have very few not coming back, and if they can't come back they find a good replacement.*

*We have about a 70% + return rate. Our RSE staff are housed and work in village/family groups and are used to supporting each other. They soon help new team members to come up to speed with what is required.*

*We have very specific requirements which are different from orchardists and this takes time to teach to our workers. We generally try to have returnees for this reason.*

*We need to get the same ones back as much as we can.*

*We only had one new RSE in our group this year, who was up to speed fairly quickly being helped by our staff and the other RSE's in the group. Their training is on-going for the whole of the time that they are with us, as we fine tune techniques within the orchard.*

*We retrain all workers for health and safety before starting any task and make no assumptions as to retention of knowledge. This works well as NZ WHS and RSE workers are treated equally. We use a buddy system for all workers, with less experienced workers paired with more experienced. This pairing varies depending on task, so all workers have an opportunity to pass on skills.*



*WINZ was unable to supply the number of NZ workers we required and we were forced to employ a labour contractor for our harvest.*

*Workers have been coming to NZ for five years now. They need updating briefly for each job, as there are modifications of the programme for kiwifruit each year.*

**Q12. Have you experienced any of the following health-related matters with your Pacific RSE workers on their arrival this year? (Other specify)**

*Back - old injuries.*

*Bad back.*

*Cervical cancer.*

*Diabetes.*

*Misleading or incorrect information provided by the health practitioner in their home country.*

*One of our RSE workers fainted in the Auckland airport upon arrival into NZ. He was taken to [hospital] and was diagnosed with some kind of a heart condition. This RSE worker never arrived at our orchard to work and this situation was dealt with by the Samoan Government.*

*One with malaria six days after arrival - treated and went to work.*

*Pregnant while here.*

**Q13a. And have you experienced any of the following 'character-related' issues with your Pacific RSE workers this year...? (Other specify)**

*Differences in cultures.*

*Lazy, arrogant, insolent.*

*Maturity (lack of).*

*Most of the issues are self-managed now, due to the structures we have developed with the RSE workers. Only major issues get to my attention, most I know of due to "reporting" via other methods, but usually are sorted internally. We did have a theft from other workers (a lot of cash is kept due to distrust of banks) as a result of a RSE worker being sucked into a Nigerian scam. Worker kept in NZ until amount stolen paid back and then returned home. Will not be returning. Alcohol-related issues - if more minor, stood down for a year with more major issues resulting on a permanent black listing.*





*One given too much authority on the orchard and then thought he was above doing work. Not returning next year.*

*One worker used kava and lost focus working. We have no tolerance for workers unable to concentrate while using machinery. This was dealt with and remedied.*

*One worker who had been coming to NZ for four summer seasons started to become disrespectful and cutting corners with his work.*

*Some issues where certain people just don't want to work and cause issues in the vineyards/blocks.*

*There was a problem with one female worker wanting to start a relationship with one of the married men. Occasionally there are problems between people of different islands.*

*Two young men caught using 'legal highs' in their last week in NZ.*

**Q13c. Have you experienced any of the following 'character-related' issues with your other seasonal workers this year...?**

*99% of WINZ workers are not fit, ready or able to work.*

*As stated on the previous page [Some issues where certain people just don't want to work and cause issues in the vineyards/blocks.].*

*Attendance [is] variable.*

*Bad attitude, not working hard enough.*

*Behaviour changes from legal highs (before sales were restricted).*

*Bossy kiwis over backpackers.*

*Drug problems and abusive behaviour from Work and Income referrals. Drug use and milking the minimum wage conditions by dishonest Kiwi and Working Holiday Visa staff.*

*Drug taking at lunchtimes.*

*Drugs.*

*Drugs.*

*Had one issue this year with a worker not getting on with a supervisor. Refusing to stop bring his dog to work and swearing at supervisor. Also had a gang member take something off another worker because of the colour. Another man was asked not to drive on orchard and got angry because he was "Tangata Whenua".*

*Had some problems with European working holiday workers and their attitude towards the work and pay.*



*Irregularity at work from the locals.*

*Kiwi staff having other things going on in their life. Students have a purpose for working harder to make more money.*

*Lack of enthusiasm to be at work, only there because WINZ rule changes required them to work. WHV holders do not tend to stay long.*

*Late to work, long lunches, need constant supervision.*

*New Zealand residents less willing to work.*

*Not all are attentive when I am outlining what I want. This may be for a language reason and they may use a group leader to convey what I have said. I am working on making sure all come together as a group when I am doing this. PSA hygiene requirements are important in kiwifruit orchards and sometimes they tend not to follow requirements as stringently as I would like.*

*Not always turning up for work as required, sometimes due to a hard night out previous night or because they just didn't feel like working. Cases are limited to certain individuals, not all seasonal staff are unreliable.*

*Not staying as long as promised. Poor performance.*

*Occasionally hungover from the night before. Others watch Shortland Street then act it out in real life as if that is normal behaviour.*

*Omitting facts/lying; failing to keep quarters healthy: room squalid, with stale/rotten food left lying around (I am not a tidy person and I still found it disgusting); urinating in a public place - and not even intoxicated. Partied the last night, threw up, and didn't clean up own mess (I should have known better - I broke my vow never to employ gappies/ any backpacker under 20).*

*Only in the housing situation, a couple picked on a single guy.*

*Poor attitude, not wanting to listen to instructions, avoiding work.*

*Reliability (lack of).*

*Some German and Romanian backpackers try and fudge hours worked.*

*Some of them are dishonest. For example, [they] will take picked buckets off other pickers and put them in their own tallies. Some of them take items from the staff quarters. Some damage trees because of rough handling.*

*Sometimes those belonging to a church work apart from those who don't. I now try to employ either/or, to get things going better .*

*Stealing. First time ever.*



*Tension between permanent staff, who thought seasonal workers were lazy.*

*Theft, not following supervisors instructions.*

*There can sometimes be some race-related issues when you have a number of different cultures working in the same area.*

*Two young cousins leaving their location of work to enjoy themselves together.*

*Unreliability due to alcohol and drugs. These create dangerous situations. Persons are given a verbal warning which often is sufficient. Usually though, persons do not appear on future days. That in itself creates problems.*

*Unreliable, not turning up for work every day. Theft, stealing from other workers.*

*Very un-reliable.*

*We had an issue with two WHV workers smoking marijuana. The altercations were domestic-related in two cases of NZ season workers. The Kiwi and WHV workers were less hardy and more likely to be slower workers unless they had done the work previously. So if the weather was inclement they were less inclined to work, they had more personal matters to sort, and they were more likely to need their wages topped up to ensure that they earned minimum wage.*

