

# Incident reporting guidance for PALM scheme employers

December 2024



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## Introduction

Proper reporting and incident management is essential to the proper functioning of the Pacific Australia Labour Mobility (PALM) scheme. It ensures appropriate oversight of recruitments and placements, and the protection of Palm Scheme Worker welfare. Both regular and ad hoc reporting is required to maintain the integrity of the scheme.

In accordance with chapter 13 of the [PALM scheme Approved Employer Guidelines](#):

- you must notify (advise) us of a range of matters relating to your obligations and workers in accordance with the deed, including these guidelines
- you must comply with any reporting requirements you have under your temporary activities sponsorship (TAS) as set out by the Department of Home Affairs.

## Purpose

This document provides PALM scheme employers with a suite of information on the submission of incidents, as identified in clause 17 of the [PALM scheme Approved Employer Deed of Agreement](#) and chapter 13 of the guidelines. The table commencing on page 6, 'Incident type and requirements', specifies the information required in the first instance when submitting incidents to the department's IT system. Please remove any information that is not relevant from each incident category at the time of the report. This document will be regularly updated to align with current requirements of the deed and guidelines.

This document does not replace or negate your obligations included in the deed, guidelines, or under the *Fair Work Act 2009*. Note the terms 'incident' and 'case' is used interchangeably due to different terminology between the guidelines and department's IT system, however, they provide the same meaning.

Abbreviations and acronyms within this document take their meanings from the PALM scheme deed and guidelines.

## Incident management, reporting and notification requirements

### Notification of incidents - section 13.1.1 of the guidelines

You must notify or inform us within the following specified timeframes of each of the 3 following different types of incidents:

1. **critical incident** - as soon as possible, but no later than 24 hours, of any critical incident (see clause 17.1 of the deed)
2. **other incidents** - as soon as possible, but no later than 3 business days of you becoming aware of any other incident (see clause 17.2 of the deed)
3. **non-critical incident** - as soon as possible and in all cases by 5:00 pm AEST the next business day, after you become aware of any non-critical incident (see section 13.4.2 of the guidelines).

### Definition of a critical incident - section 13.2.1 of the guidelines

Critical incidents are defined in clause 17.1 of the deed and mean an occurrence of a serious matter involving workers or others that includes the following situations:

1. a death of a worker
2. any serious or significant accident injury or illness of a worker
3. any serious or significant accident, injury, illness or death of any other employee or member of the public on a PALM scheme employer's or host organisation's site
4. significant industrial action taken by workers that has community-wide implications, an action involving large number of workers and/or has service-wide repercussions
5. when a worker is:
  - a. arrested

- b. charged with a criminal offence
- c. a victim of a criminal offence
- d. evacuated or evicted from accommodation
- e. any other incident that may negatively impact upon the department or bring the PALM scheme employer or the scheme into disrepute.

### **Reporting critical incidents - section 13.2.2 of the guidelines**

Where you have an obligation under clause 17.1 of the deed to notify us of a critical incident in accordance with clause 87.1 you must also, as soon as possible, and in all cases within 24 hours of the critical incident occurring inform us of the incident:

1. by phone on the 24/7 PALM scheme support service line (1800 51 51 31)
2. providing all details through the department's IT systems.

### **Other incident/case - section 13.3.1 of the guidelines**

Other incidents are defined in clause 17.2 of the deed and means a matter which adversely affects a worker and includes any injuries or illnesses that occur to workers that:

1. result in the worker being admitted to hospital, or
2. must be reported under WHS obligations, which result in the worker having more than 3 calendar days off work.

### **Reporting other incident/case - section 13.3.2 of the guidelines**

In accordance with clause 17.2 you must inform us of any other incident as soon as possible, and in all cases within 3 business days of becoming aware of the other incident.

Reporting of other incidents and their details should occur namely through the department's IT systems including PALMIS.

Note: in respect of your obligations under 17.1 and 17.2 of the deed and guidelines to advise us of incidents concerning any other employee or a member of the public you do not need to disclose personal details involving another person in your employment or member of the public (i.e. a person who is not a worker), only to advise us that an incident has occurred, and you are monitoring the situation to ensure no workers are involved.

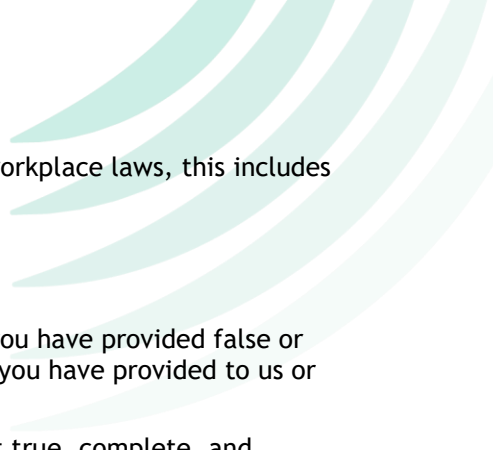
### **Non-critical incident - adapted from section 13.4.1 of the guidelines**

Non-critical incidents may include the following:

1. when worker has breached one or more of the conditions of their visa. Note: you **must** also report any visa breaches to the Department of Home Affairs in accordance with your TAS obligations
2. when you are intending to terminate the employment of any worker
3. when you have terminated the employment of any worker - refer to chapter 11 and section 9.3.10 for additional requirements

when a worker resigns, or informs you that they intend to resign from, their employment with you - refer to section 11.1.3 and section 11.3 for additional requirements

