



Australian Government
**Department of Employment
and Workplace Relations**

The statistical number of written complaints made from 1 January 2024 to 17 June 2024 to DEWR (or its representatives) about working or living conditions for workers involved in the Pacific Australia Labor Mobility (PALM) scheme

From 1 January 2024 until 17 June 2024 the Department of Employment and Workplace Relations has received 119 complaints about working or living conditions for workers involved in the Pacific Australia Labour Mobility (PALM) scheme.

The department has identified the following categories for the complaints received with the scope identified.

Complaint Category	Number of Complaints
Accommodation	10
Employment Pay and Conditions	105
Other	4
Grand Total	119

*Other includes visa conditions and health insurance.

Of the 119 complaints within the scope received the department has resolved 88. There have been 28 of the complaints that have been resolved that were unable to be substantiated based on the evidence provided.