

This checklist is based on the [Pacific Australia Labour Mobility \(PALM\) scheme Approved Employer Guidelines](#) and will help employers prepare workers for departure from Australia at the end of an employment contract. If employment ends due to termination or resignation, please refer to section 11.2 and 11.3 in the guidelines for additional requirements.

SIX MONTHS PRIOR TO WORKER DEPARTURE (FOR LONG-TERM WORKERS)

Departure arrangements

You must book and purchase a long-term worker's return flights at least 12 weeks prior to the date of departure. We recommend researching and planning demobilisation 6 months prior to the end of an employment contract to ensure affordable transport costs.

Refer to chapter 7 in the guidelines for information on international flights and transfers.

Note: for short-term workers, you must purchase return flights and transfers as a part of arrival arrangements.

Check costs of international airfares. You can deduct the lesser of actual travel costs or the maximum amount specified in the international airfares and domestic transportation matrix (travel matrix) from the worker.

The worker can elect to pay for the travel cost themselves — however this must be agreed in writing with workers before flights are booked. If the worker elects to book their own travel you must assist them to do so, ensuring that the return flight is prior to the date that their visa expires.

See the [PALM scheme website](#) for more information on maximum amounts for travel cost deductions: (www.palmscheme.gov.au/resources/international-airfares-and-domestic-transportation-matrix-and-frequently-asked-questions).

Check costs of in-transit accommodation if needed.

Advise workers in advance of the costs of excess baggage and baggage allowances.

Discuss travel and planning arrangements with workers to ensure they understand timing and costs for them to return home and have sufficient funds for travel and final living expenses.

THREE MONTHS PRIOR TO WORKER DEPARTURE

Departure arrangements

Purchase long-term workers' travel at least 12 weeks prior to their scheduled departure, unless the worker has chosen to arrange their own travel.

Advise partner countries and Department of Employment and Workplace Relations (DEWR) of returning workers

Provide names, contract completion date, return date and flight details and a copy of tickets and receipts for all returning workers to labour sending units (LSUs) and in the approved employer portal (AE portal) (but no later than 5 calendar days before departure).

For assistance, contact the PALM scheme support service line on (1800 51 51 31) or email (palm@dewr.gov.au).

Prepare a professional summary

It is suggested that you prepare a professional summary for each worker with future employment recommendations.



ONE MONTH PRIOR TO WORKER DEPARTURE

Conduct demobilisation briefing using the demobilisation briefing guide (refer to pages 4, 5 and 6 of this document)

Conduct the face-to-face departure briefing at least 14 days, but no less than 7 calendar days, before a worker's departure date.

Provide evidence of worker participation in demobilisation departure briefings through a completed departure report.

Provide workers at the briefing with a printed copy of the demobilisation checklist for workers which can be found on the [PALM scheme website](http://www.palmscheme.gov.au/resources/demobilisation-checklists):
(www.palmscheme.gov.au/resources/demobilisation-checklists).

Please provide translated versions where available.

Check worker visa status

Advise the Department of Home Affairs if a worker on a multi-year visa will not be returning for another work season (this is a temporary activities sponsor (TAS) obligation).

Advise workers of their obligations under a multi-year visa.

Advise workers of visa end dates (this is needed for superannuation claims).

Worker portfolio of achievements

It is suggested that you support worker skills development and provide original copies of certificates, units of competency, licences and tickets for workers to include in their portfolio of achievements.

ONE WEEK PRIOR TO WORKER DEPARTURE

Worker travel arrangements

At least 5 calendar days prior to their departure from Australia, you must provide each worker with the following documents/information:

- flight and domestic travel tickets
- itinerary
- details of transfer cost
- airport meeting arrangements.

AFTER WORKER DEPARTURE

Complete departure report

Within 14 calendar days, advise DEWR that workers have departed by submitting a departure report through the AE portal.

The departure report must include:

- names and dates of workers who departed
- details of any workers who did not leave as expected and why
- superannuation account payments (or details on the contribution obligation if payment is still pending)
- confirmation you have met all the departure requirements set out in chapter 12 of the guidelines
- confirmation you have delivered a departure briefing to workers.

This guide is designed to help employers with the worker demobilisation briefing session as outlined in the PALM scheme guidelines.

1. FINAL PAY AND DEDUCTIONS

- Advise workers in writing what they can expect to be included in their final pay, including any leave payouts and any outstanding deductions you propose to recoup from pay.
- Agree in writing, in advance, how any remaining money owed to you will be repaid from final pays.
- Remind workers of travel costs to return home.
- Employers must comply with Fair Work Ombudsman requirements when withholding any money.

2. ACCOMMODATION

Advise workers of their responsibilities when leaving their accommodation.

