# FAQ (PALM scheme workers)

Update to PALM scheme worker privacy notice and consent form – frequently asked questions

August 2025

## What is the PALM scheme worker privacy notice and consent form?

The PALM scheme worker privacy notice and consent form is a requirement for PALM scheme workers (workers) who choose to participate in the PALM scheme. It governs how your personal information is handled in the PALM scheme. All workers who participate in the PALM scheme are required to read and sign this form.

## What is the purpose of this update?

The Department of Employment and Workplace Relations (the department) has recently revised the PALM scheme worker privacy notice and consent form to better align with administrative and government requirements.

This updated form provides enhancements for the collection, use and sharing of your personal information within the PALM scheme and helps streamline processes within the department.

We request that all **long-term** workers currently in Australia (from 1 to 4 years) read the updated privacy notice and agree to sign the consent form on the last page.

## What has changed on the privacy notice and the consent form?

The key changes to the form include:

* removal of the research and media consent component, separate consent forms will be used for these purposes
* the primary purposes for collection, use and sharing of information to better support the welfare and wellbeing of workers
* the type of information collected
* part 2 of consent form including removal the witness section
* terminology throughout.

## How do I receive the updated form?

**Between August and September** your PALM scheme employer (employer) will provide long-term workers an updated PALM scheme worker privacy notice and consent form to read and sign.

Your employer will inform you about how and when to complete and return the form to them.

**Please ensure that you read the notice and that you sign and return the form by the date provided by your employer.**

## What information will be provided?

You should receive the following information from your employer:

* summary cover page (translated in your language)
* PALM scheme worker privacy notice and consent form.

## What do I need to do?

After you receive the form from your employer, you should:

* read the cover page and Part 1 of the privacy notice
* sign the consent form (Part 2) and return this to your employer.

## What if I choose not to sign the form?

The privacy consent is important for your ongoing participation in the scheme. This update allows the department to provide better support to manage your participation and your welfare and wellbeing in the scheme. If you choose not to sign the form, please speak to your employer.

## What if I need further help?

If you have any questions, please talk to your employer, supervisor or welfare and wellbeing support person. You may also reach out to:

* PALM scheme support service Line (1800 51 51 31)
* PALM scheme email([palm@dewr.gov.au](mailto:palm@dewr.gov.au))
* [Your country liaison officer.](https://www.palmscheme.gov.au/contact)

Thank you for your help with this important update.