



Pastoral Care Guide

Recognised Seasonal Employer

Accessing workers from overseas for the horticulture/viticulture sector

Information for Employers

Since 2007 the Recognised Seasonal Employer (RSE) scheme has enabled people from the Pacific to work in New Zealand under the RSE work policy. The RSE scheme is designed to address worsening labour shortages that pose a major threat to horticulture and viticulture industries' growth. Having a high-quality workforce, motivated and available to work at the right time, is essential for ensuring that the value of New Zealand's crops is maximised.

Pastoral care goes to the heart of what is needed to make the RSE scheme an ongoing success. It's not an optional extra or a quick fix. It needs to be a central consideration in how you run your business.

The scheme's success hinges on two factors. For employers, it must deliver the right people with the right skills and attitudes. For overseas workers, it's about being valued and supported during their stay and earning enough to make the trip and time away from their family and community worthwhile.

There are 10 main areas of pastoral care that are requirements for an Agreement to Recruit (ATR). Section E of the Application for Agreement to Recruit indicates ten key areas where employers are asked to provide full details on how they will address pastoral care requirements. Maintaining this pastoral care is a key requirement for obtaining ATRs and maintaining RSE status.

1. Transportation to and from the port of arrival and departure
2. An induction programme
3. Suitable accommodation
4. Transportation to and from worksite(s)
5. Access to personal banking
6. Access to lawful and reputable remittance services
7. Access to acceptable medical insurance
8. Provision of personal protective equipment
9. Provision of onsite facilities (toilets, hand washing, first aid, shelter, fresh drinking water)
10. Necessary language translation (e.g. for health and safety purposes)
11. Opportunity for recreation and religious observance

This guide details the ten key areas above in Section B, followed by additional components of pastoral care in Section C, to help your RSE seasonal workers settle into their new community and job as smoothly as possible.

The future of the RSE Scheme relies on a genuine partnership that values and supports the contribution that seasonal migrants make.

"Pastoral care cannot be overlooked. It's a very important part of supporting the health and wellbeing of these workers. If they are properly looked after, it will be reflected in their work ethic. That's what we always find."

~ Jerf van Beek, National Seasonal Labour Co-ordinator

Section A

What is pastoral care?

Originally a religious practice, the term pastoral care became generally applied to the practice of looking after the personal and social wellbeing of children under the care of a teacher. When applied to the RSE policy, and specifically as part of the application for Agreement to Recruit (ATR), pastoral care becomes the responsibility of employers' of RSE workers under their management. In this context pastoral care encompasses a wide variety of issues including health, social wellbeing, behaviour management and emotional support.

Pastoral care means that as an employer you address the needs of the whole person, their safety and their wellbeing, and don't limit your involvement to what happens between nine and five. Just giving someone a job is not enough. Pastoral care doesn't happen by accident. It takes time and resources and most importantly a determination to make sure your RSE workers feel welcome and well settled.

People coming to New Zealand from overseas face big challenges: from adjusting to our climate and food, to coping with being away from home, family and other support networks. They must get to grips with New Zealand ways of working, living and communicating. The differences between a remote village in Tonga or Vanuatu and a regional centre in Hawkes Bay or the Bay of Plenty are vast.

Pastoral care involves you spending time understanding what is involved for your RSE workers and taking whatever steps are necessary to assist them. This means explaining how New Zealand's banking and tax systems work. It requires thinking carefully about food requirements and ensuring people doing hard physical work are properly nourished. It might mean organising a visit to the dentist or doctor.

And it will definitely mean embracing diversity, enabling your RSE workers to express their culture and retain their connection to home. Pastoral care also means you will be making efforts to help RSE workers integrate with your wider community. These are the type of things you need to be thinking about and be ready to respond to. All this is a far cry from employing a casual, local employee.

Like any employee you wish to retain, RSE workers must feel they are valued. Their experience of your workplace will determine how quickly and effectively they contribute their skills to your business. This is where training, with necessary translation, is so important to get the best out of your workforce and to equip them with the skills which the industry requires.

Above all, pastoral care requires genuine, two-way dialogue. Pastoral care is the bridge between different worlds. Without that bridge in place, an RSE workforce will feel isolated. With the right support, you will have secured a willing labour force, many of whom will be keen to return.

The key message is that whatever helps people settle well during their stay is good for them and good for your business.

Section B

Pastoral Care Requirements for Agreement to Recruit

The Application for Agreement to Recruit, Section E, indicates ten key areas where employers are asked to provide full details on how they will address pastoral care and health and safety requirements. Maintaining this pastoral care is a key requirement for obtaining ATRs and maintaining RSE status.

B1

Transportation to and from the port of arrival and departure

Following the official greeting and welcome of seasonal workers at the port of arrival, the Recognised Seasonal Employers will need to ensure they provide suitable transport to take workers directly to their work accommodation, e.g. self-driven personal or hired transport or professionally driven taxi / shuttle bus.

