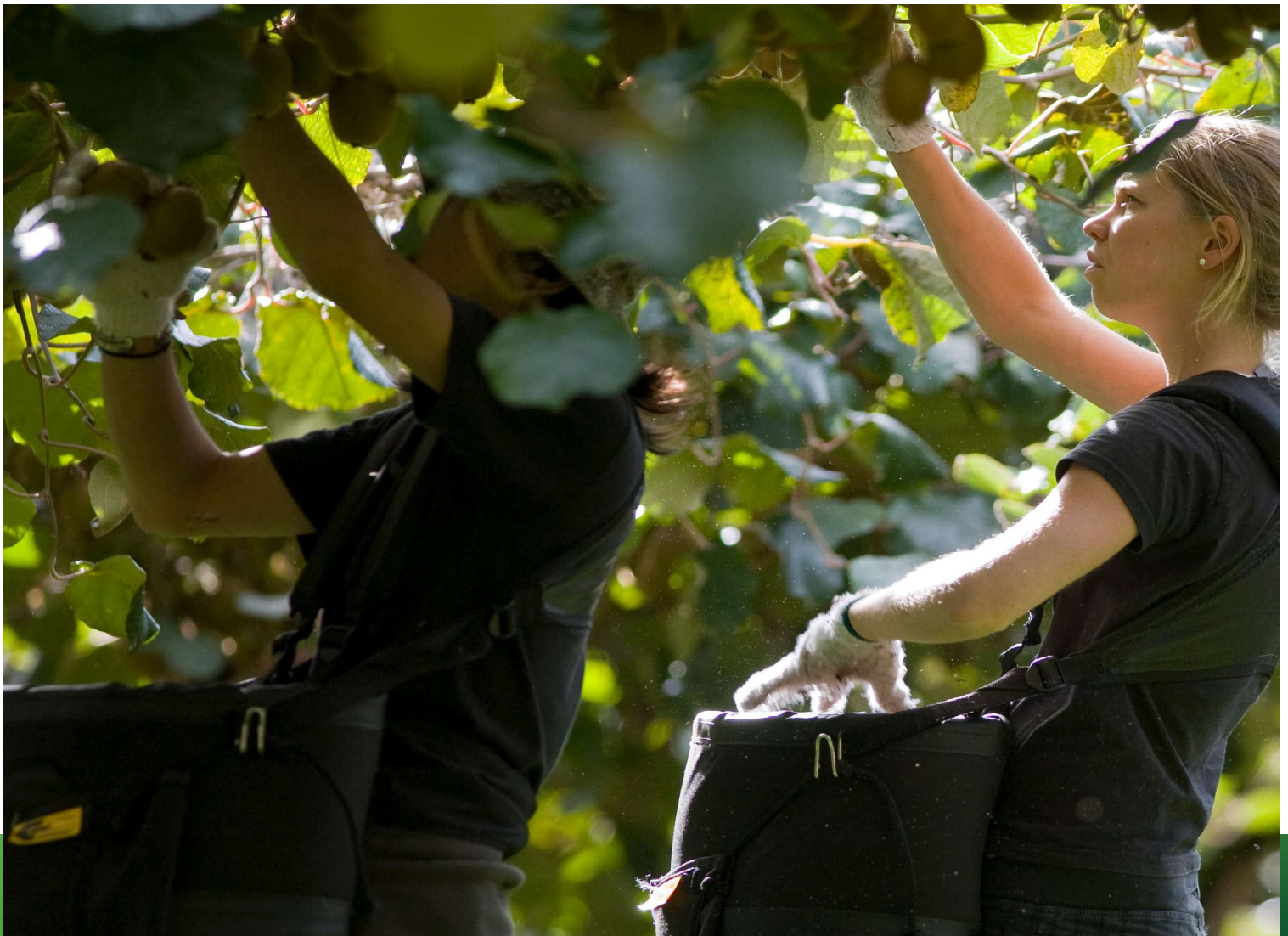


To: Ministry of Business, Innovation and Employment
RSEpolicyreview@mbie.govt.nz

Date: 7 August 2026

Submission on: Recognised Seasonal Employer accommodation standards

From: New Zealand Kiwifruit Growers Incorporated (NZKGI)



New Zealand Kiwifruit Growers Incorporated

New Zealand Kiwifruit Growers Incorporated (NZKGI) advocates on behalf of around 2,800 kiwifruit growers by representing their commercial and political interests in industry and government decision making.

