

Submission to the Working holiday maker visa review

by WWOOF Pty Ltd - Willing Workers on Organic Farms

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Working holiday maker visa review

<http://www.agriculture.gov.au/ag-farm-food/working-holiday-maker-review>

Background

There is widespread community interest in the supply and taxation of working holiday visa holders. In particular, the tax rate of 32.5 per cent for non-resident 417 and 462 visa holders—known as the ‘backpacker tax’—has been discussed widely as a potential disincentive for backpackers to take on roles that are not being met by Australian workers.

This is a complex issue that goes beyond the tax rate for individual visa holders.

The Australian Government recognises working holiday makers are a vital source of labour across the nation. It is equally important that working holiday makers pay a fair level of tax while in Australia.

Terms of reference

The Terms of Reference for the working holiday maker tax review are designed around five key themes:

- relative international competitiveness
- visa labour needs of the agricultural and tourism sectors
- relevant unemployment policies
- tax treatments for visa holders
- protections for vulnerable workers.

The Terms of Reference include:

- Australia’s competitive position in attracting seasonal and temporary foreign labour, including comparative wages, entitlements and conditions
 - comparative taxation on income earned
 - comparative superannuation or equivalent entitlements
 - promotional programmes and schemes to assist workers while in the country
 - costs and barriers to entry
- regulatory imposts on employers
- exploitation of and protections for vulnerable workers, including evaluation of illegal labour hire practices and non-compliance with laws and regulations
- capacity to match employers with available workers, including regulatory arrangements in relation to the role of labour hire companies
- changes to the use of volunteer or unpaid labour (for instance Willing Workers on Organic Farms)
- Australia’s exposure to changes in exchange rates, economic growth and employment rates in source nations which may affect Australia attracting seasonal and temporary labour
- short-term and long-term agricultural and tourism labour needs

- policies to attract unemployed Australians, including young Australians, into work in agriculture and tourism
- opportunities to expand supply of seasonal and temporary foreign workers for the agricultural sector
- consistent tax treatment between different classes of temporary work visa holders.

Introduction

WWOOF - Willing Workers on Organic Farms is a volunteer program. Travellers from all over the world, (as well as Australians) help out on Organic farms for 4-6 hours each day in exchange for all of their meals and accommodation. This program operates in around 100 countries; it has been running successfully in Australia for 35 years and until last year was growing annually.

In May last year the Department of Immigration & Border Protection (DIBP) announced that volunteering would no longer be an eligible activity to qualify for an extension to a Working Holiday Maker (WHM) Visa. Many WWOOF volunteers (WWOOFers) spent 88 days WWOOFing on one Host farm to qualify for this extension, but with the sweep of a pen they needed paid work and pay slips as evidence in order to apply for a 2nd year Working Holiday visa, even if they did not want or need to do paid work, taking this work from people who did need it. The change came into effect in August 2015 but WWOOFers were given an extension until the end of November as many were already at Host farms when the cut-off date was announced.

While most areas of this review affect the WWOOF Program, we address the following Terms of Reference in particular:

- changes to the use of volunteer or unpaid labour (for instance Willing Workers on Organic Farms)
- short-term and long-term agricultural and tourism labour needs
- opportunities to expand supply of seasonal and temporary foreign workers for the agricultural sector
- exploitation of and protections for vulnerable workers, including evaluation of illegal labour hire practices and non-compliance with laws and regulations
- consistent tax treatment between different classes of temporary work visa holders.
- Australia's competitive position in attracting seasonal and temporary foreign labour, including comparative wages, entitlements and conditions
 - comparative taxation on income earned
 - comparative superannuation or equivalent entitlements
 - promotional programmes and schemes to assist workers while in the country
 - costs and barriers to entry

Issue

Removing volunteer work from the 2nd WHM Visa eligibility framework along with the threat of a 32.5% backpacker tax has adversely impacted the WWOOF Program, WWOOF Hosts, WHM Visa holders who choose to volunteer, as well as rural and remote Australia, economically and culturally.

