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13 October 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 email update will keep you informed about important system features and how to use them.

The final release for enhancements this year will occur on Thursday 19 October 2023. After the final release, we will temporarily pause additional releases and upgrades to the approved employer portal (AE portal) until early next year.

Following next week's edition, the PALMIS newsletter will be distributed fortnightly. Any ad-hoc updates will continue to be communicated to you through the portal and help guides.

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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.

WalkMe 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).

We will continue to publish new information, so watch this space!

What's new?

We release new features and upgrades to PALMIS and the AE portal systems every 2 weeks to improve the user experience. When we release new features, you will see release notes near the top of your screen on the AE portal.

Friday 6 October's system release included:

- providing the ability to copy previous accommodation plans
 - ensuring further alignment between accommodation plans and guidelines requirements
 - improving the interface for labour market tests, including a new search bar and labour market test form updates
 - improving the support request form with 3 new options in the request type field
 - updating correspondence activities
 - updating help guides and tutorial videos.
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Upcoming development

The final release for enhancements in the 2023-24 calendar year will occur on Thursday 19 October 2023.

The next release due to occur in early next year will focus on:

- viewing deductions on a submitted recruitment plan
 - providing user profiles the ability to create and view enquiries in all environments
 - including additional employer files to a recruitment plan
 - enabling the ability to remove placement groups when a recruitment plan is in an editable state
 - enabling the ability to withdraw and update submitted recruitment plans.
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Webinars

DEWR is hosting 2 webinars this month to assist approved employers with PALMIS. DEWR will demonstrate how to create and submit recruitment applications, explain visa application processes, and outline planning and recording mobilisation processes. Attendees will have the opportunity to ask questions and provide feedback.

Register to attend a webinar by clicking the links below.

[PALMIS webinar session 5: creating and submitting recruitment plans](#) – 1 pm to 2 pm (AEDT)
Friday 13 October

[PALMIS webinar session 6: understanding visa application and mobilisation processes](#) – 1 pm to 2 pm (AEDT) Friday 20 October

If you are unable to attend a webinar session, recordings of the webinars will be made available.

Please email us at (support@pacificlabourfacility.com.au) or call 1800 51 51 31 if you have any questions.

Q&A

We continue to work through questions and issues raised by employers and will update the standard [PALMIS FAQ document](#) soon. Recent commonly-asked questions are listed below.

How can I submit a request for improvements to the AE portal?

You can click on the support requests entity and add a new query. Please click on the request type option and choose 'feature request'.

Accommodation plans

Please make sure to use the most current accommodation supplementary form and complete all required fields. This will ensure all information within the form is in line with current PALM scheme requirements and allow your accommodation plan to be reviewed and assessed in a timely manner.

We are continuing to develop the accommodation plans in PALMIS to reduce the need for supplementary information.

How do I know if my mobilisation report is overdue?

You will receive a notification in the portal with details of your mobilisation report and if it is overdue.

Tip of the week

Email addresses are used as a unique identifier in the AE portal and can only be used to log into an account related to one approved employer.

If you have a staff member who works across multiple PALM scheme approved employers or has previously worked with another approved employer, they may need to have their previous account deactivated.

If you are experiencing any issues with this, please contact the PALMIS team by lodging a service request through the portal and we will work with you to de-duplicate any relevant email addresses or find other solutions.

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 Pacific Labour Facility (PLF) on 1800 51 51 31
or email (support@pacificlabourfacility.com.au).

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