

**From:** s. 22(1)(a)(ii)  
**To:** s. 22(1)(a)(ii)  
**Cc:** s. 22(1)(a)(ii)  
**Subject:** RE: Summary of Changes v2.0 of the Guidelines: Pacific Labour Operations Division Deed and Guidelines Executive Level Steering Committee [SEC=OFFICIAL]  
**Date:** Thursday, 6 March 2025 2:35:31 PM  
**Attachments:** [image001.png](#)  
[image002.jpg](#)

Thanks<sup>s. 22(1)(i)</sup>,

The suggestion is appreciated and will be added to the change items.

Kind regards,

s. 22(1)(a)

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**From:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Sent:** Wednesday, 5 March 2025 9:21 AM  
**To:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Subject:** FW: Summary of Changes v2.0 of the Guidelines: Pacific Labour Operations Division Deed and Guidelines Executive Level Steering Committee [SEC=OFFICIAL]

Hi  
 had another suggestion that I forgot to mention yesterday....see below  
 Thanks

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**From:** s. 22(1)(a)(ii)  
**Sent:** Thursday, 20 February 2025 1:42 PM  
**To:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Cc:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Subject:** RE: Summary of Changes v2.0 of the Guidelines: Pacific Labour Operations Division Deed and Guidelines Executive Level Steering Committee [SEC=OFFICIAL]

Hi<sup>s. 22(1)(a)</sup>

I have reviewed and the only feedback outside of our own amendments is that I would provide is that I would also recommend rewording:

*8.3.4 You must invite the following people to address the Workers at each Arrival Briefing.  
 (a) A representative from the relevant union.*

To

*(a) A representative from a relevant union.*

Which will provide consistency with the rest of the Guideline.

As an aside, I am surprised by some of the changes under this particular Guideline- I'm not sure if industry was consulted but the changes seem to make the arrival briefing requirements considerably more onerous than previously. I'm not opposed to the amendments, I just wonder if we will receive pushback.

s. 2

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**From:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Sent:** Thursday, 20 February 2025 1:04 PM  
**To:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Cc:** s. 22(1)(a)(ii) @dewr.gov.au>; s. 22(1)(a)(ii) @dewr.gov.au>; s. 22(1)(a)(ii) @dewr.gov.au>  
**Subject:** Summary of Changes v2.0 of the Guidelines: Pacific Labour Operations Division Deed and Guidelines Executive Level Steering Committee [SEC=OFFICIAL]

Hi<sup>s. 22(1)(i)</sup>,

As a member of the Pacific Labour Operations Division Deed and Guidelines Executive Level Steering Committee, we would like to update you on the progress of updating the PALM Deed and Guidelines.

During late 2024 the Operational Policy team consulted across the Division to collate suggested changes to the PALM Deed and Guidelines. In addition, the Operational Policy team has met with the Legal team on various occasions to discuss a PALM Deed update. We have advised the SES regarding two options to progress a Deed update. The Operational Policy team can provide the Committee with an update at the next

meeting.

**Action required**

Please review the attached 'summary of change document' prior to the next Committee meeting. These changes primarily relate to the release of version 2.0 of the Guidelines. Within this document you will note the following:

- Proposed change description
- Guidelines references
- Draft wording changes for your consideration
- Rationale for the change
- Consultation undertaken
- Planned concurrent changes to a future Deed and Guidelines release.

Importantly, these changes have been reviewed by the Legal team and have been agreed to in principle, within a final Legal review scheduled upon the conclusion of our next Committee meeting.

**Due date**

The next Committee meeting is scheduled for 4 March, based upon the availability of most members.

**Next steps**

- Please review the attached 'summary of change document'.
- A Committee meeting agenda will be attached within the meeting invitation.
- During the meeting, the Committee will discuss each change item and decide if the changes will be endorsed.

The Committee terms of references can be viewed here: [DRAFT terms of reference - Deed and Guidelines divisional committee.docx](#)

Ongoing consultation will include:

- Final consultation with the Legal team.
- Final PALM Director cohort consultation (preliminary consultation has occurred).
- AS endorsement of the Division's recommended change items.
- FAS clearance.

Please reach out to <sup>s. 22(i)</sup> or me if you have any additional questions.