Executive Summary

Prior to August 2015 travellers wishing to volunteer, as well as those experiencing difficulty gaining their 88 days of eligible paid full time work, joined Willing Workers on Organic Farms (WWOOF) to volunteer for WWOOF Hosts in order to qualify for a second year Visa. Many enjoyed volunteering and continued WWOOFing beyond their 88 days and into their second year in Australia. They experience a safe cultural exchange with Australian families while learning new skills and benefiting small subsistence organic farms at no cost to taxpayers.

Government accreditation of legitimate, reputable volunteer programs such as WWOOF, and allowing volunteer work through these programs prevents exploitation of vulnerable travellers and would allow travellers to qualify for visa extensions while volunteering if that was their choice. Travellers choose to join volunteer programs for a variety of reasons, but they do this of their own accord, they understand that they will be volunteers and will not be paid for any work they do.

We recommend the development of a 'Volunteer Work Record'¹ to document volunteer work on eligible Host properties from Government approved volunteer programs.

Background

The WWOOF Australia program has operated for over 35 years. Volunteer members (WWOOFers) exchange 4-6 hours work on WWOOF Host properties for all food and accommodation along with a myriad of other benefits such as learning new skills, improving their English as well as a unique Australian cultural exchange. This is the international standard for WWOOFing, there are 61 WWOOF Groups worldwide² (as well as another 40 countries with WWOOF Hosts, but no formal WWOOF Group) and all adhere to this basic principle. WWOOF volunteers travel around Australia WWOOFing for various lengths of time on WWOOF Host properties during their membership. The length of stay at each property varies according to the arrangements they make with their individual Hosts, from 2 days up to 6 months, but averages about 2 months. WWOOFers on Tourist visas generally stay for one to 2 weeks; however WWOOFers who were applying to extend their visa often stayed with one Host for the full 88 days.

Prior to August 2015 many WWOOFers travelled on a Working Holiday Maker Visa, and volunteered on Host properties in order to gain their required 88 days for the second year visa. This enhanced their value to Hosts as they stayed long enough to gain skills to assist the farmer more effectively. WWOOFers now tend to stay for much shorter visits, on average two to three weeks, but often only one week. This is barely long enough for them to learn enough about the farm to be helpful, and Hosts are spending much more time teaching WWOOFers and orienting them with farm safety than when individual WWOOFers stayed for longer periods. A Host who previously had 4 WWOOFers a year, each staying 3 months, now needs 12 WWOOFers to stay for a month or 26 WWOOFers to stay for 2 weeks to have the same level of help they had prior to this change. "We are at such a hard point that we are in talks to sell a part of the farm since we cannot service it by wages and really do need the help. The farm was started back in the 1960s and we have tried to keep it afloat." WWOOF Hosts [REDACTED] via email 24th November 2015.

Prior to the change made to eligibility for volunteers to qualify for their 2nd WHM visa in August 2015, WWOOF Australia had over 2800 Host properties, this number has fallen to just over 2150, as many hosts dropped out of the program due to lack of WWOOFers, where previously they had had as much help as they needed. Prior to 2015 11,000 – 12,000 people joined WWOOF annually to volunteer, 89% from overseas and 60% were female³. Since this change WWOOF volunteer numbers have dropped radically from 12007 in 2013/14 to 5007 in 2015/16. This 58.3% drop is significant.

We understand that the threat of the Backpacker Tax may be partly responsible for this downturn, and if it is implemented we believe it will see a further reduction in Working Holiday Visa backpackers coming to Australia, and therefore the number of WWOOFers joining may well decrease even further. We have heard from many travellers that they will not stay in Australia for a second year if this tax is implemented - Canada and New Zealand offer a better tax deal for them.

