

# human connections

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## We have moved

Although ISA has only been operating out of its modern Subiaco offices for two and a half years, the company has expanded at such a rate that larger premises were needed.



From 8 December, the ISA Group will operate from 40 Hasler Road, Osborne Park.

ISA Director, Noelene Merrey, said the move will allow the company to grow in the future.

"We are really pleased to have found offices that will enable us to expand as our business grows. The new offices are conveniently located to freeway access points and provide greater parking, which will be a benefit to our clients," said Noelene.

New contact details  
Suite 5, Level 1  
40 Hasler Road  
Osborne Park WA 6017

Tel: +61 8 9346 8888  
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## Teaming up in Manila

The ISA Group has formalised an agreement with a Philippines-based manpower company to further develop its Skills and Training Assessment Centre (STAC) in Manila.

ISA and its joint venture training partner, Industries Services Training (IST), signed an agreement in September with Multi Orient Manpower Management Services (MOMMS), a well-

established and reputable recruitment company in the Philippines to further develop the STAC for skills testing and training.

The STAC has previously been used for skills testing and some training, but under the agreement the centre is undergoing extensive renovations and fit-out to expand the range of training that can be conducted.

ISA Director, Brett Merrey, said the centre will provide great benefits to Australian companies recruiting workers from the Philippines.

"Clients will be able to skills test and train workers to Australian standards as well as conduct pre-employment medicals in Manila before they are mobilised to Australia," said Brett.

"By conducting these tests off-shore, clients can be confident that by the time recruits arrive in Australia they will be



L-R Captain Herrera (MOMMS), Tammy Kassiou (IST), Jackie Hill (ISA), Antonio Herrera (MOMMS) and Brett Merrey (ISA) at the signing.

'work ready', which provides great cost savings and other benefits."

Partnering with a Philippines recruitment company was an important move according to Brett.

"MOMMS is a reputable company that is dedicated to providing quality opportunities for Filipino people to work overseas, and refuses to deal with employers who charge candidates a fee to apply for a position. We share this ethos and are pleased to have partnered with a business that has the same values as our own," said Brett.

In addition to being available for ISA clients, the STAC is available for use as a standalone training centre by companies that manage their own recruitment and training process.

"We envisage the centre will be used by companies from around the world that are looking to engage workers from the Philippines," said Brett.



Immigration Services



Recruitment



Special Projects



HR Management

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ISA Group  
human connections

# Using first-hand experience

The ISA Group's South West Area Manager based in Bunbury, Maaïke van der Zon, draws upon her own professional and personal experience to advise ISA clients.

Maaïke, who was born and raised in The Netherlands, visited Australia on a working holiday visa 10 years ago, but decided to stay and is now a permanent Australian resident.

In her role at ISA, Maaïke is responsible for business development activities and, as a registered migration agent, provides advice to clients regarding visa options.

For seven years prior to joining ISA in 2007, Maaïke worked for the South West Development Commission (SWDC), a State Government agency responsible for stimulating economic and social development in the South West. She undertook a variety of business and investment attraction roles, and also managed the SWDC's skilled migration program for five years.

Maaïke has an extensive network of business contacts in the South West and enjoys utilising her business and migration experience to help ISA clients.

"The South West is a growing region that is benefitting from substantial government and private sector investment. As a result, demand for our recruitment and migration services is strong," said Maaïke.

In her role as a registered migration agent, Maaïke also enjoys the interaction that comes



↑ Maaïke van der Zon.

with helping people find the best way to come to, or stay in, Australia.

"You get to deal with people from different cultural backgrounds and each has their own story to tell. It is very interesting and rewarding."

In addition to her role at the ISA Group, Maaïke, together with husband Glen, is kept busy raising three-month old son Mex and four-year-old daughter Indi.

Maaïke was recently joined in the Bunbury office by Sharon Bayley, who provides support with administration, marketing and visa applications.

ISA's Bunbury office is located at Unit 1, 1 Ommanney Street, Bunbury. Maaïke and Sharon can be contacted by calling +61 8 9721 7544 or emailing [maaïke@isa.com.au](mailto:maaïke@isa.com.au) or [sharon@isa.com.au](mailto:sharon@isa.com.au)

## Changes to working holiday visas

Recent changes to the conditions of working holiday visas should help alleviate worker shortages in the construction industry.

Since July 2008, people holding a working holiday visa can undertake short-term construction work in regional Australia. Previously, working holiday visa holders were restricted to other types of work such as plant and animal cultivation, fishing and pearling, and tree farming.

