Horticulture™
New Zealand
Ahumāra Kai Aotearoa

Recognised Seasonal Employer

Information booklet - Papua New Guinea

Official name: Independent State of Papua New Guinea

Capital: Port Moresby

Languages: Tok Pisin, Hiri Motu, English

Religion: Christianity

Currency: Kina

Population: 10,777,898

Papua New Guinea joined the Recognised Seasonal Employer (RSE) scheme in 2012.

Who oversees the RSE scheme in Papua New Guinea?

The Papua New Guinea Labour Mobility Unit currently sits under the Office of the Minister for Treasury. The Labour Mobility Unit operates as an implementing agency, actively managing both policy and programming and, in partnership with employers, is responsible for the selection and deployment of workers. The Labour Mobility Unit is also responsible for the oversight of RSE workers' welfare abroad.

Contact the Labour Mobility Unit

Telephone: +675 3133758 / +675 72857281

Email: LMU_Admin@treasury.gov.pg

For more information visit: http://www.labourmobilitypng.com/

What is the role of the Papua New Guinea High Commission RSE Pacific representative?

- Papua New Guinea does not have a liaison officer, they have an arrangement with the Office of the High Commission based in Wellington which advocates and provides support to workers while in New Zealand.
- They can provide cultural perspectives to resolve any conflict.
- The High Commission representatives work alongside New Zealand government officials and employers to understand expectations of Papua New Guinea and vice-versa.

Who do I talk to before I recruit RSE workers?

The Labour Mobility Unit is responsible for the administration and facilitation of RSE recruitment and deployment of workers. This is done in partnership with employers.

Employers are encouraged to communicate directly with the Labour Mobility Unit (contact can be obtained from the Immigration New Zealand RSE engagement partner) to commence the recruitment and selection process.

Candidates are sourced from the work ready pool managed by the Labour Mobility Unit. The Labour Mobility Unit uses the decentralisation model of recruitment through recruitment hubs in districts/provinces.

What is the recruitment timeframe?

The mobilisation process commences from the time the Labour Mobility Unit is in receipt of the Agreement to Recruit to when the worker departs – seven weeks is advisable.

RSE visa application

Papua New Guinea workers are deployed to New Zealand for seven months in an 11-month period. Visa applications are assessed and approved by the New Zealand Visa Application Centre in Port Moresby.

Email: info.inzpng@vfshelpline.com

Phone: +61282784529

Opening hours: Monday to Friday (9am-5pm)

The timeframe for visa assessment is 10 working days on receipt of the Visa Application Centre receiving the visa application.

Recruitment process

Pre-screening process

Papua New Guinea have an initial screening process that is administered by district or provincial offices. The pre-screening process does not charge workers to participate.

Step 1: Selection by ward members/churches

Step 2: Compilation of database

Step 3: Minister/governor/ward member approves database.

Step 4: Regional Recruitment Hubs organise mandatory documents.

Step 5: Labour Mobility Unit completes interviews and fitness testing for Work Ready Pool eligibility.

Step 6: Regional Recruitment Hub to complete candidate profiles and sends all necessary documents to the Labour Mobility Unit. Any costs to obtain required documents are paid by the worker.

Documents compiled by Regional Recruitment Hub for Labour Mobility Unit:

- Birth certificate
- Passport and two passport photos if candidate is new
- Police clearance (Visa)
- Visa panel medical.

Mobilisation process

Step 1: RSE Agreement to Recruit received and acknowledged by Head of Labour Mobility Unit.

Step 2: Labour Mobility Unit officer is assigned the Agreement to Recruit request and contacts the RSE.

Step 3: Labour Mobility Unit arranges a virtual meeting with employer.

Step 4: Labour Mobility Unit uploads candidate profiles online based on attributes requested by the employer and emails a link to the employer to access.

Step 5: Employer either in person or via profile finalises candidates and informs the Labour Mobility Unit.

Step 6: Labour Mobility Unit books medical on behalf of candidate.

Note re step 6: Worker MUST have funds to cover doctor costs, or they will not be eligible to progress application.

Step 7: Candidate completes visa application form and signs offer of employment and deduction form. Employer organises medical insurance.

Step 8: Labour Mobility Unit uploads completed and signed documents online and emails a link to the employer to access.

Step 9: Labour Mobility Unit lodges visa applications and all mandatory documentation with the New Zealand Visa Application Centre in Port Moresby. The timeframe for visa assessment is 10 working days on receipt of visa application. Employer facilitates visa payment through VFS.GLOBAL.

Step 10: Labour Mobility Unit lodges visa applications. Successful candidates undergo a two-day pre-departure briefing.