The dramatic decline in WWOOFer numbers as a direct consequence of this change to the 2WHMV eligibility for volunteers finds Hosts struggling with their workload. WWOOF Hosts who once had a steady stream of WWOOFers helping out on their farms, now have little or no help, as there are so few WWOOFers, thus depriving the Host, their family and community of the cultural exchange, and boost to mental wellbeing WWOOFers bring by alleviating the social isolation of farm life. "Last week we heard the tragic news of a farmer taking his own life after an unsuccessful battle with government. Has anyone even thought about how the lack of help from long-term WWOOFers affects the mental health of WWOOFer hosts? I know I go to sleep worrying and wake up worrying about my future. I have never been so depressed in my whole life and I can identify very closely with that farmer. From reading the testimonies of other WWOOFer hosts, I am not alone with the black dog." WWOOF Host [REDACTED] letter to Minister Warren Truss, 4th November 2015

There are many OH & S benefits of WWOOFers when one member of the family has to work off farm to keep the farm afloat, as it means there is someone else there to call for help if needed, or just to hold the other end of something, making tasks which are difficult for one person possible. The impact on WWOOF Hosts is dire. Many have reported selling their properties, selling off stock or "mothballing" large parts of their farm that they previously managed comfortably with the help of WWOOFers. Some hosts have been forced into retirement as they can no longer cope with the farm without WWOOFers. The effect of the downturn in viability of these farms flows on to their communities, who are also suffering as a result. "Our farm has been affected dramatically by the change to the wwoofer second year visa. This year for the first time in many years, we have been unable to attract wwoofer or volunteer workers to our mango season. To keep our customer base, we engaged backpackers, but our profit margin plummeted. This may mean the end of our mango processing business." WWOOF Host, [REDACTED] 2/9/16

WWOOF Host properties are growing their produce using organic, permaculture or biodynamic methods. Around 10 to 15% are Certified Organic or Biodynamic, and a number are in conversion to Organic or Biodynamic Certification⁴. Many are commercial farms, and a great number of these are small holdings with one person working off the farm to keep the farm going, or one person living on their own. Many are Hobby farms; some are in regional urban fringe areas. Often Hosts have a mixture of paid workers and volunteers, but many cannot afford to pay workers at all. If these operators do

not have volunteers, tasks either do not get done, or the operators work incredibly long hours to do the work on their own. Organic Farms are very labour intensive, for example hand weeding takes the place of spraying chemicals. Most WWOOF Hosts are on very small organic farms, they are not in a position to be able to afford to pay wages and if they did have enough turnover to pay staff they would want to pay someone with some skills rather than an unskilled backpacker to ensure they get value for money. "Close to all of my WWOOFers were wonderful, interesting and very helpful people. But if I shall pick out one particular person, then I instantly think of ██████ a 25 year old girl from Japan who spent three months with us in 2015, in order to secure her second visa year. During this time, I had an accident and could only walk on crutches for a few weeks. My knee was so badly hurt that I could not even drive the car or walk the dogs. As I already said, I am a single mother and – beside my guests – the only adult in our household. During this time, ██████ drove my kid to school every day, did all the shopping, and all the work which was connected with lifting and carrying, and she walked the dogs several times a day. I don't know how we could have survived this time without her help. I am to ██████ forever immensely grateful." WWOOF Host ██████ in an interview with a German Travel Agency July 2016

From the feedback we have, the impact on backpackers is also dire, as they are now forced to find 3 months paid work when they have absolutely no experience in farm work. WWOOF Hosts accept this as a part of the WWOOF program and involves the Hosts teaching the WWOOFers organic farming methods. We hear that the backpackers feel vulnerable as they do not know how to find an employer where they will be safe and be paid appropriately. WWOOFers live with Host families and are treated as part of the family, if there is a problem we have a very good complaints process to deal with it so the WWOOFers know they can contact us if they have problems. We have heard from travellers spending 6 to 9 months of their stay looking for that elusive 3 months of paid work, then giving up on the dream of their 2nd year visa altogether when they realise they have run out of time and wasted 9 months of their Working Holiday. "As far as impacts on WWOOFers is concerned, I have not even touched on the notion that the WWOOFers actually preferred to WWOOF rather than chase pointlessly around the country in the uncertain hope of finding poorly paid work (basic wages or less) with the accompanying high costs of living (high rent in sparse conditions, high food prices in remote places, etc.); this is often a thankless, costly and disenchanting waste of their precious time, and it usually consumes far more than the 88 days they needed to concede previously. Their enjoyment of their time in Australia will be adversely impacted, so it cannot be that the legislation has been introduced to protect them." Host ██████ email to Kevin Hogan MP 9th October 2015.

