



Support for PALM scheme workers in Australia

There are people and organisations to support Pacific Australia Labour Mobility (PALM) scheme workers in Australia. This fact sheet explains these contacts and provides their details. If you are a PALM scheme worker, please save the numbers listed below into your phone.

YOUR EMPLOYER



Your employer is your first point of contact while you are in Australia. It is their responsibility to support you while you are here. They can help you with questions about topics including:

- your payslip and work arrangements
- a problem with someone at work
- health insurance
- transport
- a minor medical or health problem
- minor accommodation issues or conflict with a housemate
- your visa
- returning to your home country.

You should have received your employer's or manager's phone number when you arrived in Australia. If you don't have it, ask your team leader or employer about the best way to contact them. If they can't help you, they can tell you who to talk to.

PALM SUPPORT SERVICE LINE



☎ If your employer cannot help you, call the PALM scheme support service line on (1800 51 51 31) between 8:30 am – 6:30 pm AEST or email (palm@dewr.gov.au).

If you have a serious problem, you may call the PALM scheme support service line 24 hours a day, 7 days a week on (1800 51 51 31).

COUNTRY LIAISON OFFICERS



☎ Pacific and Timor-Leste government country liaison officers (CLOs) and labour attachés can provide advice to workers in Australia, as well as in-language support. Not all countries have CLOs, but you can find phone numbers on the PALM scheme website contact page (<https://www.palmscheme.gov.au/contact>). If your country does not have a CLO, please contact your high commission in Australia.

FAIR WORK OMBUDSMAN



☎ The Fair Work Ombudsman (FWO) can help you if you have specific questions about your employment conditions, pay rates and entitlements. Call the FWO on (13 13 94). If you need an interpreter, call (13 14 50).

EMERGENCY SERVICES



☎ For serious medical illnesses, accidents or criminal offences, call (000) straight away (free call, 24 hours, 7 days a week). When you call this number, you will be asked if you need the police, fire or ambulance services.

Please tell your employer immediately if you or another worker has a serious injury or illness, is admitted to hospital or is involved in a criminal offence or domestic violence.