

# Pacific Australia Labour Mobility scheme worker re-engagement information

The Australian Government cares about the welfare and wellbeing of all Pacific Australia Labour Mobility (PALM) scheme workers in Australia. We want you to feel safe, supported and treated fairly.

We understand that sometimes you may stop working under the PALM scheme because of things you cannot control. When you leave your PALM scheme employment and choose to stay in Australia without PALM scheme approved employment, this is called disengagement.

We understand that some workers leave their jobs for reasons outside their control and is committed to giving eligible workers a fair chance to return to the PALM scheme. This process is called re-engagement.

## Support and protections under the PALM scheme

The PALM scheme offers important protections and support for you, including:

- the same workplace rights as Australian workers, including pay and conditions.
- pastoral care and welfare support, including access to safe accommodation.
- clear ways to get help and raise concerns if something goes wrong at work.

## Support if you have stopped working

The Department of Employment and Workplace Relations has a dedicated team to help workers who have stopped working (disengaged) under the PALM scheme. This team:

- looks at requests from workers who want to return to work in the PALM scheme
- talks with you to understand your situation
- supports outcomes such as finding a new employer and provides information about supports available to return home.

Each request is looked at based on your own circumstances. Not all requests are approved.

## When you may be able to return to PALM scheme work

You may be considered for re-engagement if you:

- are no longer working for your original PALM scheme employer and have asked to return to the PALM scheme
- are in Australia with a valid subclass 403 visa, with at least 6 months validity left
- have a reason for leaving work that the department assesses as valid
- do not have any current criminal matters before the courts.

## When re-engagement is not supported

Support to return to PALM scheme work is for people on a valid visa, who are in Australia and stopped working through no fault of their own.

If you left a compliant employer who was offering genuine work, the department **will not** be able to support your re-engagement in the PALM scheme.

## What happens if you are suitable

If you are assessed as suitable, DEWR will try to help place you with a new PALM scheme employer. This depends on whether suitable jobs are available.

Please be aware that:

- requests can take time to reach an outcome
- re-engagement is not guaranteed
- there may be limited employment opportunities
- you may need to relocate or work in a different industry.

## Getting help and advice

If you have disengaged from the PALM scheme, you are encouraged to contact the PALM scheme support service line to talk about your options.

- Phone: (1800 51 51 31)
- Email: ([palm@dewr.gov.au](mailto:palm@dewr.gov.au)).

These contact details can also be shared with community organisations or employers who are helping to support you.