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PALMIS LAUNCH

PALM scheme IT system for approved employers

14 November 2023

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 fortnightly newsletter will keep you informed about important system features and how to use them.

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Finding information and training resources online

A [PALMIS resources page](#) is available on the Department of Employment and Workplace Relations (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 (support@pacificlabourfacility.com.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.

PALMIS webinars now available

DEWR hosted 2 webinars in October to assist PALM scheme employers with using PALMIS.

These sessions included demonstrations on how to create and submit recruitment applications, information on visa application processes, and an outline of planning and recording mobilisation processes.

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

Frequently asked questions

The updated [PALMIS FAQ document](#) is now 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.

Can I upload more than one photo at a time for each space in my accommodation plan?

Yes. To upload multiple photos at once in each space in your accommodation plan, hold the 'Ctrl' key while selecting each photo you would like to include. This will link the photos together in one group file.

Where can I find my current temporary activities sponsor (TAS) details in the AE portal?

To find your current TAS details in the AE portal, choose the employer details entity on the left-hand side of the AE portal. Then navigate to the TAS tab at the top of the screen to find the relevant TAS details.

Tip of the week

Remember to commence your recruitment plans as soon as you decide this is the best option for your business needs. This will allow DEWR to engage with you to ensure your recruitment plan is approved and finalised as quickly as possible. This will also ensure there are no delays when the mobilisation is required.

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** or email (support@pacificlabourfacility.com.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 (support@pacificlabourfacility.com.au).

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