Working holiday visas are available to people aged 18 to 30 years of certain nationalities to holiday in Australia for up to 12 months. They also provide limited work rights.

Working holiday visa holders who have worked for a minimum of three months (88 days) of specified work in regional Australia while on their first working holiday visa are eligible to apply for a second working holiday visa and may work for a further six months for an employer that they worked with on their first working holiday visa.

## A healthy bonus

ISA clients that use ISA to register new subclass 457 visas can receive one month free health cover for visa recipients.

Under a company's sponsorship of a 457 visa, employers may be required to pay for all medical or hospital expenses for their employees and accompanying family member/s for treatment in a public hospital.

ISA recommends clients reduce their exposure to hospital costs by providing their employees with private health cover or encouraging them to take advantage of reasonably priced health cover they can pay for themselves.

ISA has partnered with HBA to offer the first month of private health cover at no cost, which means that clients and/or their employees can obtain 13 months' cover for the price of 12.



## Visa crackdown

The Department of Immigration and Citizenship (DIAC) is cracking down on businesses that employ overseas workers who do not have a valid visa—and the penalties are tough.



ISA urges all businesses that employ people from other countries to check that visas are valid to avoid fines of up to \$66,000 per illegal worker. The penalties can be even higher in cases of exploitation.

To enable businesses to check the entitlement of prospective employees to work in Australia, the federal government has set up an online Visa Entitlement Verification (VEVO) that is available 24 hours at no cost.

There is also a toll-free Visa Entitlement Verification Faxback service that provides written confirmation of a visa holder's entitlement to work in Australia.

Details about the legislation, VEVO and the faxback service are available on DIAC's website or by calling the Employers' Immigration hotline as noted below. Alternatively ISA personnel can assist clients with any queries.

[www.immi.gov.au/employers](http://www.immi.gov.au/employers)

Telephone: 1800 040 070

## New service to help employers meet 457 sponsorship obligations

ISA's Immigration Services has established a monitoring and compliance service to assist clients ensure they meet employer sponsorship obligations.

When a business sponsors a worker under the subclass 457 visa program, the employer is required to fulfil a set of specific requirements, also known as undertakings.

It is important to understand that these undertakings are a part of immigration law and that they must be complied with.

With high penalties for non-compliance being imposed by the Department of Immigration and Citizenship (DIAC), ISA Director Noelene Merrey says it is essential for businesses that employ people with the 457 visas to have steps in place to make sure they meet their commitments.

"DIAC has implemented a much stronger emphasis on monitoring and compliance and in recent times have cancelled several sponsorships," said Noelene.

"We have specialists who can help clients to monitor their obligations and/or conduct audits to ensure that they are not in breach of any requirements."

The current sponsorship undertakings for the subclass 457 program include:

- Cooperate with monitoring
- Travel costs
- Medical and hospital expenses
- Workers laws
- Work entitlements
- Minimum salary level (MSL)
- Employment ceasing
- Change of circumstances
- Licensing, registration, membership
- Tax and superannuation
- Regional concessions

By using the services of ISA's monitoring and compliance team, a company can avoid such potentially costly and unproductive oversights.

## New look website

The ISA website has been given a 'makeover', making it easier for users to navigate their way around the various business units of the ISA Group.

Each specialty area of ISA has its own page, which provides an overview and a list of services offered by each. The four specialty areas are:

**Immigration Services Recruitment Special Projects HR Management**

To check out our new website please visit [www.isa.com.au](http://www.isa.com.au)



### Contact us

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# Attention to detail pays off

After an intensive process to recruit in excess of 53 Filipinos to work on BHP Billiton's Pilbara Rapid Growth Project (RPG) 4 project for Monadelphous, ISA's Human Logistics' team went into action to welcome the final group of 28 Filipinos to Perth.

The new arrivals were greeted by ISA staff at Perth Airport and escorted to their accommodation where they split into groups. While one group settled into their accommodation, the others travelled to ISA's offices where they met other ISA staff and received an induction kit. Here they also completed paperwork (such as tax forms and private health insurance enrolment), received a cash advance and were issued with phone cards before a pre-arranged visit to a local bank to open Australian bank accounts. The groups then swapped over, but not until after they had met up to enjoy lunch. At 3.30pm, the team was then handed over to staff from Monadelphous.

It was a busy day for ISA staff and the new arrivals, but all went smoothly according to ISA's Recruitment Administrator, Mabel Hayles.

