

# **PALMIS Employer Portal Release Notes**

6 September 2024 (PI21)



# Document details

## Document particulars

Version	1.0
Content last updated	05/09/2024 Document status Final
Document Classification	For Official Use Only
Due for review	05/09/2024
Point of contact	PALM ICT
Approval Authority (EL2 or SES)	Ranna Hughes

## Purpose

This document outlines the changes that will be made to the PALMIS Employer Portal as part of the release on 6<sup>th</sup> September 2024.

# Contents

DOCUMENT DETAILS .....	2
DOCUMENT PARTICULARS .....	2
PURPOSE.....	2
PORTAL UPDATES .....	4
<i>Removing the need for the Accommodation Plan Supplementary Form .....</i>	<i>4</i>
<i>Enhance User Access Profiles .....</i>	<i>19</i>
<i>Improve RP Functionality .....</i>	<i>20</i>
<i>Replace Columns in Placement Group for the Worker Welfare Contact .....</i>	<i>20</i>
<i>Display worker details for Recruitment Plans with “change request submitted” status.....</i>	<i>21</i>
<i>Ability to download worker document from the worker record .....</i>	<i>22</i>
TECHNICAL IMPLEMENTATION .....	23
<i>System Security and Vulnerability Improvements.....</i>	<i>23</i>
<i>Investigations and Resolutions for Technical Defects.....</i>	<i>23</i>
<i>Function App.....</i>	<i>23</i>
<i>Data Fix.....</i>	<i>23</i>

## PORTAL Updates

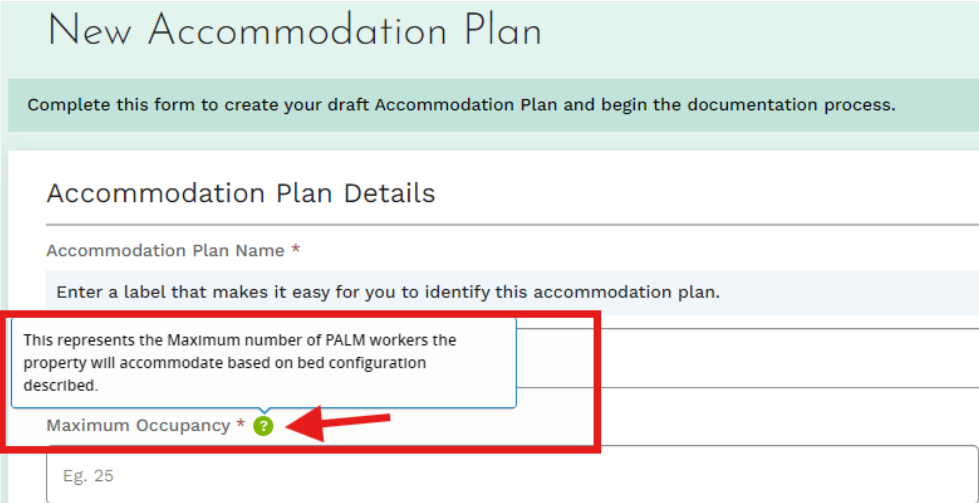
### Removing the need for the Accommodation Plan Supplementary Form


Prior to the release Approved Employers (AEs) were required to submit a Supplementary form that was associated with the Accommodation Plan (AP). The questions have now been incorporated into the AE PORTAL and flow through to the Department for assessment. Below are the pages that have been updated in the PORTAL.

Please note, all existing fields and questions in the AP form automatically populated to 'No' prior to this release. This system behaviour has not been amended for this release. These will need to be re-assessed and answered accordingly.

There are also several mandatory questions and these are indicated by a Red Asterix \*. The mandatory exception is for the Accommodation Type "Private Accommodation Arranged by Workers". The form can be submitted without most of the fields. The mandatory fields when 'Private Accommodation Arranged by Workers' is selected are: Accommodation Plan name, Maximum Occupancy, Address

A green question mark  indicates more information is available. When the question mark is selected the following information will be displayed.



The screenshot shows a web form titled "New Accommodation Plan". Below the title is a green bar with the text "Complete this form to create your draft Accommodation Plan and begin the documentation process." The form is divided into sections. The first section is "Accommodation Plan Details". It contains a text input field for "Accommodation Plan Name \*". Below this is a light blue box with the instruction "Enter a label that makes it easy for you to identify this accommodation plan." The next field is "Maximum Occupancy \* ". A red box highlights this field and a tooltip box above it contains the text: "This represents the Maximum number of PALM workers the property will accommodate based on bed configuration described." A red arrow points from the tooltip to the green question mark icon. Below the field is a text box with the example "Eg. 25".