Our vision is for New Zealand kiwifruit growers to be the most successful and future-ready producers in the world, and we work to create the conditions that enable growers to achieve this.

We work collaboratively with growers, kiwifruit and wider horticulture industry organisations, and government agencies to address industry challenges, influence policy outcomes, and support the long-term success of the industry.

We are committed to upholding the industry's social licence by promoting responsible practices, ensuring compliance, and engaging with the community to address concerns proactively.

We are funded by levies mandated under the Commodity Levies Act 1990.

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Executive Summary

New Zealand Kiwifruit Growers Incorporated (NZKGI) welcomes the opportunity to submit on MBIE's review of Recognised Seasonal Employer (RSE) accommodation standards. Suitable accommodation is fundamental to worker wellbeing, Pacific confidence in the scheme, and the long-term social licence of the RSE programme. At the same time, accommodation settings must remain practical, proportionate and capable of supporting ongoing investment in worker accommodation.

We support reform of the current accommodation standards framework and favours a hybrid approach that combines elements of Option One (streamlined standards) and Option Three (accommodation plans). We do not support Option Two. It risks duplicating existing regulatory systems, reducing flexibility and discouraging accommodation investment without necessarily improving worker outcomes.

In our view, accommodation regulation should rely on existing legislative and regulatory systems wherever possible and should only retain or introduce RSE-specific requirements where they are appropriate to the RSE context. Existing systems such as the Building Act 2004 and Building Code, including fire safety requirements, Healthy Homes Standards, drinking water requirements and territorial authority requirements already provide substantial oversight of accommodation quality. RSE accommodation policy should avoid duplicating these systems and instead focus on areas where certainty is needed because of the unique nature of RSE accommodation.

We therefore support retaining a limited number of clear and objective RSE-specific standards where certainty is necessary because of the unique RSE context. This is particularly relevant to room occupancy and toilet and shower provision, where communal accommodation, similar work patterns and the need for consistent enforcement mean objective minimum requirements are useful for employers, workers and regulators.

For other wellbeing matters, including bedding and storage, kitchen and dining facilities, laundry facilities, recreation spaces, internet access, maintenance systems and cleaning arrangements, we consider accommodation plans to be a more effective and flexible regulatory tool. These matters are important, but the appropriate arrangements will depend on accommodation type, worker preferences, cultural practices, services provided by the employer and operational settings. Accommodation plans would allow employers to demonstrate how worker needs are being met while still providing regulators with assurance.

Importantly, accommodation plans should focus on outcomes rather than prescribing infrastructure requirements. We support MBIE providing guidance on these matters, but as indicative guidance only. Employers should be able to demonstrate that alternative arrangements achieve equivalent outcomes. Accommodation plans should also align with pastoral care plans so that accommodation arrangements, maintenance systems and worker voice mechanisms work together to support worker wellbeing.

Introduction

The RSE scheme remains one of New Zealand's most successful labour mobility programmes, delivering significant benefits to New Zealand's horticulture sector, Pacific communities, and individual workers. Maintaining the scheme's long-term social licence and political durability is critical, and accommodation settings are an important part of that confidence.

NZKGI's position should be read alongside our April 2026 submission¹ on the wider RSE review. In that submission, our general position was that the RSE framework should, wherever possible, rely on existing legislation and regulatory systems rather than creating duplicate requirements. RSE-specific accommodation standards should therefore only be retained or introduced where they are appropriate to the RSE context, necessary to address a clear risk, or required to support effective and proportionate enforcement.