*We have issues here with reliability and motivation. A significant number do not show up to work with no notification to the employer. There is a significant amount of "Mondayitis" and a myriad of other reasons why they need time or days off from work, many of which could be avoided if they stayed at work and earned some money. We also find ourselves putting the time and effort in to inducting and the initial training of people only to have them leave within a few days or a week. The productivity is below average as there seems to be no motivation to push themselves to make better money despite being on piece rates. Because they know the employer has to top their wages up to the minimum wage they seem content to coast along and pick 2-3 bins a day and take the top up whereas others who put in some effort and pick significantly more bins (7 -8) earn significantly better than minimum wage.*

*Weak bladders and low concentration spans. Frequent breaks for toilet stops during working hours. Reliability and commitment to work ethic [is] extremely poor, e.g. average 2-4 days out of six.*

*With the workers from Work & Income all seemed to be using some sort of drug, which made them very incapable.*



**Q14a. Are there any particular reasons why you have chosen not to participate in the RSE scheme?**

*80% of the contract group I use are New Zealand citizens, and the remainder is made up of people who have working visas.*

*Able to use local people.*

*As having a small pip fruit orchard, we thought that we could source enough workers for our operation from New Zealanders and backpackers. As the bigger orchards are employing RSE workers, that takes the pressure off the workforce. Without the RSE scheme there wouldn't be enough workers to harvest the crops on time.*

*Backpackers suit [the] orchard and [there are] less compliance costs i.e. length of employment.*

*Cost to the employer and the requirement to guarantee specific hours of work. There are times that we are not harvesting and therefore have no work for the RSE workers.*

*Don't have any available accommodation.*

*Don't need to. Plenty of workers available from other sources.*

*Employed local, experienced workers who were available for a longer term.*

*Enough local employment.*

*Enough staff available.*

*For my side, it would be too much work to have them. I don't have enough work for that, the packhouse runs them, and orders them as they need them.*

*Have a group of workers that [we] have built a relationship with over the last season, with no issues.*

*Have acceptable number of local, casual works for the limited orchard demand.*

*Have sources of workers who have supported us for years. RSE is not big in Gisborne either.*

*I don't need it. I've been employing people now for 50 years.*

*I have backpackers and WHS people visiting and calling frequently to work, and have found them excellent seasonal workers, therefore have not needed other sources of workers.*

*I have employed a contractor for many years and [we] are extremely happy with the working holiday people who work on my orchard. They are just like our kids going on their big OE. They work hard, are a pleasure to have in our country, they spend their money in*



*the local community, and travel after picking to other parts of New Zealand as tourists and support our country's tourist industry. Later in life they return as tourists after remembering the great time they had when they were young in NZ. We should be proud to have them and I would not hesitate to expand the visas so that more may come. They are an investment in the future. In contrast, the RSE workers send their money back to the Islands and do nothing for the local economy. This survey is very slanted against working holiday young people and I object to it. The question regarding drinking habits is objectionable - I have no issues with them.*

*I haven't needed to, because I have got my locals to do the job.*

*It is mainly because my business is not big enough to justify it, otherwise I would consider it. To justify joining the scheme I would have to join with another organisation already involved in the RSE scheme.*

*My workforce is only small, I don't worry about it .*

*Need more flexibility with staffing.*

*Not enough continuous work to give suitable employment. We have "mothballed " 90% of our pip fruit orchard.*

*Not flexible enough for our situation - but that may have changed since I last looked at the provisions.*

*Not necessary. I'm able to find enough staff (generally backpackers) in the region to complete the jobs I need done. I'm not large enough and don't require enough staff to bother with the details, requirements and costs of the RSE scheme.*

*Only need them from 15th October to end of January.*

*Our size and [the] make-up of our operation doesn't fit RSE type workers. We are a small group that doesn't really have peaks of workload and run a constant group right through the season.*

*Small grower.*

*Social responsibility to give NZ workers a chance first.*

*Sounds too challenging; expensive to set up requirements of scheme; social issues weigh heavily on [the] employer. What guarantees are there you'll get "good workers"?*

*Strongly support local business.*

*The constraints and obligations of the RSE scheme are too inflexible for a small operator. In most cases backpackers are intelligent, speak English and are easy to train.*

*The cost and having to guarantee work for a length of time. You are responsible for your staff and ensuring they go home when they are supposed to.*



*The season is short and it takes too long to get anywhere. You need to hire from WINZ then train, retrain, ..... then we could get someone from RSE scheme. Then [the] season is over and it has not helped.*

*Too difficult and too much paperwork.*

*Too difficult at this stage.*

*Too expensive and [too much] responsibility.*

*Too much in the way of certification.*

*We applied and [did] all the do's and don'ts but [our] application got declined. Very disappointed.*

*We are a small business.*

*We are not a big enough employer to warrant the costs of meeting the requirements and obligations of the scheme, and usually we are able to pick up enough local seasonal staff to get by, although it is often a struggle to get sufficient New Zealanders to [fill the] positions available.*

*We believe in trying to help out local people. Work being seasonal and of short duration (8 to 10 weeks); did not think this fitted within original scheme.*

*We have a large number of local people to choose from for work. We would rather employ locals as there is a great need for employment among local residents.*

*We have a very short period when we need seasonal staff (6-8 weeks). The bulk of our staff are employed for around 4 weeks. I don't think we can offer RSE staff the duration of work they require.*

*We have found the most honest and hardest workers from within the WHS. They are predominantly European, with a few from Canada, English, USA and South America. Full RSE registration is costly. We are then restricted to, and have to recruit from, the Pacific Islands. Our WHS workers come to our door in higher numbers than we need. They are all better workers in our view, as we have indeed used RSE workers in other gangs before we started to employ our own, and found them unsatisfactory, and also that there were invariably language issues, none of which we experience with the European WHS workers.*

*We have managed with local workers and a few backpackers (Working Holiday Visas) up until now. May use them in the future.*

*We only employ workers who knock on our door, or show initiative in some other way. Generally backpackers with work visas.*

*We support our local community by employing within our own area, and have had no need to look elsewhere.*



*We use the student job scheme because it fits in well with our flower season.*

*Would be helpful if a forum was held to help businesses understand what was required, to understand financial inputs required, obligations etc.*

**Q15aa. Do you have any comments to make in relation to managing the pastoral care of your RSE workers?**

*After 7 years we have progressed significantly and have invested heavily in our RSE workforce as they are the only way we can get skilled returning workers for our short-term seasonal peak labour needs.*

