Employer service fees for Samoan workers: frequently asked questions

The Department of Employment and Workplace Relations (DEWR) is aware the Government of Samoa intends to implement an employer service fee of AU$50 for each Samoan Pacific Australia Labour Mobility (PALM) scheme worker recruited into the PALM scheme, to be managed by the Samoan Labour Employment and Export Program (LEEP).

DEWR is working with the Department of Foreign Affairs and Trade (DFAT) and the Government of Samoa on the specifics and will continue to provide information to PALM scheme employers and stakeholders as details emerge.

## What should employers do if they receive an invoice?

There is no requirement in the PALM scheme deed or guidelines for employers to pay service fees to participating countries. Any decision by a PALM scheme employer to pay an invoice for fees, issued by the Samoan Government, is a matter for that employer. Employers could seek legal advice relating to the fees.

If an approved employer elects to pay a fee to Samoa, they are reminded that in accordance with the PALM scheme guidelines, employer fees must not be passed on to workers.

## Who do employers contact if they have questions on the invoice amount?

PALM scheme employers should contact LEEP with any inquiries about their Samoan fees.

Email: ([info@leep.gov.ws](https://msg.dese.gov.au/link/id/zzzz6858af87e3c2b632Pzzzz65308b7e09faf382/page.html)).  
Phone number: (+685 34425)/(+685 34449).

## When will the employer fees start?

LEEP has indicated it will seek feedback on the employer fee structure and will hold a virtual consultation with employers commencing late July 2025.

Initial advice from the Government of Samoa indicates the fee structure will be retrospectively applied from 1 July 2024 and LEEP will commence invoicing PALM scheme employers shortly.

Further information will be provided when it becomes available.

## Can employers change approved recruitments if workers are not yet mobilised?

DEWR may be able to assist PALM scheme employers to make alternative arrangements for impacted recruitments.

The options for a PALM scheme employer to make alternative arrangements will depend on the stage that the recruitment process is at for individual workers. This will need to be discussed on a case-by-case basis. PALM scheme employers considering alternatives should contact their DEWR relationship manager.

## What should employers do if Samoan PALM scheme workers ask about employers being charged fees?

DEWR and DFAT are working with Samoa on information to provide to Samoan PALM workers. We will make this available to workers and PALM scheme employers to share with workers.

In the meantime, PALM scheme workers with questions about fees can contact LEEP to obtain further information.

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