That position is reinforced by our review of the current self-audit form. We estimate that about 60% of the form duplicated compliance checking already undertaken through other regulatory systems.

Since 2019, industry, workers, Pacific partners and government agencies have invested considerable effort into reviewing the RSE scheme. The outcome should be a durable, balanced and risk-based framework that protects worker wellbeing, avoids unnecessary duplication, supports investment in accommodation, and remains resilient to future policy change.

¹ <https://www.nzkgi.org.nz/wp-content/uploads/2026/04/NZKGI-RSE-review-submission.pdf>

General Comments

The accommodation triangle: price, cost and quality

Accommodation policy inevitably involves balancing three competing objectives:

- Price – what workers pay and want to pay.
- Cost – what employers spend building, purchasing and maintaining accommodation.
- Quality – the standard of accommodation provided.

Improving one side of this triangle often places pressure on another. The challenge for policymakers is identifying a sustainable balance that protects worker wellbeing while maintaining incentives for accommodation investment and preserving accommodation supply.

We do not consider it realistic to expect accommodation to simultaneously become cheaper, higher quality, and less costly to provide.

Clear standards support proportionate enforcement

As detailed in our April submission, we support a graduated and proportionate compliance framework. Effective regulation requires sufficient clarity regarding what constitutes compliance and non-compliance. Regulators must retain sufficient clarity to identify poor performance and take appropriate action.

Clear standards should be used where certainty is most important. In the RSE context, this includes matters where communal living arrangements, similar work patterns, worker vulnerability, or the need for consistent enforcement mean employers and regulators need an objective benchmark. Greater specificity is justified where it provides certainty about minimum expectations and helps prevent harm. Other matters may be better addressed through flexible, outcome-focused plans, supported by guidance, so employers can demonstrate how equivalent outcomes are achieved in different accommodation settings.

Clarity on how new accommodation standards will be applied

When releasing decisions on accommodation standards, employers would appreciate clarity on how the new requirements will be applied. Guidance is needed on whether the standards will apply only to accommodation approved after the implementation date, whether any requirements will apply retrospectively to existing accommodation, and whether reasonable transitional provisions will be available to allow employers time to achieve compliance where changes are required.

Preferred approach – a hybrid model of Options One and Three

We support a hybrid model combining elements of Options One and Three. This approach would provide certainty where the RSE context requires clear minimum expectations, while allowing flexibility where employers can demonstrate that workers' needs are met through alternative arrangements.

We support:

- retention of a limited number of RSE-specific standards where the unique RSE context means employers and regulators need certainty about minimum requirements;
- declaration-based compliance with existing legislative frameworks, and aligned with extended accreditation;
- accommodation plans that demonstrate how accommodation facilities support worker wellbeing.

Response to Option One – streamlined standards

Declaration-based checklist

We agree that many matters currently addressed through RSE accommodation standards are already regulated through:

- Building Act 2004 and Building Code, including fire safety requirements;
- Healthy Homes Standards;
- drinking water requirements; and
- territorial authority requirements.

We support greater reliance on declaration-based compliance in these areas.

RSE-specific standards that should be retained

Room occupancy

We support retaining current occupancy standards for bedrooms:

- For one person: 6m² of floor space, 2.4m high in any part, 1.8m wide in any part
- For two people: 9m² of floor space, 2.4m high in any part, 2.1m wide in any part
- For more than two people: 9m² for the first two people, 4.5m² for every extra person, 2.4m high in any part, 2.1m wide in any part.

Current settings provide valuable clarity regarding overcrowding and bedroom occupancy.

Employers generally indicated that the existing settings are workable, although greater consistency in interpretation would be beneficial. Examples were discussed where wardrobes, partitions and room layouts created uncertainty regarding floor-area calculations. We also support employers going above the minimum standard where practical and where this contributes to improved worker wellbeing.

Toilets and showers

We support retaining the standards for toilets and showers of 1:7 persons for accommodation.