*All of our guys have been coming for some years and they all speak English so the pastoral care is not so difficult. It gets easier each year.*

*Due to the time most of the RSE workers have been with me (8 seasons now), the issues are mostly managed internally. A lot of the RSE workers know how the NZ bureaucracy works and manage their way through it. Other issues are business-as-usual to maintain regular communication and structures. Pastoral care is a critical component to get right.*

*Energy put in equals energy returned!*

*Excellent quality provided.*

*Family orchards that work with and house their staff on site are better able to provide [for] and mentor RSE staff.*

*Getting past the bureaucracy of building permits.*

*Good pastoral care requires committed staff (or management) who focus on pastoral care and are prepared to spend significant money on accommodation transport, healthcare access, language and recreation.*

*I employ up to 60 Thai RSE workers at different times in my vineyard. I employ them through a certified RSE contractor who I believe is looking after their requirements and his legal obligations. This is completed through good faith.*

*I have a close knowledge and bond with my workers and have regular contact after work. I am familiar with their families in Thailand and any matters that arise are promptly addressed. Workers enjoy fishing when time permits.*

*I just ring the contractor and they turn up.*

*Important to have experienced people involved with the pastoral care of workers and retained during their time in NZ.*

*Important to understand the way they live in order to introduce to our living standards.*





*It can be challenging to find sufficient suitable accommodation for RSE workers working for our business in shared ATR arrangements when they are only in the regions for short periods, i.e. 3 months.*

*Just that it takes the kind of effort of three or four people here, just to keep an eye on it and make sure there's always something happening.*

*My general impression is that they are happy staying in our community.*

*Our RSE workers have been excellent employees and it has been a pleasure to have their help on our orchard. We have found that it is important to have a mixture of ages and good leaders. But we are keen to have them all back as well as some more next season.*

*Over the years it has got a lot easier as leaders and groups take more care of themselves.*

*RSE [provides] very good opportunities for farmers.*

*RSEs visit other RSEs at their accommodation and they should be respectful of the rules that [the] employer has in place as they are easily influenced.*

*Seasonal Solutions do a fantastic job, along with our other staff.*

*Seasonal Solutions do a good job on our behalf.*

*Seasonal Solutions employ personnel to ensure that the needs of the workers are looked after. This is a very effective system.*

*Seasonal Solutions provides very good pastoral care for its Seasonal Workers from its local, community-based team.*

*The Labour Contractor handles this type [of] care.*

*These people are grown-up people. Many are married and parents themselves. They are not children and should be treated as adults and should not be condescended to.*

*They know what to expect as they sight a written list before they sign their employment agreement. They say what they would like, and every endeavour is made to accommodate whatever they would like to do, from church, social get-togethers with other groups from Vanuatu, string band sessions, shopping and sending funds back to Vanuatu, with some sightseeing as well.*

*This done by Seasonal Solutions, though we do help with provision of transport, extra food, [meat] and supply all [workers] with suitable footwear.*

*This has not been a major problem, though the RSE workers often think they can telephone the person in charge of their pastoral care over any issue at any time of the night or day.*





*This is a task our full time workers enjoy and it creates a collaborative environment.*

*Time invested here is well spent.*

*Very time-consuming but worthwhile.*

*We are very fortunate to have a fantastic pastoral caregiver ... our RSE group is very much based around the church.*

*We employ a NZ resident Samoan who assists us greatly with the pastoral care/communication issues.*

*We find having good leaders works for both parties.*

*We find it gets easier as each year goes by. Returning workers know their way around and seem less likely to get boils. A lot of them have friends and family here, and they just fit in and get on with the work required.*

*We had some minor issues with an employee who did not look to be involved with activities outside of work or our family. This we put down to being too young and possibly immature for the travel, from what we discovered to be a broken family home.*

*We take care of the on-the-job pastoral care.*

*With SSCO this all works very well and is very easy. Pastoral care workers do a great job and communicate with us if the men have any issues or need to go to the doctor, etc.*

*Workers adapt very quickly to our ways. This is helped by the continuity of bringing back some workers from previous years.*



**Q21. [Do you expect to see improvements to your business in the following areas in the future as a result of participation in the RSE scheme or having access to RSE workers?] Do you have any particular reasons for your answers that you'd like to explain further?**

*[Having] access to more stable seasonal workers means I can grow my business and employ more NZ employees in higher-paid supervision roles.*

*[We] find that RSE workers are keen and provide a stable returning workforce at times when we need additional staff.*

*All our workers receive training (or re-training) every year for fruit picking, thinning and pruning. This ensures there are no lapses into old or bad habits from existing workers and also encourages new workers to work closely with experienced workers to experience best practice techniques. When training occurs it is on-the-job training, so our only cost is the added provision of paying for trainers. For this reason, training costs remain fairly consistent.*

*All the RSE labour we use is under the control of the contractor I hire.*

*As mentioned above I employ RSE workers through a contractor so that person is responsible for [the] health and wellbeing of a lot of the topics listed, such as time off during work and transport etc. So I am not in the position to answer those questions.*

*Before the RSE it was nearly impossible to find enough local workers to get the work done, this put a daily strain on the business, budget and management. With more vineyards being planted and with the Christchurch rebuild we are seeing even more pressure put on labour supply. Speaking to workers, contractors and other vineyard managers, they also really see an issue with labour supply and can't understand why the Government has not increased RSE numbers going forward.*

*Depends on WINZ ability to supply willing workers.*

*Expansion of kiwifruit and apples means we need more RSEs, as [the] New Zealand workforce is too unstable.*

*Finding local employees who are prepared to turn up to work each day and prepared to work is incredibly difficult. When you do find good staff, they tend to be interested in the industry and move on to bigger, better roles (with our support), finding good people who are committed on a long term basis for vineyard (canopy) work is practically impossible. We have permanent local staff who manage the machinery and more technical aspects but it's the canopy work where our RSE workers are so important to our business.*

*Having a reliable workforce has allowed us to harvest at optimum levels, which increases our bottom line. This flows onto allowing us to expand our business with new plantings.*



*I am in no doubt that without [the] RSE scheme I would likely exit the horticultural industry.*

*I don't believe recruitment or training costs will go down. We use WINZ for some of our seasonal work and it is always hard getting workers to a) turn up on a daily basis and b) to stay for any length of time.*

*I find these questions quite repetitive and difficult to answer as a 'yes' or 'no' - it is not that black and white!*

