

Frequently asked questions: gender-based violence information for PALM scheme employers

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Employers play an important role in supporting the safety, wellbeing and welfare of Pacific Australia Labour Mobility (PALM) scheme workers. This document provides practical information on recognising, responding to and referring issues related to gender-based violence, while helping employers understand their responsibilities under the PALM scheme.

The frequently asked questions (FAQs) are intended to support employers when gender-based violence may be affecting a worker, and should be used alongside existing PALM scheme guidance, workplace policies and referral pathways.

What should I do if a someone discloses violence or abuse?

Check whether they are safe now. If there is immediate danger, call Triple Zero (000).

If there is no immediate danger, but they would like immediate support, call 1800RESPECT (1800 737 732).

After safety and support needs are considered, contact the PALM scheme support service line on (1800 51 51 31) to discuss your concerns, report an incident or seek support with the PALM scheme response.

We can help you consider next steps, coordinate PALM scheme support and provide information to about appropriate services.

For further information about supporting someone, 1800RESPECT have information about:

- [Supporting someone | 1800RESPECT](#)
- [How to support someone experiencing domestic and family violence | 1800RESPECT](#)
- [Supporting someone experiencing sexual violence | 1800RESPECT](#)

If someone is in danger, do I need their permission to call Triple Zero (000)?

If someone is in immediate danger or seriously injured, call Triple Zero (000) immediately. You do not need their permission.

Can PALM scheme workers access Family and Domestic Violence Leave?

Yes, Family and Domestic Violence Leave should be offered.

You can refer to [Family and domestic violence leave - Fair Work Ombudsman](#) for more information.

Can I use an interpreter?

Yes, you should consider using an interpreter to ensure both you and the worker understand each other.

You can refer to [Translating and Interpreting Service \(TIS National\)](#) for more information.

When should I contact the PALM scheme support service line?

If you have concerns that involve gender-based violence:

- Call Triple Zero (000) if there is immediate danger
- contact 1800RESPECT on 1800 737 732 for specialist gender-based violence information, counselling and support
- contact the PALM scheme support service line on (1800 51 51 31) to discuss your concerns, report an incident or seek support with the PALM scheme response.

We can help you consider next steps, coordinate PALM scheme support and provide information to about appropriate services.

I'm reporting an incident and I have concerns it may involve gender-based violence. Should I respond "yes" to the gender-based violence indicator in my report?

Yes, you should respond "yes" to the indicator if you know or suspect that the incident may involve gender-based violence. You do not need to investigate or confirm gender-based violence has occurred.