The purpose of the Working Holiday Maker Visa is for one year of travel in Australia, where travellers can work off and on to support their trip and to promote tourism and cultural exchange. The WWOOF program offers a unique opportunity for these travellers to live on an Australian Farm and become part of an Australian community. They do not get this type of experience in a paid job (often working with other international travellers) living in a hostel (at best) with other international travellers. Volunteer work has its own rewards which cannot be quantified in dollar terms; often lifelong friendships develop from WWOOFing visits.

A film produced by Journalist Hannah Southcott *Organic Farms Suffer under Visa reforms*⁵ reports an overview of the visa issue.

Backpacker Tax

Social media connects travellers at lightning speed, their reactions to changes are instant, if they think they will be better off in Canada or New Zealand than Australia that is where they will go and Australia will pay the price. The announcement of the proposed changes to the visa rules saw an instant drop in WWOOFer members of 40% in May 2015, months before the change was implemented; this was a direct result to the connectedness of travellers on social media. Travellers are already planning their next trip and the very threat of the possibility of this tax is already influencing decisions. ██████ "Working on an organic farm in Australia would be incredible... but with taxes that high... yikes!" Facebook 25 August 2016

Unskilled travellers are often paid minimum wage when they do find work, if this is to be taxed 32.5 %, their ability to pay for basic food and accommodation will be in question making them increasingly vulnerable. ██████ says: "I used to be a backpacker. Now I live here. I know how hard it is to earn \$600 gross per week picking fruit. It's not work, it's slavery. With the new tax that will leave you with \$400/week. Then, if your job is organized through a worker's hostel, they charge you another \$200/week for a bed in a stinky room with many people. From the little pocket money left, you pay loads more taxes. GST, fuel tax, alcohol / tobacco tax etc. You end up paying 50-80% tax going to the government (and from there going to the billionaire bankers). This is TYRANNY STATE AUSTRALIA. for you. "The Byte 13 May 2015

██████ surveyed Backpackers in February 2016⁶ "NINE out of 10 backpackers would reject doing harvest work in Australia if the backpacker tax came into force, a survey has found....Of the 5297 respondents — 63 per cent of whom were in Australia at the time — 89 per cent said the 32.5 per cent tax rate would put them off working in Australia, and 90 per cent said they would skip the agricultural work required to stay in Australia longer."

Taxing backpackers differently in Australia to elsewhere in the world and differently to other temporary visa holders is discriminatory and counterproductive and will serve to drive backpackers away, leaving short-term and long-term agricultural and tourism labour needs unfilled. WWOOF Australia believes that backpackers are vital to our sector and should be encouraged using tax incentives, either a reduced tax incentive for those who work in rural areas or no tax at all. Backpackers generally spend everything they earn while they are here, so increasing their earnings will inevitably increase their spending and the GST they pay, stimulating local economies.

The size of the organic market

The Australian organic market, currently valued at \$1.72B is 1.25% of the conventional market; it covers 22 million ha of certified organic land (51% of world's organic land). The market has been growing since 2008 at 15.4%pa (AOMR 2014)⁷. It is the fastest growing agricultural industry with on-farm premiums of between 75-300%.⁸ WWOOFing provides an opportunity for small scale organic farming operations to start up. It assists those businesses with annual sales under \$40,000 and does this without any financial assistance from government as it is entirely funded by host and volunteer members.