RSE will also need to make similar arrangements at time of their departure, taking seasonal workers from work accommodation to their port of departure.

An induction programme

There are two parts to an induction programme: pre-arrival and on arrival. Together these two parts help to provide expectations and a smooth transition for RSE workers in their new work environment, job and community.

1. Pre-Arrival:

Pre-arrival induction is done in the home country of the RSE worker, and helps to prepare RSEs for working and living in New Zealand and what to expect regarding their job duties.

Setting realistic expectations is a priority and starts with the recruiting process. Your direct involvement in the recruitment process is strongly recommended. Recruiting can be arranged via Government agencies who have “work ready” pools available to select from.

The more first-hand information you can provide up front about the kind of work, working conditions and remuneration that you are offering, the better their transition to life in New Zealand will be. It is also an opportunity to tell people about the Kiwi way of life, and the region they are coming to.

Resources:

- Get Ready Packs for RSE workers are available in many languages on the ‘RSE employer forms and guides’ section of the Immigration New Zealand website. www.immigration.govt.nz/rse-forms-and-guides
- Check with your national and regional industry groups for videos and other resources that you can share with workers before they arrive.
- PickNZ has pre-departure information DVD’s available for each of the RSE nations languages. Contact the national or regional PickNZ office.

2. On Arrival:

RSE workers need to receive a warm welcome when they first arrive and be given time to adjust to their new surroundings. The challenge will be greater for some than others, especially those who have limited English. You need to be patient and supportive and appreciate the challenges these people are facing.

There’s plenty to sort out when RSE workers first arrive. They need all the information, help and support you can offer. This includes a thorough induction into living and working in your community. You’ll need to address all areas of life, not just what happens during the working day. This means passing on information about accommodation, clothing, healthcare, linking with the local church and community activities. They also need to get to know your other staff.

Training and mentoring is an important part of getting people up to speed. Many RSE workers develop their skills and go on to hold positions of responsibility. Thorough training and providing them opportunities to progress in the job is a key aspect of creating a positive and motivated workforce.

Induction, as part of the recruitment process, should be structured to enable new workers to quickly settle in and contribute to work output. To do this you will need to have a series of planned activities you will cover in the first day and by the end of their first week.

Induction programme should include the following:

1. Introduce the employee to supervisors and co-workers, and the union delegate where there is one.
2. Give employees a guided tour of the site and work areas.
3. Provide a full health and safety briefing, including hazards within the workplace and the workplace evacuation plan and introduce the new employee to the health and safety representative.
4. Provide any safety or other equipment required for the job prior to the employee commencing work.
5. Inform the employee of any reporting requirements, such as who to contact in case of absence or in an emergency in the workplace.
6. Clarify expectations regarding attendance and breaks.
7. Outline any training, on or off the job, that employees can expect to receive. It is good practice to record training undertaken in writing. A written training record is also good business sense as it will help you determine any returns and increases in productivity against investment you’ve made in workforce training.

8. Discuss ongoing performance expectations, including the support and guidance that the employee will receive during their employment.
9. Outline when and how you will review performance and provide feedback.
10. Make available any employee information such as reimbursement of work expenses, and what constitutes gross miss conduct, e.g. sexual harassment and consuming drugs and alcohol during work time.
11. Explain and, where appropriate, sign the employee up to any benefit schemes (such as medical insurance).
12. Touch base at the end of the day to see if the employee needs any further information as a result of their first day's experience.

Over time you should also provide opportunities for people to meet others in the area. RSE workers will enjoy their stay a lot more if they have the opportunity to mix with your local community through sporting or cultural events. Access to telephone, internet and mail services is essential so that RSE workers can continue to play an active role in home life. Strong connections with family and culture are vital to the wellbeing of RSE workers, many of whom are leaving home for the first time. See more related to this in B10 and C6.

Making all of these things possible will take time and effort, but the result will be a happier and more motivated workforce.

Pastoral care is about being proactive. Your attitude and what you do will make all the difference. If you are committed to the care of your workers, they will respond with loyalty and commitment.

Section C below has additional components to be considered as part of induction.

Resources:

Refer to the resources listed above in pre-arrival, including very informative Get Ready Packs for RSE workers are available in many languages in the 'RSE employer forms and guides' section of the Immigration NZ website

www.immigration.govt.nz/rse-forms-and-guides

- The RSE Health & Safety Standards includes a list of resources that WorkSafe NZ has around health and safety on the farm, including saferfarms.org.nz
- The RSE Worker Accommodation Standards includes a list of items to cover for accommodation.

B3

Suitable accommodation

Accommodation is an integral part of the pastoral care requirements for the Recognised Seasonal Employer (RSE) policy. Refer to the RSE Worker Accommodation Standards for information on the minimum standards that have been developed to assist employers to obtain and maintain their RSE status, and will be used to audit.

Resources:

- Some industry groups provide a train the trainer workshop on RSE Health and Nutrition. Check with your regional group to see if they offer any workshops.
- PickNZ in Hawke's Bay has provided such a workshop for employers, pastoral care providers or team leaders.