Presentation is provided by the Ministry of Business, Innovation and Employment. This provides general information about New Zealand rules and regulations.

Step 11: Employer emails flight details and itinerary to Labour Mobility Unit.

Step 12: Labour Mobility Unit ensures workers are in receipt of all documentation before departure.

Step 13: Worker departs and Labour Mobility Unit emails the employer to confirm departure.

Labour Mobility Unit requirements for selection

- Must be aged 21-40.
- A National Identification birth certificate.
- A valid passport (must have had a passport for at least three years).
- No police criminal record – (provide a Papua New Guinea visa police clearance (10 fingerprint process)).
- Physical and health check for work specified.
- X-ray and medical examination clearance. Must be TB free.
- Speak and understand English.
- Demonstrate a positive attitude to work, motivated and willingness to learn.
- Valid driver's licence (an advantage).

Labour Mobility Unit designs a worker preparedness programme before workers are deployed.

Employment

- Understanding contract terms and conditions
- Deductions
- Worker and family bank accounts
- Worker and family goals
- Punctuality
- Following instructions
- Communication
- Teamwork
- Negotiation
- Dealing with conflict in the workplace
- Work health and safety.

General

- Nutrition
- Water and sanitation
- Family planning
- Menstrual hygiene
- Gender based violence
- Noa- Village of Learning
- Financial literacy – the Labour Mobility Unit in partnership with ANZ provide money minded training.

What flights can be booked for workers?

Flights to and from Papua New Guinea and New Zealand include:

- Air New Zealand direct flights from Port Moresby to Auckland (and vice versa)
- Flights from Port Morseby via Australia (and vice versa)
- Flights from Port Morseby via Fiji (and vice versa)

Pastoral care

What does good pastoral care look like?

Immigration New Zealand provides information for employers on pastoral care as part of the Agreement to Recruit application process and maintaining RSE status: [(https://www.immigration.govt.nz/assets/inz/documents/employer-resources/rse-employer-pastoral-care-guide.pdf)]

The RSE scheme is complex and to be able to support workers from diverse backgrounds, experiences, regional and provincial affiliations, and beliefs requires patience and understanding.

Workers may wish to commemorate their national day which falls on 26 August.

Practical advice for closer collaboration with workers

- Be patient and understanding when communicating with workers and their families in Papua New Guinea and New Zealand.
- Employers should take the time to listen and explore all avenues to provide the worker with support to be comfortable to engage.
- A no answer does NOT mean they are guilty or rude. It can mean they do not understand, do not know how to respond, or speaking up can be seen as disrespectful.
- Family (immediate/extended) is important to workers, be understanding of when family want to visit the workers. Put in place visiting rules but avoid prohibiting workers from seeing family.
- Have a good induction programme (not rushed) when welcoming and/or inducting new and/or returning workers around the rules and expectations in the orchards, accommodation, and behaviour in public/community. Clearly demonstrate the 'how' in basic English and in their language.
- Use signs in both English and their language of how to operate a washing machine, microwave, clean their room, wash their dishes, put out the rubbish etc.
- Hold leadership trainings – employers are encouraged to use High Commission representatives to support content.
- If workers are all from different regions/provinces, treat them all the same.
- Reach out to High Commission representatives to provide support on mitigating serious incidents.
- Champion performers by working with team leaders to ensure information is disseminated accurately and behavioural concerns are managed and addressed appropriately.

- Discuss with workers their preference to work on Sundays. Understanding workers religious affiliation is strongly encouraged as for many this is their source of strength and motivation.
- For Papua New Guinea it is common practice to say a prayer before and after meetings.
- Avoid making assumptions when workers do not reply immediately.
- Don't put down a team leader or someone of high status (chief) in front of the team. This may damage hierarchy status.
- Avoid derogatory words or gestures as this is a sign of disrespect and suggests the employer does not value their contribution to their business. There is a difference between being assertive and being disrespectful.
- Take the time to ensure workers understand company work values and practices.
- Treat all workers the same regardless of what village they are from.
- Never house men and women in the same accommodation or have them sharing bathroom facilities. Be sensitive to cultural appropriation of the different regions and/or provinces.

Addressing issues amongst workers

- Build trust that you are there to help resolve the matter.
- Reach out to the team leader (if the team leader is not involved) for support and language barriers.
- Depending on the severity of the case, reach out to the following people for support:
  - Immigration New Zealand RSE engagement partners
  - High Commission representative
  - Labour Mobility Unit
- Depending on the matter, reach out to a family member of the worker.
- Be patient and respectful when explaining things to the workers. What an employer sees as normal, may appear foreign for workers.