Gaining Skills

Working Holiday Visa holders have rarely driven a tractor, erected a fence or picked an apple and have few, if any farming skills. It is difficult to pick enough fruit to cover their food and accommodation costs or acquire paid employment without the required skills. Volunteering offers the opportunity to gain these skills. WWOOF hosts are required to provide all food and clean accommodation no matter how many apples are picked or metres of fence erected. They must also provide a safe environment for the WWOOFers, and risk removal from the WWOOF program if they do not comply.

WWOOFing protects vulnerable backpackers

WWOOF supports initiatives to prevent exploitation of people seeking to gain their second Working Holiday Maker Visa, but considers it unreasonable and ineffective banning volunteer work to achieve this. A ban on volunteering with recognized, reputable and well established organizations has been an unintended consequence of addressing the issue of short-lived labour hire companies underpaying paid workers. WWOOF Hosts have been a rescue squad for many years, taking WWOOFers into their homes and hearts, giving them a taste of true Australian hospitality and a cultural experience unmatched by staying in backpacker Hostels or working for unscrupulous Labour Hire firms. "All five of us are here to pursue a second year visa, but have experienced considerable difficulty obtaining paid regional work. We have traversed the country to stay in expensive working hostels, only to be disappointed with the job opportunities, and at our own financial loss. Thus, paid work often requires upfront financial investment with no guarantee of appropriate work. Further, paid work is often limited to weather and harvesting seasons, forcing backpackers to trek nomadically in order to complete their visa requirements.

WWOOFing remains a viable option through financial hardship, as it is strictly a voluntary exchange of labour, accommodation, and food. This arrangement creates a sense of mutual trust and community; characteristics not readily seen in a formal paid work environment." WWOOFers: [REDACTED]

[REDACTED] 3rd August 2015.

We are often questioned about how WHM visa holders can be sure they won't be exploited when they look for paid work, as far as we are aware there is no definitive answer to this: "I remember once that young travellers used to be able to volunteer through Wwoof to clock up their 89 days work they needed for their visa. I've been told this is no longer the case. Can you confirm? Also if it is the case are there reputable contacts for young people to contact for work? I have a beautiful couple from Italy who come to me to practice their Australian English and they are afraid they will be caught out somewhere along the line." Facebook 16 August 2016

Feedback from WWOOFers and Hosts is overwhelmingly positive.⁹ WWOOFers are free to leave immediately if they feel uncomfortable and Hosts can ask WWOOFers to leave if there is a problem. Serious complaints are dealt with quickly by implementing our Complaints Procedure¹⁰ and the Host or WWOOFer is removed from the program to uphold the integrity of WWOOF and ensure no exploitation takes place. If an incident is reported by a third party it is followed up with the WWOOFer or Host concerned and the issue is addressed and resolved. Any breach of Immigration (DIBP) rules, such as visa holders offering to pay to falsely record the number of days worked, is passed on to DIBP for follow up, if it is brought to our attention.

Support for the WWOOF Program

WWOOF instigated an online Petition¹¹ to The Hon. Peter Dutton MP, Minister for Immigration and Border Protection, asking that volunteering continues to be a recognised activity for the visa extension. At the conclusion of the petition there were 5597 signatures supporting this petition as well as over 500 signatures collected by Hosts on paper. The Organic Federation of Australia and many others support the inclusion of volunteering; please see the WWOOF Submission Appendix 1 for details.

Learning about the Australian way of life

Hosts include WWOOFers in their farm life, often taking them on outings to local attractions, markets, wineries and dances; they provide them with internet access, so they may maintain contact with family and friends. On returning home, WWOOFers overwhelmingly report on their Australian experience as being a wonderful time in their lives, and unwittingly or deliberately act as ambassadors for this country.

The WWOOF Program delivers a cultural exchange which is the stated objective of the Working Holiday Visa. These Visa holders continue to be allowed to volunteer, but the negative impact of these changes to the 2nd WH Visa have seriously affected our Hosts and WWOOFers. "Having come from such different walks of life, WWOOFing plays an important role in the cultural exchange between people who would never have met under any other circumstance. We spend workdays sharing stories of our lives back home, and spend evenings trying each others' favourite foods. In a short amount of time, we have created timeless friendships that would not have otherwise been possible. Our perceptions of the world have already shifted to a more universally accepting one, creating memories that we will cherish for a lifetime – all with the incentive of a real and unique Australian experience.