B4

Transport to and from the worksites

The provision of transportation and mobility of seasonal workers is the responsibility of the employer. It is the RSE employer's responsibility to provide transport for RSE workers to get to and from work, and it is common practice to also provide workers with a vehicle to address the essentials outside of work, such as banking, shopping and attending church and social activities.

The method or type of transport is not prescriptive so long as it is safe and meets New Zealand road transport laws. The financing of transport arrangements lies with the employer. This may include vehicle hire for the season / period of work or actual vehicle ownership.

Note: To maximise resources employers may wish to recruit people with driver's licences as part of their requirements (dependent on their transportation model).

You need to discuss arrangements to cover the vehicle fuel and running costs as part of your employment agreement in a way that is reasonable and fair for your RSE workers. Retrieval of costs can be achieved by either:

- a. Incorporating transport and mobility arrangements within the business planning and cost agreement of the work proposal / contractual agreement, between contractor and grower, or
- b. Reclaiming directly from an employee actual, reasonable and verifiable transport costs incurred at non-profit from the worker's pay. If this is the preferred option then there are a number of factors RSE's need to consider how travel costs will be reclaimed:
 1. Any wage deductions will need to be detailed in the employment agreement. Any employee deduction under RSE instructions must be actual, reasonable and verifiable. These deductions then need to be explained to the worker (in a manner they will understand) who can either consent or not. The agreement listing the deductions must be signed by the worker. The worker would also need to be informed that they can withdraw their consent to the deductions at any time. These deductions or any amendment must be sent to INZ for approval before any actual deduction takes place.
 2. Any wage deductions need to be reasonable and affordable for the RSE worker.
 3. With reference to the Wages Protection Act, section 12 an employer cannot impose any requirement on employees as to the place or the manner in which they spend their wages.

An obvious but important safety consideration is to ensure that RSE workers do not drive unless they have a license. They also need to be familiar with our road rules and develop confidence in handling New Zealand driving conditions. When providing driving lessons for RSE workers, ensure that they have a good understanding of English or that there is an interpreter in the car with them.

They may not be used to wearing seatbelts or speeding limits so the importance of this needs to be emphasised.

In addition, the seriousness and consequences of drink driving need to be made very clear to the RSE workers when they arrive.

Resources:

- AA driving lessons 0800 223 748
- Several companies offer driving schools in each region (e.g. Mainland driving school in Hawkes Bay)
- Some industry groups provide a defensive driving workshop in each of the RSE languages. PickNZ provides a workshop that you can register your drivers for.
- Refer to the RSE Employment Standards for guidance on wage deductions.

B5

Access to personal banking

Having access to personal banking is fundamental to financial freedom. RSE workers will require access to a personal bank account where their wages will be paid directly. The RSE has responsibility for making arrangements for seasonal workers to set up accounts and access personal banking on a regular basis.

In addition to providing access to personal banking, you'll need to help explain many money matters to the RSE workers. This is a crucial area where things can go wrong as there is plenty of potential for confusion. Many RSE workers are unfamiliar with our banking systems and methods of payment, such as direct credit. Advances and loans, taxation issues, pay slip details all require detailed information and discussion. These concepts are unfamiliar to many RSE workers and may require repeated explanation with interpretation.

Perhaps the most obvious point in regard to money is the need to ensure that the job stacks up financially for RSE workers. At the end of the day, the financial rewards must make the whole venture worthwhile. RSE workers come to New Zealand expecting to make significant savings which they can take back home. It's important to ensure that RSE workers are consistently, gainfully employed. Coupled with this however is to ensure no New Zealand worker is stood down in favour of keeping RSE workers working, as RSE policy states that it is a New Zealand worker first approach.

Many workers want to send as much money as possible back home. The challenge here is to help them understand the cost of living in New Zealand so they can be realistic about what savings are possible. Many employers have in place an arrangement to ensure savings are set aside for each person.

Resources:

- It is recommended that RSE workers set up accounts at banks that they want to use for transferring money.
- Send Money Pacific compares options for sending money from NZ to each of the counties in the Pacific. It compares fees, transfer speeds, and has a tool for currency conversion. www.sendmoneypacific.org

B6

Access to lawful and reputable remittance services

A remittance is a transfer of money by a foreign worker to an individual in his or her home country. Money sent home by migrants competes with international aid as one of the largest financial inflows to developing countries.

It is a requirement under RSE policy that RSE employers are responsible for assisting their RSE workers in giving them as much information as possible about reputable Money Transfer Operators so the worker can make an informed decision on which operator/s to use. Most RSE workers will be sending money home regularly. Most, if not all, NZ banks today offer international money transfer. The key is to help the RSE workers figure out which bank meets their needs, as fees and transfer speeds vary.

Send Money Pacific is an excellent website that lists and compares the options for sending money from NZ to each of the counties in the Pacific. It compares fees, transfer speeds, and has a tool for currency conversion.