Accommodation provider page has been updated with the below changes.

When 'Provided directly by an Individual' is selected the following fields have been made mandatory:

- Contact Name
- Contact Email
- City

## Accommodation Provider

Select the option that best describes the ownership of the accommodation in relation to this Accommodation Plan.

Select Accommodation Provider \*

- Owned and provided by NN\_TEST\_Direct
- Provided directly by another business (eg hostel)
- Provided directly by an individual
- Provided via real estate agent

### Provided directly by an individual

Contact Name \*

Simon Cox

Contact Phone Number \*

99443388

Contact Email \*

simon.cox@test.com

### Address

Street 1 \*

1 Griffnock Avenue

Street 2

Apt, suite, etc

Suburb \*

MACQUARIE F

Remove

Select a Suburb

City \*

Sydney

Post Code

2113

State

NSW

Country

Australia

When 'Provided directly by another business (eg hostel)' the following fields have been made mandatory:

- Contact Name
- Contact Email
- City

#### Accommodation Provider

Select the option that best describes the ownership of the accommodation in relation to this Accommodation Plan.

- Select Accommodation Provider
- Owned and provided by AgriExchange Pty Ltd
  - Owned and provided by a Host Employer
  - Provided directly by another business (eg hostel)
  - Provided directly by an individual
  - Provided via real estate agent

Provided directly by another business (eg hostel)

<b>Business Name *</b> Registered business name	<b>ABN *</b> Eg. 01 234 567 890	
<b>Contact Name *</b> Contact name	<b>Contact Phone Number *</b> Provide a phone number	
<b>Contact Email *</b> Provide an email address		
<b>Address</b>		
<b>Street 1 *</b> Street address	<b>Street 2</b> Apt, suite, etc	
<b>Suburb *</b> ABBOTSFORD <input type="button" value="Remove"/> <input type="button" value="Select a Suburb"/>	<b>City *</b> Eg. Brisbane	
<b>Post Code</b> 3067	<b>State</b> VIC	<b>Country</b> Australia

When 'Provided via real estate agent' is selected the following fields have been made mandatory:

- Contact Name
- Contact Email
- City

### Accommodation Provider

Select the option that best describes the ownership of the accommodation in relation to this Accommodation Plan.

Select Accommodation Provider \*

- Owned and provided by NN\_TEST\_Direct
- Provided directly by another business (eg hostel)
- Provided directly by an individual
- Provided via real estate agent

#### Provided via real estate agent

Business Name \*

Village Hostel

ABN \*

96 269 526 412

Contact Name \*

Simon Cox

Contact Phone Number \*

99443388

Contact Email \*

simon.cox@test.com

#### Address

Street 1 \*

1 Griffnock Avenue

Street 2

Apt, suite, etc

Suburb \*

MACQUARIE I

Remove

Select a Suburb

City \*

Sydney

Post Code

2113

State

NSW

Country

Australia

Intended Length of Stay question has been updated

## Accommodation Plan Details

Accommodation Plan Name \*

Enter a label that makes it easy for you to identify this accommodation plan.

POR\_AP\_PI21

Maximum Occupancy \* 

30

Reference Number

AP-003796-L8C0

Intended Length of Stay \*

Is the accommodation intended to be used for short term placements, long term or both.

Both

Accommodation Type \*

- Hostel
- House
- Townhouse
- Caravan
- Donga
- Private Accommodation Arranged by Workers
- Other

Will this accommodation house PALM workers only for the full period of their residence, or will it be open to others at the same time? \*

- PALM workers only
- Open to others


Do you have a real or perceived conflict of interest in using this Accommodation to house your Workers? \*

- No
- Yes

Will the workers residing at this accommodation be of a single gender or mixed genders? \*

- Single Gender
- Mixed Gender



A green question mark  is available when adding an Accommodation space, with instructions when providing additional information for that space.

Bond Applicable

- No
- Yes

If you wish to provide additional information in the Accommodation space, save the space, select edit and a comment box will appear.

## Accommodation spaces

This Accommodation Plan must include uncrowded, individual sleeping areas for all workers; a communal lounge/living area; access to laundry facilities; and toilets, showers, and self-catering kitchen facilities adequate for the number of occupants. You must also provide at least one external photograph of the accommodation.

