



Australian Government

**PALM**  
Pacific Australia Labour Mobility

# DEDEIN RIRINGEN ROE'UM

## Iya tsimine roe'um iat makur, wo gona dorera

Ngabem iat makur,  
wam supervisor oa  
wam welfare or well-  
being support officer

Wam CLO (country  
liaison officer)  
oa team leader

Wan contact details:  
([palmcheme.gov.au/contact](http://palmcheme.gov.au/contact))

Bitu wamie PALM  
scheme support line  
(etangit puok)

Calley **1800 51 51 31**  
(8:30 am – 6:30 pm AEST)  
or email: ([palm@dewr.gov.au](mailto:palm@dewr.gov.au))

### Ikegen nan meta erawun?

- Iya ngea bitu roe'um ambina ngabem iat makur eo ewedoduwa, wo' gona dorera wam **CLO** or contactey bitu PALM scheme support line ean bitu wora numpa.
- Wam CLO gona kanga bitu department dogit epuok mwe omeatu bitu wam complain (**oa roe'um**).
- Iya tsimine engame wo' tuebon, ura gona omeatu bet bitu roe'um, iya epo burium num ouga.

### Iken ngea grievance oa eroe?

- Grievance eiy imiton tekey roe'um ngea etsiok bet ewedoduwa oa imiton ngea ogona omo eken riringen ea ngago amo.

### Atuwon rokun riringen?

Bitu department inan:

- abuda bitu wam complain oa roe'um ian **3 working days**
- ura gonan ogok epo dogin dorereiyen bitu roe'um in **10 working days**
- ura num gonan ewedoduwa mwe riring bitu imin enum riring dogin akeduwanan bitu roe'um in **20 working days**.

Imwit engog enum gonan meta mwe eriring dogin bitu roe'um

Bitu roe'um enum magen angogen mwe imin ngana enum riringa inat riringin

Iya tsimine emergency (oa imiton ngea enum riring iat kapur) wanim calley 000

Iya tsimine am eo' ibibogiy bitu emwit engog

Wanim calley: **1800 51 51 31** (8:30 am – 6:30 pm AEST) or email: ([palm@dewr.gov.au](mailto:palm@dewr.gov.au)) mwe konga ura ung num tuk aea mwe ewedoduwa bitu roe'um.

Wo' tengeiy epuok? Wo' num dorera ambina amin iat welfare oa wam well-being support officer:

Egom:

Wam numpa't terepon:

Wo teng totu roe'um?

Scanney bitu QR code bwe wanim access ea bitu **Grievance Management Policy** mwe bitu wora lodgement form.