Resources:

- Send Money Pacific compares options for sending money from NZ to each of the counties in the Pacific. It compares fees, transfer speeds, and has a tool for currency conversion. www.sendmoneypacific.org
- ANZ has RSE specific brochures which can be included in the Get Ready Packs for workers and have lowered their rates to the Pacific.
- Kiwibank has RSE specific brochures and international money transfers to the Pacific.
- BNZ – Send Money Pacific
- Western Union does not involve bank accounts and can be arranged at any Post Office. They list specific information about transferring from NZ to the Pacific on their site: <https://www.westernunion.com/nz/en/send-money-to-pacific-islands.html>

B7

Access to acceptable medical insurance

Healthcare is a key issue for people coming to do physically challenging work in a new country. As you are aware, RSE workers have access to ACC cover, but ACC does not cover illness, and RSE workers do not have access to the New Zealand healthcare system. It is compulsory for them to have health insurance and as the employer you need to assist the employees in ensuring they have appropriate health insurance policies in place at the time of applying for their Visa.

You should be ready to assist workers promptly when they do encounter healthcare problems. This means explaining how our health system works, making them aware of local healthcare providers and helping them access the healthcare they need.

Resources:

- Orbit Health Insurance and Southern Cross both offer insurance that specialises in RSE cover.
- OrbitProtect Seasonal Worker Insurance has been designed specifically for the protection of overseas horticulture and viticulture workers in New Zealand. Orbit has an easy claim system where arrangements have been made with health professionals to claim directly from Orbit and not charge the patient at the time of the visit.
 - To apply for cover, please contact: Sandra Grant, Health and Travel Insurance Brokers Ltd, Telephone: 0800 855 0772 (within NZ) or +64 7 855 0772 (outside NZ)
E-mail: sandra@healthandtravel.co.nz

- <https://www.orbitprotect.com/insurance-products/seasonal-worker-insurance/overview/>
- Southern Cross now offers Seasonal Worker travel insurance for workers under the RSE scheme. Please contact your designated agent or email agent@scti.co.nz.
- <https://www.scti.co.nz/our-products/visiting-new-zealand/insurance-cover/>

B8

Provisions of personal protective equipment

As with any employer, RSE's have basic duties concerning the provision and use of personal protective equipment (PPE) at work. Protective clothing or equipment can be generally classified as any device or apparel used to protect against the effects of contamination or physical harm. These may include any of the following broad categories':

- Apparel to cover the body (e.g. overalls)
- Items to protect hands and feet (e.g. gloves, safety boots)
- Respiratory protection devices (e.g. dust masks, air-fed or canister respirators)
- Hearing protection devices (e.g. earmuffs, earplugs)
- Eye safety protection (e.g. safety glasses, goggles)
- Items to protect the head (e.g. hard hats)
- Safety harnesses and allied equipment

Ownership of any supplied protective equipment and protective clothing remains with the employer. As the employer you can require an employee to return the equipment or clothing issued to them on termination of employment. Alternatively, a condition can be included in the employment agreement stating that a fair and fixed amount will be deducted from the employee's final pay if the equipment or clothing is not returned. The employer may not deduct a bond from an employee's pay.

Resources:

- The RSE Health & Safety Standards includes a list of resources that WorkSafe NZ has around health and safety on the farm, including personal protective equipment, on saferfarms.org.nz

B9

Provision of onsite facilities (toilets, hand washing, first aid, shelter, fresh drinking water)

RSE's are responsible for ensuring that facilities are provided or accessible to workers at any worksite. This includes ensuring that the facilities are adequate, suitable, and provided before work commences.

The availability of facilities, their location and maintenance need to be considered at the work proposal / contractual stage of seasonal work to be done.

Matters to be considered when planning facility provision include:

- The work to be carried out and the associated health risks
- The duration and number of different locations
- The number of people working at different locations and
- The distance from other facilities.

Facilities include toilets, washing facilities, changing and rest areas, drinking water and eating facilities. In addition to the provision of facilities, regular maintenance and cleaning of them will be required.

Resources:

- The RSE Health & Safety Standards includes a list of resources that WorkSafe NZ has around health and safety on the farm, including personal protective equipment, on saferfarms.org.nz
- The RSE Worker Accommodation Standards includes a list of items to cover for worker accommodation and related facilities.

Necessary language translation, e.g. health and safety purposes

Language holds the key to connection and understanding. Agreements to Recruit are mainly granted for citizens from eligible Pacific countries. Conversational English can be an obstacle for many RSE workers, let alone reading English.

Therefore, RSEs will need to provide necessary language translation, verbal or written, for all training and regular communications with workers, particularly any health and safety instructions. If you cannot be sure that your employees can read documents and understand your verbal and written instructions related to the health and safety parts of their job you will need to have a translation available in their language.