*I firmly believe that without the participation of the RSE scheme, our business would not be moving ahead and have the certainty of future planning without the secure nature of the RSE labour. Should this scheme stop it will seriously jeopardise the future of my business and being able to employ my NZ staff.*

*I think the most important thing is [being able to] expand the business if I have more RSE workers, but I need guarantees around those workers so they do not become a political football.*

*It's difficult to find suitable New Zealand workers.*

*Kiwis don't want to work - it's too easy to have the Government keep you.*

*Most RSE workers come through a contractor.*

*On our vineyard nowadays we use a contractor who mostly has workers from Thailand and they are by far the best workers. We have been growing grapes since [year] and have employed lots of workers from NZ and other countries. The Thais have enabled us to achieve much higher levels of efficiency.*

*Our growers have more confidence in our ability to handle extra tonnage and so are continuing to increase their growing areas as a result. With the percentage of returnees, our training costs are reducing every year.*

*Our seasonal labour demand is not able to be filled locally - unfortunately we have a high turnover of local people. The knowledge that the RSE workers will be here and we can depend on their attendance has a high value for us.*

*Planned investment in growth due to a reliable and skilled workforce.*

*RSE are critical to our company for seasonal work, they are reliable, dependable and effective workers*

*RSE is a stable base with an established work ethic that allows us to upskill new seasonal workers into areas of productivity. We have expanded our planted areas, replanted existing blocks and replaced and upgraded our packhouse. This has created a set of skilled positions which means we have a high rate of return with NZ workers.*



*RSE is critical to allowing us to put more land into production. We are now able to offer better jobs to New Zealanders, offering them higher-paid supervisor and quality assurance roles.*

*RSE staff are very productive and reliable (as long as the government doesn't change policy). Based on the confidence we have in our harvest workforce we can (and have) develop more land and invest further in our business.*

*RSE workers are a critical part of our business.*

*RSE workers plays a key role in managing our harvest peaks. It has given us confidence to increase our production, which has had significant employment opportunities downstream. Without access to RSE our business may not have continued, but reduced in size or failed.*

*The ability to employ RSE workers has made the business more profitable and this has meant that we were able to employ our Kiwi seasonal workers for far longer periods, to undertake more work than we would normally be able to do.*

*The certainty of the RSE staff give us confidence to invest in the future.*

*The RSE scheme has given us a more stable and productive workforce, enabling us to improve our productivity and employ more New Zealanders.*

*The RSE workers provide a platform for investment in NZ staff as well as their retention. The cost of recruitment and training has significantly dropped compared to prior years and the ability to have productive staff straight off the airplane has allowed the cost of labour (about 75% of my business cost) to remain stable for the last 5 years. Without the RSE scheme I would be employing more Kiwis on a casual, lower-rate basis and investing less in business infrastructure (both assets and systems such as health and safety and training). The RSE underpins a lot of my business and is not just a "top-up" scheme.*

*The RSE workforce has been a huge benefit to me in terms of getting tasks done at the right time and in a timely manner and not having to worry about whether labour would be available. Due to PSA I had no kiwifruit crop last year, and consequently no income and have had to cut out, re-graft and re-establish the whole orchard. The financial cost has been huge, and [also] the work involved, and [this] may have been impossible to do without RSE workers. Also I have the satisfaction of knowing that I am helping them hugely by providing the employment.*

*We are improving our systems, so while our seasonal training costs will reduce as we get more repeat workers, we are investing in more training with our permanent workers or those we hope to move from seasonal to permanent.*

*We can't expand if we don't have confidence that we can employ skilled staff for our peak seasonal needs. Without RSE we don't have that confidence. The NZ Labour Party's new policy will drive the industry to employing Working Holiday Visa staff and undermine the industry's potential for expansion and employing more Kiwis.*



*We have always provided low cost accommodation on-site for our seasonal workers, no matter if they are RSE, NZ, or Working Holiday Visa holders.*

*We operate on a fixed acreage but have to adapt to new plant varieties. Having RSE staff as a base winter workforce we can ensure that our crop management is up to date and [it] allows time to introduce some seasonal workers in the summer period.*

*We would employ more Kiwis but in Nelson there [are] just none available during our peak season. Those that are available don't want to work.*

*With an experienced, stable workforce and [workers who are] trained properly we can complete labour contracts in a timely manner, thus enabling our business to grow and employ more staff.*

**Q23. Given your experience this year, would you prefer to recruit for the next season/year...? For what reasons do you have this preference?**

**The same group of workers**

*A good mix of RSE and New Zealanders. Although we would prefer New Zealanders who are up for the work, seasonal work is not always their first choice.*

*A great group of workers who enjoy what they do.*

*A mix of Kiwi, RSE, and WHV staff does the job. Reality is without a significant number of RSE we would not be in business. If we don't employ WINZ workers (who are unproductive, lazy, milk the minimum wage, use drugs, abuse supervisors, pick fights) then we cannot be RSE. RSE status is only gained if you are prepared to suffer extortion from WINZ.*

*A proven model.*

*Again for stability of workers, reducing training costs allowing for more time to focus on new NZ workers' training.*

*Already understand how the nursery operates.*

*As above. no kiwis available.*

*Because the 3 surviving men from Vanuatu have been coming for 5-7- years, and they are excellent. A new worker is needed to replace a previous worker who died after returning to Vanuatu in [year].*

*Because they [have] all got the experience, good reputations, they have family here and they are reliable.*



*Because they are already trained, saves you a lot of money. They know the area, they know the housing, they know everything so it's easier and more beneficial for them and me.*

*Because they are well trained and they know what we have to [do] and they know the standard of our work and they are good at it.*

*Because they have already trained them and the training costs will be lower and the standard of the job will be much higher.*

*Because they know how to do the job and are very quick and efficient at it, compared to any other workers we have employed in the past.*

*Because we have had good service in previous years.*

*Consistency - looking forward to finding more NZ workers too.*

*Continuity and consistency. RSE workers only. Do not want difficult-to-discipline, returning WINZ-referred workers who take liberties and have a poor work ethic.*

*Cost effective, efficient way of doing business. We have already invested in training the personnel and they fully understand what is required of them.*

*Dependability, reliability, value for money.*

*Experience - I have had the same group of workers for many years now. I trained them in the beginning and they are all now very experienced. If one worker decided not return due to personal reasons, I would look to employ a new worker from the village or family of my current workers.*

*Familiar with [the] job.*

*Good, reliable, productive, no-hassle, friendly people.*

*Great guys and they are like family now.*

*Have found them very good and [it is] easy to have experienced staff returning.*

*Have got to know them and put time into training and getting on with them! [We] trust each other.*

