

Guide for employers: creating a welfare and wellbeing plan

IMPORTANT NOTE: This guide has been developed to assist Pacific Australia Labour Mobility (PALM) scheme employers with the development of welfare and wellbeing plans.

Employers are still required to familiarise themselves with the relevant clauses of the [PALM scheme Deed of Agreement](#) and [Approved Employer Guidelines](#) and ensure that all requirements outlined in those documents are met.

This guide poses a series of guided questions to assist employers with the development of the plan.

Examples of information to be included in the plan	Plan details
<p>Welfare and wellbeing support person</p> <p>How will you ensure that your welfare and wellbeing support person is a fit and proper person, and suitable to provide support to your PALM scheme workers?</p>	
<p>How will you ensure workers know how to contact their welfare and wellbeing support person?</p>	
<p>How will you ensure your welfare and wellbeing support person conducts fortnightly meetings with workers (at a minimum) and appropriately documents meeting notes and file in line with record keeping requirements?</p>	
<p>How will your welfare and wellbeing support person manage and respond to complaints and concerns raised by workers in a timely manner?</p>	
<p>How will you ensure that you monitor the progress, placement and wellbeing of workers on a regular basis?</p>	
<p>How will you ensure workers have sufficient funds each week to meet reasonable costs of living?</p>	
<p>Arrival briefings</p> <p>How will you deliver the arrival briefing to each worker, as well as reminder training sessions at 3 and 6 months, and annually thereafter for all long-term employees?</p>	

How will you ensure workers understand their payslip and deductions and continue to understand this throughout their placement?	
<p>Cultural competency and effective communication</p> <p>How will you ensure information, instructions, training and supervision is provided to workers in a format and language that can be easily understood?</p>	
How will you ensure key staff, including your welfare and wellbeing support person/s obtain the necessary competencies to work effectively across Pacific and Timor-Leste cultures?	
How will you ensure workers understand policies around alcohol and drug free accommodation and worksites?	
<p>Health and medical care</p> <p>How will you ensure workers understand their health insurance, including what is included and excluded from their policy, waiting periods that may apply and how to make claims?</p>	
How will you assist workers with information about the Commonwealth Private Health Insurance Ombudsman and how they can lodge a complaint or ask for help regarding issues with their insurance provider?	
How will you assist workers to access medical and allied health services (both face-to-face and virtually) when needed or requested?	
How will you ensure workers receive appropriate sexual health advice, including information on where they can go to obtain sexual health advice in their local area?	

<p>How will you ensure workers understand where their local general practice medical clinics are located and how to access them, and to also understand medical care in Australia which may include out of pocket or upfront expenses?</p>	
<p>How will you ensure workers understand what they need to do when they are unwell, including contacting the worksite, and understanding the use of sick leave, including any requirement to provide a medical certificate or other forms of evidence?</p>	
<p>How will you manage and support workers when they are experiencing complex health issues, including mental health?</p>	
<p>How will you provide workers with advice around the safe consumption of alcohol?</p>	
<p>Unforeseen events and financial support How will you advise workers of any potential reduction in their work hours and assist them in preparing for this?</p>	
<p>How will you assist workers if there is an unforeseeable reduction in their working hours, including providing financial support in the form of a pay advance?</p>	
<p>Safety in the community How will you ensure workers are provided with all relevant emergency contact numbers, including the welfare and wellbeing support person and the PALM scheme support service line (1800 51 51 31)?</p>	
<p>How will you ensure workers are aware of emergency facilities within the local community - e.g. hospitals, police?</p>	
<p>How will you ensure workers understand what an emergency is and what process needs to be followed in the event of an emergency?</p>	



<p>How will you ensure workers are aware of relevant local safety risks - e.g. venomous/dangerous wildlife, local beaches/rivers/waterways?</p>	
<p>How will you support workers to understand Australian law and remain safe while they are in Australia?</p>	
<p>How will you support workers to understand Australian law and the consequences of committing any breaches associated with the law?</p>	
<p>Connection to community How will you link workers with community programs or projects, religious organisations, cultural groups etc?</p>	
<p>How will you support workers with their engagement in community activities?</p>	
<p>Work health and safety How will you provide workers with a safe workplace and meet your duties under work health and safety laws?</p>	
<p>How will you ensure workers understand and comply with the requirements of their job, and any relevant company codes of conduct and behavioural expectations?</p>	
<p>How will you ensure workers are aware of relevant state-based work health and safety organisations and where they can seek advice and assistance?</p>	

<p>Transport and safe driving</p> <p>How will you ensure workers who hold an appropriate licence understand the following:</p> <ul style="list-style-type: none"> – Australian road rules, e.g. obeying speed limits, school and pedestrian crossings, awareness of cyclists and motorcycles. – Driver behaviours, e.g. driving under the influence of drugs and/or alcohol, wearing a seat belt, driving while fatigued. – Driving to conditions, e.g. driving on high-speed freeways or on narrow or poorly maintained roads. – Road hazards, e.g. railway crossings, one-way bridges, road trains, slow-moving vehicles (such as tractors), wildlife dangers. 	
<p>Grievance management</p> <p>How will you ensure workers are aware of the process to lodge a concern or complaint with their employer?</p>	
<p>How will you ensure there are no negative repercussions for a worker when they raise a concern or complaint?</p>	
<p>How will you ensure workers are aware they can escalate a concern or complaint through the PALM scheme support service line or grievance lodgement form?</p>	
<p>How will you ensure workers are kept informed about the progress of their concern or complaint and provided with an outcome?</p>	
<p>Demobilisation support</p> <p>What supports will be provided to workers to ensure appropriate end of employment demobilisation to effectively return home?</p>	
<p>What steps will be taken to engage the worker through appropriate HR processes and reduce risk of disengagement through the demobilisation phase?</p>	