This may include:

- providing appropriate notice period to the landlord or agent
- disconnecting utilities if necessary, e.g. electricity, gas, internet, packing up the property
- arranging maintenance and cleaning services
- arranging for final inspections
- bond return applications.

Provide workers with receipts for all on-charged costs such as bond clean.

3. DEPARTING AUSTRALIA SUPERANNUATION PAYMENT

Advise workers of the particulars around claiming the Departing Australia Superannuation Payment (DASP).

Let them know that:

- they will be able to claim via DASP Online once they have returned home and their visa has expired
- DASP is subject to tax, and advise workers of the amount of tax that will be withheld.

Refer to the superannuation guides for employers and workers on the [PALM scheme website](http://www.palmscheme.gov.au/resources/superannuation-pacific-workers) (www.palmscheme.gov.au/resources/superannuation-pacific-workers), and to the [ATO website](http://www.ato.gov.au/individuals-and-families/coming-to-australia-or-going-overseas/coming-to-australia/returning-to-your-home-country#Claimingyoursuper) (www.ato.gov.au/individuals-and-families/coming-to-australia-or-going-overseas/coming-to-australia/returning-to-your-home-country#Claimingyoursuper).

To claim the DASP workers will need to:

- keep their Australian bank account open
- keep superannuation records and details, including:
 - superannuation fund name
 - superannuation fund ABN
 - superannuation fund member number
- contact their superannuation fund to determine what supporting documents they need to lodge an application
- collate requisite supporting documentation, including certified copies where applicable, to support a DASP application
- be aware of their visa end date.

Ensure workers understand there may be fees associated with keeping their Australian bank account open, and their bank may require a minimum balance to keep the account open.

You may need to advise workers on how to close a bank account. Workers will need to cancel recurring bills or payments if they are closing their bank accounts.

Employers should keep an eye on PALM scheme communication channels for information on targeted superannuation or DASP application lodgment support that may be available locally or virtually.

4. TAX RETURNS

- Advise that long-term workers must lodge an Australian tax return on arrival home.
- Advise that short-term workers are not required to lodge an Australian tax return on arrival to their home country.

5. KEEPING EMPLOYMENT RECORDS

Remind workers of the importance of keeping records of their employment including:

- Australian tax file number
- superannuation fund name, fund ABN, and account number
- MyGov website registration details
- bank account details.

These will be needed to claim superannuation, submit tax returns and to use again if returning to Australia to work.

6. UPDATING CONTACT DETAILS

- Inform workers that they must update their primary contact details with relevant agencies to ensure they receive important documents relating to superannuation claims, tax and bank accounts.
- Ask workers to provide a postal address, contact number and email address in their home country to their LSU or send these to the PALM scheme email (palm@dewr.gov.au).

Mail redirection is not recommended. It can be costly and is hard to renew from overseas.

7. HEALTH INSURANCE

- Explain when workers' health insurance will end.
- Explain how to make a claim, if they have not yet claimed for a health issue that arose while in Australia.

8. TRAVEL ARRANGEMENTS

- Discuss domestic and international transport arrangements.
- Provide tickets and an itinerary at least 5 days prior to departure.

9. UNPAID EXPENSES AND FINES

Advise workers to resolve unpaid fines and the consequences of not paying these, which may include:

- legal action
- warrants for arrest
- impacts on future work in Australia.

10. MOBILE PHONE

- Explain about keeping SIM and phone numbers if workers intend to return to Australia, and any costs associated with this.
- Encourage workers to keep their contact details up to date.

11. MANDATORY OFFSHORE PERIOD

- Remind short-term workers (up to 9 months) of the requirement to spend at least 3 months at home before returning to Australia for their next short-term placement. This includes workers on a multi-year visa.
- Remind long-term workers (1 to 4 years) of the requirement to spend 6 months at home before returning to participate in the PALM scheme again.

12. OTHER VISA CONDITIONS FOR SHORT-TERM MULTI-YEAR VISAS

Do not promise work for future seasons, as employers must demonstrate labour needs for each recruitment.

- Workers who are on a multi-year visa who return to Australia for reasons other than as a part of their participation in the PALM scheme may be in breach of visa conditions and their visa may be cancelled.
- Where a worker is granted another type of visa such as a visitor visa, this may cancel their PALM stream visa.
- Remind workers on multi-year visas that they will only be able to claim their superannuation once their visa has expired or is cancelled. Workers should not cancel visas between work seasons.
- If relevant, advise workers of your intention to offer consecutive short-term placements, and advice on what to keep and bring back (if approved), such as:
 - any workwear they bought
 - an Australian mobile SIM card, and phone
 - records of their personal information such as TFN, MyGov registration, bank account and superannuation details.