Kind regards,

s. 22(1)(a)(ii)

Assistant Director

PALM Operational Policy - Pacific Labour Operations Division

Australian Government Department of Employment and Workplace Relations

Phone s. 22(1)(a)(ii)

s. 22(1)(a)(ii) [@dewr.gov.au](mailto:@dewr.gov.au)

The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.



# Pacific Australia Labour Mobility scheme Approved Employer Guidelines



Australian Government

PALM scheme Approved Employer Guidelines  
Version 2 – 1 July 2025

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Pages 5-58 deleted under s. 22(1)(a)(ii)

### Attendees at Arrival Briefings

~~8.3.3-8.3.4.~~ You must invite the following people to address the Workers at each Arrival Briefing.

- (a) A representative from ~~a~~ the relevant union.
- (i) If You are a Continuing Approved Employer, for Transition Recruitments, by 1 October 2023, You must invite representatives from a relevant union to address Workers that have not previously been invited to be addressed by such representatives and Notify Us.
- ~~(b) You must use reasonable endeavours to: A representative from the FWO.~~
  - (ii) ~~If You are a Continuing Approved Employer, for Transition Recruitments, by 1 October 2023 You must invite representatives from the FWO to address Workers that have not previously been invited to be addressed by such representatives and Notify Us.~~
    - 1. ~~to accommodate the attendance of the representatives from a relevant union at each Arrival Briefing, and provide them with at least 7 calendar days' notice, in writing, of the proposed date of the Arrival Briefing, and~~
    - 2. ~~if the union representatives are unable to attend an Arrival Briefing in-person, accommodate the attendance of such representatives through virtual means (e.g. ensuring a stable internet connection, and device(s) for Workers to watch the representative's presentation), and;~~
    - 3. ~~If a union representative is unable to attend, arrange an alternative time within 15-calendar days of the Workers commencing work in Australia, or a time otherwise agreed between You and the representative.~~

~~(c)(b)~~ The Welfare and Wellbeing Support Person;

~~(d)(c)~~ Any other relevant persons such as employee organisations, church members, Country Liaison Officer, and/or community representatives; and-

~~(e)(d)~~ Any other relevant person if Notified by Us.

s. 22(1)(a)(ii)

Commented [s. 22(1)]: Summary of change item 11

Commented [CLCP33]: As a general comment - this drafting does not flow and therefore the requirements are not clear. Would you like to re-look at this?

Commented [TK34]: Summary of change item 10- 8.3.4 s. 22(1)

Commented [TK35R34]: TK to check if we use e.g or example -style guide recent update

Pages 60-147 deleted under s. 22(1)(a)(ii)

**From:** s. 22(1)(a)(ii)  
**To:** s. 22(1)(a)(ii)  
**Subject:** FW: EL2 feedback, due date 5 May: Version 2.0 Guidelines [SEC=OFFICIAL]  
**Date:** Sunday, 18 May 2025 1:20:06 PM  
**Attachments:** [image001.png](#)  
[image003.png](#)  
[image004.jpg](#)

File this.

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**From:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Sent:** Wednesday, 7 May 2025 3:29 PM  
**To:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Subject:** FW: EL2 feedback, due date 5 May: Version 2.0 Guidelines [SEC=OFFICIAL]

ACTION THIS – asap.

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**From:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Sent:** Wednesday, 7 May 2025 12:49 PM  
**To:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Cc:** s. 22(1)(a)(ii) @dewr.gov.au>; s. 22(1)(a)(ii) @dewr.gov.au>  
**Subject:** RE: EL2 feedback, due date 5 May: Version 2.0 Guidelines [SEC=OFFICIAL]

Thanks<sup>s. 22(1)(a)</sup>. Yes, let's acknowledge EL2 the feedback please. Cheers,<sup>s. 22(1)</sup>

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**From:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Sent:** Friday, 2 May 2025 10:02 AM  
**To:** s. 22(1)(a)(ii) @dewr.gov.au>  
**Cc:** s. 22(1)(a)(ii) @dewr.gov.au>; s. 22(1)(a)(ii) @dewr.gov.au>  
**Subject:** EL2 feedback, due date 5 May: Version 2.0 Guidelines [SEC=OFFICIAL]

Hi<sup>s. 22(1)</sup>,

Please find attached the link to the EL2 & inter-government Guidelines feedback: [Version 2.0 of the Guidelines - Feedback invitation record.xlsx](#)

Overall, the feedback was very supportive.<sup>s. 22(1)(a)(ii)</sup> and I have addressed most feedback and where required we have made minor changes.

