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PALMIS LAUNCH

PALM scheme IT system for approved employers

25 November 2023

Reissue

The Pacific Australia Labour Mobility (PALM) scheme is the Australian Government's integrated approach to Pacific labour mobility. As part of the transition to a consolidated PALM scheme for both short-term and long-term workers, a new IT system – the Pacific Australia Labour Mobility Information System (PALMIS) – has been launched.

PALMIS aligns with the updated PALM scheme deed and guidelines requirements and contains many new features to help streamline processes such as recruitments, mobilisations and incident reporting.

As a registered user of PALMIS, this newsletter will keep you informed about important system features and how to use them.

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IMPORTANT UPDATE TO PALM scheme support service email address

Our support email address is changing. We are no longer using (support@pacificlabourfacility.com.au). Our new support email is (palm@dewr.gov.au). Please update your contact list as the old email address will no longer be monitored.

This change is required due to the PALM Information System (PALMIS) migrating from the Pacific Labour Facility (PLF) to the Department of Employment and Workplace Relations (DEWR).

Finding information and training resources online

A [PALMIS resources page](#) is available on the DEWR PALM scheme website page. We are regularly adding resources to this page so please always check it when looking for training and procedural information.

Help guides and videos are available in the portal to step you through your queries and processes. After you have attempted to view the specific learning tool you can contact us via the PALM scheme support line on **1800 51 51 31** or email your enquiry to (palm@dewr.gov.au).

PALMIS shutdown period

While PALMIS and the AE portal transfer to DEWR, there will be a shutdown period from **5:30 pm AEDT Friday 1 December to 9:00 am AEDT Tuesday 5 December 2023**. Users will not be able to access the system during this time.

Recruitment plans for workers with proposed mobilisation dates in February 2024 must be submitted prior to 5:30 pm AEDT Friday 1 December 2023. Please continue to report critical

incidents to DEWR during the blackout period by contacting the PALM scheme support line on 1800 51 51 31 in the first instance, or email (palm@dewr.gov.au).

Upcoming development

The final release for enhancements this calendar year has now been completed.

We have entered a code freeze on all PALMIS and AE portal enhancements, except for critical fixes while the department focuses on the transfer of the systems to DEWR servers.

However, please continue to provide feedback on future enhancements as DEWR enters the planning phase of future development cycles to begin in the new year.

We acknowledge the valuable feedback provided by PALM scheme employers and users.

PALMIS webinars now available

Ongoing webinars have now concluded for 2023. Recordings of these webinars are now available on the [DEWR PALMIS information and resources page](#).

Frequently asked questions

The updated [PALMIS FAQ document](#) is available on the DEWR PALM scheme website. We will continue to work through questions and issues raised by employers. Recent commonly-asked questions are listed below.

I cannot see the workers on my recruitment plan to link to the placement group. How do I resolve this?

If you cannot see the workers on your recruitment plan to add to the relevant placement groups, contact the labour sending unit directly to ensure it has added them to the recruitment plan. Once this has occurred, you can then link the recruitment plan to the placement group.

What is the difference between an action item and the inbox in the AE portal?

Action items are intended to provide a view of the inbox where users require further action. Action items only show a subset of all messages that appear in the inbox.

Will the AE portal allow me to make adjustments to my mobilisation dates if it is within 8 weeks?

The mobilisation date field has now been set to 8 weeks from the original submission date of the recruitment plan. This will allow for scenarios such as where mobilisations occur in a shorter time frame, such as for remobilisations.

Tip of the week

Recruitment plans for workers with proposed mobilisation dates in February 2024 MUST be submitted prior to 5:30 pm AEDT Friday 1 December 2023.

If you have an urgent query or action required, please contact your relationship manager for assistance.

Questions or concerns?

If you are unable to find anything in the existing guidance about a specific issue, the best way to get help is to submit an enquiry through PALMIS and provide as much information as you can. This will be submitted to the relevant teams and will be escalated as needed. You can also contact the PALM scheme support line on 1800 51 51 31 in the first instance or email (palm@dewr.gov.au).

Your feedback will help with resolving specific issues, but also identify general system or guidance material improvements to improve the system for everyone.

We also would like to thank all employers for your ongoing efforts to engage with the new system, and for your continued support.

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Contact details

Please call the PALM scheme support line on 1800 51 51 31
or email (palm@dewr.gov.au).

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