

Fuel supply - frequently asked questions

Last updated: 31 March 2026

[PALM scheme employer focused](#)

What is the current situation with the fuel supply?

The Australian Government is monitoring pressures on global and domestic oil and gas supply and prices related to conflict in the Middle East.

The fuel supply is secure. Domestic users have been purchasing more diesel and petrol than usual, creating some localised shortages. The Australian government is taking action to address this.

How is the Australian Government responding?

The Prime Minister has appointed a [Fuel Supply Taskforce](#) Coordinator within the Department of the Prime Minister and Cabinet, who will work with states, territories, industry and regulators to monitor fuel supply and distribution, and quickly address any issues that arise.

On 30 March 2026 the Australian Government announced the fuel excise on petrol and diesel will be halved for 3 months, reducing prices by 26.3 cents per litre.

What does this mean for PALM scheme employers?

PALM scheme employers must continue business operations where possible and meet all obligations under the PALM scheme Approved Employer Deed and Guidelines. This includes maintaining agreed transport, accommodation and welfare and wellbeing arrangements for PALM scheme workers.

What are employers expected to do if the fuel supply affects worker transport?

Employers should tell workers as soon as possible if their transport or work arrangements are likely to be impacted. Where risks or impacts emerge, employers must notify the Department of Employment and Workplace Relations (department) as early as possible so the situation can be assessed and supported if needed.

What types of issues should be reported to the department?

The department encourages employers to report all impacts as a ‘**non-critical incident**’ as soon as possible and in all cases by 5:00 pm AEST. This includes any risks to worker transport or access to essential services. The department will assess the situation and escalate matters through the appropriate channels if needed.



Will the department provide flexibility if operations are disrupted?

The department is monitoring the impacts of the situation. Employers are expected to have contingency plans in place to manage short-term disruptions. Issues will be considered on a case-by-case basis, with a strong focus on worker welfare and wellbeing, while supporting continuity of operations where possible.

Are there any changes to PALM scheme settings or requirements?

At this stage, there are no changes to PALM scheme settings due to fuel price or supply. If this changes, the department will provide clear and timely advice.

Are force majeure provisions in place?

No, arrangements remain business as usual. The department will assess circumstances and formally advise if force majeure or other special arrangements are required.

What are employers' responsibilities regarding wages and deductions?

There are no changes to PALM scheme employer responsibilities. All wage deductions must remain lawful, consistent with PALM scheme settings and provide a clear net benefit to the worker.

Can employers change deductions due to the price of fuel?

Workers transport deductions will not change unless the department approves the change, it is clearly explained to the worker, and they understand and agree in writing to the change.

How should employers communicate with PALM workers during this period?

Clear, calm and honest communication is important. Employers should:

- use plain English and culturally appropriate language
- share confirmed information only
- reassure workers their safety and wellbeing is the priority
- let workers know who to contact if issues arise
- avoid speculation or sharing unverified information.

Where can employers seek advice or support?

Employers can contact their relationship manager, or PALM scheme support service for assistance via **phone**: 1800 51 51 31 or by **emailing** (palm@dewr.gov.au) The support service can help assess issues and connect employers with the appropriate departmental support.

- [National Debt Helpline](https://www.debtline.gov.au/) - 1800 007 007. The National Debt Helpline offers free and confidential advice if you are worried about money or debts. A financial counsellor can help you understand your options.

- [Moneysmart](#) - Moneysmart provides clear information to help if you are struggling to pay bills or manage everyday costs.
- [Rural Financial Counselling Service \(RFCS\)](#). RFCS provides free and independent financial counselling to eligible farmers, fishers, foresters and related small businesses experiencing, or at risk of, financial hardship.
- [Ask Izzy](#). Ask Izzy helps you find local community support, including counselling, housing help and everyday needs like food, clothing and transport.
- [DSS Grants Service Providers Directory](#). This directory helps you find organisations that provide support services in your area, including wellbeing and financial support.

[PALM scheme worker focused](#)

What is happening with fuel in Australia?

The Australian Government knows there are fuel problems in some places. Australia still has enough fuel overall, but some towns or regions may have short-term issues because many people are buying more fuel than usual. The government is watching this closely.

Is the government doing anything to help?

Yes. The Prime Minister has asked a special national team to work on this problem. This team is working with state governments and industry to help manage fuel supply and keep fuel moving where it is needed.

Will this change the PALM scheme rules?

No. There are no changes to PALM scheme rules because of the fuel disruption. Your visa and PALM scheme arrangements stay the same.

Are there any special rules starting now?

No. There are no special rules. If anything changes DEWR will explain clearly if any special arrangements are needed and what this means for you.

What does this mean for me as a worker?

Your safety, welfare and wellbeing are a top priority for the Australian Government. Most work is continuing as normal. If you are having problems because of fuel, it is important to speak up early.

Can my deductions change because of fuel problems?

Your transport deductions will not change unless DEWR approves the change, it is clearly explained to you, and you understand and agree to the change.

What should I do if I cannot get to work because of fuel problems?

Tell your employer, supervisor, or welfare and wellbeing officer as soon as possible. It is good to share problems early so you can get help. You will not be in trouble for sharing problems.

Will fuel prices go up?

The government does not control fuel prices. However, it has asked the Australian Competition and Consumer Commission to watch fuel prices closely to help protect people from unfair price rises.

Who can I talk to if I have questions?

You can talk to your employer, Country Liaison Officer or welfare and wellbeing officer. You can also contact the PALM scheme support service for advice and help.

How do I contact the PALM scheme support service?

You can **phone**: (1800 51 51 31) or **email**: (palm@dewr.gov.au). If English is hard to understand, an interpreter can be arranged to help you.

What other support services are available?

- [Lifeline](#) - 13 11 14. Lifeline offers free, confidential support if you are feeling overwhelmed, stressed or in crisis. You can talk to someone anytime, day or night.
- [Healthdirect](#) -1800 022 222. Healthdirect provides trusted health advice by phone and online. You can speak to a nurse about physical or mental health concerns and get help deciding what to do next.
- [National Debt Helpline](#) - 1800 007 007. The National Debt Helpline offers free and confidential advice if you are worried about money or debts. A financial counsellor can help you understand your options.
- [Moneysmart](#) - Moneysmart provides clear information to help if you are struggling to pay bills or manage everyday costs.
- [Healthdirect](#) -1800 022 222. Healthdirect provides trusted health advice by phone and online. You can speak to a nurse about physical or mental health concerns and get help deciding what to do next.

Resources for PALM scheme workers:

- [Help for workers](#)
- [My Money hub](#)
- [Mental and physical health](#)