It is important that you ensure that RSE workers really do understand health and safety requirements and the systems you have in place to ensure their safety. Workers must fully grasp the requirements of the job to achieve the standards that your business expects. Some of the key messages could be translated into their language and put on noticeboards or distributed.

For interactive training, one possibility would be to give additional health and safety training to a member of staff who can speak in these other languages and ensure they both receive the translations and understand any training given. They can then assist or manage the training of these new staff. Providing practical demonstration training with the employees also demonstrating that they have understood is a great way of training when English language may not be their preferred language.

In addition to having a designated translator, it is often good practice to appoint a leader within the RSE group who can communicate effectively in the newcomer's language as well as English is essential. This person is critically important in dealing with the various settlement and working issues that may arise. Refer to items C1 and C2 below for more recommendations on good communication, liaison and leadership with your RSE workers.

Resources:

- A translation service is available on the Department of Internal Affairs website.
http://www.dia.govt.nz/diawebsite.nsf/wpg_URL/Services-Translation-Index?OpenDocument
- District Health Boards offer an interpreting service at a cost.

Opportunity for recreation and religious observance

Community engagement can take many forms and is a two-way process. People placed in new and unfamiliar surroundings may have difficulty adjusting to their new surroundings. Newcomers have to get used to our way of life and our host communities need to be ready and welcoming. RSE workers are a highly visible new presence in your community. You play a key role in ensuring that they are welcomed and accepted by introducing them to community groups and resources, and making your community aware of their contribution to your business and the local economy.

In many regions there exists a co-ethnic community, often related by kinship, to which the Pacific Island seasonal workers might turn if they need help or advocacy, and opportunity to link to a religious community. As an RSE employer you will need to ensure your employees have contact details for their local ethnic community. It is also good to provide information about churches, community groups, businesses, community events calendars, and recreational facilities such as sports clubs, swimming pools and rugby clubs.

Church-related activities are very popular with many RSE workers and the church community is often a good way for workers to meet people from Pacific backgrounds. Church communities are only too willing to provide workers with lots of practical assistance and support.

Engage with Tangata Whenua and find ways for your RSE employees to actively participate in your communities so people get to know them. Take the extra step and arranging a get-together if needed to make things happen.

Local resource contacts to provide for your workers:

- Tangata Whenua like to welcome the RSE workers to the region when they arrive, support them while they are here and farewell them on their return home. The Powhiri Process is included in the appendix. Arrangements for this can be made by contacting a Marae close to you.
- Ethnic community groups
- Churches and church groups
- Community groups
- Community events calendar, including cultural days
- Sporting and recreational facilities, activities and clubs
- Check with your local industry group as they may have a calendar showing low cost activities e.g. PickNZ

Section C

Additional Pastoral Care Components for RSE Workers

Although not required for Agreement to Recruit, these additional pastoral care components are key for RSE Workers and detailed below.

1. Ongoing communication, liaison and leadership
2. Clothing
3. Safety in the community
4. On departure
5. Pacific perspectives
6. Win-win situation where everyone is learning, e.g. Recognition of prior learning through Primary ITO.

C1

Ongoing Communication, Liaison and Leadership

Effective communication leads to successful pastoral care. Communicating across cultures is challenging and there will be inevitable misunderstandings.

Regular face-to-face meetings with RSE workers are vital for building trust, establishing rapport and dealing with the everyday issues that crop up. Holding weekly work or pastoral care meetings can help to keep communication channels open and provide opportunities for issues to be identified early and resolved before they escalate.

A liaison person with a strong background in the culture you are working with will be a real help. RSE employers report that having an effective liaison representative from the migrants' culture and a leader from within the group makes all the difference in settling RSE workers.

People in these roles must:

- be fluent in English and in the group's language
- have the confidence of the group
- have a good understanding of the group's cultural requirements

Resources:

- Some Primary ITOs offer a "Practical supervision skills for the horticulture sectors" course that has a module on "Communication skills for superb supervision". This is a good course for supervisors to attend.
- Some Primary ITOs offer free training to RSE workers to gain a National Certificate in Horticulture – Level 1. Contact a Primary ITO Training Advisor
- Industry groups may have work training DVDs that you can leverage, such as a Pick NZ's Hawke's Bay orchard work training DVD

C2**Clothing**

New Zealand's climate can be testing, especially for people from the Pacific islands. It is vital to ensure that RSE workers have plenty of warm clothing suitable for New Zealand conditions. Opportunity shops, shops run by charitable trusts, and store outlets offer affordable clothes for the RSE workers.

Check with your local industry group for details on shops or stores they recommend. As an example, Seekers Megamart is run by a charitable trust and has an outlet in Napier and an outlet in Hastings. They have extended their opening hours to allow RSE workers to access clothing outside of their working hours.

Resources:

- Opportunity shops
- Stores run by charitable trusts e.g. Seekers Megamart

C3**Safety in the Community**

RSE workers may be unaware of how fires can start in their accommodation and what to do in the event of a fire. The NZ Fire Service has a comprehensive education program and will come out to a group of workers or host them in the fire station.