4. when you are unable to pay or fully pay a worker the amount that you owe them under their offer of employment or are required to pay them under the deed, including the guidelines
5. when you do not comply with your obligations to offer a worker the required minimum hours of work under section 3.7
6. when there is police attendance at work or accommodation sites in relation to a criminal investigation of you, another person in your employment, or a worker
7. where there are any concerns held by you or expressed to you by any worker regarding the wellbeing or welfare of any worker
8. where there is a serious workplace dispute
9. when any worker alleges that they have, or any other worker has, been exploited

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10. where you are suspected of breaching any Australian laws, including any workplace laws, this includes if you:
    - a. are under investigation in relation to such a breach or
    - b. are charged in relation to such a breach
  11. where you have engaged in misleading or deceptive conduct, including if you have provided false or misleading information to us or any relevant agency, or if the information you have provided to us or any relevant agency changes
  12. you have provided any report, record, or other material to us, which is not true, complete, and accurate
  13. you are in breach, for any reason, of the deed (which includes a breach of the guidelines)
  14. you have your labour hire licence cancelled, suspended or changed
  15. an industry accreditation held by you that is cancelled, suspended or changed
  16. if you are a labour hire organisation and you suspect or become aware that a host organisation you have placed workers with or submitted a recruitment application to place workers with, has breached any host organisation arrangement with you (in accordance with clause 12.4 of the deed).

### **Reporting a non-critical incident - section 13.4.2 of the guidelines**

You must inform us of any non-critical incident as soon as possible, and in all cases by 5:00 pm AEST the next business day after you become aware of the non-critical incident. you must inform us of non-critical incidents by providing all details namely through the department's IT systems including PALMIS.

## Incident type and reporting requirements

### Critical incidents

Under clause 17.1 of the deed and section 13.2.1 of the guidelines, critical incidents are defined ‘as an occurrence of a serious matter involving workers or others’, and include:

| A death of a worker   |  |
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| Specific information required for death of a worker   | <ul style="list-style-type: none"> <li>The welfare and wellbeing support being provided to the other PALM scheme workers at the recruitment site and any other people who were present at the time of the incident.</li> <li>If you have notified the participating country and family of the worker(s), particularly their next of kin.</li> <li>If you have notified the relevant bodies of the incident (such as the work health and safety regulator, health insurance provider, superannuation provider).</li> </ul> <p>Additional information DEWR will need submitted with the incident report:</p> <ul style="list-style-type: none"> <li>A copy of the superannuation documentation for the worker and any details of death benefits.</li> <li>A copy of the health insurance documentation for the worker and advice on whether repatriation cover is included.</li> <li>Information on how long the worker has been in Australia and how many times they have come to Australia.</li> </ul> |
| Deed and guidelines requirements  | <ul style="list-style-type: none"> <li>Guidelines section 9.3.2 (c).</li> <li>Guidelines section 13.2.1.</li> </ul>  |
| Any serious or significant accident injury or illness of a worker                               |  |
| Specific information needed for any serious or significant accident injury of a worker incident | <ul style="list-style-type: none"> <li>The support being provided to the PALM scheme worker.</li> <li>If the worker requires time off work, and if so, the length of time they will be unable to work.</li> <li>If the injury occurred in the workplace. <ul style="list-style-type: none"> <li>If so, advise if a worker’s compensation claim has been filed and if the regulator has been notified.</li> </ul> </li> <li>If the worker attended a medical appointment.</li> <li>If the worker’s health insurance will cover some/all medical expenses.</li> <li>If other PALM scheme workers have been impacted by the incident.</li> </ul>  |
| Deed and guidelines requirements  | <ul style="list-style-type: none"> <li>Guidelines section 8.6.3.</li> <li>Guidelines section 9.3.2.</li> <li>Guidelines section 9.1.1(d).</li> <li>Guidelines sections 9.4.1 to 9.4.2.</li> </ul>  |