RSE accommodation often houses groups of workers with similar work patterns and schedules. This creates a rationale for retaining a minimum RSE-specific standard.

MBIE may wish to consider whether the 1:7 ratio should apply only to a specified number of workers, or a graduated approach for scale. As noted in the consultation document, the Building

Code framework recognises that as the number of residents in an accommodation building increases, the number of toilet and shower facilities required per person may decrease.

For example, 1:7 applies for up to 60 workers. For 61 or more, an additional facility may be required for each additional 10 people.

We consider this a balanced approach that maintains a clear minimum standard while recognising the practical realities of larger accommodation settings.

Responses to consultation questions on Option One

To what extent do you support streamlining the accommodation standards?

We strongly support streamlining where duplication exists, while retaining a limited suite of RSE-specific standards.

Further, the Government recently announced (July) that accreditation periods will be extended for employers with a 'strong track record'. In our April submission we supported accommodation self-audits being moved into the accreditation process. In lieu of any detail about improvements to the accreditation process, we'd reconfirm our support for self-audits/declarations being moved into the extended accreditation process.

As noted above, we estimate that the current self-audit is 60% duplication of other regulatory systems.

Do you see risks in the immigration system no longer verifying compliance upfront with other regulations?

Effective regulation should recognise that the vast majority of employers are committed to meeting their obligations and providing suitable accommodation. Any new accommodation is most likely to be developed by employers already participating in the RSE scheme who have demonstrated a strong record of compliance. As noted above, this proven track record will be appropriately recognised through the accreditation process.

Are there any particular areas where you think RSE-specific standards should be retained, even if covered elsewhere?

We support retaining standards relating to room occupancy and toilets and showers as discussed above.

Are there any gaps that should be addressed?

Response to Option Two – detailed standards

We do not support Option Two.

As discussed above, clarity for some standards is necessary. However, over prescription hinders employers' ability to:

- respond to worker's needs or preferences
- provide a culturally safe place.

Response to Option Three – accommodation plans

Accommodation plans provide flexibility for employers, and assurance for regulators where it is needed

We support the use of accommodation plans for other wellbeing matters where flexibility is important and where employers are best placed to demonstrate how accommodation arrangements meet workers' needs.

Accommodation plans should sit alongside core regulatory systems and RSE-specific standards for other wellbeing matters and should give regulators assurance without imposing unnecessary prescription. And the accommodation plan should align with employers' pastoral care plans so that accommodation and pastoral care work together to promote worker wellbeing.

We consider that guidance would be beneficial under this option and have provided some examples of what such guidance could include. Refer to Appendix 1.

The plan should describe how the accommodation provides for:

- bedding and personal storage
- kitchen and dining areas
- laundry facilities
- cleaning and hygiene
- recreation spaces
- internet access
- maintenance and repair systems.

We have included maintenance and repair systems because we note that the consultation document highlights Labour Inspectorate findings showing:

- Healthy Homes issues in 25% of Hawke's Bay properties inspected; and
- Healthy Homes issues in approximately 63% (38 of 60) of Marlborough properties inspected.

We suggest that standards are not necessarily inadequate here. Rather, it may indicate that:

- maintenance programmes need strengthening;
- inspection frequencies may need improvement;
- remediation processes require greater focus.

Our employers told us that they have systems in place to support accommodation maintenance, repairs and ongoing property management, including regular inspections, maintenance plans, defect reporting processes, pastoral care oversight and worker reporting channels.

Responses to consultation questions on Option Three

What should employers be required to demonstrate in the plan?

- Bedding and personal storage
- Kitchen facilities, appliances and food preparation arrangements;
- Laundry facilities;
- Recreation and shared living spaces;
- Internet access
- Maintenance, inspection and repair processes;

- How accommodation arrangements reflect workers' cultural needs and preferences; and
- How accommodation arrangements align with pastoral care systems and support worker wellbeing outside work.

What guidance would you want to see in this option?

