PALM
Pacific Australia Labour Mobility



Supporting PALM scheme workers with superannuation access

November 2025

Employer and Country Liaison Officer (CLO) guide

This fact sheet explains how Pacific Australia Labour Mobility (PALM) scheme approved employers and CLOs should support workers in preparing their Departing Australia Superannuation Payment (DASP) claim. It also outlines the steps workers need to take once they return home to access their superannuation.

Help workers understand eligibility and timing

- Workers can only submit a DASP claim after they have departed Australia, their visa has expired or been cancelled, and they no longer hold any active Australian visa (including tourist visas). Workers should be encouraged to only submit a DASP claim if they are leaving Australia permanently and not returning.
- Workers should be encouraged to check their visa expiry date, which can be verified through the Department of Home Affairs.
- If a worker leaves Australia and does not submit a claim within 6 months, their superannuation may be transferred to the Australian Taxation Office (ATO) as unclaimed money. For more information on accessing unclaimed ATO held super, visit ATO-held super | Australian Taxation Office.
- It is easiest to transfer a superannuation payment to an Australian bank account – workers should document key details about their Australian bank account to be able to login and authenticate their account, and these should remain open until they have claimed their superannuation. Once claimed, and the funds are transferred, the bank account should be closed.

Encourage early preparation

The DASP claim process can be complex, so it is important workers gather supporting documentation and begin the claim process before leaving Australia. This will make it easier to lodge when the worker returns home.

PALM
Pacific Australia Labour Mobility

Provide workers with:

1. The new superannuation support hub on the PALM scheme website
2. The DASP application link via the ATO website
3. The DASP factsheet with step-by-step instructions
4. The visa checking service on the Home Affairs website

5. Contact details for support services like the DASP Advisory Service (below)

Facilitate access to support services

- National Tax Clinics:
  - Inform workers that National Tax Clinics are available to help workers with their DASP claims.
  - Employers should contact the Department of Employment and Workplace Relations (DEWR) at palm@dewr.gov.au to request a clinic at their workplace. Please do not contact a National Tax Clinic directly.
  - DEWR will contact employers when a group of their PALM scheme workers have visas expiring in the next 3 to 6 months and will offer the support of a National Tax Clinic in the area.
- DASP Advisory Service:
  - If workers are unable to attend a National Tax Clinic, or have a complex case, an AE or CLO can refer them to the DASP Advisory Service ideally 2-3 months before they leave Australia. This free service offers one-on-one support via phone or virtual meeting, and can provide access to online sessions with an Australian registered tax agent to assist workers in preparing and submitting a DASP claim.
  - Workers can also access the service by calling the PALM scheme support line on 1800 51 51 31 or emailing palm@dewr.gov.au. Employers and CLOs can also refer workers to this service on their behalf.
  - Employers and CLOs should provide advice to workers about where workers can certify their identity documents required for the DASP.

(Employers) Maintain accurate records

- Ensure workers' personal details (e.g. full name, date of birth, super fund, visa status), including spelling, are up to date and available to them before departure.
- Support workers in accessing their super fund's online portal to check balances and update contact details.
- Employers can provide refreshers to workers on how to find the employer's Australian Business Number (ABN) and their worker tax file number (TFN) on their payslip.
- Encourage workers to contact the ATO if they are not sure what their TFN is and to keep it somewhere secure and safe.

Stay informed

- DEWR will also send out information via the PALM scheme employer update newsletter.
- Visit the PALM scheme website for the latest resources, updates, and employer guidance.
- Understanding DASP employer guide (QR code):