<sup>s. 22(1)(a)(ii)</sup>, feel free to add any additional context.

**Due date:** 5 May

s. 22(1)(a)(ii)

#### Background

Please review the Summary of Change Guidelines document for further context: ☐

[LIVE Summary of changes Guidelines v2.0.docx](#)

s. 22(1)(a)(ii)

Kind regards,



**s. 22(1)**

Assistant Director

PALM Operational Policy - Pacific Labour Operations Division

Australian Government Department of Employment and Workplace Relations

Phone **s. 22(1)(a)**

**s. 22(1)** [@dewr.gov.au](mailto:dewr.gov.au)

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The Department of Employment and Workplace Relations acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respects to them and their cultures, and Elders past, present and emerging.



# Summary of Changes

## Pacific Australia Labour Mobility (PALM) scheme Approved Employer Guidelines

This document is a summary of the key changes made to the Guidelines, minor edits and wording changes are not included.

**Note:** Endorsed word changes are defined below in [green text](#), those pending final endorsement are [blue](#), some items may be pending approval and endorsement but are included for consideration.

Items that have been flagged as requiring a [concurrent deed update](#) and are noted under the heading, '[Items requiring a concurrent Deed update](#)'.

PALM Legal have provided some items for consideration and are noted under the heading, '[PALM Legal recommendations](#)'.

## Guidelines version 2.0 - to be published 06/25

Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
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s. 22(1)(a)(ii)



Australian Government

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s. 22(1)(a)(ii)



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s. 22(1)(a)(ii)						

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s. 22(1)(a)(ii)

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s. 22(1)(a)(ii)						

Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
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s. 22(1)(a)(ii)



Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
s. 22(1)(a)(ii)						



Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
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s. 22(1)(a)(ii)



Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
s. 22(1)(a)(ii)						

Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
s. 22(1)(a)(ii)						
10.	FWO arrival briefing presentation change	8.3.4, s.	<b>Section 8.3.4:</b> You must invite the following people to address the Workers at each Arrival Briefing. (a) A representative from a relevant union. (i) If you are a Continuing Approved Employer, for Transition Recruitments, by 1 October 2023 You must invite representatives from a relevant	The purpose of updating the guidelines is to de-couple the FWO presentation from the worker arrival briefing and outline AE requirements and time frames.	This update and changes were endorsed by the SLT in December 2024.	FWO

Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
			<p>union to address Workers that have not previously been invited to be addressed by such representatives and Notify Us.</p> <p><del>(b) A representative from the FWO.</del></p> <p><del>(i) If you are a Continuing Approved Employer, for Transition Recruitments, by 1 October 2023 You must invite representatives from the FWO to address Workers that have not previously been invited to be addressed by such representatives and Notify us.</del></p> <p>(ii) You must use reasonable endeavours to:</p> <ol style="list-style-type: none"> <li>1. accommodate the attendance of the representatives from a relevant union at each Arrival Briefing, and provide them with at least 7 calendar days' notice, in writing, of the proposed date of the Arrival Briefing,</li> <li>2. if the union representatives are unable to attend an Arrival Briefing in-person, accommodate the attendance of such representatives through virtual means (e.g. ensuring a stable internet connection, and device(s) for Workers to watch the representative's presentation), and</li> <li>3. if a union representative is unable to attend, arrange an alternative time within 15-calendar days of the Workers</li> </ol>	<p>PALMIS ICT have agreed to remove the current PALMIS functionality that requires employers to report which attendees have attended the arrival briefing, to align to the current guidelines requirements.</p>		

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commencing work in Australia, or a time otherwise agreed between You and the representative.

(b) The Welfare and Wellbeing Support Person;

(c) any other relevant persons such as employee organisations, church members, Country Liaison Officer, and /or community representatives; and

(d) any other relevant person if Notified by Us.

s. 22(1)(a)(ii)

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s. 22(1)(a)(ii)



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s. 22(1)(a)(ii)



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s. 22(1)(a)(ii)





Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
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s. 22(1)(a)(ii)



Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
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s. 22(1)(a)(ii)



Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
s. 22(1)(a)(ii)						

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s. 22(1)(a)(ii)



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s. 22(1)(a)(ii)







EC25-001658

**Minute to:** s. 22(1)(a) , **First Assistant Secretary, Pacific Labour Operations Division**  
**Subject:** **Pacific Australia Labour Mobility (PALM) scheme guidelines update**  
**Action Due date:** **25 July 2025.** The reason is to support publication of the updated PALM guidelines consistent with commitments to stakeholders.