We have included some example guidance in Appendix 1. Guidance should focus on outcomes rather than prescribing detailed infrastructure requirements.

How might auditors or assessors consistently determine compliance under a checklist model and accommodation plan model?

Consistency could be achieved through:

- a standardised accommodation plan template;
- assessment against specified outcomes;
- evidence requirements, such as maintenance records, inspection logs and worker feedback processes;
- robust internal processes, such as inter-region peer reviews of decision-making, community of practice, training and guidance.

How might this option affect the quality of living conditions experienced by RSE workers?

A well-designed accommodation plan, that sits alongside a pastoral care plan, should maintain or improve living conditions by focusing attention on the practical systems that support wellbeing, including maintenance, repairs, shared living arrangements. It would also allow accommodation settings to better reflect workers' cultural preferences and local circumstances, rather than relying solely on prescriptive facility requirements.

As discussed above and in our April submission, we support monitoring and enforcement activities.

What, if any, information should be mandatory to provide?

Information for could include:

- employer and/or accommodation provider's RSE policy and procedures manual;
- photos of accommodation;
- copies of relevant consents, building warrant of fitness, other relevant certificates;
- copy of fire evacuation scheme
- copies of any relevant contracts (eg for cleaning providers etc);
- records of workers' voices eg. any maintenance or cleaning issues raised;
- maintenance plan and records.

Information requirements may differ between employers entering the scheme and those existing in the scheme (unless changes are made to accommodation).

How can this option include safeguards that ensure worker feedback is genuine?

As set out in our April submission, mechanisms for hearing workers' voices should sit within pastoral care plans. Accommodation plans should therefore align with, and refer to, the employer's pastoral care plan rather than creating a separate or duplicative worker voice process. This recognises that accommodation concerns are often connected to broader wellbeing, cultural support, communication, transport, work patterns and pastoral care issues.

The accommodation plan should explain how accommodation-related feedback is captured through the pastoral care plan, how issues are escalated to the person responsible for accommodation, and how responses are recorded and followed up.

MBIE guidance should make clear that employers may use different mechanisms, including pastoral care staff, worker representatives, group leaders, accommodation meetings, anonymous surveys or digital reporting tools. The focus should be on whether workers have accessible and trusted ways to raise accommodation concerns, and whether those concerns are connected back into pastoral care and accommodation management systems.

Conclusion

NZKGI supports a balanced and practical approach to RSE accommodation standards that relies on existing regulatory systems wherever possible, provides certainty where the unique RSE context requires objective minimum standards, and uses accommodation plans to demonstrate how broader worker wellbeing outcomes are achieved. We consider this approach better reflects the purpose of regulation: supporting worker wellbeing, maintaining confidence in the RSE scheme, and avoiding unnecessary duplication and compliance costs.

The RSE scheme operates within a broader regulatory environment. Future accommodation settings should make greater use of these existing systems and avoid creating parallel compliance frameworks that require employers to repeatedly demonstrate compliance with the same underlying requirements.

At the same time, we recognise that some accommodation matters are unique to the RSE context and warrant specific standards because certainty is important. Room occupancy and toilet and shower ratios provide clear examples where communal living arrangements, similar work schedules and the need for consistent enforcement justify objective minimum requirements.

For broader wellbeing matters, accommodation plans offer a more flexible and practical approach. They enable employers to demonstrate how accommodation supports workers' everyday living needs through appropriate bedding and personal storage, kitchen and dining facilities, laundry access, cleaning and hygiene systems, recreation opportunities, internet connectivity, and maintenance and repair systems. Accommodation plans should align with pastoral care plans, including the worker voice mechanisms addressed in our April submission, so that accommodation concerns are captured, escalated, recorded and followed up through systems workers understand and trust.

We believe this approach will provide an appropriate balance between worker wellbeing, regulatory assurance, certainty and operational practicality. It will support accommodation investment, maintain confidence among workers and Pacific partners, and help ensure the RSE scheme remains effective, trusted and sustainable in the future.

