

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](mailto: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](mailto:palm@dewr.gov.au))

### Wanem moa bae hapen?

- If oketa boss blo iu, supervisor blo iu, or team leader no stremem 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 stremem yet or wea iu no hapi lo hao oketa stremem.

### 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 stremem insaed **20 working days**.

Oketa mekem disison fo problem or komplen blo iu

Oketa stremem 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](mailto:palm@dewr.gov.au)) and ask fo review.

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**.