In their recreation time, RSE workers may venture to the local beaches or rivers and should be made aware of the associated dangers. If they are fishing they will need to have the fishing regulations explained to them. It can be arranged for a fishery officer to come and talk with them.

RSE workers are not used to drinking large amounts of alcohol. In NZ they have easy access to alcohol and may be tempted by others in the community to use it. It is recommended RSE employers clearly communicate their policy of no drinking at the worksite or working while under the influence of alcohol or drugs, and that any breaches in this will lead to termination. Some employers encourage voluntary abstinence from alcohol consumption using the incentive of saving money and by outlining the possible consequences of its misuse.

ID cards containing the workers name and address and contact phone numbers for their employer or pastoral care provider will be useful for communication should a problem arise in the community.

Resources:

- RSE Health & Safety Standards includes a list of resources that WorkSafe NZ has around health and safety.
- Fishery regulations can be found at www.fish.govt.nz
- Information and resources about water safety can be found at www.watersafety.org.nz
- To arrange fire safety and emergency services education contact local NZ Fire Service
- To arrange ID Cards contact your industry group (e.g. PickNZ provides details and the template)

C4**On Departure**

RSE workers like to take goods back to their families and communities. You may need to assist them to do this so that they do not incur large excess baggage fees. The maximum free baggage allowance on an international flight can vary dependent on Airline, so please check with them.

Containers can be arranged for large groups of workers. Goods can be freighted in shipping crates or as unaccompanied luggage with the airline.

Returning RSE workers should be made aware of the following dangerous goods airline policy.

“Whether stowed in checked baggage, in your cabin baggage, or on yourself, the following items are prohibited to be carried on most Airlines:

- briefcases and attaché cases with installed alarm devices
- gases whether flammable or non-flammable (including camping gas)
- corrosives such as mercury wet cell batteries, acids, alkalis
- explosives, fireworks and flares

- flammable solids - such as matches and articles which are easily ignited; substances liable to spontaneous combustion; substances which on contact with water emit flammable gases, lighter fuel
- oxidising substances such as bleaching powder and peroxides
- poisonous and infectious substances
- radioactive materials
- magnetised materials”

Resources:

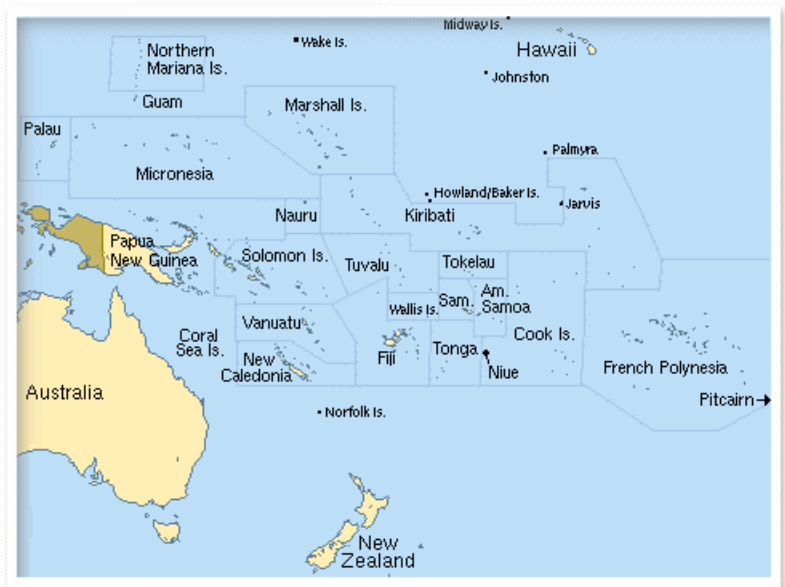
- Check with local shipping companies to arrange a container
- To make arrangements for unaccompanied baggage contact your flight provider:
- **New Zealand Regional Office - International Cargo General Cargo Enquiries**
Tel: 0800 747-777
Fax: +64 (0)9 2558275
Email: CSBookings@airnz.co.nz
- Check with industry groups

C5

Pacific Perspectives

New Zealand employers who hold Recognised Seasonal Employer (RSE) status and an Agreement to Recruit, can recruit from the following Pacific forum countries:

- Federated States of Micronesia
- Kiribati
- Nauru
- Palau
- Papua New Guinea
- Republic of Marshall Islands
- Samoa
- Solomon Islands
- Tonga
- Tuvalu
- Vanuatu
- Fiji



Map courtesy of Michael R. Ogden [Pacific Island Internet Resources](#)

Employers need to appreciate the cultural values which RSE workers bring with them. The following material, taken from a Pacific Cultural Competencies Framework developed by health practitioner Lita Foliaki, provides valuable insights into Pacific ways of thinking and interacting.