We now know the true value of this program, and passionately wish for future young travellers to be allowed to experience what WWOOFing has to offer." WWOOFers: [REDACTED]

[REDACTED] 3rd August 2015."

Value of WWOOFing

Working Holiday Visa holder numbers were down 5.8% in 2014 on the 2013 year¹² and this trend continued with a further drop of 5.7% in 2015 on the 2014¹³ year and WWOOFer numbers have fallen too. The Backpacker tax, if implemented, will significantly diminish WWOOFer numbers further leaving more Hosts struggling to keep their farms going.

In 2013/14 each backpacker spent an average of \$5,294 in Australia in, \$3209 of this in rural areas¹⁴, the value of WWOOFers to the Australian economy was 12,000 x 5,295 is \$63.5M, with \$38.5M being spent in rural communities in 2013/14, along with any money they earn while they are here. This year with only 5000 WWOOFers, 5,000 x 7008¹⁵ is only \$35M, with only \$21M of this being spent in rural communities.

The more time WWOOFers spend in rural and regional areas the more these economies are stimulated, helping support the tenuous job situations in Regional Australia. They also bring a diverse range of cultures that adds to the multicultural experience of rural areas. Each farm that remains viable because of the help they get from their WWOOFers means money from these farms and their families stays in their rural economy, their children stay in local schools and flow on jobs are also connected to this.

Safeguards

As things now stand 2nd Working Holiday visa applicants are required to provide payslip evidence that they have worked full time at industry standard hours for 88 days. We request that the WWOOF Program be accredited to once again be included in the eligibility criteria for 2nd Working Holiday visas, with WWOOFers volunteering for the International WWOOF standard of 4 to 6 hours per day, (or 6 hours per day) with a maximum of 38 hours in a week, no longer than regular full time hours. This would allow all WWOOFers to do the same number of hours and remove confusion when several WWOOFers are at a host property with some working towards their visa and others doing regular WWOOFing.

Working Holiday Visa extensions were implemented to encourage backpackers to work in regional areas doing seasonal work. This is physically demanding and often difficult for young backpackers from city backgrounds with no prior experience of hard physical work. Real farmers need skilled workers if they are paying award wages; making it difficult to secure paid work other than at piece rates which is poorly paid for the inexperienced. Volunteering fills this need, giving backpackers the opportunity to qualify for their visa extension without the pressure of paid employment. WWOOF Hosts tailor tasks to volunteer's abilities and take the time to teach new skills.

The way forward, a workable solution: a 'Volunteer Work Record' The Government requires all visa extension applications provide pay slips as proof of 88 days worked and paid at award rates to prevent exploitation. WWOOF is keen to work with the DIBP to come up with an alternative 'Volunteer Work Record'¹⁶, either on-line or on paper that would provide a daily or weekly record of volunteer work to ensure there is an accurate record for each volunteer in place of a pay-slip to document time spent volunteering and the type of work done on each eligible Host property.

It is our recommendation that accreditation of voluntary work through legitimate organizations, such as WWOOF Australia registered with DIPB, would solve the issue of exploitation of vulnerable travellers and allow Working Holiday Maker Visa holders to qualify for visa extensions while volunteering, if that is their choice.

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Please see the *WWOOF Submission Appendix* for supporting documents.

