Worker repatriation factsheet

**Information for employers
to support Pacific Australia Labour Mobility
scheme workers to return to their home country**

Australian Government

What can employers do to help workers prepare to go home?

Provide up-to-date travel information

Pacific Australia Labour Mobility (PALM) scheme employers should help workers find up-to-date information on their visa status, flight schedules and country entry requirements. Due to COVID-19, these details can change with very little notice, and employers should update information where required. The contacts listed in the repatriation information document can assist with providing up-to-date information.

Check worker visa requirements

You can find more information about worker visa requirements through the Department of Home Affairs on (131 881) or visit this website: https://immi.homeaffairs.gov.au/.

Help workers register for travel

If applicable, employers should help workers confirm their home country's travel, vaccination, quarantine and other entry requirements. Employers and workers can also contact the relevant country liaison officers (CLOs), Pacific or Timor-Leste high commission, embassy or consulate and PALM scheme support service line between 8.30 am – 6.30 pm AEST for assistance and advice. Contact details are at the bottom of this document.

Help workers with COVID-19 vaccination requirements

Workers returning home will need to be aware of their home country requirements regarding vaccination and quarantine arrangements. They should refer to their home government health website for details before travelling. The Department of Home Affairs website may also have useful information.

For COVID-19 information in Australia, including where and how to obtain vaccinations and proof of vaccinations, refer to the Australian Government Department of Health website.

Support workers until their departure date

Employers should provide advice and welfare support to workers leading up to their departure date. Please help workers understand end of contract requirements, repatriation costs and tasks they need to complete before and after returning home.

For more information, you can find the demobilisation checklist in the resources section of the PALM scheme website: https://www.palmscheme.gov.au/resources/demobilisation-checklists.

If employers are the main point of contact for airlines or travel agencies, they should pass any information about flight changes to workers who are travelling to avoid leaving workers stranded at the airport.

What do workers need to do?

Check travel status and make travel bookings

Workers **do not** need to apply for an exemption to leave Australia. Most PALM scheme countries no longer require workers to register before entering, but workers should check with their employer, CLO or relevant contacts listed in the [repatriation information document](#) about their country's status.

Workers must also make any travel and in-transit accommodation bookings they need to return home. Employers should assist with these activities if required.

Have funds to pay for medical tests, flights, accommodation and quarantine

Workers must ensure they have sufficient funds to pay for their airline ticket, pre-flight COVID-19 polymerase chain reaction (PCR) or rapid antigen test (RAT) (where applicable), medical clearances, and any domestic travel/accommodation.

Workers may need to leave their Australian bank account open to receive their Departing Australia Superannuation Payment. Workers should cancel any direct debits or other recurring payments coming out of their bank account.

Have proof of COVID-19 test where applicable

A PCR or RAT conducted within 48-72 hours of flight departure is often required for international travel. Please check the relevant country's ministry of health website or contact the relevant CLO, high commission, or embassy for details about these requirements.

Workers can buy a RAT at most pharmacies or supermarkets in Australia. Local PCR testing clinics are listed on the relevant state/territory health website below.

QLD	https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/health-advice/exposed-to-covid/covid-testing-in-queensland
NSW	https://www.nsw.gov.au/covid-19/testing-managing
ACT	https://www.covid19.act.gov.au/stay-safe-and-healthy/symptoms-and-getting-tested/where-to-get-tested-in-the-act
VIC	https://www.coronavirus.vic.gov.au/where-get-tested-covid-19
SA	https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/testing/testing

TAS	https://www.health.tas.gov.au/health-topics/coronavirus-covid-19/testing
WA	https://www.healthywa.wa.gov.au/articles/a_e/coronavirus/covid-clinics
NT	https://health.nt.gov.au/covid-19/testing/get-tested

Proof of vaccination

Many countries require that their citizens and travellers are vaccinated against COVID-19. If a worker has not been vaccinated against COVID-19, or is due for a booster, they should book in for a vaccination as early as possible. This is because an appointment may not be available immediately and some vaccinations can require several weeks between doses.

Many (but not all) vaccination clinics will provide vaccinations to people without a Medicare card. This online questionnaire can help direct workers to an appropriate clinic: https://www.healthdirect.gov.au/australian-health-services.

You can find out more from the Department of Health about how to access a COVID-19 vaccine: https://www.health.gov.au/our-work/covid-19-vaccines/getting-your-vaccination/no-medicare-card.

For more detailed information on local vaccination clinics, you can visit this Department of Health list of all COVID-19 Commonwealth vaccination clinics across Australia: https://www.health.gov.au/resources/publications/covid-19-vaccination-commonwealth-vaccination-clinics.

The following information explains how those without a Medicare card can access proof of vaccination if it is needed.

Paper copy:

- Ask the vaccination provider to print a copy of the worker's immunisation history statement.
- Call the Australian Immunisation Register on (1800 653 809) and ask them to mail an immunisation history statement in the post. It can take up to 14 days to arrive.

Online

- Workers need an Individual Healthcare Identifier (IHI) to access their immunisation history statement online.
- Workers should go to my.gov.au and sign in or create an account.
- Workers will need to provide identification details from their passport with a valid Australian visa, or an Australian driver's license.
- Follow the prompts and select IHI service from the list.

Additional support

- Refer to the contacts in the [repatriation information document](#).

- CLOs can assist with translations and in-language advice. They can also help with registration of interest and repatriation approvals if required, assist with repatriation planning and help address employer or worker concerns. You can find an updated list of CLOs on the PALM scheme website.

- Pacific and Timor-Leste high commissions, embassies and consulates in Australia can provide advice about expired or lost passports, assistance applying for a Certificate of Identity and provide updated entry requirements and flight schedules when they are not available online. You can find contact details for foreign missions in Australia here: https://protocol.dfat.gov.au/Public/MissionsInAustralia.

- Workers and employers can contact the PALM scheme support service line between 8.30 am – 6.30 pm AEST for general enquiries and after hours for critical incidents on (1800 51 51 31) or email (palm@dewr.gov.au).