

If iu garem wanfala problem or wari lo wakples, iu save talem lo

Oketa boss blo iu,
supervisor blo iu, or
welfare and wellbeing
support officer

Country liaison
officer (CLO)
or team leader blo iu
Faendem kontakt blo CLO lo:
(palm@gov.au/contact)

PALM scheme
support line
Kolem **1800 51 51 31**
(8:30 am – 6:30 pm AEST)
or email: (palm@dewr.gov.au)

Wanem moa bae hapen?

- If oketa boss blo iu, supervisor blo iu, or team leader no stretem problem blo iu, tok lo **CLO** blo iu or kontaktim PALM scheme support line.
- CLO blo iu save askem department fo help or mekem formal komplen fo iu.
- Iu save askem samwan iu trastim fo mekem komplen fo iu.

Wanem nao wanfala komplen?

- Wanfala komplen hem problem wea oketa no stretem yet or wea iu no hapi lo hao oketa stretem.

Hao long na bae hem tek?

Department bae:

- kontaktim iu abaotem komplen blo iu insaed **3 working days**
- arrange fo meetim iu insaed **10 working days**
- trae fo stretem insaed **20 working days**.

Oketa mekem disison fo problem or komplen blo iu

Oketa stretem problem or komplen blo iu

If iu insaed wanfala emergency,
kolem **000** stretawe

If iu no hapi lo disison

Kolem: **1800 51 51 31** (8:30 am – 6:30 pm AEST) or
email: (palm@dewr.gov.au) and ask fo review.

Iu still no hapi bihaen review?

Ask fo review from the Fair Work Ombudsman lo:
(www.ombudsman.gov.au/complaints)

Iu nidim welfare help? Kontaktim employer's
welfare and wellbeing support officer blo iu:

Nem:

Fon:

Iu laek mekem formal komplen?

Scanim QR code fo kasem the
Grievance Management Policy
and the **lodgement form**.