*I like having a mix of RSE countries and Kiwi workers onsite. We find that this allows for a productive work environment.*

*I would choose "more NZ workers", but we have difficulty finding suitable NZ workers, so don't see this as an option.*



*Ideally it is good to have everyone trained and ready to go as they arrive, but with yes or no it is impossible to answer. People's circumstances change - some may not be able to come, so we will have to recruit new ones!*

*Just because they have known the work, and less training [needed], and they will come back and work straight away.*

*Just so reliable, hardworking, drug-free, pleasant and productive.*

*Less training and better productivity.*

*Less training and they know how we work, and they already contacted us and wanted to come back. The same ten [workers].*

*Looking for workers from all sources and the above multi choice does not allow that answer.*

*Productivity.*

*Productivity.*

*Proven performance. They can hit the ground running, so to speak, every season, which takes a considerable load off me.*

*Reduction in training.*

*Reliable, dependable, productive, good attitude.*

*Retaining a high return rate of seasonal workers means higher productivity and only a moderate level of retraining required.*

*Same group employed for 7 years. Every year more and more skilled and cohesive. Fine to absorb a few new people but core group is extremely valuable.*

*The current mix of workers from RSE, NZ, and WHS creates a well-balanced workplace.*

*The knowledge that we have a trained and skilled base number of returning staff gives us confidence to put planning in place for a workforce that we can count on for attendance.*

*The men know us and we know them and know they are good workers.*

*The same group of workers will know exactly how to do the work. Very little training needed.*

*The Thai RSE workers that I have used in previous seasons are excellent and hard workers who complete the task to a very high standard. Local workers have proven to be unreliable and lack commitment. Without the RSE workers the viticulture industry in Marlborough would not progress and [this] would restrict future development.*





*These workers are already trained to our high standard and ready to hit the ground running.*

*They are a key part of our team, know how the company works and the expectations of work practices.*

*They are already trained and do a great job - both the RSE workers and the returning NZ workers we use.*

*They are trained at their task and understand the way to live to get the most out this opportunity.*

*They are trained, we know them.*

*They have already been gone through that job and they are experienced about the job.*

*They have become part of our orchard family.*

*They have been with me now for 4 years. I know they are reliable, productive and enthusiastic.*

*They know the job.*

*They performed well, we now know them and they know us. The experience they have now gained will now be of value to both them and us.*

*They understand what we are wanting to achieve. They see our expansion being due in part to their good work. The better they work in our business, the more they will earn and take home.*

*They were excellent workers who have indicated they want to return next season.*

*Understand their culture.*

*We find Thai workers to be extremely hard-working and trustworthy. You only have to tell or show them once and they do what you have asked.*

*We had a great team this year and are looking forward to working with them next year.*

*We have a very stable productive labour group which really performs, is highly skilled and reliable. Additionally, the mix is cost-effective and underpins Kiwi jobs.*

*We just know them and they have been working for us for the last 2-3 years and they are trained and we have also got to know them personally by going to Samoa and meeting their families. Added another touch to it, very nice.*

*We made a lot of changes last year as to how and which villages we recruited from. These were very positive and worked well. We focused on groups, church groups, community groups.*





*With expansion we will take more NZ workers as well as RSE. Our preference is New Zealanders first, but the lack of suitable NZ workers means that we have to rely on workers from the Pacific. We do not see this trend changing in the next few years.*

*You don't have to retrain them - they know what they are doing.*

### **A mix of returning and new workers from the same countries I am recruiting from at present**

*A guaranteed workforce from Tonga, now we have been recruiting from there for 7 years.*

*Am very satisfied with the work and work ethic of our staff from Vanuatu. See an advantage for both parties in ensuring the relationship continues. This implies bringing on a % of new workers each year to replace those who no longer need to or want to work in NZ.*

*Answer includes NZ workers. We have difficulties sourcing NZ workers for unskilled work. NZ workers that are suitable have [our] preference, but we need to be able to keep our stable mix based on NZ, then RSE, then Working Holiday. Working Holiday [staff] are on demand, as required short term, because they are generally on holiday needing work to top up money spent on tourism.*

*Cannot get enough local seasonal workers that are suitable for work.*

*Continuity that allows easier training and gives new workers a measure of familiarity with us and with the different lifestyle here.*

*Existing relationships with Samoan community, both here in NZ and Samoa.*

*From previous experience my business needs to cover all bases to harvest and pack my current crops. At present I believe without access to all current workers, which includes NZ, RSE and Working Visa backpackers, I will not have a business.*

*Happy with the current group. They understand our ethics and expectations. "New workers" refers to expanding current RSE numbers.*

*Having a good mix of people from different backgrounds seems to provide a happier and harder-working workforce. If you get too many of one type of person, they group together and create their own environment.*

*I would be happy to have the same ones, or a mixture Also would like to be able to employ more NZ workers. There are excellent NZ workers, but far too few available. There also some NZ workers available that are far inferior to RSE. there are other NZ that are really unemployable. Overall the nature of our business, with peak periods where there is a high need for labour, requires reliable conscientious workers who are benefitting from the wages paid--RSE fit this well*

*Important to keep rolling over employees so that [they] don't become too blasé about working in NZ.*



*It is always advantageous to continue having a mix of new and returnees as this helps to build the pool of trained staff.*

*It is good to have a few new and younger workers in the mix.*

*Keep workers on their toes.*

*Keeps the enthusiasm up and it's always good to have the experienced staff in the group to help the new recruits.*

*Providing opportunities to existing and new workers whether from Pacific or NZ.*

*Relationships in these countries and consistency of workers and low pastoral care issues.*

*Some of the workers are getting too old and need to move into easy work, therefore we will look at our recruitment options as we may consider recruiting from a new country.*

*Some of the workers want a year off, especially when they are building a house or for family reasons. It is therefore better if there is a larger pool of workers so that those who want a year off, can have the year off.*

*Some RSE choose not to return for specific reasons, therefore new workers will replace them. Returning RSE workers are an advantage as they don't need to be retrained and are already aware of policies in place for RSEs.*

*Some RSE workers are more energetic than others.*

*The ability to bring back the consistent performers but not bring back the few that are not as productive.*

*Through natural attrition, some workers will need to be replaced (e.g. unsuitable). The preference will always be to have productive workers return for subsequent seasons.*

*We always try to get a mix of nationalities, and give opportunities to as many NZ workers as we can.*

*We find that Samoans work well in our business - we have formed friendships with the guys. We like to have one or two new ones each year so that the wealth can get spread around the families back in Samoa.*