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| <p><b>Specific information needed for any serious illness of a worker incident</b></p>  | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker.</li> <li>• If the worker requires time off work and if so, the length of time they will be unable to work.</li> <li>• If the worker was off work for a significant amount of time and their pay/deductions were affected, advise how you will be assisting the worker in recouping any losses.</li> <li>• If other PALM scheme workers been impacted by the incident.</li> <li>• If the worker attended a medical appointment.</li> <li>• If the worker's health insurance will assist with covering some/all the charges. If not, advise how charges were/will be paid.</li> <li>• If the worker has any follow up doctor appointments or hospital visits planned.</li> <li>• (If the incident occurred at work) if there will there be a worker's cover claim for this incident.</li> </ul> |
| <p><b>Deed and guidelines requirements</b></p>  | <ul style="list-style-type: none"> <li>• Guidelines section 9.1.1 (d).</li> <li>• Guidelines sections 9.4.1 to 9.4.2.</li> </ul>   |
| <p><b>Any serious or significant accident, injury, illness or death of any other employee or member of the public on PALM scheme employer or host organisation's site</b></p>   |  |
| <p><b>Specific information needed for any serious or significant accident, injury, illness or death of any other employee or member of the public on a PALM scheme employer or host organisation's site incident</b></p>      | <ul style="list-style-type: none"> <li>• The welfare and wellbeing support being provided to the PALM scheme workers at the worksite, and to any other people who were present at the time of the incident.</li> <li>• If you have notified the relevant bodies of the incident (such as the work health and safety regulator, health insurance provider, superannuation provider).</li> <li>• If you have informed the relevant bodies, provide details of the report and reference number.</li> </ul>  |
| <p><b>Deed and guidelines requirements</b></p>  | <ul style="list-style-type: none"> <li>• Guidelines section 9.1.1(d)</li> <li>• Guidelines sections 9.4.1 to 9.4.2.</li> <li>• Guidelines section 13.2.1.</li> </ul>   |
| <p><b>Significant industrial action taken by workers that has community-wide implications, an action involving large number of workers and/or has service-wide repercussions</b></p>  |  |
| <p><b>Specific information needed for significant industrial action taken by workers that has community-wide implications, an action involving large number of workers and/or has service-wide repercussions incident</b></p> | <ul style="list-style-type: none"> <li>• The support being offered to the PALM scheme worker(s).</li> <li>• What pay PALM scheme worker(s) will receive.</li> <li>• The expected duration of the industrial action.</li> <li>• If there any implications for the PALM scheme workers due to participating in industrial action.</li> </ul>   |
| <p><b>Deed and guidelines requirements</b></p>  | <ul style="list-style-type: none"> <li>• Guidelines section 3.7.8.</li> <li>• Guidelines section 13.2.1.</li> </ul>  |



When a worker is:

- i. arrested
- ii. charged with a criminal offence
- iii. a victim of a criminal offence
- iv. evacuated or evicted from accommodation
- v. any other incident that may negatively impact upon the department or bring the PALM scheme employer or the scheme into disrepute

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| <p><b>Specific information needed for when a worker is: arrested or charged with a criminal offence, a victim of a criminal offence, evacuated or evicted from accommodation, or any other incident that may negatively impact upon the department or bring the PALM scheme employer or the scheme into disrepute</b></p> | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker to try to resolve the issue.</li> <li>• If any other PALM scheme workers been impacted by the incident.</li> <li>• If police or emergency services have been involved. <ul style="list-style-type: none"> <li>– If the worker has been charged, and if they understand bail conditions details around court summons.</li> </ul> </li> <li>• If the worker received informal or formal warnings. <ul style="list-style-type: none"> <li>– If so, attach any relevant documentation.</li> <li>– Confirm the worker understood the warning and the consequences of not adjusting their behaviour.</li> </ul> </li> <li>• Any education you have provided to the worker on acceptable behaviour.</li> <li>• The disciplinary processes being investigated following the incident.</li> <li>• If the worker has alternative accommodation, and where the worker will be staying if so.</li> </ul>   |
| <p><b>Deed and guidelines requirements</b></p>  | <ul style="list-style-type: none"> <li>• Guidelines section 9.5.8.</li> <li>• Guidelines section 9.8.1.</li> <li>• Guidelines section 9.9.1.</li> </ul>  |
| <p><b>Specific information needed for worker involved in an altercation incident</b></p>  | <ul style="list-style-type: none"> <li>• Confirmation of the safety of the workers involved, including the alleged offender.</li> <li>• If the alleged offender has been removed from the worksite and/or accommodation premises.</li> <li>• If emergency or law enforcement services attend the incident and/or if any medical attention/treatment was provided.</li> <li>• If the worker/s involved require any time off work. If so, advise how their pay/deductions will be affected and advise how you will be assisting the worker in recouping any losses.</li> <li>• If the worker/s involved received any informal or written warnings regarding the incident and their conduct. <ul style="list-style-type: none"> <li>– If so, provide any documentation related to this incident.</li> </ul> </li> <li>• Confirmation that the worker has understood the warning and consequences of their behaviour.</li> <li>• If you have provided acceptable behavioural education and advice to the worker to ensure the incident is not repeated.</li> </ul> |
| <p><b>Deed and guidelines requirements</b></p>  | <ul style="list-style-type: none"> <li>• Nil.</li> </ul>   |

## Other incidents

Under clause 17.2 of the deed and section 13.3.1 of the guidelines, other incidents are defined as ‘a matter which adversely affects a worker and includes any injuries or illnesses that occur to workers’, and:

| Result in the worker being admitted to hospital              |   |
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| Specific information needed for a worker injury incident     | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker.</li> <li>• If the worker requires time off work, and if so, the length of time they will be unable to work.</li> <li>• If the injury occurred in the workplace.               <ul style="list-style-type: none"> <li>– If so, advise if worker’s compensation claim been filed and if the regulator been notified.</li> </ul> </li> <li>• If the worker has attended a medical appointment.</li> <li>• If the worker’s health insurance will cover some or all medical expenses.</li> <li>• If any other PALM scheme workers have been impacted by the incident.</li> </ul>  |
| Deed and guidelines requirements                             | <ul style="list-style-type: none"> <li>• Guidelines section 8.6.3.</li> <li>• Guidelines section 9.3.2.</li> <li>• Guidelines section 9.1.1(d).</li> <li>• Guidelines sections 9.4.1 to 9.4.2.</li> </ul>   |
| Specific information needed for medical illness incident     | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker.</li> <li>• If the worker requires time off work, and if so, the length of time they will be unable to work.</li> <li>• If the worker was off work for a significant amount of time and their pay/deductions were affected, advise how will you be assisting the worker in recouping any losses.</li> <li>• If any other PALM scheme workers been impacted by the incident.</li> <li>• If the worker has attended a medical appointment.</li> <li>• If the worker’s health insurance will cover some or all medical expenses.               <ul style="list-style-type: none"> <li>– If not, advise how the charges were/will be paid.</li> </ul> </li> <li>• If the worker has any follow up doctor appointments or hospital visits planned.</li> <li>• (If the incident occurred at work) whether there will be a worker’s compensation claim for this incident.</li> </ul> |
| Deed and guidelines requirements                             | <ul style="list-style-type: none"> <li>• Guidelines section 9.1.1 (d).</li> <li>• Guidelines sections 9.4.1 to 9.4.2.</li> </ul>  |
| Must be reported under work health and safety obligations    |   |
| Specific information needed for behavioural issues incidents | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker to try to resolve the issues.</li> <li>• Any prior or further concerns for the PALM scheme worker (if applicable).</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>• If any other PALM scheme workers been impacted by the incident.</li> <li>• If the worker received informal or formal warnings. <ul style="list-style-type: none"> <li>– If so, please attach any relevant documentation.</li> </ul> </li> <li>• If you have provided the worker any education on acceptable behaviour.</li> <li>• If you have engaged any third party to support the worker, such as a country liaison officer.</li> <li>• Confirmation that the worker has understood the warning and consequences of not adjusting their behaviour.</li> </ul>  |
| <b>Deed and guidelines requirements</b>                                 | <ul style="list-style-type: none"> <li>• Guidelines section 9.5.8(f).</li> <li>• Guidelines section 9.8.1.</li> <li>• PALM Guidelines section 9.9.1.</li> </ul>  |
| <b>Specific information needed for workplace worker injury incident</b> | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker.</li> <li>• If the worker requires time off work, and if so, the length of time they will be unable to work.</li> <li>• If a worker's compensation claim been filed, and if the regulator been advised. <ul style="list-style-type: none"> <li>– If so, please attach any relevant documentation.</li> </ul> </li> <li>• If the worker has attended a medical appointment.</li> <li>• If any other PALM scheme workers been impacted by the incident.</li> <li>• Whether the worker has received the appropriate clearance to return to work.</li> </ul>           |
| <b>Deed and guidelines requirements</b>                                 | <ul style="list-style-type: none"> <li>• Guidelines section 8.6.3.</li> <li>• Guidelines section 9.3.2.</li> <li>• Guidelines section 9.1.1(d).</li> <li>• Guidelines section 9.4.1 to 9.4.2.</li> </ul>   |
| <b>Specific information needed for performance issues incidents</b>     | <ul style="list-style-type: none"> <li>• The education and training being provided to the PALM scheme worker to avoid such an incident occurring again.</li> <li>• If the worker/s have had performance issues in the past.</li> <li>• If the worker/s receive informal or formal warnings. <ul style="list-style-type: none"> <li>– If so, attach relevant documentation.</li> <li>– Confirm that the worker has understood the warning and consequences of not adjusting their behaviour.</li> </ul> </li> <li>• The next steps regarding the worker's employment.</li> <li>• Any third parties you have gained to assist you address these issues.</li> </ul> |
| <b>Deed and guidelines requirements</b>                                 | <ul style="list-style-type: none"> <li>• Guidelines section 9.1.1.</li> </ul>  |
| <b>Specific information needed for personal/unpaid leave agreed</b>     | <ul style="list-style-type: none"> <li>• If the worker understands the agreement.</li> <li>• How long the worker will be on leave.</li> <li>• If the worker has sufficient funds to support themselves while they are on leave.</li> </ul>   |

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| <b>between worker and PALM scheme employer incidents</b>              | <ul style="list-style-type: none"> <li>• If the worker will be required to continue to pay for transport and accommodation while on leave.</li> <li>• The welfare and wellbeing support which will be provided to the worker while they are on leave.</li> </ul>   |
| <b>Deed and guidelines requirements</b>                               | <ul style="list-style-type: none"> <li>• Guidelines section 3.6.1.</li> <li>• Guidelines section 3.6.3.</li> <li>• Guidelines section 3.7.1.</li> <li>• Guidelines section 5.4.1.</li> <li>• Guidelines section 5.4.2.</li> <li>• Guidelines section 5.5.2.</li> </ul>   |
| <b>Result in the worker having more than 3 calendar days off work</b> |  |
| <b>Specific information needed for a worker injury incident</b>       | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker.</li> <li>• If the worker requires time off work, and if so, the length of time they will be unable to work.</li> <li>• If the injury occurred in the workplace. <ul style="list-style-type: none"> <li>– If so, advise if a worker’s compensation claim has been filed and if the regulator been notified.</li> </ul> </li> <li>• If the worker attended a medical appointment.</li> <li>• If the worker’s health insurance will cover some/all medical expenses.</li> <li>• If any other PALM scheme workers have been impacted by the incident.</li> </ul>  |
| <b>Deed and guidelines requirements</b>                               | <ul style="list-style-type: none"> <li>• Guidelines section 8.6.3.</li> <li>• Guidelines section 9.3.2.</li> <li>• Guidelines section 9.1.1(d).</li> <li>• Guidelines sections 9.4.1 to 9.4.2.</li> </ul>  |
| <b>Specific information needed for medical illness incident</b>       | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker.</li> <li>• If the worker requires time off work, and if so, the length of time they be unable to work.</li> <li>• If the worker was off work for a significant amount of time and their pay/deductions were affected, advise how will you be assisting the worker in recouping any losses.</li> <li>• If any other PALM scheme workers been impacted by the incident.</li> <li>• If the worker has attended a medical appointment.</li> <li>• If the worker’s health insurance will assist with covering some/all the charges. If not, advise how charges were/will be paid.</li> <li>• If the worker has any follow up doctor appointments or hospital visits planned.</li> <li>• (If the incident occurred at work) whether there will be a worker’s compensation claim for this incident.</li> </ul> |
| <b>Deed and guidelines requirements</b>                               | <ul style="list-style-type: none"> <li>• Guidelines section 9.1.1 (d).</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>Guidelines sections 9.4.1 to 9.4.2.</li> </ul>   |
| Specific information needed for worker temporarily returned home incidents | <ul style="list-style-type: none"> <li>If you have provided the repatriation details for the worker, including return airfares.</li> <li>How you will maintain contact with the worker.</li> <li>If you have provided details of the worker's return date.</li> </ul> |