Other considerations

- Staying in touch with families at home in Papua New Guinea is important especially if workers are in isolated areas or regions not easily accessed by local families.
- Be mindful of selecting leaders from different districts/provinces – discuss amongst the workers reasons for selecting leaders and possibly allowing them to have a say.
- Dress appropriately and research the customs and relations between men and women from the villages/regions you recruit from.

Note: Many of the workers are recruited from rural or outer villages. They will not have been exposed to things they will see/or have access to in New Zealand. Many of the men would not be expected to cook, clean or make their own beds as this is the responsibility of others back home.

Process for employers when a worker dies while in New Zealand

1. Handle the situation with care and sensitivity particularly around family members of the deceased worker.
2. Reach out to liaison officers/Pacific High Commission representatives to understand cultural protocols and government requirements.
3. The definition of family member extends more than their immediate family.
4. You may come across involvement of a church pastor or chief of the village or family who has the blessing from the next-of-kin to speak on behalf of the family of the deceased worker.
5. You may come across a situation where the next-of-kin may not always have the say when it comes to organising the repatriation of the deceased worker; the decision can sit with the wider family.
6. Communication to other teams to refrain from sharing information about the deceased on social media until the family has been informed.
7. Depending on cause of death, the employer, will need to be aware of insurance and ACC policies and the support available for the deceased worker's family.
8. During the entire process keep the Labour Mobility Unit/liaison officer/ High Commission and family updated if you are in direct contact with the next-of-kin or family representative.

Note: The process will vary depending on government protocols, cultural practices and repatriation requirements and what the family of the deceased want to do. The next-of-kin and/or immediate family of the deceased (either in New Zealand or overseas) are the decision makers.

Key steps to aid employers:

Step 1: Report the death

Employer to inform:

1.1 The next-of-kin immediately. Ascertain what the family would like to do with the body of their loved one.

1.2 The Immigration New Zealand RSE engagement partner on visa and pastoral care requirements.

1.3 Liaise with medical insurance providers for pre-approved insurance quote, for body repatriation to country of origin or New Zealand burial.

Depending on the country's protocols inform:

- The Labour Mobility Unit- they will require information including the name of the deceased, date/place/cause of death etc. This will assist them with their briefing to the respective Minister(s).
- The Office of the High Commission – RSE workers are non-citizens of New Zealand and therefore it is important the Heads of Mission are informed of the passing of one of their citizens. They will also provide support around government protocols, translation and/or cultural advice.

Note: Protocols and processes will vary and remedial intervention will be necessary depending on circumstances surrounding the death. Important you reach out to the right people for guidance.

Step 2: Engage a funeral director

Liaise with the funeral director to progress and discuss requirements.

Step 3: Documentation

The following documentation is required to facilitate clearance for the body to be repatriated home and to process deceased worker's benefits and entitlements.

3.1 Death certificate to confirm cause of death.
3.2 Clearance from respective government organisations (Ministry of Health, Customs New Zealand Service and Immigration New Zealand).

Note: Employer will need to liaise with Labour Mobility Unit/Office of the High Commission regarding the documents required to clear repatriation.

Step 4: Payroll and benefits

Employer initiates the process for final payments and necessary paperwork.

Step 5: Facilitate family/funeral service

There may be customary practices requested before repatriation of the deceased worker. The employer is encouraged to work with the High Commission representative/Labour Mobility Unit/family spokesperson of the deceased to obtain advice.

Note: Employers may witness customs and practices that are not aligned with their beliefs/customs.

Step 6: Transportation

The employer in conjunction with the insurance provider should facilitate travel arrangements for one family member from Papua New Guinea to accompany the deceased worker.

Note: The employer may choose to travel with the deceased worker and family. It may vary from country to country. The liaison officer or selected official may also accompany the worker back home.

What do you need to know before visiting Papua New Guinea?

Employers are encouraged to visit the country and homes of their workers.

Things to note:

1. Gifts are sometimes exchanged at meetings.
2. Dress respectfully when meeting with officials and visiting provinces or families of workers.
3. Take something with you whenever you visit someone at their home. Food or souvenirs from New Zealand are often appreciated gifts, e.g. New Zealand chocolate.
4. Inform the Labour Mobility Unit of your visit including your agenda/itinerary.
5. Driving is on the left-hand side.

Useful words/phrases to enhance communication with Papua New Guinea workers

Hello/Hi – Gude

Goodbye – Gutbai or Lukim yu bihain

Have a nice day – Gat naispela de

Please - Plis

Thank you – Tenk yu tru

Family – extended family – lain or famili

Yes – ya or yes

No – nogat

Scan the QR code for more words.

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