*We have applied for more RSE workers due to an increase in leases and purchased land, therefore we would like to have the same RSE workers returning and new RSE workers from the same country.*

*We have found that a 25% intake of new workers each year provides a good balance between experience and enthusiasm. Most new workers are keen to prove their worth (and productivity) and help to encourage returnees to show a good example.*



*We would like all our workers back but we would like some more so we are able to reduce our reliance on WHV employees, who we have noticed over the years [are] reducing in quality.*

*We would like the same group of workers as they are now trained in our operation, they are familiar with our properties and practices and have developed good relationships with our staff. They can also continue their training in the pastoral care programmes that we have arranged and that provides them with skills that they then take home with them. We would like more RSEs from Vanuatu as well as the current ones.*

*Would be looking at recruiting a couple of younger, stronger men.*

### **More New Zealand workers**

*Because we are local and because we can use [them] every year and they can come back and work with us. If we employ more New Zealand workers then they can come every year, rather than working holiday [people] who work just one season and then we have to find more people. That is why I prefer more New Zealanders.*

*If I can employ more and reliable New Zealanders the costs are way less.*

*I'm [nationality], but I have lived in New Zealand for 18 years and I am [details suppressed]. That's why I want to have New Zealanders first.*

*It's crazy to import workers and have unemployed New Zealanders at the same time.*

*It's good having kiwis working with us. We can give them opportunities that perhaps that they haven't had, like external training in agriculture.*

*Work ethic and productivity, dependability.*

### **Workers from a country I am not currently recruiting from**

*Some people can work faster than others and are able to be more competitive in their quotes.*

*Thais, as they are more productive than the Pacific workers.*

### **Workers from non-Pacific countries**

*Thais are the best workers.*



**Q30. Finally, do you have any other comments you would like to make, or additional details you would like to provide?**

*Although we have not used RSE workers recently we still support the scheme because it would eliminate many of the illegal workers who can and do abscond with the wages which should be paid to their gangs. The scheme would give stability to our workforce as most available NZ workers are not interested in doing the work. (Assume they receive enough money from various government benefits and don't see the need to actually work.)*

*As a seasonal employer we could not do without the RSE scheme, especially as the volumes increase post PSA.*

*As an industry we would be unable to survive without the RSE scheme, it is very valuable to the industry. Even though we are a smaller business we need to recruit this coming year for we see that it is the only way forward with reliability of staff to get this type of work done, New Zealanders just don't want to do this type of work especially picking fruit*

*Backpackers are very useful. Keep them coming.*

*Being a small grower I am not in a financial position to spend time and money on people who most probably won't return the next year. Those who do I reward with better pay but soon they drift to where full time employment is offered.*

*Don't like Labour's scheme. Get pissed off with government departments trying to run our business and saddling us with unproductive assets and requirements.*

*Due to the endless new demands and changes in employment and health and safety laws and lack of expectations of people to be responsible for themselves I will possibly look for opportunities in the future that do not include hiring of staff. We have always tried to be loyal to our locals but harvesters are looking more and more appealing. One day it'll only be the huge Chinese companies that can afford to run businesses in N.Z and employ staff.*

*Find it incredibly hard to compete on a level field with the huge number of shonky Indian contractors in our area who are paying cash of \$10 hr, do not have employment contracts with employees, do not pay ACC, PAYE or Holidays Act. They are costing our industry billions, seem to be able to beat the system by having a number of legit employees on their books but run a gang triple the size not on the books. Inland Revenue must have a way to see the disparate of accounts, money in /out.*

*Finding seasonal workers has always been a challenge and we have lost a significant amount in the past due to the inability to get crops off the ground before the weather sets in. having the same people come back year after year is import so we don't have to retrain them each time. locals are generally not interest in this type of work as it is only for a short time.*

*Government should support local businesses that are trying to support local communities.*



*Have learnt from other employers that RSE Scheme is working well.*

*Have taken my orchard out because of PSA now grass.*

*I employ contractor staff only.*

*I engage the contractor who employs the RSE workers - as such, much of this survey doesn't apply to me.*

*I enjoy having the Tongan workers here and would be lost without them due to physical health reasons, but they all know about the minimum wage and what it takes to do just enough.*

*I find this survey very slanted against working holiday folk and some of the questions offensive.*

*I know the scheme has been set up to ensure Kiwis get offered work first....but if they just aren't willing to work, (I'd like to see MP's get some of these people actually working...willingly!!!) LOL. But I do believe that without this scheme our particular business would be finding it harder and harder to get people and am grateful to other businesses with going with the scheme BUT the stories I hear about how hard/difficult/costs associated with joining this scheme are horrendous! My best seasonal staff are travellers visiting our region, Malays, Thai, French, Chez Rep, Germans have all been extremely good staff members to have on our team.*

*I manage vineyards in the Marlborough area, and employ up to 5 different contractors who in turn employ the necessary staff via various employment schemes to ensure there is enough labour to complete the work. The most reliable are the RSE staff, and at present all the contract companies I deal with are in need of more RSE staff members. Our industry is struggling without allowing more of these staff to come to Marlborough, particularly in the Winter (pruning) months.*

*I own the orchard but have it fully managed therefore I do not employ any staff as this is all undertaken by the Management company.*

*I think it's a very good thing in the Horticulture industry because it's a very good scheme.*

*I utilise a contractor who provides workers to work in our vineyard under contract. These are seasonal workers and we would not be able to run our business without them. This avenue is essential.*

*I worked in the vineyard and orchard nearly 11 years. Most vineyard or orchard managers like Asian workers; like Chinese, Thai, Malaysian, Taiwanese. Not many people like local guys and islanders, there are some reasons, still same reasons of last 10 or more years. We hope [it will] get better in the future.*

*If it wasn't for the RSE scheme, we would not be able to run the business as effectively or efficiently as we do.*



*If there is a provision or a local contact available I would like to be informed for hiring seasonal workers for glasshouse picking and work for 3 alternate days a week. Will need 4 people. Thanks.*

*If we did not have Pacific RSE workers we would not be in the horticulture industry.*

*In summary, the RSE scheme is excellent and we would struggle to have a viable business without it.*

*In the past when RSE workers have been employed by contractors, they have done a very good job.*

*It would be very positive to be able to reemploy seasonal workers, working holiday workers on an regular basis.*

*It's a really good scheme and we couldn't run our business without it.*

*Just certainty around workers, if the workers were taken away, it would devastate the business.*

*Just in general the RSEs are good workers and we do need [them]. Whether I need [them] or someone else needs them, there is plenty of work out there.*