## Non-critical incidents

There are several obligations a PALM scheme employer must complete when a worker ceases their employment. The end of employment process can occur for various reasons. The worker's placement may be complete, the worker may have resigned, or the worker could have been terminated. Please notify the department regarding an end of employment following a 'non-critical' incident, in accordance with section 13.4.1 of the guidelines.

Under section 13.4.1 of the guidelines, employers are required to notify the department of non-critical incidents, including:

### When worker has breached one or more of the conditions of their visa

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| Specific information needed for abandoned worker incidents            | <ul style="list-style-type: none"> <li>Please advise: <ul style="list-style-type: none"> <li>the contract type (short-term or long-term)</li> <li>the period of time the worker was in country before abandoning their placement</li> <li>the host organisation state or territory location</li> <li>the contact details for the abandoned PALM scheme worker (mobile and email).</li> </ul> </li> <li>Why you believe the PALM scheme worker may have abandoned their placement.</li> <li>If there were previous concerns or incident raised regarding the worker.</li> <li>If you have reported the matter to the Department of Home Affairs (notifications are made through the ImmiAccount) and any other relevant stakeholders (such as labour sending units and country liaison officers). <ul style="list-style-type: none"> <li>If so, provide the date you notified them.</li> </ul> </li> <li>If you have contacted the PALM scheme worker to see if they will return to the recruitment.</li> <li>If you have spoken to the remaining PALM scheme workers to see if they know the whereabouts of the abandoned PALM scheme worker. If so, please provide details.</li> <li>The date you are intending to cease payment of the worker health insurance (note: you have an obligation to pay for at least 28 days after the worker abandons their workplace).</li> </ul> |
| Deed and guidelines requirements                                      | <ul style="list-style-type: none"> <li>Guidelines section 13.4.1 (a).</li> <li>Guidelines section 9.3.7.</li> </ul>   |
| Specific information needed for protection visa application incidents | <ul style="list-style-type: none"> <li>Any details you are aware of as to why the worker/s has applied for a protection visa.</li> <li>If the worker is still working/employed by you.</li> <li>If you are aware of the workers/s location and employment status.</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• If you have notified the Department of Home Affairs, or the relevant labour sending unit or country liaison officer.</li> <li>• If other PALM scheme workers have been impacted by this incident.</li> </ul>   |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Nil</li> </ul>   |
| <b>Specific information needed for changes to a worker's visa, i.e. marriage incidents</b>   | <ul style="list-style-type: none"> <li>• If the worker is still participating at work.</li> <li>• Any concerns you may have with the worker's participation at work.</li> <li>• If the worker currently residing at your approved accommodation. <ul style="list-style-type: none"> <li>– If so, please include the accommodation plan number.</li> </ul> </li> <li>• If you have held a welfare meeting with the worker to ascertain their current situation and intentions regarding changes to their visa situation.</li> <li>• If you reported the matter to the Department of Home Affairs (notifications are made through the ImmiAccount) and relevant labour sending unit or country liaison officer.</li> </ul>  |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Nil.</li> </ul>  |
| <b>When you are intending to terminate the employment of any worker/When you have terminated the employment of any worker</b>                                    |   |
| <b>Specific information needed for when you are intending to terminate the employment of any worker or when you have terminated the employment of any worker</b> | <ul style="list-style-type: none"> <li>• The reason the PALM scheme worker is being terminated early.</li> <li>• The support provided by you to the worker.</li> <li>• The date of termination.</li> <li>• The date of the last day the worker will reside at any accommodation arranged or provided by you.</li> <li>• How the worker is coping with the termination decision, and if they agreeable to repatriation.</li> <li>• If the PALM scheme worker is unable to return home, provide information on the support being provided to the worker.</li> <li>• The arrangements you have made for the worker to return to their home country.</li> <li>• A summary of the events leading to the decision to terminate the worker's employment.</li> <li>• The steps have you taken to mitigate termination.</li> <li>• Advise if your decision complies with the requirements of employment under the <i>Fair Work Act</i> and Fair Work Instrument. Refer to the Fair Work Ombudsman website to ensure you meet legislative requirements when terminating employment - Ending employment fact sheet (fairwork.gov.au).</li> <li>• If you have reported the matter to the Department of Home Affairs (notifications are made through the ImmiAccount) and relevant labour sending unit and country liaison officer.</li> <li>• A contact number for the worker, in the instance that the department may undertake a welfare call.</li> <li>• If you have or will be submitting a departure report and end of employment notification.</li> <li>• The date you are intending to cease payment of the worker health insurance (note: you have an obligation to pay for at least 28 days after the worker abandons their workplace).</li> </ul> |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Guidelines section 5.1.8.</li> </ul>   |

