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# PALMIS LAUNCH

PALM scheme IT system for approved employers

*22 January 2024*

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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## Reminder: update to support service email address

As part of insourcing the delivery of the PALM scheme to the Department of Employment and Workplace Relations (DEWR), the PALM scheme support service email address has changed. We are no longer using (support@pacificlabourfacility.com.au).

Our new support service email is (palm@dewr.gov.au). Please update your contact list as the old email address is no longer monitored.

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## Finding information and training resources online

A [PALMIS resources page](#) is available on the DEWR PALM scheme website page. We are constantly 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. If you continue to experience issues after viewing these resources, you can contact us via the PALM scheme support service line on 1800 51 51 31 in the first instance or email your enquiry to (palm@dewr.gov.au).

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## Upcoming development

We endeavour to release new features and upgrades to PALMIS and the approved employer portal (AE portal) monthly to improve the user experience. After each release, you will see release notes near the top of your screen in the AE portal which will explain the new features.

The next release of new features is scheduled for February 2024. We will provide further information closer to the date.

If you have suggestions for future system development, please email them with as much detail as possible to (palm@dewr.gov.au).

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## PALMIS webinar recordings available

Recordings of employer webinars are now available on the [DEWR PALMIS information and resources web page](#).

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## Frequently asked questions

The updated [PALMIS FAQ document](#) is available on the DEWR PALM scheme website.

We continue to work through questions and issues raised by employers. Our most recent commonly asked questions are listed below.

***When adding workers to my mobilisation report, I receive the error message 'there are no records to display'. What does this mean?***

If you are completing a mobilisation report (arrival/departure) for a PALM scheme approved recruitment plan (RP) and you receive the error message "there are no records to display" after clicking "Select a Destination Site", there is likely no placement group linked to the respective RP.

To resolve this, you must make a change request and add a placement group to your RP. This will ensure a work site is linked to your RP, enabling you to complete arrival/departure reports

***Why can't I complete visa information for my worker - the fields are locked?***

Please ensure the worker has been assigned to the correct placement group with the relevant destination site you are attempting to report on in the mobilisation report.

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## Tip of the week

Many emails from the department contain a CRM number in the subject field. Please do not remove this number when replying.

The CRM number is a 'token' that helps us keep track of related emails. Removing this may result in delayed correspondence.

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## 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 service line on 1800 51 51 31 in the first instance or email ([palm@dewr.gov.au](mailto: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 thank all employers for your ongoing efforts to engage with the new system, and for your continued support.

### **Contact details**

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

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