**From:** s. 22(1) , **Director, PALM Operational Policy**  
**Through:** s. 22(1)(a)(ii) , **Acting Assistant Secretary, Operations Policy**  
**Copy to:** s. 22(1)(a)(ii)  
**Contact:** s. 22(1)  
**Phone:** s. 22(1)(a)

**Recommendations – That you:**

- 1) **approve** the proposed updates to the PALM scheme guidelines (version 2.0 at Attachment A) as outlined in the summary of change documents (Attachments B and C). Approved / ~~Not Approved~~
  - 2) **agree** the updated PALM scheme guidelines will be released on 1 August 2025, with a date of effect of 15 August 2025. Agreed / ~~Not Agreed~~ / Discuss
- s. 22(1)(a)(ii)
- s. 22(1)(a)(ii)

Signature:

Date: 28 / 07 / 2025

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**Comments:** This is good work, thank you. s. 22(1)(a)(ii)

**Purpose**

1. The purpose of this brief is to seek your approval to the proposed changes in the PALM scheme guidelines (proposed Guidelines v2.0), at Attachment A. The updates correct minor errors, give effect to implementation changes generally already conveyed to stakeholders, and include policy changes that have been agreed through the Assistant Secretary cohort, including those with respect to Arrival and Departure Reporting. The decision to approve an update to the PALM Guidelines is taken by the Pacific Labour Operations Division First Assistant Secretary, as outlined in the PALM Operational Policy Framework.

**Issues**

2. As part of ongoing scheme implementation and consolidation, the PALM scheme guidelines are intended to be updated regularly to ensure they are robust, address risks, are consistent, and reflect current policy and processes. The rationale for each update included in proposed Guidelines v2.0 is outlined in the summary of change documents at Attachments B and C.
3. The key changes in Guidelines v2.0 include:

s. 22(1)(a)(ii)

- g. the option for employers to arrange a virtual arrival briefing presentation by the Fair Work Ombudsman to support workers when they arrive in Australia. This is now outlined in sections 8.3.4s. of the guidelines.
- s. 22(1)(a)(ii)

s. 22(1)(a)(ii)



## Background

6. The Operational Policy team has established a robust process for scheduled updated guidelines that includes a dedicated cross-divisional executive level committee, engagement with legal colleagues, and endorsement through the Director and Assistant Secretary cohorts. This change process was recently formalised via divisional consultation and reflected in the PALM scheme Operational Policy Framework.
7. The guidelines set program requirements for employers as conditions on their participation in the PALM scheme. Under the deed, employers agree the department may vary the guidelines at any time at the department's absolute discretion (clause 2.2).

## Financial implications

8. NA.

## Consultation

9. The proposed changes have been endorsed by the Pacific Labour Operations Division Deed and Guidelines Executive Level Steering Committee. All PLO division Directors and Assistant Secretaries have been consulted.
10. Updates have been drafted in consultation with the PALM scheme Legal team.
11. Externally, the department has engaged closely with the Department of Home Affairs, the Fair Work Ombudsman and the Department of Foreign Affairs and Trade.

## Summary of attachments

Attachment A	PALM scheme Guidelines v2.0 – change items highlighted for your convenience
Attachment B	Summary of Change document – a suite of standalone changes
s. 22(1)(a)(ii)	
s. 22(1)(a)(ii)	
s. 22(1)(a)(ii)	

# Pacific Australia Labour Mobility scheme Approved Employer Guidelines



Australian Government



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Pages 357-415 deleted under s. 22(1)(a)(ii)

s. 22(1)(a)(ii)