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|   | <ul style="list-style-type: none"> <li>• Guidelines section 7.2.6.</li> <li>• Guidelines sections 7.3.5 to 7.3.6.</li> <li>• Guidelines section 9.3.10.</li> <li>• Guidelines section 11.1.2.</li> <li>• Guidelines section 11.1.3.</li> <li>• Guidelines sections 11.2.1 to 11.2.2.</li> <li>• Guidelines sections 11.2.5 to 11.2.6.</li> <li>• Guidelines sections 12.2.1 to 12.3.4.</li> </ul>   |
| <b>Specific information needed for end of employment incidents</b>  | <ul style="list-style-type: none"> <li>• If you intend to terminate the employment of a worker.</li> <li>• If you have terminated the worker.</li> <li>• If the worker has resigned.</li> <li>• If the worker has disengaged from their employment.</li> <li>• If the worker's contract with you under the PALM scheme has ended.</li> </ul>  |
| <b>Deed and guidelines requirements</b>   | <ul style="list-style-type: none"> <li>• Guidelines section 11.1.3.</li> <li>• Guidelines section 11.2.3.</li> <li>• Guidelines section 11.2.5.</li> </ul>  |
| <b>When a worker resigns, or informs you that they intend to resign from, their employment with you</b>                                 |   |
| <b>Specific information needed for when a worker resigns, or informs you that they intend to resign from, their employment with you</b> | <ul style="list-style-type: none"> <li>• The reason the PALM scheme worker has advised of their resignation.</li> <li>• If the PALM scheme worker provided their resignation within the relevant notice period requirements under the <i>Fair Work Act</i>, and in line with the offer of employment that they accepted.</li> <li>• If you have reported the matter to the Department of Home Affairs (notifications are made through the ImmiAccount) and the relevant labour sending unit and country liaison officer.</li> <li>• The arrangements you have made to repatriate the worker.</li> <li>• If you have submitted or will be submitting a departure report and end of employment notification.</li> <li>• The date you are intending to cease payment of the worker health insurance (note: you have an obligation to pay for at least 28 days after the worker abandons their workplace).</li> </ul> |
| <b>Deed and guidelines requirements</b>   | <ul style="list-style-type: none"> <li>• Guidelines sections 7.3.5 to 7.3.6.</li> <li>• Guidelines section 9.3.7.</li> <li>• Guidelines section 11.3.</li> <li>• Guidelines section 11.4.</li> <li>• Guidelines section 12.2.</li> </ul>  |

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| <p><b>Specific information needed for early departure at the workers request incidents</b></p>   | <ul style="list-style-type: none"> <li>• The reason the PALM scheme worker has advised of their early departure.</li> <li>• The arrangements have you made to repatriate the worker.</li> <li>• If you have submitted or will be submitting a departure report and end of employment notification.</li> <li>• If you have reported the matter to the Department of Home Affairs (notifications are made through the ImmiAccount).</li> <li>• If the worker has any debt.</li> <li>• The date you are intending to cease payment of the worker health insurance (note: you have an obligation to pay for at least 28 days after the worker abandons their workplace).</li> </ul> |
| <p><b>Deed and guidelines requirements</b></p>   | <ul style="list-style-type: none"> <li>• Guidelines section 5.1.8.</li> <li>• Guidelines sections 7.3.5 to 7.3.6.</li> <li>• Guidelines section 11.4.1.</li> <li>• Guidelines section 11.4.4.</li> <li>• Guidelines sections 12.2.1 to 12.2.2.</li> <li>• Guidelines section 12.2.4.</li> <li>• Guidelines section 12.3.1.</li> </ul>   |
| <p><b>Specific information needed for worker interested in repatriation incidents</b></p>  | <ul style="list-style-type: none"> <li>• If you have provided a copy of a demobilisation checklist and worker repatriation factsheet to workers.</li> <li>• If you have notified the Department of Home Affairs and any other relevant stakeholders.</li> <li>• If you have submitted a departure report via the approved employer portal.</li> </ul>   |
| <p><b>Deed and guidelines requirements</b></p>   | <ul style="list-style-type: none"> <li>• Guidelines sections 12.3.1 to 12.3.4.</li> </ul>   |
| <p><b>When you are unable to pay or fully pay a worker the amount that you owe them under their offer of employment or are required to pay them under the deed, including the guidelines</b></p> |   |
| <p><b>Specific information needed for reduction in pay rate incidents</b></p>  | <ul style="list-style-type: none"> <li>• If you have discussed and explained to the worker the reason for the proposed reduction.</li> <li>• If you have submitted a change request via the approved employer portal. (Note: a reduction in pay is a change to the offer of employment.)</li> <li>• If the reduction in pay meets the minimum hour requirements as set out in the deed and guidelines.</li> <li>• If the reduction in pay meets the minimum pay requirements under the relevant Fair Work Instrument and is compliant with the <i>Fair Work Act</i>.</li> </ul>   |
| <p><b>Deed and guidelines requirements</b></p>   | <ul style="list-style-type: none"> <li>• Guidelines section 4.1.3 <ul style="list-style-type: none"> <li>– You cannot reduce a worker’s rate of pay without their agreement and written consent. If the worker does not agree to the reduction in pay rate, and you pay the worker less than the rate set out in the approved offer of employment and it is less than the minimum applicable pay rate, you will be in breach of the employment contract.</li> </ul> </li> <li>• Deed clause 9.5.</li> </ul>   |