"Many people in the group said coming to Australia was achieving a dream, and the ISA team worked hard to make sure their first impressions were happy ones," said Mabel.

"The mood of the group was certainly buoyant, and the day went to plan and ran well."



ISA's Urszula Mystkowska and Angela Salmeri with the new recruits outside ISA's offices.

Mabel said the opportunity for the various teams at ISA to work together on a project of this size was very satisfying.

"It was rewarding for everyone at ISA to be able to meet the people they had worked hard to help bring to Australia and to help ensure their arrival was a positive experience," said Mabel.

Client Monadelphous was pleased with the outcome of what was their largest single international intake of recruits.

## Highlighting ISA's combined expertise

The RPG 4 labour pool project was a team effort. In the Philippines, specialists from ISA's Special Projects and Recruitment arms had completed an exhaustive exercise of short-listing candidates through to interview, undertaking skills testing, organising training where there were skills gaps and arranging International English Language Testing



ISA's Mabel Hayles (centre) said it was rewarding to meet the people she and the others at ISA had helped to bring to Australia.

System tests and pre-employment health checks. ISA's Immigration Services personnel managed the visa process. Local Philippines staff then organised visa evidencing, Philippines government clearances, measurements for uniforms and safety glass prescriptions and booked airline tickets.

According to ISA Director, Jackie Hill, the project demonstrates how the various specialised business services of the ISA Group came together to deliver a successful outcome.

"We have established a special projects arm within

the business to manage complex projects that may involve providing clients with solutions on labour, overseas recruitment, skills assessment, training, and immigrations solutions or any combination of these services. In addition, our people have the expertise to coordinate the logistics of welcoming overseas workers and ensuring they are well prepared to work and live in Australia," said Jackie.

"This project is a great example of how the ISA Group can deliver an excellent outcome for both the client and the recruits."



## Don't forget the kids

A recently released report on a review of subclass 457 visas has highlighted issues regarding the impact of changes to the status of visa holders and 'dependent' children when they are no longer considered dependent.

Currently, children included as part of a 457 visa need to be under 18 years of age, or if over 18 years be substantially financially dependent upon the primary applicant. This generally means they need to be in full time study or have a medical condition that prevents them from being independent.

According to ISA's Manager of Business Visas, Stephanie Beard, the situation is complicated when a child who was a dependent when the visa was approved finishes their studies and begins full-time work.

"In this situation, the young person cannot be included as a dependent in any further visa application made by the primary applicant. They need to either apply for a visa in their own right, which may not be straightforward, or consider returning to study," said Stephanie.

Consequently, the status of children becomes an issue if the

primary visa applicant changes sponsor and applies for another sub class 457 or a permanent residency visa after a child who was dependent when the original visa was granted is no longer in full-time study.

"To be included as a member of the family unit in the new visa application, children need to be substantially financially dependent. If they have left school and started work since the original visa was granted, they will not be eligible to be included in the application and the same problem arises," said Stephanie.

In the recently released report, *Visa Subclass 457 Integrity Review*, author and industrial relations expert, Barbara Deegan, recommends dependents be allowed full working rights during the currency of the primary visa until the dependent reaches 21 years of age.

"If this change is accepted, a lot of the angst that families with older children currently face will be alleviated," said Stephanie.

The ISA Group will keep clients updated on the progress of the outcome of the *Visa Subclass 457 Integrity Review*.

## Drivers licence changes

Since July 2008, people from overseas can use the driver's licence they obtained in their home country to drive in Western Australia. The driving licence needs to be in English or translated by NAATI (or another approved English translation institution). If the licence is not translated, an international driving permit must accompany the home driving licence.

Under the changes, home country driving licences must:

- be current and not suspended or cancelled
- be carried at all times together with visa proof
- only be used for the driving of vehicles as specified on the home country licence.

Overseas visitors can use their own driver's licence until it expires. They can then choose to transfer their licence to a WA licence after passing a driving test, or renew their licence in their home country to be able to continue to drive in WA.

Employers of overseas workers are encouraged to check the impact of the changes on company policies and insurances.

"Although it may be legal for an employee to drive in WA without a local licence, we highly recommend companies check their insurance policies to see if they require drivers of company vehicle to have a local licence," said ISA Director Jackie Hill.

**Please note:** Employers not located in Western Australia need to check local state driving licence regulations.

## Business as usual

ISA's offices will be open during the holiday season except for Christmas Day, Boxing Day and New Year's Day.