### Attendees at Arrival Briefings

- 8.3.4. You **must** invite the following people to address the Workers at each Arrival Briefing.
- (a) A representative from **a** relevant union:
    - (i) if You are a Continuing Approved Employer, for Transition Recruitments, by 1 October 2023 You **must** invite representatives from a relevant union to address Workers that have not previously been invited to be addressed by such representatives and Notify Us.
    - (ii) You **must** use reasonable endeavours to:
      - 1. accommodate the attendance of the representatives from a relevant union at each Arrival Briefing, and provide them with at least 7 calendar days' notice, in writing, of the proposed date of the Arrival Briefing;
      - 2. if the union representatives are unable to attend an Arrival Briefing in-person, accommodate the attendance of such representatives through virtual means (e.g. ensuring a stable internet connection, and device(s) for Workers to watch the representative's presentation); and
      - 3. if a union representative is unable to attend, arrange an alternative time within 15-calendar days of the Workers commencing work in Australia, or a time otherwise agreed between You and the representative.
  - (b) The Welfare and Wellbeing Support Person;
  - (c) Any other relevant persons such as employee organisations, church **members**, Country Liaison Officer, and/or community representatives; and
  - (d) Any other relevant person if Notified by Us.
- s. 22(1)(a)(ii)

Pages 417-513 deleted under s. 22(1)(a)(ii)

# Summary of Changes

## Pacific Australia Labour Mobility (PALM) scheme Approved Employer Guidelines

This document is a summary of the key changes made to the Guidelines, minor edits and wording changes are not included.

**Note:** Endorsed word changes are defined below in **green text**, those pending final endorsement are **blue**, some items may be pending approval and endorsement but are included for consideration.

Items that have been flagged as requiring a [concurrent deed update](#) and are noted under the heading, '[Items requiring a concurrent Deed update](#)'.

PALM Legal have provided some items for consideration and are noted under the heading, '[PALM Legal recommendations](#)'.

## Guidelines version 2.0 - to be published August 2025

Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
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s. 22(1)(a)(ii)



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s. 22(1)(a)(ii)

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s. 22(1)(a)(ii)						

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s. 22(1)(a)(ii)

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s. 22(1)(a)(ii)						



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s. 22(1)(a)(ii)						
10.	FWO arrival briefing presentation change	8.3.4, s. 22(1)(a)(ii)	<p><b>Section 8.3.4:</b> You must invite the following people to address the Workers at each Arrival Briefing.</p> <p>(a) A representative from <span style="background-color: yellow;">a</span> relevant union.</p> <p>(i) If you are a Continuing Approved Employer, for Transition Recruitments, by 1 October 2023 You must invite representatives from a relevant</p>	The purpose of updating the guidelines is to de-couple the FWO presentation from the worker arrival briefing and outline AE requirements and time frames.	This update and changes were endorsed by the SLT in December 2024.	FWO

Item number	Title/description	Guidelines Reference	Change request	Rationale & Dependencies	What consultation & endorsement has already occurred?	Relevant SME/s, Ops Policy lead
			<p>union to address Workers that have not previously been invited to be addressed by such representatives and Notify Us.</p> <p><del>(b) A representative from the FWO.</del></p> <p><del>(i) If you are a Continuing Approved Employer, for Transition Recruitments, by 1 October 2023 You must invite representatives from the FWO to address Workers that have not previously been invited to be addressed by such representatives and Notify us.</del></p> <p>(ii) You must use reasonable endeavours to:</p> <ol style="list-style-type: none"> <li>1. accommodate the attendance of the representatives from a relevant union at each Arrival Briefing, and provide them with at least 7 calendar days' notice, in writing, of the proposed date of the Arrival Briefing,</li> <li>2. if the union representatives are unable to attend an Arrival Briefing in-person, accommodate the attendance of such representatives through virtual means (e.g. ensuring a stable internet connection, and device(s) for Workers to watch the representative's presentation), and</li> <li>3. if a union representative is unable to attend, arrange an alternative time within 15-calendar days of the Workers</li> </ol>	<p>PALMIS ICT have agreed to remove the current PALMIS functionality that requires employers to report which attendees have attended the arrival briefing, to align to the current guidelines requirements.</p>		

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			<p>commencing work in Australia, or a time otherwise agreed between You and the representative.</p> <p>(b) The Welfare and Wellbeing Support Person;</p> <p>(c) any other relevant persons such as employee organisations, church members, Country Liaison Officer, and /or community representatives; and</p> <p>(d) any other relevant person if Notified by Us.</p> <p>s. 22(1)(a)(ii)</p>			

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s. 22(1)(a)(ii)						

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s. 22(1)(a)(ii)						



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s. 22(1)(a)(ii)						

Pages 534-567 deleted under s. 22(1)(a)(ii)