



Understanding your visa

Every participant in the Seasonal Worker Programme must apply for and be granted a visa. You must take time to check your visa grant letter to know how long you are allowed to stay in Australia. Your visa grant letter will also explain the requirements attached to your visa.

These requirements are called '**visa conditions**'. If you do not understand your visa conditions, talk to your approved employer or contact the nearest office of the Department of Home Affairs immediately.

You may also send an email to Seasonal.Worker@homeaffairs.gov.au; or phone Department of Home Affairs on **13 18 81** for any visa-related matters.

Visa conditions

8107 – You **must only work for the employer who invited you to come to Australia** and only engage in work or activity that is in relation to the grant of your visa.

8501 – You **must maintain adequate health insurance** while in Australia.

8503 – You **cannot apply for another visa** while in Australia, except in very limited situations.

If you breach a visa condition

The Australian Government takes the breach of any visa condition very seriously. If you breach a visa condition:

- **your visa may be cancelled;**
- **you may be removed from Australia; and**
- **you may not be allowed to return back to Australia.**

It is important that you let the Department of Home Affairs know your current contact details so it can contact you before considering cancellation of your visa. If the Department of Home Affairs can contact you, you will have an opportunity to explain your situation before the Department of Home Affairs considers cancelling your visa.

At the end of your contract

You must leave Australia at the end of your contract, and before your visa expires. You cannot extend your stay for studies, a holiday or to work. It is unlawful to remain in Australia without a valid visa and there are serious penalties for overstaying your visa.

You may be eligible to apply for another placement as a seasonal worker in Australia if:

- **you comply with your visa conditions;**
- **your employer is happy with your work;**
- **you did not do anything that could harm your participation in the programme; and**
- **there is demand for seasonal workers in Australia.**



Important Contacts and Information

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Your team leader

Name: _____

Phone: _____

Your approved employer

Name: _____

Phone: _____

Seasonal Worker Programme Information Line

This is the Department of Jobs and Small Business's Information Line that you can call if you have any questions or concerns about the Programme. You can call this number if you feel you cannot talk to your team leader or approved employer and you do not have to give your name if you do not want to.

Phone: (02) 6240 5234 | Email: seasonalworker@jobs.gov.au

Fair Work Ombudsman Information Line

Call this number if you have general questions about your employment conditions or pay rate, or, after talking to your approved employer you have concerns about your pay or employment conditions.

Phone: 13 13 94 | Email: seasonalworkerprogramme@fwo.gov.au

Department of Home Affairs

Call this number if you have general questions about your visa or would like to change your contact details.

Phone: 13 18 81 | Email: Seasonal.Worker@homeaffairs.gov.au

Safe Work Australia

If you require specific information on work health and safety issues, Safe Work Australia may be able to refer you to the relevant authority in the state where you are employed.

Phone: 1300 551 832 | Email: info@swa.gov.au

Relevant Union

If you would like to join a union or speak to a union representative you can choose to, call one of the following union organisations.

Australian Workers Union (AWU)

Phone: 1300 885 653 | Email: members@nat.awu.net.au

National Union of Workers (NUW)

Phone: 1300 275 689 | Email: nuwassist@nuw.org.au

United Voice

Phone: 1800 805 027 | Email: info@unitedvoice.org.au

What happens if I ask for help?

It is important to seek assistance as soon as possible to resolve your issue or address your concerns. If the problem is simple then it may be resolved immediately. If any of the above mentioned organisations you contact need to make further enquiries or need to seek further information and share the details of your concerns, it may take some time before the issue is resolved.



Australian Government



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