Appendix 1 – Example guidance for employers for accommodation plans

Bedding and personal storage

Accommodation plans should describe how workers will be provided with suitable bedding and personal storage that supports practical day-to-day living throughout their stay. Storage solutions may vary depending on accommodation type, room configuration, worker numbers and the length of stay.

Outcome sought

Workers can:

- sleep comfortably and safely throughout their stay;
- store clothing and personal belongings in an organised manner;
- keep important documents and valuables secure; and
- maintain a reasonable standard of living during a long-term stay away from home.

Suitable bedding

Workers should be provided with a separate bed and bedding appropriate for the local climate and season, without needing to purchase additional essential bedding upon arrival. Suitable bedding may include:

- a mattress in good condition with a mattress protector;
- a set of sheets;
- pillow and pillowcase;
- blankets and/or duvet appropriate for expected temperatures;
- additional bedding for colder regions or winter periods where required.

Personal storage

Workers should have sufficient personal storage to support an extended stay of several months. Each worker should have dedicated storage space that allows them to comfortably store seasonal work clothing, casual clothing, personal effects and travel belongings without requiring items to be stored on beds or floors. This may include:

- a wardrobe, cupboard, locker, or hanging space for clothing;
- shelving or drawers for folded clothing and personal items;
- space for luggage and suitcases;
- a secure location for passports, cash, electronic devices and other valuables, either within the bedroom or elsewhere on the property.

Kitchen and dining areas

Accommodation plans should describe how kitchen and dining facilities are sufficient and suitable for the number of residents and the way workers use the accommodation. Cooking and food arrangements vary across RSE settings, including communal cooking, employer-supported meal arrangements, cultural food preferences, and different work schedules.

Plans should therefore describe the available space, appliances, food preparation areas, dining arrangements, and any systems used to manage shared use.

Outcome sought

Workers can:

- prepare culturally appropriate meals;
- access cooking facilities without unreasonable waiting times;
- store food safely and hygienically;
- eat meals in reasonable comfort; and
- use kitchen and dining areas in a way that supports social connection and worker wellbeing.

Kitchen capacity and layout

The kitchen should provide enough space for workers to prepare meals safely and comfortably without excessive congestion. Employers should consider:

- the number of workers who are likely to be preparing food at the same time.
- whether meals are typically prepared individually, by small groups, or communally.
- peak usage periods, particularly during evenings, weekends, and days off.
- whether multiple work crews return at similar times.

As a guide, facilities for larger groups may require multiple preparation areas, sinks, cooktops or ovens to avoid significant delays during peak periods.

Cooking and dining equipment

Cooking and dining equipment should be appropriate for the number of residents and their food preparation needs.

Facilities may include:

- cooktops and ovens of sufficient size and quantity;
- microwaves;
- small appliances such as rice cookers, kettles and toasters;
- adequate bench space for food preparation
- adequate crockery and utensils.

Refrigeration and food storage

Food storage capacity should be sufficient to allow workers to store several days' worth of groceries without causing overcrowding or food safety issues. Workers should have sufficient access to:

- refrigerator and freezer space;
- secure dry-food storage;
- cupboards and shelving.

Dining facilities

Dining arrangements should enable a reasonable proportion of residents to dine at the same time. Employers should consider:

- seating capacity;
- table space;
- whether workers typically eat together or in shifts;
- indoor and outdoor dining options.

Laundry facilities

Laundry facilities should provide workers with reasonable access to washing and drying facilities without excessive waiting times, particularly during peak usage periods.

RSE workers often work similar hours and days, meaning laundry demand is typically concentrated during evenings, weekends and days off rather than being spread evenly throughout the week. Employers should therefore consider both average usage, peak demand and climate/season when determining appropriate facilities.

Outcome sought:

Workers can:

- wash clothing regularly and conveniently;
- access drying facilities appropriate to local conditions;
- maintain appropriate hygiene standards;
- avoid excessive waiting times for shared facilities; and
- access laundry facilities that are suitable for a long-term stay away from home.