The values generated by a Pacific society are inclusive of:

- Cooperation with the group
- Loyalty to the group
- Conformity to the group
- Respect for the group
- Acknowledging and respecting status within the group

The following dimensions should be considered when working with Pacific peoples:

Family: Most Pacific people’s families are extended families. The family is the centre of the community and way of life. The family provides identity, status, honour, roles, care and support for their people.

Dignity: Pacific peoples, like all cultures, believe in the dignity and integrity of people, specifically the dignity of their extended family. When they relate to one another, particularly in formal situations, they respect and maintain the dignity of others, others' family as well as their own.

Communality: Most Pacific peoples are communal people. The way of viewing the world and doing things is mostly driven by what is commonly perceived as acceptable to the community. They also draw strength and confidence from communal beliefs.

Respect: Pacific peoples learn from an early age to show respect when they relate to one another. Children are taught to respect their parents, elders and anyone who is older than they are. Also, they are expected to respect those in positions of authority and leadership. Respect is also earned through services to the family and community.

Unity: Keeping the community and families together as a united entity is an important duty for Pacific peoples, especially those with leadership roles. This is because, out of strength, wealth and pride come their sense of belonging and staying united. Together they feel strong and powerful, but alone they feel isolated, weak and lost.

Humility: Pacific peoples are expected to be humble and show humility when they relate to one another. Humility and humbleness are leadership qualities. They are important in the process of delivering an important message.

Communal Cooking and Eating: Different cultures have their own cooking methods and food preferences. Many groups prefer communal cooking and eating. This means you may need to provide utensils and cookware suitable for communal dining, such as:

- Large stock pots
- Frying pans
- Large rice cookers
- Adequate numbers of plates, cups, knives, forks, spoons
- Sharp knives suitable for cutting meat
- Cutting Boards
- Ladles, spatulas and serving spoons
- Vegetable Peelers
- Egg Beater

Meals are much more than a source of nourishment for people who are new to our country. Food preparation and sharing is a vital expression of culture. So it's important to respect differences and be responsive to cultural food requirements.

Resources:

- Some industry groups provide a train the trainer workshop on RSE Health and Nutrition. Check with your regional group to see if they offer any workshops for employers, pastoral care providers or team leaders

C6

Win-win situation where everyone is learning

Remember, pastoral care is about win-win. You get out what you put in. RSE employers report that pastoral care has a huge bearing on the overall success of the RSE scheme. It's not an optional extra, it's a 'must-have'.

Everyone is learning. As an employer it is important to go into RSE with your eyes open. You must appreciate what it means to employ someone from the Pacific. There is a lot that you have to learn and a lot they have to learn.

Pastoral care entails your commitment and willingness to embrace diversity. The calibre of the relationships that you foster with your RSE workers lies at the heart of making the whole venture a success. What you do now will lay the foundation for future years.

The more training and support you provide, the quicker you will start to see the pay off on your investment in subsequent seasons. The RSE employers who do best are the ones who have invested the most – not just money, but time and effort – in providing support.

All of the resources listed in this document have been consolidated into the following list:

Induction Resources - Pre-Departure

- Get Ready Packs for RSE workers are available in many languages on the Immigration NZ website: <https://www.immigration.govt.nz/documents/rse-get-ready-booklets>
- Check with your national and regional industry groups for videos and other resources that you can share with workers before they arrive.
- PickNZ has pre-departure information DVD's available for each of the RSE nations languages. Contact the national or regional PickNZ office or the RSE team.

Induction Resources – On Arrival

- Refer to the resources listed above in pre-arrival, including very informative Get Ready Packs for RSE workers are available in many languages on the Immigration NZ website: <https://www.immigration.govt.nz/documents/rse-get-ready-booklets>
- The RSE Health & Safety Standards includes a list of resources that WorkSafe NZ has around health and safety on the farm, including saferfarms.org.nz
- The RSE Worker Accommodation Standards includes a list of items to cover for accommodation.

Suitable Accommodation

- RSE Worker Accommodation Standards
- Some industry groups provide a train the trainer workshop on RSE Health and Nutrition. Check with your regional group to see if they offer any workshops.

Transport to and from the worksites

- AA driving lessons 0800 223 748
- Several companies offer driving schools in each region (e.g. Mainland driving school in Hawkes Bay)
- Some industry groups provide a defensive driving workshop in each of the RSE languages. PickNZ provides a workshop that you can register your drivers for.
- Refer to the RSE Employment Standards for guidance on wage deductions.