Add Space

Required Spaces: Sleeping Area Shared Space Laundry Bathroom Kitchen External Photograph

Name ↑

Notes

There are no records to display.

*Screenshot of additional information for the 'Add Space' button*

If you wish to provide additional information in the Accommodation space, save the space, select edit and a comment box will appear.



Each Accommodation Space Type has been updated and the additional questions will be made available.

Kitchen questions have been added to the space.

### Create Accommodation Space

Space Type \*



Kitchen

Name \*

Kitchen 1

Describe what cooking/kitchen appliances are available for the workers. \*

Is there sufficient space for each Worker who resides at the property to store food safely, (e.g., fridge/pantry)? \*

No

Yes

Is there sufficient crockery (plates, bowls, glasses, coffee cups) and cutlery for each Worker who resides at the property? \*

No

Yes

Is there adequate access to cleaning, disinfection, and pest control products and supplies for each Worker who resides at the property? \*

No

Yes

Are there any cooking facilities external to the kitchen. Photos required. \*

No

Yes

When the last question is answered 'Yes', a mandatory text box will also appear.

Are there any cooking facilities external to the kitchen. Photos required. \*

No

Yes

Cooking facilities external to kitchen details \*

E.g., barbecues

Photographs \*

Click to browse, or drag files here to upload

Upload Files

Save Space To Accommodation

The Laundry space includes 2 mandatory 'Yes/No' options and corresponding text boxes.

Create Accommodation Space x

Space Type \*  
Laundry v

Name \*  
Laundry 2

Advise what type and the number of laundry facilities available to the Workers, including what drying facilities are available in the event of prolonged rain?

Are laundry facilities onsite?

No  
 Yes

Provide details of alternative laundry facilities and confirm if these are within reasonable walking distance of the accommodation (including details of the cost of using these facilities).

The Bathroom space has updated questions with the mandatory Yes/No options. Note on this page that the question 'Is this bathroom Lockable' will default to 'No'.

## Create Accommodation Space

Space Type \* ?

Bathroom

Name \*

Bathroom 2

Toilets \*

Number of Toilets

Showers \*

Number of Showers

Hand Basins \*

Number of Hand Basins

Do bathroom facilities have appropriate window coverings/finishes that are in good working order to ensure Worker's privacy? \*

No

Yes

Is this bathroom lockable? \*

No

Yes

Photographs \*

Click to browse, or drag files here to upload

Upload Files

Save Space To Accommodation

The Shared Space include a mandatory text box and Yes/No options are now available

Create Accommodation Space

Space Type \*

Shared Space

Name \*

Shared Space 2

Provide a description of the available shared spaces. \*

E.g., Lounge, living, dining, communal spaces

Is there sufficient comfortable seating for the number of Workers (i.e. one seat for each Worker)? \*

No

Yes

Photographs \*

Click to browse, or drag files here to upload

Upload Files

Save Space To Accommodation

The External Space includes an update to the description of the Photographs that are required.

Create Accommodation Space

Space Type \*

External Photograph

Name \*

External Photograph 2

Photographs \*

Provide photos of the exterior of the building that demonstrate the condition of the property.

Click to browse, or drag files here to upload

Upload Files

Save Space To Accommodation

The Sleeping Area space displays the following questions:

Create Accommodation Space x

Space Type \* ?

Sleeping Area v

Name \*

Sleeping Area 2

**Sleeping Capacity \***

Number of people accommodated in this sleeping area

**Room Configuration \***

Describe available bedding configuration and storage

**Weekly Rate per Bed \***

Total cost is rent plus inclusions such as utilities, Wi-Fi, cleaning etc.

Does this Sleeping Area have appropriate window coverings in good working order to ensure Worker's privacy? \*

No

Yes

**Photographs \***

Photos of sleeping areas must provide clear, unobscured evidence of the condition and configuration of the sleeping areas and demonstrate adequate storage and reasonable walking space and distance between beds, fixtures, furniture and exits.

Click to browse, or drag files here to upload

[Upload Files](#)

[Save Space To Accommodation](#)

Note that the fields, 'Rate includes' and 'Rate Excludes', have been deprecated. If you wish to obtain this data, please contact the Department.

The accommodation space type 'Facility' has been removed. For drafted accommodation plans with a 'Facility' accommodation space prior to the update, this space will remain viewable and editable. For Approved Accommodation Plans prior with a 'Facility' accommodation space, this space will appear as 'Facility (Legacy Data)'.