*Just to say that it's hard to increase RSE numbers so basically we got to a situation where government officials are controlling your business growth which is not a good thing.*

*Larger businesses tend to prefer RSE workers so local staff are easy to find at present*

*Looking ahead I can see that we are going to need a massive amount of additional labour and of those, depending on where they come from, it makes the training exercise easier. As far as the RSE scheme goes the ability to get those staff back year after year is obviously of huge benefit to our industry in not having to retrain new people every year.*

*More labour from the Pacific, I feel uncomfortable because some of the people want to go to church but we had a lot of jobs, but they have to go to work.*

*My allocation of RSE workers is not sufficient to fulfil our labour contracts year round as seasonal staff are not about as they were 10-20 years ago. Most Kiwi's and Backpackers are not interested in doing outdoor labouring jobs during our cold wet winters, they all want inside work. All RSE Employers should have the right to recruit from outside the Pacific Islands and not only be limited to those few. This creates a monopoly over the other companies. Thai workers are better suited for a large amount of our labouring work, we should be allowed a mix of workers from different counties that are best suited for the work. This would enable less H&S risk in the work place and faster training.*

*My business has concerns that with our growth projections [an] increase to RSE labour is a necessity. Current rejections to increased numbers doesn't allow our business to grow, sustainably.*



*Note turnover down due to orchards being cut out due to PSA, otherwise would be 4-500,000.*

*NZ horticulture absolutely now survives on the basis of recruiting sufficient staff through schemes such as RSE's etc. The industry is unable to recruit sufficient NZers alone to meet the seasonal demands and we as a small business would suffer if the RSE numbers were reduced because the scheme frees up some seasonal staff that would otherwise be absorbed by the large businesses. We fully support the retention and further development of the RSE scheme - it is critical to the industries survival.*

*On our orchard we employ local contractors to do all the vine work and harvesting. We are aware however that the RSE scheme is so very critical for the ongoing management of orchards and for packing our fruit. While we don't employ RSE workers directly I know our packhouse would not be able to run a nightshift without these staff to rely on. We are also aware that the money earned by these workers does so much for relieving poverty in the Pacific - way more than government aid.*

*One of the problems with local people is the difficulty to manage costs, and to achieve the minimum hourly wage. Harvest is performed on a set bin rate. We are looking at applying for 20 RSE workers for next season. Thank you for the opportunity to participate in this survey.*

*Our business is located in Gisborne on the East Coast. Our access to RSE workers is currently limited / restricted. The seasonal peaks we encounter means that access to workers is critical. Often this is short term (3 month) We employ suitable NZ workers first and all our permanent employees are local. A greater certainty on access to increased RSE workers would see our business have the confidence to invest more in both growing our business and investment in all staff in general. Our business operates a drug and alcohol policy to ensure work place safety to all employees. This policy does preclude some individuals from becoming employees in our business.*

*Overseas workers are keener to do the type of work we offer - grading potatoes on a harvester and grading in a shed. Locals tend not to be as keen and give up sooner than an overseas workers on a working holiday. They tend to need the money and know that it is only seasonal and not forever.*

*Please make it easier for my contractor to bring in more workers from Thailand. Experience has shown that most NZ casual workers cannot adapt to the boring and repetitive work in vineyards.*

*Proud to be involved in a World's Best Practice for a Labour Migration Scheme as per comments by the World Bank.*

*RSE is critical to the survival of horticulture in New Zealand. RSE underpins jobs for Kiwis and allows us to offer more and better paid kiwis in the future.*

*RSE has provided a stable seasonal workforce base that has improved productivity and extended the planted area we have been able to replant old plantings and also to leave*





*land that has been in production for over 60 years to be left fallow before replant. This will come back into production (approx. 10 hectares) as the new land comes into full production. Upgraded packhouse plant and machinery upgraded at significant cost allowing us to meet export standards.*

*RSE is a very good scheme . Whilst it would be nice to employ more NZers, not everyone is suitable for hard physical work. An RSE scheme for NZers i.e. out of district, may work but these NZers need to want to work. That's why I employ backpackers , they want to work just as I did jobs overseas I would never do in NZ.*

*RSE Scheme is a valuable scheme as it releases seasonal employees to the smaller growers and provides surety of employees to the larger employers.*

*RSE's have allowed our industry to have a future with the ability to harvest fruit at the optimum maturity and pack in time to meet market demands*

*Small operation – only one full time employee + myself – and only require a small amount of labour at odd times.*

*The backpackers have been extremely good choice for us although it has been frustrating that we cannot employ them for longer periods. They have good workers and in cases we would want to keep them for up to six months but depending on what country they are from we are only allowed some of them for 3 months. We do not consider that they are taking jobs from people in the area as these short term and outdoor positions do not seem to interest locals.*

*The benefits of the RSE scheme far out-weigh the negatives. The sense of "community" has grown in Provincial NZ due to having returning RSE coming back annually.*

*The combination of the RSE Scheme and our NZ resident employees is an integral part of our business which would not be successful without it.*

*The dole and sickness benefits plus other additional benefits are too high and workers can have a slack attitude to work. Others lack work ethics, and take perks without asking. Others act as if they are doing the employer a huge favour by working even at relatively slow pace. New Zealand workers available for seasonal work have generally poor attitudes brought about by being mothered by the nanny state. I have heard good reports about the attitude of imported workers in comparison with Kiwi seasonal workers. We should make more imported workers available.*

*[Our company] is a packhouse, so no land to cultivate etc.*

*The horticultural industry cannot grow without a stable and increasing work force. I have been considering expansion options but I am very concerned that the available work force can change overnight by a change in political direction.*

*The RSE scheme has allowed our business to grow with the knowledge that we have a reliable and stable workforce at the critical times of our season.*





*The RSE Scheme has been a great initiative and one that needs to continue and evolve to meet the current needs. We see only positive outcomes for this - yes there are some pastoral care issues that occasionally need to be addressed - but the overall scheme and its policies works very well for vineyard owners and the contractors, and more importantly the workers themselves and the families back home. More work should be done to highlight the significant benefits that have been made back in the Islands as a result of this scheme.*

*The RSE scheme is a great one, there is a lot of people in our community who are RSE workers.*

*The RSE scheme is fantastic, we need more.*

*The RSE scheme is great for NZ and the Pacific Islands. Many, many good things have come about from this scheme.*

*The RSE Scheme is vital to the continued operation and growth of our business and the Horticulture and Viticulture industry as a whole. As a company we would struggle to pack and export to our customers' requirements without the RSE workers.*