Access to laundry facilities

As a guide, workers should have access to:

- 1 washing machine per 10–15 workers;
- 1 dryer per 15–20 workers;
- sufficient outdoor or covered drying space should be available for the number of workers.

This provides a practical level of capacity while maintaining reasonable access during peak periods. The benchmarks are based on typical long-term accommodation usage patterns, assuming workers do an average of approximately 1.5 laundry loads per person per week.

For example, accommodation housing 50 workers, could generate around 75 loads per week. A washing machine operating for approximately 10 hours per day with an average cycle and changeover time of 75 minutes could complete approximately 56 loads per week. Additional capacity is generally required to manage peak demand periods and avoid unreasonable waiting times.

Accommodation housing 50 workers would typically be expected to provide:

- *approximately 4–5 washing machines;*
- *approximately 2–3 dryers, where dryers are provided; and*
- *adequate outdoor or covered clothes-drying space.*

Commercial laundry arrangements

Some employers provide commercial laundry services for bedding and linen. Where these arrangements exist, accommodation plans should describe what items are commercially laundered and how frequently the service is provided.

Cleaning and hygiene

Accommodation plans should describe the systems used to maintain cleanliness and hygiene within worker accommodation, including cleaning responsibilities, cleaning materials, inspection processes, waste management arrangements, worker reporting channels and any employer-supported cleaning services.

Outcome sought

Workers can:

- live in accommodation that is clean and hygienic;
- access the equipment and materials needed to maintain personal and shared spaces;
- understand any responsibilities for cleaning shared facilities;
- report cleaning or hygiene concerns; and
- have confidence that issues affecting health and hygiene will be addressed in a timely manner.

Cleaning responsibilities

Accommodation plans should clearly outline how cleaning responsibilities are managed. The arrangements should be clearly communicated to workers and appropriate for the size and occupancy of the accommodation. This may include:

- worker-led cleaning arrangements or cleaning rosters;
- employer-provided cleaning.

Employer-provided services

Some employers may provide cleaning services. Plans should describe the scope and frequency of the services.

Cleaning services may include:

- regular cleaning of communal areas;
- linen laundering;
- waste collection services; or
- deep cleaning between occupancies.

Cleaning materials and equipment

Workers should have access to sufficient cleaning materials and equipment to maintain both personal and shared spaces. Cleaning materials should be readily available and replaced as required.

Waste management

Accommodation should have suitable waste and recycling facilities. Rubbish and recycling facilities should be sufficient for the number of residents and emptied regularly. Plans should describe how waste is prevented from becoming a nuisance or health hazard. This may include:

- the number and location of bins;
- arrangements for rubbish removal;
- recycling systems where available;
- arrangements for managing food waste.

Inspection and monitoring

Employers should have systems to monitor cleanliness and hygiene standards within accommodation. This may include:

- routine accommodation inspections;
- pastoral care visits;
- property manager inspections;
- worker feedback or reporting channels.

Worker reporting channels

Workers should have accessible and well-understood methods for reporting cleaning and hygiene concerns. Reporting systems may include:

- direct reporting to supervisors or accommodation managers;
- pastoral care staff;
- digital reporting tools.

Recreation spaces and internet access

Accommodation plans should describe how recreation and shared living spaces are sufficient and suitable for the number of residents and the way workers use the accommodation. Recreation spaces play an important role in long-term accommodation settings where workers are living away from home for several months and may have limited opportunities for recreation outside work.

Outcome sought

Workers have reasonable opportunities outside working hours to:

- relax and recover from work;
- maintain contact with family and communities at home;
- socialise and connect with fellow workers;
- participate in cultural, recreational or physical activities;
- access quiet or private spaces when desired; and
- access reliable internet and communication services; and
- support their overall mental, social and physical wellbeing.

