

PALM scheme employer information: incident reporting

Incident reporting in the Approved Employer Portal is changing

From **11 September 2026**, a new guided incident reporting process will be available in the Approved Employer (AE) Portal. This update provides a more structured way for Pacific Australia Labour Mobility (PALM) scheme employers to report incidents and supports employers to meet their incident reporting obligations within the PALM scheme deed and guidelines. This document is to inform PALM scheme employers about the changes and what they need to do.

What is changing

- The current Create Incident form in the AE Portal will be replaced with a new Report an Incident guided reporting form.
- The AE Portal will prompt for the information required to complete a report
- Employers must provide all information available at the time of reporting. Additional details can be provided later if not known at the initial report.

What is not changing

- PALM scheme employers' reporting obligations and notification timeframes remain unchanged. The new process changes how information is collected and allows additional details to be submitted after the initial notification.
- Employers must still call the PALM scheme support service line (**1800 51 51 31**) as soon as possible after becoming aware of any critical incident.
- All incidents must continue to be reported through the AE Portal.

A new two-phased reporting approach

To recognise that detailed information may not be available when an incident first occurs and to reduce the need for follow-up requests, incident reporting will occur in 2 phases.

Submitting initial information

Available details of an incident must be submitted within the reporting timeframes set out in the deed and guidelines to meet obligations in notifying the Department of Employment and Workplace Relations (DEWR).

Compulsory additional details

Following initial notification, employers must provide any additional incident specific information as it becomes available, or within the timeframe requested by DEWR, whichever occurs first.

If information is not available within the required timeframe, employers should contact DEWR via email (palm@dewr.gov.au) as soon as practicable so an appropriate alternative reporting timeframe can be agreed.

Management of new information received after a matter has been closed

If a previously reported matter has been closed and the same situation recurs or deteriorates within 30 days of closure, employers should email (palm@dewr.gov.au) to provide updated information rather than completing a new reported incident form in the AE Portal. DEWR will assess and may reopen the matter.

When more than one month has passed since closure or if the matter is unrelated, employers must report a new incident using the AE Portal. Employers can provide the reference number of the original matter if relevant.

For example, if a worker injured their back and then recovered, the relevant case would be closed. If the worker's back injury recurred a week later, the employer can email DEWR to provide additional information to reopen the matter. Alternatively, if the worker recovered and then later cut their hand, this is a new matter to report as it is unrelated to the back injury. If the same back injury recurs more than 30 days of the closure, this would be submitted as a new incident.

Critical incidents: call first

If a critical incident occurs, call the 24/7 PALM scheme support service line (1800 51 51 31) as soon as possible to inform DEWR of the incident. Employers must also submit the incident report in the AE Portal within 24 hours.

Reporting timeframes summary

Under the deed and guidelines, employers must notify DEWR within the following timeframes after becoming aware of an incident:

- **Critical incidents:** as soon as possible, and within 24 hours.
- **Non-critical incidents:** as soon as possible, and by 5:00pm AEST the next business day.
- **Other incidents:** as soon as possible, and within 3 business days.

What to expect from the AE Portal

- Clear identification of required information to be included in an incident report
- Step-by-step prompts to guide you through the reporting process
- The ability to submit an initial report and return later to provide additional details within the same record

What employers need to do

From 11 September 2026:

New incidents must be submitted through the AE Portal using the updated process.

If employers notify DEWR of a critical incident by phone, a draft incident record will be created in the AE Portal for employers to complete. If DEWR has created a draft record, to avoid duplication employers should not create another new incident report. Instead, the draft record is to be filled in and submitted.

Following the initial notification, employers must complete the compulsory additional details related to the incident when the information is available, or within timeframes requested by DEWR. Following system prompts will ensure the required information has been provided.

Additional information and support

- System prompts in the AE Portal.
- Task cards in the AE Portal.
- Incident Reporting module in [PALMLearn](#).
- Recorded webinars in the AE Portal.
- For questions, contact the PALM scheme support service line by phone or email
 - Phone: (1800 51 51 31)
 - Email: (palm@dewr.gov.au).