2 September 2024

The Pacific Australia Labour Mobility (PALM) scheme is the Australian Government's integrated approach to Pacific labour mobility. The PALM information system (PALMIS) supports the operations of the scheme.

PALMIS aligns with PALM scheme deed and guidelines requirements and contains many features to support and streamline operational 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

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. This includes recordings of training webinars, release notes, frequently asked questions (FAQs) and the 'getting started' guide.

We add resources to this page regularly so please check it when you are looking for training and procedural information.

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

After you have attempted to view a specific training resource, and if you still have questions, please contact us via an AE portal system support request or our PALM scheme support service line (1800 51 51 31).

How to propose system enhancements

If you would like to provide feedback or ideas for future system enhancements, please submit a system support request through the AE portal and select the 'feature request' type. Please include as much information as possible with screenshots and examples to clearly outline the proposed enhancement.

Approved employer PALMIS consultative group

The approved employer PALMIS consultative group (AEPCG) recently met and focused on the development planned for the September 2024 release.

We also had a follow up discussion to test some of the solutions proposed during the July 2024 user management workshop to enable more granular access controls for PALMIS. We will provide more details on this work as we develop the model.

The group also agreed to hold a workshop on the end-to-end mobilisation processes with a view to working through any barriers in this process and improving the resources and training for these processes.

We expect to facilitate sessions on mobilisations for the broader employer cohort once we have workshopped it through the AEPCG.

Upcoming AE portal release in September 2024

The latest AE portal features will be released on 6 September 2024. Each time DEWR release new features, a pop-up box will appear to guide you to the release notes containing information about the new features. You can also find these in the 'help guides' sections.

Some highlights from this upcoming release are set to include:

- accommodation plan: all aspects of the accommodation supplementary form will be implemented within the AE portal directly
- user management: system administrators can now assign other users as system administrators
- recruitment plans: worker details are now displayed when a recruitment plan is in 'change request submitted' status
- worker documents: worker documents can now be found and downloaded from the worker page as well as the recruitment plan
- other minor changes.

Frequently asked questions

How can I update my contact mobile number or email address in the AE portal?

You can find your personal profile in the top right corner of the AE portal. Enter your updated details and click 'save'. The AE portal cannot accept the same email address or mobile being used more than once.

Why is my accommodation plan asking me to record the suburb and city?

We are aware this may be confusing as there are many sites which are not located in or near a city. As this is a mandatory field, please enter the closest city this site is located to. We are working

on this and intend to have this renamed or removed in future releases.

How do I add additional comments in my accommodation plan spaces?

Once you have 'saved' your new accommodation space, please reopen the plan and it will allow you to add additional comments to that space.

Tip of the week

Accommodation plan supplementary form

Following the AE portal release on 6 September 2024, there will be no need for you or your staff to complete the accommodation plan supplementary form. The supplementary form will still be available in the help guides section under 'notices' if you need to access it.

PALM scheme update

The fortnightly PALM scheme email update is designed to keep you up to date with the latest information to help you participate in the PALM scheme.

Click here to subscribe.

Stay up to date with the PALM scheme

The PALM scheme maintains an active presence online and via Facebook and LinkedIn to provide helpful information for workers and employers.

PALM scheme employers are reminded to let their workers know about the PALM scheme website, Facebook page and LinkedIn page so they can access information, updates and other helpful information and resources for living and working in Australia.

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.

Contact details

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