*The RSE workers have "raised the bar" for quality of work and productivity when they are working alongside NZ seasonal workers. The threat of using only RSE next year; is a good motivational tool for the locals.*

*The RSE workers we employ are essential for our business continuing into the future.*

*There simply is not the capable work force to harvest the crops on time without the RSE workers and Backpackers.*

*Think about how long a season is when setting protocols for getting workers. We haven't got time to waste, need to get on with it!*

*This "survey" does not meet the initial suggested purpose.*

*This farm is going through redevelopment currently and when we are complete we will require over 200 seasonal staff, this will be through late January and into February.*

*Very unhappy with immigration NZ, the process is very impracticable, slow and information sent is hardly used but still they are coming back with the same questions. They have no idea about what is happening outside their office and the workplace people are employed. Sometimes I have the feeling that their mind is pre-set on declining applications. Overall, working with Immigration NZ is very disappointing.*

*Very unhappy with the ATR reasoning and process this year.*

*We also use contractors to do a lot of the work and most of their staff are on working holiday visas.*



*We approve of the RSE scheme. It is an enormous help to the horticultural industry and to our Pacific Island neighbours. If NZers do not wish to work, they make sure that they are unemployable.*

*We are a marketer and broker of produce from this region. The areas specified relate to those areas which we certify for NZGAP purposes under a group scheme.*

*We cannot provide our Kiwi workers with better services than they have now. They all have access to good food, good accommodation, health services, etc.*

*We don't manage or employ RSE workers but we do use a contractor who employs RSE workers. They have been fantastic, happy, great workers, excellent work ethic and I believe the contractor is looking after them well.*

*We have continually had disastrous results from staff sourced through Work and Income. We would like to have staff from the RSE scheme which once trained we could then employ again each year. It takes some time and cost to train staff to prune and tie down kiwifruit.*

*We have tried various work schemes over many years and none have given the satisfactory outcome that we experience with RSE. Some of the earlier schemes were expensive to run with very little reward to an employer. Most involved using staff who did not want to be there and were unreliable. Attitudes to the work ranged from average to very poor. Ultimately we have to meet targets both timely and financial. Both targets were rarely reached until the RSE scheme was introduced. The staff responsible for the RSE scheme show greater willingness to work with us as opposed to other schemes which were purely of convenience to move numbers of people onto the workforce whether they were suitable or not*

*We need happy people working in our industry. Many Kiwis looking for work do not see the potential in working in the outdoors. Seasonal people are motivated and happy.*

*We only employed 6 RSE workers for the very first time this year.*

*We only recruit 5-6 casual staff for our summer season and increase to 24 for vintage, (2-3 week period). Our labour is found using a lot of different media, mainly word of mouth, but also website, locals, local labour recruitment agency.*

*Backpackers have worked very well for us in the past and are looking to use them in the future.*

*Biggest headache for us is in employing permanent staff, especially at a supervisor level. Viticulture is not classed as 'labour shortage' where winery staff is*

*We prefer European WHS workers. They are readily available, with many back packers lodges here in Blenheim for their accommodation. They turn up at our door, or make contact before even getting to Marlborough. They are invariably better workers. We have been "burnt" in the past with NZ born workers - theft, motivation, absenteeism, transport, to name a few of the major issues we faced - to the degree that we will no longer employ*



*them, excepting for NZ students when they are available from their studies. Their student loan is invariably their motivation. Many of the WHS workers are well educated and therefore pick up the tasks easily and without extensive training. Our WHS pruners for example, received three days paid training, and are normally all on to contract rates by the end of the first week, and thereafter are regularly earning well above the hourly rate that we pay (\$15.50 + 8% HP). The better of these workers are averaging \$25 per hour on contract piece work.*

*We would be grateful if immigration NZ allow us to provide work permit to employ seasonal workers from overseas like Nepal.*

*We would not be orcharding without RSE. The provide a strong base upon which we base our large crew.*

*We would not be able to run and grow our business without the RSE scheme*

*WINZ potential workers must participate in a WINZ funded scheme to have them work ready for our industry. Currently we are being targeted as social workers and must invest our time and money into these people who do not stay long enough in our business for us to get a return.*

*Would be very keen to find out information regarding the RSE scheme or any such schemes available to those employing seasonal workers.*

*Would love to access ESOL training for permanent supervisors. Would like to review RSE scheme to see if we have "grown into" it.*



# Appendix C: Pre-notification letter and survey questionnaire

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<Date>

<Name>

<Address>

Dear <Salutation>

## **WE WOULD LIKE YOUR FEEDBACK**

To help us better understand how the Recognised Seasonal Employers (RSE) Scheme is meeting the needs of New Zealand's horticulture and viticulture growers, we would like your feedback.

While you may not currently be participating in the Recognised Seasonal Employers (RSE) Scheme, if you have employed seasonal workers in the last 12 months your views are still important to us for this research. We have undertaken a similar survey in recent years and this survey will help us understand how the policy has worked in the seventh RSE season (2013-14).

Immigration New Zealand has asked Research New Zealand to conduct the survey on their behalf. You have been randomly chosen to take part in the survey from a list of businesses provided by a member organisation or by Immigration New Zealand. In a few days Research New Zealand will send you an email inviting your business to participate in the survey.

The survey should take around **15 minutes** to complete, and it can be completed in a number of sittings. You can access the survey by going to the following website (or by scanning the QR code overleaf using your smartphone or tablet) and typing in the following username and password:

<https://surveys.researchnz.com/RSE2014>

**Username:** <IDNO>

**Password:** <Password>

In accordance with the Code of Practice of the Research Association of New Zealand, all information you provide in this survey is confidential to Research New Zealand. Reporting will be at a group level only. Your individual responses or information about who has completed the survey will not be available to Immigration New Zealand or any member organisations you belong to. The survey is voluntary, but we would greatly appreciate your participation.

**If you have not employed any seasonal workers in the last 12 months, when you receive the email from Research New Zealand please click on the survey link and tick the appropriate box on the front screen of the questionnaire and we will not contact you further about this survey.**



Alternatively, if you don't want to be contacted about this research, please call Research New Zealand on 0800 273 732 and quote the reference number on the bottom of this letter. If you have any questions about this research please contact Joe Hedditch at Research New Zealand on 0800 500 168 or by email [rresurvey@researchnz.com](mailto:rresurvey@researchnz.com).

Yours sincerely

**Matt Hoskin**  
**National Manager Skills & Investment**  
**Immigration New Zealand**  
**Ministry of Business, Innovation and Employment**

**RNZ Ref: <IDNO>**

