



Support for PALM scheme workers in Australia

If you are a Pacific Australia Labour Mobility (PALM) scheme worker, there are people who can support you during your time in Australia. Contact the people listed below for advice. We recommend you save these numbers in your phone.

YOUR EMPLOYER



Your employer is your first point of contact, and it is their responsibility to ensure you are looked after. You should have received your employer or manager's phone number when you first arrived, but if not ask your team leader or employer about the best way to contact them.

You can ask your employer about your work conditions and pay, but also about things like your accommodation and adjusting to life in Australia. If they don't know the answer, they can tell you who to talk to.

For seasonal workers only, your employer must also invite unions to brief you when you first arrive. This requirement will cover all PALM scheme workers when the new PALM scheme deed and guidelines are introduced in mid-2022.

COUNTRY LIAISON OFFICERS



Scan the QR code below to find a webpage with country liaison officer (CLO) contact details.

CLOs are country representatives appointed by the Pacific and Timor-Leste governments to support workers in Australia. They can provide in-language advice about cultural matters.

Please note: There are currently no appointed CLOs for Fiji, Papua New Guinea, Tuvalu and Vanuatu. In the absence of a CLO, please contact your relevant High Commission in Australia.

PALM SUPPORT SERVICE LINE



☎ 1800 51 51 31 (free call, 24 hours, 7 days a week). For questions about welfare, work conditions, personal concerns or urgent matters.

SEASONAL WORKER PROGRAMME INFORMATION LINE



☎ (02) 6240 5234 (Monday to Friday - 9am - 5pm AEST). For general questions about welfare or work conditions. For after-hours critical incidents or emergencies please call the PALM support service line listed above.

FAIR WORK OMBUDSMAN



☎ 13 13 94 (Monday to Friday 8am - 5.30pm AEST). The Fair Work Ombudsman (FWO) is an independent agency of the Australian Government that can provide advice about your workplace conditions, rights and protections. If you need an interpreter you can call 13 14 50.

EMERGENCY SERVICES



☎ 000 (free call, 24 hours, 7 days a week). In an emergency – for fire service, an ambulance or the police.



For more information about support for PALM scheme workers in Australia, scan this QR code using the camera on your phone. Or visit the PALM scheme website: www.palmscheme.gov.au/workers.