FAQ (PALM scheme employers)

# Update to PALM scheme worker privacy notice and consent form

## What is the purpose of this activity?

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

This means, the privacy notice and consent form signed by existing **long-term** PALM scheme workers (workers) prior to 1 July 2025, **does not** meet revised administrative and government requirements.

To rectify this, commencing **1 August 2025**, the department requests PALM scheme employers (employers) with long-term workers onshore, who commenced in the scheme prior to 1 July 2025, to:

* provide workers with the updated privacy notice and consent form
* request the workers to read and sign the updated form
* collect and retain the signed form, and
* provide a confirmation to the department via the AE portal once all forms have been signed and collected.

**Note:** There is no requirement to re-collect from short-term workers as they will complete this if/when they return to Australia under a future PALM recruitment process.

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

The key changes to the form include:

* removal of the research and media component. This will now be collected on separate consent forms on a need only basis
* the primary purposes for collection, use and sharing of information
* the type of information collected
* part 2 of consent form including removal the witness section, and
* terminology throughout.

## What is the timeframe for the activity?

From 1 July 2025, the updated privacy form is required for all new recruitment applications and must be included with all workers’ offer of employment.

**From August 2025,** the department requests that employers provide a copy of the updated privacy notice (Part 1) and consent form (Part 2) to all long-term workers currently on placement.

Once all the signed consent forms have been collected, employers are to complete and submit the confirmation form in the AE Portal **by 30 September 2025.**

## Do all workers need to re-sign the form?

No, the re-signing activity is for workers in the long-term stream only.

The following workers are required to read and sign the form:

* All long-term workers onshore who commenced work prior to 1 July 2025, and
* All long-term workers who have not departed their home country but signed the former privacy and consent form prior to 1 July 2025.

Please provide these workers with the updated [privacy notice and consent form](https://www.palmscheme.gov.au/resources/worker-privacy-notice-and-consent-form) upon arrival in Australia for their completion.

## What information must be provided to the workers?

Employers **must** provide the following documents to their long-term workers:

* Cover page
* PALM Scheme Privacy Notice and Consent form
* Worker FAQ (if requested).

## How should the forms be distributed and collected?

Employers may decide how and when the forms are distributed and collected within the activity period (August to September).

Messaging may be communicated by methods such as:

* Host Organisation networks
* Supervisors
* Team Leaders
* Employers during team or WWSP meetings, or
* Directly by the employer with workers.

It is important that long-term workers understand why we are requesting this to occur. We recommend that the cover page and worker FAQs be discussed during a regular team meeting.

## Can the consent form be signed electronically?

Yes, the privacy notice and consent form may be provided and signed electronically.

## How to store the forms?

The department appreciates that this may be a laboursome exercise. Therefore, employers are **not required** to upload the privacy consent forms into the AE portal.

For this activity, employers can simply collect the signed forms and securely store them physically or in electronic format. This is permitted under s15.2.5 – 15.2.6 of the guidelines. The form(s) must be made available to the department, if requested.

## How to notify the department that the activity is complete?

Once all the signed consent forms from long term workers have been collected, we request that employers complete the [privacy consent re-collection confirmation](https://www.palmscheme.gov.au/resources/worker-privacy-notice-and-consent-form) and upload this to the AE portal by **30 September 2025**. Please contact your Relationship Manager if you require any assistance.

## What support is there for the workers to understand the changes?

Workers have access to a translated cover page that summarises the key changes and what they need to do. This will include a QR code that will lead them to a worker FAQ page. Workers can also contact their CLO or the PALM scheme support line if they require further help.

## What if a worker refuses to sign the consent form?

As of 1 July 2025, the privacy form that the existing **long-term** workers have signed **will not** meet revised administrative requirements.

The privacy consent is a requirement for workers to participate in the scheme. If a worker refuses to sign the updated consent form, check to see if they require any further information to understand the changes. They may reach out to the PALM scheme support line or CLO if they are still unsure.

If a worker still does not agree to sign, please note their name/s on the Privacy consent re-collection confirmation form. This information will help inform the department of workers that have not updated their privacy consent and any follow-up that may be required.

## Any further queries or questions?

Please contact your DEWR Relationship Manager if you have any further queries or questions regarding this activity.

Thank you for your cooperation with this important update.