Recreation and communal living spaces

Workers should have access to indoor and/or outdoor spaces that allow them to spend time outside their bedrooms during non-working hours. Suitable facilities may include:

- communal lounge or living areas;
- outdoor seating areas, patios, decks or gardens;
- barbecue areas;
- recreation rooms;
- televisions, gaming facilities or entertainment areas;
- spaces suitable for cultural, social or community gatherings.

Communication with family and friends

Maintaining contact with family and communities at home is an important component of worker wellbeing. Where possible, workers should have access to spaces that allow private or semi-private communication with family and friends.

Accommodation plans should describe:

- available internet and Wi-Fi access;
- areas where workers can comfortably communicate with family and friends;
- any shared facilities used for video calling or online communication.

Exercise and physical wellbeing

Accommodation providers should consider opportunities for physical activity, particularly where accommodation is located away from towns, parks or community facilities. Facilities may include:

- exercise equipment;
- outdoor space suitable for exercise;
- any access to nearby community facilities.

Outdoor spaces

Outdoor spaces can make a significant contribution to worker wellbeing and social connection. Accommodation plans should describe any:

- open green space;
- outdoor seating;
- covered outdoor gathering areas;
- facilities for social activities and cultural events.

Managing shared use of facilities

Accommodation plans should explain any systems used to manage shared facilities, including:

- operating hours;
- any additional cost to workers;
- booking systems, if used.

Alignment with pastoral care plans and worker voice

Outcome sought

Through pastoral care systems, workers should be able to:

- raise accommodation concerns easily;
- provide feedback on whether accommodation arrangements are meeting their practical, cultural and wellbeing needs;
- understand who to contact if an issue arises;
- receive timely responses to issues that affect living conditions.

How accommodation plans should refer to worker voice

Accommodation plans should refer to the relevant pastoral care plan and briefly explain:

- the worker voice mechanisms used under the pastoral care plan;
- how workers can raise accommodation-related concerns through those mechanisms;
- who is responsible for receiving and escalating accommodation issues;
- how accommodation issues are recorded, followed up and resolved; and
- how feedback informs accommodation management, maintenance, cleaning or shared facility arrangements.

Maintenance and repair systems

Accommodation plans should describe the systems used to inspect, maintain and repair accommodation, including inspection routines, maintenance plans, defect reporting processes, remediation timeframes, pastoral care oversight and worker reporting channels. Different accommodation providers may use different systems, but all should be able to demonstrate that accommodation is actively maintained and that workers have accessible pathways for raising and resolving concerns.

Outcome sought

Workers should be able to:

- live in accommodation that is maintained in good condition;
- easily report faults, defects or maintenance concerns;
- have confidence that reported issues will be responded to appropriately;
- know who to contact if a problem arises; and
- access pastoral care support where accommodation issues affect their wellbeing.

Routine inspections

Employers should have processes to regularly inspect accommodation and identify issues before they become significant problems.

Maintenance planning

Employers should have a maintenance plan that addresses both routine maintenance and unexpected repairs. Plans should identify who is responsible for arranging maintenance and repairs, including contractors where required.

Plans should also outline how different types of issues are prioritised and addressed. For example: essential services such as water, electricity, sanitation and hot water should receive immediate attention.

Worker reporting channels

Workers should have accessible and well-understood methods for reporting maintenance concerns.

Reporting systems may include:

- direct reporting to supervisors or accommodation managers;
- pastoral care staff;
- digital reporting tools.

Pastoral care oversight

Accommodation maintenance systems should be integrated with pastoral care arrangements.

Pastoral care staff may assist by:

- checking that workers understand how to report issues;
- following up unresolved concerns;
- identifying accommodation issues during routine interactions with workers;
- supporting communication where language or cultural barriers exist.

Record keeping

Simple record-keeping systems may be sufficient, provided they allow issues to be tracked and demonstrate that concerns are being addressed. Employers should maintain records of:

- inspections undertaken;
- maintenance issues identified;
- worker reports received;
- actions taken to address issues; and
- dates that repairs or maintenance were completed.