When you do not comply with your obligations to offer a worker the required minimum hours of work under section 3.7 of the guidelines

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| <p><b>Specific information needed for low work incidents</b></p>   | <ul style="list-style-type: none"> <li>• The support being provided to the PALM scheme worker(s).</li> <li>• The length of time there has been low work.</li> <li>• The circumstances that have led to low work being available.</li> <li>• If you will be enacting the contingency plan.</li> <li>• The payment workers will receive.</li> <li>• Confirmation that deductions will be paused during low work.</li> <li>• Confirmation that workers have sufficient funds to meet living expenses.</li> <li>• (For short-term workers) advise if you will be able to meet your obligations regarding offering 30 hours of work per week over a 4-week period.</li> </ul>  |
| <p><b>Deed and guidelines requirements</b></p>   | <ul style="list-style-type: none"> <li>• Guidelines section 3.7.4:             <ul style="list-style-type: none"> <li>– For any week in which you offer less than 20 hours of work you must cover the cost of the worker's accommodation and transport for that week (debt cannot be accrued). The worker's written agreement must be genuine. workers must not be forced to agree to new or changes to deductions. See section 5.3.</li> </ul> </li> <li>• Guidelines section 13.8.2.</li> </ul>   |
| <p><b>Specific information needed for natural disaster impacting recruitment (and/or force majeure events) incidents</b></p> | <ul style="list-style-type: none"> <li>• The nature of the natural disaster.</li> <li>• The support is provided to the PALM scheme worker(s).             <ul style="list-style-type: none"> <li>– The support you are providing to these workers (i.e. ensuring they have adequate supplies including food, water, and access to medical support/supplies).</li> <li>– How you are maintaining contact with these workers to ensure their safety, and that their welfare and wellbeing needs are met.</li> </ul> </li> <li>• If the worker(s) will be off work, and if so, the length of time they will they be unable to work.</li> <li>• If the workers need to move from their accommodation.</li> <li>• The steps are you undertaking to ensure that the workers are safe and aware of what is occurring.</li> <li>• If you will you be enacting the contingency plan.</li> <li>• (For short-term workers) advise if you will be able to meet your obligations regarding offering 30 hours of work per week over a 4-week period.</li> </ul> |
| <p><b>Deed and guidelines requirements</b></p>   | <ul style="list-style-type: none"> <li>• Guidelines section 3.7.</li> <li>• Guidelines section 3.7.8.</li> <li>• Guidelines section 9.8.1.</li> <li>• Guidelines sections 13.5.2 to 13.5.4.</li> <li>• Guidelines section 13.8.2.</li> </ul>  |

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|  | <ul style="list-style-type: none"> <li>• Deed clause 70.</li> </ul>   |
| <b>When there is police attendance at work or accommodation sites in relation to a criminal investigation of you, another person in your employment, or a worker</b> |   |
| <b>Specific information needed for police attendance at work or accommodation sites relevant to a criminal investigation</b>   | <ul style="list-style-type: none"> <li>• The nature of the criminal investigation.</li> <li>• The person alleged to be involved in criminal activity.</li> <li>• The support that has been offered to the PALM scheme worker(s).</li> </ul>   |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Guidelines section 13.4.1.</li> </ul>  |
| <b>Where there are any concerns held by you or expressed to you by any worker regarding the wellbeing or welfare of any worker</b>                                   |   |
| <b>Specific information needed for where there are any concerns held by you or expressed to you by any worker regarding the wellbeing or welfare of any worker</b>   | <ul style="list-style-type: none"> <li>• Whether you are able to continue to offer the worker employment.</li> <li>• If the worker is able to remain in their current accommodation. If not, confirm the address this worker will be residing at while they await their repatriation flight home.</li> <li>• The rescheduled date for their repatriation flight home.</li> <li>• How you will maintain contact with the worker while they await their repatriation flight home.</li> </ul>  |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Guidelines section 2.1.12.</li> </ul>  |
| <b>Where there is a serious workplace dispute/When any worker alleges that they have, or any other worker has, been exploited</b>                                    |   |
| <b>Specific information needed for serious workplace dispute/when any worker alleges that they have, or another worker has been exploited</b>                        | <ul style="list-style-type: none"> <li>• Who the grievance was raised by.</li> <li>• The date the grievance was first raised.</li> <li>• Details of the nature of the grievance (issues, concerns raised).</li> <li>• The steps/actions taken to resolve the matter, including any involvement with the Fair Work Ombudsman, union, country liaison officer, welfare and wellbeing support officer, community group or any other relevant third party.</li> <li>• Any follow up actions that may be required.</li> <li>• Who the grievance was managed by.</li> <li>• The date the matter was considered resolved/closed, why the matter was considered resolved/closed, and how this outcome was communicated to the worker (or their advocate with the worker's permission).</li> </ul> |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Guidelines section 9.12: <ul style="list-style-type: none"> <li>– 9.12.3: you must make workers aware of how they can raise a grievance with you and how they can escalate the grievance to the department, including by calling the 24/7 PALM scheme support service line (1800 51 51 31) or lodging the grievance lodgement form available on the PALM scheme website's 'help for workers' page (<a href="https://www.palmscheme.gov.au/help-workers">https://www.palmscheme.gov.au/help-workers</a>).</li> </ul> </li> <li>• Deed clause 36.</li> </ul>   |

