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28 March 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 developed.

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.

In this issue

[PALM scheme administration arrangements over Easter](#)

[Finding information and training resources online](#)

[Upcoming development](#)

[PALMIS webinar recordings available](#)

[Next AE portal release in April](#)

[Frequently asked questions](#)

[Tip of the week](#)

[Questions or concerns?](#)

PALM scheme administration arrangements over Easter

The Department of Employment and Workplace Relations (DEWR) will close their office on Friday 29 March 2024 and return to work on Tuesday 2 April 2024.

During this time, PALM scheme employers and workers can call the PALM scheme support service line on (1800 51 51 31) to report critical incidents and incidents where a PALM scheme worker requires immediate assistance.

Consideration of this office closure over the Easter period would be appreciated. Please only contact the support line for critical incidents and workers requiring immediate assistance only.

Have a safe and happy Easter holidays.

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 check it when you are looking for training and procedural information.

Help guides and videos are available in the approved employer portal (AE portal) in PALMIS to step you through your queries and processes.

After you have attempted to view the specific training resource, you can contact us via the PALM scheme support service line (1800 51 51 31) in the first instance or email your enquiry to (palm@dewr.gov.au).

Upcoming development

If you would like to provide feedback or ideas for future system enhancements, please submit an enquiry case with the feature request sub type through the AE portal. Please include as much information as possible to clearly outline the proposed enhancement.

PALMIS webinar recordings available

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

If you have suggestions on topics for future training webinars, please submit an enquiry through the AE portal with your request.

Next AE portal release in April

The next release of new features will occur in April 2024. Each time we release new features, you will see release notes near the top of your screen on the AE portal to explain the changes.

In addition to the release notes, help guide content will be updated to provide additional assistance to users on how to navigate the system.

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. Our most recent commonly asked questions are listed below.

How do I create a zip file?

You may be required to create a zip file to upload multiple documents (which is used to compress the size of the file to be uploaded).

Below are the steps to create a zip file:

1. Create and label a new folder.
2. Add any documents to the folder you want to zip.
3. Press and hold (or right-click) the file or folder, select (or point to) send to, and then select compressed (zipped) folder.
4. A new zipped folder with the same name is created in the same location. To rename it, press and hold (or right-click) the folder, select rename and then type the new name.
5. The zip folder will be ready for upload.

I am unable to add workers to a mobilisation report because their status is showing as 'withdrawn - no visa'

DEWR is aware of a bug affecting some PALM scheme employers' ability to add workers to mobilisation reports where the workers' status is displaying as 'withdrawn – no visa.' This is occurring in instances where workers are initially assigned to one recruitment in the in-country recruitment database, then subsequently withdrawn from that recruitment and assigned to another. When the worker gets added to the new recruitment, their status remains as 'withdrawn – no visa', therefore not allowing employers to add the affected worker to the relevant mobilisation report.

DEWR is currently working on a solution to ensure worker statuses get updated as necessary when assigned between recruitments to resolve this issue. In the interim, a script is being run on a weekly basis to update the status of workers who fall into this category, which then allows employers to add them to the relevant mobilisation report.

If you experience this issue for any of your workers for more than a week, please submit a service request through the AE portal and DEWR will investigate. We will provide further updates on the permanent fix as they become available.

Why can't I see worker documents in the AE portal?

If you wish to review documents for some or all workers, the correct process is to select the relevant recruitment plan in the AE portal, then navigate to the recruitment plan documents section and select the 'download all worker documents' button. This will download a .zip file that includes all workers documents related to that recruitment plan.

HEIC iPhone files are not compatible with the AE portal

The AE portal does not support the use of HEIC image file types. If you are using an iPhone to capture images to upload to the system, you may need to look at your settings to ensure photos are in a supported file type (i.e. .pdf or .jpg).

If you are having issues uploading photos, please contact your relationship manager for support.

Tip of the week

An issue has been identified where the generated files are being corrupted if they contain special characters that are not accepted in file names in PALMIS. We are currently working on resolving the issue. To avoid any issues in the interim, please do not use the following special characters in the placement group name field:

/ [] ; < > + = ; , * ? & "

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 the AE portal 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) 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 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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