Footnotes

- ¹ *WWOOF Submission Appendix* 5.6 WWOOF Australia Volunteer Work Record recommendation
- ² Australia website: *WWOOF around the World*: WWOOF <http://www.woof.com.au/woofers/world-woofing> and WWOOF Live and Learn On Organic Farms TM Website: *Welcome to WWOOF- WWOOF Around the World* <http://woofinternational.org/> Viewed 31/8/2016
- ³ *WWOOF Submission Appendix* 5.3 WWOOFer Demographics & 5.4 WWOOF Statistics 1981-2016
- ⁴ *WWOOF Submission Appendix* 5.4 WWOOF Statistics 1981-2016
- ⁵ Hannah Southcott video *Organic Farms Suffer under Visa reforms*: <https://www.youtube.com/watch?v=jLLHszzoEGE&feature=youtu.be> Published on Feb 11, 2016 Viewed 31/8/2016
- ⁶ Weekly Times: *Backpackers reject new tax* <http://www.weeklytimesnow.com.au/news/national/backpackers-reject-new-tax/news-story/89e49d8c8bb410501c3fc5de938e1fa6> Viewed 31/8/2016
- ⁷ AOMR 2014 – Report: *Australia's appetite for organics at record levels* <http://austorganic.com/ao-market-report/> Viewed 31/8/2016
- ⁸ *Aust exports and feeds 60 million: The Commonwealth of Australia 2014, Agricultural Competitiveness Issues Paper*, Canberra, February 2015 “By 2060, over one billion people will shift into the middle classes in the developing Asia region alone (Hajkowicz & Eady forthcoming). Future growth in global demand presents a significant opportunity for Australian agriculture, as populations and incomes increase in developing countries (Gray, Oss-Emer & Sheng 2014). **Australia currently feeds around 60 million people globally each year** (PMSEIC 2010). We cannot hope to be the food bowl of Asia, but we produce far more food and fibre than can be consumed here in Australia. As a net agricultural and food exporting country, we can, and must, capture a greater share of the growing demand in our region. Population of Asia = 4.99B –(Google) Calculation - We can feed 1.2% of this population, so if Australia went organic we couldn't supply wealthiest 2% of Asia with certified organic food <http://agwhitepaper.agriculture.gov.au/SiteCollectionDocuments/ag-wp-chpt5-accessing-premium-markets.pdf> Viewed 31/8/2016
- ⁹ Australia website: *WWOOF Testimonials* WWOOF <http://www.woof.com.au/testimonials> Viewed 31/8/2016
- ¹⁰ Australia website: *WWOOF Complaints procedure*: <http://www.woof.com.au/woofers/complaints> Viewed 31/8/2016
- ¹¹ Change.org website, WWOOF Petition: *Include volunteer work activities, such as Willing Workers on Organic Farms (WWOOF), in the eligibility framework for the second Working Holiday (subclass 417) visa*. <https://www.change.org/p/peter-dutton-senator-the-hon-michaelia-cash-include-volunteer-work-activities-such-as-woof-in-the-eligibility-for-2nd-working-holiday-visas?> Viewed 31/8/2016
- ¹² Australian Government- Department of Immigration and Border Protection: *Working Holiday Maker Visa Program Report 30/6/2104* <http://www.border.gov.au/ReportsandPublications/Documents/statistics/working-holiday-report-jun14.pdf> Viewed 31/8/2016
- ¹³ Australian Government- Department of Immigration and Border Protection: *Working Holiday Maker Visa Program Report 30/6/2105* <http://www.border.gov.au/ReportsandPublications/Documents/statistics/working-holiday-report-june15.pdf#search=report%2D> Viewed 31/8/2016
- ¹⁴ Australian Government Austrade - Tourism Research Australia: *International Visitors in Australia, March 2015 Quarterly Results of the International Visitor Survey* http://www.tra.gov.au/documents/ivs/International_Visitors_in_Australia_March_2015_Results_of_The_International_Visitor_Survey.html Viewed 31/8/2016
- ¹⁵ Australian Government Austrade - Tourism Research Australia: *International Visitors in Australia, June 2016 Quarterly Results of the International Visitor Survey* http://www.tra.gov.au/documents/ivs/International_Visitors_in_Australia_June_2016_quarterly_results_of_the_International_Visitor_Survey.html#BackPackers Viewed 31/8/2016
- ¹⁶ *WWOOF Submission Appendix* 5.6 WWOOF Australia Volunteer Work Record recommendation