Access to personal banking

- It is recommended that RSE workers set up accounts at banks that they want to use for transferring money.
- Send Money Pacific compares options for sending money from NZ to each of the counties in the pacific. It compares fees, transfer speeds, and has a tool for currency conversion. www.sendmoneypacific.org

Access to lawful and reputable remittance services

- Send Money Pacific compares options for sending money from NZ to each of the counties in the pacific. It compares fees, transfer speeds, and has a tool for currency conversion. www.sendmoneypacific.org
- ANZ has RSE specific brochures which can be included in the Get Ready Packs for workers and have lowered their rates to the pacific.
- Kiwibank has RSE specific brochures and international money transfers to the pacific.
- BNZ – Send Money Pacific
- Western Union does not involve bank accounts and can be arranged at any Post Office. They list specific information about transferring from NZ to the pacific on their site: <https://www.westernunion.com/nz/en/send-money-to-pacific-islands.html>

Access to acceptable medical insurance

- Orbit Health Insurance and Southern Cross both offer insurance that specialises in RSE cover.
- OrbitProtect Seasonal Worker Insurance has been designed specifically for the protection of overseas horticulture and viticulture workers in New Zealand. Orbit has an easy claim system where arrangements have been made with health professionals to claim directly from Orbit and not charge the patient at the time of the visit.
 - To apply for cover, please contact: Sandra Grant, Health and Travel Insurance Brokers Ltd, Telephone: 0800 855 0772 (within NZ) or +64 7 855 0772 (outside NZ)
E-mail: sandra@healthandtravel.co.nz
 - <https://www.orbitprotect.com/insurance-products/seasonal-worker-insurance/overview/>
- Southern Cross now offers Seasonal Worker travel insurance for workers under the RSE scheme. Please contact your designated agent or email agent@scti.co.nz.
 - <https://www.scti.co.nz/our-products/visiting-new-zealand/insurance-cover/>

Provisions of personal protective equipment

- The RSE Health & Safety Standards includes a list of resources that WorkSafe NZ has around health and safety on the farm, including personal protective equipment, on saferfarms.org.nz

Provision of onsite facilities (toilets, hand washing, first aid, shelter, fresh drinking water)

- The RSE Health & Safety Standards includes a list of resources that WorkSafe NZ has around health and safety on the farm, including personal protective equipment, on saferfarms.org.nz
- The RSE Worker Accommodation Standards includes a list of items to cover for worker accommodation and related facilities.

Necessary language translation, e.g. health and safety purposes

- A translation service is available on the Department of Internal Affairs website.
http://www.dia.govt.nz/diawebsite.nsf/wpg_URL/Services-Translation-Index?OpenDocument
- District Health Boards offer an interpreting service.

Opportunity for recreation and religious observance: Local resource contacts to provide for your workers:

- Tangata Whenua like to welcome the RSE workers to the region when they arrive, support them while they are here and farewell them on their return home. The Powhiri Process is included in the appendix below. Arrangements for this can be made by contacting a Marae close to you.
- Ethnic community groups
- Churches and church groups
- Community groups
- Community events calendar, including cultural days
- Sporting and recreational facilities, activities and clubs
- Check with your local industry group as they may have a calendar showing low cost activities e.g. PickNZ

Pacific Perspectives

- Some industry groups provide a train the trainer workshop on RSE Health and Nutrition. Check with your regional group to see if they offer any workshops for employers, pastoral care providers or team leaders

Powhiri Process

Visitors gather at the Marae entrance.
The Marae will karanga (call to invite) the group onto the Marae. The visiting group will karanga (call back to respond to the invitation) back as we enter the Marae paepae (sacred ground). The protocol of the Marae is Wahine (women) walk in front followed by the Tane (men)
The group will then file to the seating arrangements provided by the Marae. Protocol is that the Tane will occupy the front rows and the wahine will occupy the seating behind the Tane.
The Kaumatua from the Marae will then greet and welcome the manuhiri (the visitors) in the traditional Maori language. When the kaumātua has completed his korero (speech) the tangata whenua (people of the Marae) will sing a waiata (song) If there is a second speaker then the same process will apply When the tangata whenua have completed their korero (speeches) the visiting groups Kaumatua will respond. At the end of his korero (speech) they will sing a waiata (song) The visiting Kaumatua will then place a koha (gift) on the paepae (sacred ground) between the tangata whenua (people from the Marae) and the group After placing the koha (gift) he will return to where they are sitting and before taking his seat he will ask the guests from the pacific if they would like to korero (speak). This is not mandatory, however if they feel they want to then the process is: Stand on the paepae (sacred ground) and commence the korero (speech) in their native language. When they have completed their korero (speech) they can perform a waiata (song) in their language. After the waiata they take two or three steps forward and place their koha (gift) on the paepae (sacred ground) between them and the tangata whenua and return to their seat. <i>Note. Koha or gift does not necessarily have to be in the form of money. It can be something small. eg something of significance from their country that can be displayed for the community to see.</i> All other speakers will follow the same process. When the speeches are over. The visiting kaumātua will lead everyone across the paepae in single file to haruru (shake hands/rub noses in traditional Maori way) with tangata whenua as a sign of friendship.
If there is a meal it will commence with a karakia (blessing of the food) before everyone eats. During the meal there will be time to mix and mingle with tangata whenua, and the visiting groups
Tangata Whenua will commence the poroporoaki (farewell) This session provides the guests with an opportunity to thank tangata whenua
When that is completed Tangata whenua will close the visit with a final speech and karakia. (prayer)
Visitors then depart the Marae.