



Press Release:

Regarding iComply and Online Accusations

16 January 2026 | Port Vila, Vanuatu

The Ministry of Internal Affairs, through the Department of Labour and Employment Services (DOL), has noted recent discussions circulating on social media regarding iComply, a labour hire company previously involved in overseas employment recruitment.

The Ministry sincerely apologises for the delay in issuing a public response. This delay occurred as the Ministry awaited official and verified information from the relevant agencies to ensure that any communication released to the public was accurate, responsible, and based on confirmed facts. This approach was taken to avoid speculation or the dissemination of misinformation.

In this regard, the Ministry confirms that the Department of Labour and Employment Services was formally notified in early December 2025 by iComply of its decision to cease all recruitment operations due to a liquidation process. Following consideration of the notification and the circumstances presented, the Department endorsed the cessation of iComply's recruitment activities.

At the time of liquidation, iComply did not have any Ni-Vanuatu workers engaged under the PALM Scheme. The Department worked closely with the Australian Government in December 2025 to facilitate the transfer of all affected workers to alternative approved PALM employers. The Australian Department of Employment and Workplace Relations (DEWR) continues to provide support to these workers under their new employment arrangements.

The Ministry further clarifies that iComply's PALM Scheme deed was not terminated by DEWR. iComply appointed liquidators on 6 January 2026, and the company is currently undergoing a creditors' voluntary liquidation process, as confirmed by an official notice published by the Australian Securities and Investments Commission (ASIC): [iComply Horticultural Compliance Specialists Pty Ltd 613 659 671 | Creditors' Voluntary Liquidation | Appointment | NSW | Published : 06/01/2026 | ASIC Notice Details](#)



Regarding accusations circulating online concerning iComply sponsoring staff for overseas travel, the Ministry clarifies that such travel was undertaken primarily for exposure and relationship-building purposes between staff and approved employers. Similar arrangements have occurred in other labour mobility contexts, including sponsorship of RSE and reintegration staff for official engagements and approved employer site visits in New Zealand.

The Ministry acknowledges that the Department of Labour and Employment Services has, in the past, received complaints through its formal grievance processes and has shared relevant information with Australian authorities where appropriate. The Ministry recognises the need to further strengthen grievance recording, follow-up, and case management systems, and work is ongoing to improve these processes.

Ni-Vanuatu PALM workers and affected individuals are encouraged to continue reporting grievances through established channels, including Country Liaison Officers (CLOs), the Department of Labour and Employment Services, the Ministry of Internal Affairs, and the formal grievance mechanisms provided by the Australian Government under the PALM Scheme.

The Ministry reassures the public of its continued commitment to safeguarding the welfare of Ni-Vanuatu workers, ensuring compliance with labour mobility arrangements, and working closely with partner governments to uphold transparency and accountability. The public is encouraged to rely on official statements and verified information rather than unsubstantiated claims circulating online.