Where you are suspected of breaching any Australian laws, including any workplace laws, this includes if you are under investigation in relation to such a breach, or are charged in relation to such a breach

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| <p><b>Specific information needed for when you are suspected of breaching any Australian laws, including any workplace laws</b></p> | <ul style="list-style-type: none"> <li>• A summary the nature of the alleged breach of Australian laws.</li> <li>• The date you became aware of the suspected breach.</li> <li>• If the breach relates to any of your requirements under the deed or guidelines (such as worker welfare and wellbeing or pay and deductions).</li> <li>• The action being undertaken to remedy the breach.</li> <li>• The timeframe in which you anticipate the breach will be remedied.</li> </ul> |
| <p><b>Deed and guidelines requirements</b></p>  | <ul style="list-style-type: none"> <li>• Guidelines section 13.4.1.</li> </ul>  |

Where you have engaged in misleading or deceptive conduct, including if you have provided false or misleading information to us or any relevant agency, or if the information you have provided to us or any relevant agency changes

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| <p><b>Specific information needed for when you have engaged in misleading or deceptive conduct, including if you have provided false or misleading information to us or any relevant agency, or if the information you have provided to us or any relevant agency changes</b></p> | <ul style="list-style-type: none"> <li>• A summary of the nature misleading or deceptive conduct.</li> <li>• The date you became aware of the conduct.</li> <li>• The action being taken to remedy the conduct.</li> </ul> |
| <p><b>Deed and guidelines requirements</b></p>  | <ul style="list-style-type: none"> <li>• Guidelines section 13.4.1.</li> </ul>   |

You have provided any report, record, or other material to us, which is not true, complete, and accurate

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| <p><b>Specific information needed for provision of report, record, or other material which is not true, complete, and accurate incidents</b></p> | <ul style="list-style-type: none"> <li>• A summary of the report, record or other material.</li> <li>• The date you became aware of the situation.</li> <li>• The action being taken to remedy the conduct.</li> </ul> |
| <p><b>Deed and guidelines requirements</b></p>   | <ul style="list-style-type: none"> <li>• Guidelines section 13.4.1.</li> </ul>   |

You are in breach, for any reason, of the Deed (which includes a breach of the guidelines)

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| <p><b>Specific information needed for if you are in breach, for any reason, of the deed</b></p> | <ul style="list-style-type: none"> <li>• The provision(s) of the deed and guidelines you are in breach of.</li> <li>• The date you became aware of the breach.</li> <li>• How the breach occurred.</li> <li>• The implications (if any) that have occurred due to the breach.</li> </ul> |
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|  | <ul style="list-style-type: none"> <li>• The action that has been taken to remedy the breach/avoid future breaches.</li> <li>• The timeframe in which you anticipate the breach will be remedied.</li> </ul>   |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Guidelines section 13.4.1.</li> </ul>   |
| <b>You have your labour hire licence cancelled, suspended, or changed</b>  |  |
| <b>Specific information needed for if your labour hire licence is cancelled, suspended or changed</b>  | <ul style="list-style-type: none"> <li>• A summary of why your labour hire licence was cancelled, suspended, or changed.</li> <li>• (If your labour hire licence has changed) the implications this change will have for PALM scheme workers.</li> <li>• The date you become aware of the cancellation, suspension, or change.</li> </ul>  |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Guidelines section 13.4.1.</li> </ul>   |
| <b>An industry accreditation held by you that is cancelled, suspended, or changed</b>  |  |
| <b>Specific information needed for provision of industry accreditation held by you that is cancelled, suspended, or changed</b>  | <ul style="list-style-type: none"> <li>• A summary of why your industry accreditation was cancelled, suspended, or changed.</li> <li>• The date you became aware of the cancellation, suspension, or change.</li> <li>• (If an accreditation has changed) any implications a change in your accreditation may have for PALM scheme workers.</li> </ul>   |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Guidelines section 13.4.1.</li> </ul>   |
| <b>If you are a labour hire organisation and you suspect or become aware that a host organisation you have placed workers with or submitted a recruitment application to place workers with, has breached any host organisation arrangement with you</b> |  |
| <b>Specific information needed for you to suspect or become aware that a host organisation, has breached any host organisation arrangement with you</b>  | <ul style="list-style-type: none"> <li>• A summary of the nature of the breach of the host organisation agreement.</li> <li>• The date you become aware of the breach of the host organisation agreement.</li> <li>• The actions you and the host organisation are undertaking to remedy the breach.</li> <li>• Any implications there are for PALM scheme workers as a result of the breach.</li> </ul> |
| <b>Deed and guidelines requirements</b>  | <ul style="list-style-type: none"> <li>• Deed clause 12.4.</li> <li>• Guidelines section 13.4.1.</li> </ul>  |