



# Factsheet: the PALM Scheme

## This information is for people in Australia who:

- have a Subclass 403 PALM visa;
- are worried about their working, health or living conditions; and
- want to know if they have other options in Australia.

## What is the PALM Scheme?

- The PALM Scheme (Pacific Australia Labour Mobility Scheme) is a temporary migration program allowing workers from 9 Pacific Island countries and Timor-Leste to fill labour shortages in Australia.

## Visa type and duration

- Your 403 PALM visa is a temporary visa which is linked to your employer.
- Your visa is either: Short-term (up to 9 months) or Long-term (from 1 to 4 years).
- If you have a short-term visa, you may be able to transition to a long-term placement without having to leave Australia.

## What you need to do on this visa

- work in the role your visa was granted for, with your approved PALM employer.
- Never work for yourself or run your own business.

## Can you return to Australia again as a PALM visa holder?

- If you're a short-term worker, you can apply for another PALM visa after a 3-month break.
- If you're a long-term worker, you can reapply after a 6-month break.

## What happens if you are sick or injured?

- You need to have your own private health insurance while on this visa.
- You can only access Medicare if you are part of the **Family Accompaniment Pilot**.

## Can you bring your family?

- If you are a short-term worker, you cannot bring family to Australia.
- If you are a long-term worker, you can apply to bring your spouse/partner and dependent children under the 2024 Family Accompaniment Pilot.

## What does your employer have to do?

- Give you a job.
- Support your wellbeing and welfare.
- Give you:
  - fair pay (no underpayment or unpaid work)
  - leave entitlements such as sick pay
  - safe working conditions, and
  - suitable housing (clean, safe, and uncrowded accommodation)
- Your employer cannot take money out of your wages unless:
  - You agree to it in writing, and
  - It is mainly for your benefit.

## What are your rights?

- You have the same workplace rights and entitlements as any other employee in Australia.
- You have the right to join a union.
- You have the right to make a complaint without punishment or being fired.
- You have the right to be protected from exploitation, unfair treatment, poor working and living conditions, harassment, sexual harassment, assault, discrimination and coercion.
- You have protections against workplace injuries.

You can leave your job at any time, but you cannot work for anyone else until you have contacted the Department of Employment and Workplace Relations (DEWR) and they have agreed that you can work for another PALM employer.

- If you are pregnant, you cannot be fired, demoted or treated less favourably because of that. You have the same rights as any other pregnant employee in Australia.

## Applying for other visas

You may be able to apply for other types of visas. Before you apply for another visa, you should get advice from a lawyer or registered migration agent.

After you have applied for another visa, your lawyer or registered migration agent can advise on whether or not you still need to meet the conditions of your PALM visa.

## Support and Help

Community Legal Centres	Contact Details
<b>Refugee and Immigration Legal Service (RAILS)</b> Immigration legal advice	<ul style="list-style-type: none"><li>• Phone: <b>(07) 3846 9300</b></li><li>• Email: <a href="mailto:admin@rails.org.au">admin@rails.org.au</a></li><li>• Website: <a href="http://www.rails.org.au">www.rails.org.au</a></li></ul>
<b>Basic Rights Queensland</b> Help for women with work issues	<ul style="list-style-type: none"><li>• Phone: <b>1800 358 511</b></li><li>• Website: <a href="https://brq.org.au">https://brq.org.au</a></li></ul>
<b>Caxton Community Legal Centre</b> Employment law and social work services	<ul style="list-style-type: none"><li>• Phone (07) 3214 6333</li><li>• Website: <a href="https://caxton.org.au">https://caxton.org.au</a></li></ul>

Information	Contact Details
<b>Department of Employment and Workplace Relations (DEWR)</b>	<ul style="list-style-type: none"><li>• Visit: <a href="http://palmcheme.gov.au">palmcheme.gov.au</a></li><li>• Phone: <b>1800 515 131</b></li></ul>
<b>Fair Work Ombudsman</b> Information about pay and employment standards and entitlements	<ul style="list-style-type: none"><li>• Phone: <b>13 13 94</b></li><li>• Website: <a href="https://www.fairwork.gov.au">https://www.fairwork.gov.au</a></li></ul>
<b>WorkSafe Queensland</b> Information about employers' duty to provide safe work environments	<ul style="list-style-type: none"><li>• Website: <a href="https://www.worksafe.qld.gov.au/">https://www.worksafe.qld.gov.au/</a></li></ul>
<b>WordCover Queensland</b> Information about making a claim when you have an injury at work	<ul style="list-style-type: none"><li>• Website: <a href="https://www.worksafe.qld.gov.au/about/who-we-are/workcover-queensland">https://www.worksafe.qld.gov.au/about/who-we-are/workcover-queensland</a></li></ul>

Support and Emergency Services	Contact Details
<b>Queensland Police Service</b>	<ul style="list-style-type: none"> <li>• Phone: <b>000</b> (EMERGENCIES)</li> <li>• Phone: <b>131 444</b> (non-emergencies)</li> </ul>
<b>1800 RESPECT</b> National family violence and sexual assault counselling service and helpline.	<ul style="list-style-type: none"> <li>• Website: <a href="http://www.1800respect.org.au">www.1800respect.org.au</a></li> <li>• Phone: <b>1800 737 732</b> (24 hours per day, every day)</li> </ul>
<b>Immigrant Women's Support Service</b>	<ul style="list-style-type: none"> <li>• Website: <a href="https://iwss.org.au">https://iwss.org.au</a></li> <li>• Phone: (07) 3846 3490</li> </ul>
<b>Pacific Island Council of Queensland (PAICQ)</b>	<ul style="list-style-type: none"> <li>• Email: <a href="mailto:info@picq.com.au">info@picq.com.au</a></li> <li>• Phone: <b>(617)33457121</b></li> </ul>