## Create Accommodation Space

Space Type \*

Select

- Kitchen
- Bathroom
- Laundry
- Shared Space
- Sleeping Area
- External Photograph
- Other

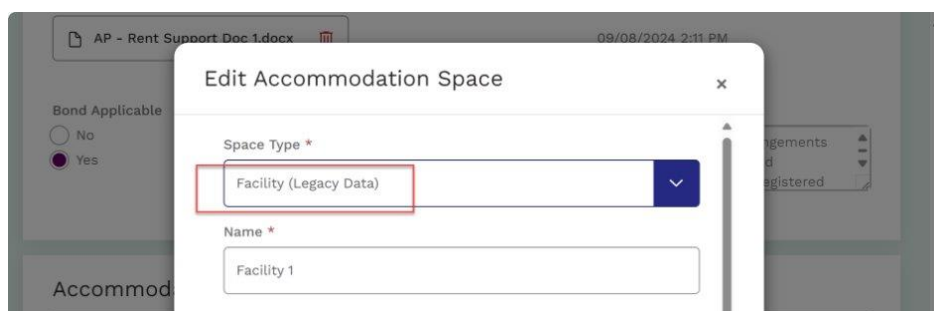
## Accommodation spaces

This Accommodation Plan must include uncrowded, individual sleeping areas for all workers; a communal lounge/living area; access to laundry facilities; and toilets, showers, and self-catering kitchen facilities adequate for the number of occupants. You must also provide at least one external photograph of the accommodation.

**Add Space**

Required Spaces: **Sleeping Area** **Shared Space** **Laundry** **Bathroom** **Kitchen** **External Photograph**

Name ↑	Notes		
Bathroom 1	1 toilet, 1 shower, 1 hand basin	Remove Space	Edit
External Photograph 1		Remove Space	Edit
Facility 1		Remove Space	Edit
Facility 2		Remove Space	Edit
Facility 3		Remove Space	Edit



When viewing the Accommodation spaces section, the information regarding the lockable storage and heating and cooling is made available at the bottom of the page.

### Accommodation spaces

This Accommodation Plan must include uncrowded, individual sleeping areas for all workers; a communal lounge/living area; access to laundry facilities; and toilets, showers, and self-catering kitchen facilities adequate for the number of occupants. You must also provide at least one external photograph of the accommodation. [Add Space](#)

Required Spaces: [Sleeping Area](#) [Shared Space](#) [Laundry](#) [Bathroom](#) [Kitchen](#) [External Photograph](#)

Name ↑	Notes		
Bathroom 1	0 toilets, 0 showers, 0 hand basins	<a href="#">Remove Space</a>	<a href="#">Edit</a>
External Photograph 1		<a href="#">Remove Space</a>	<a href="#">Edit</a>
Facility 1		<a href="#">Remove Space</a>	<a href="#">Edit</a>
Kitchen 1		<a href="#">Remove Space</a>	<a href="#">Edit</a>
Laundry 1		<a href="#">Remove Space</a>	<a href="#">Edit</a>
Shared Space 1		<a href="#">Remove Space</a>	<a href="#">Edit</a>
Sleeping Area 1	Sleeps 5	<a href="#">Remove Space</a>	<a href="#">Edit</a>

The Accommodation Plan must provide separate lockable storage for each worker's valuables. Failure to meet this obligation will mean the Accommodation Plan will likely be rejected.

Does this accommodation provide individual private lockable storage for each Worker? \*

No

Yes

Provide a description of what heating/cooling facilities are available and how these are adequate having regard to the local climate. \*



The Rent section has been updated and will now reflect the following questions including the mandatory text boxes and new placeholder text in the bond details section.





## Rent

Provide a justification of how the accommodation costs for each worker has been determined. This should include a monetary breakdown of the accommodation cost inclusions (e.g. rent, cleaning, electricity, Wi-Fi etc.) \*

Provide details of comparable properties in the local rental market, including description, address and rental cost. This is to ensure accommodation costs are in line with the local rental market and represent value for money. \*

**Supporting Documents**  
Click to browse, or drag files here to upload

[Upload Files](#)

File Name	Uploaded On ↓
 AP - Rent Support Doc 2.docx 	09/08/2024 2:11 PM
 AP - Rent Support Doc 1.docx 	09/08/2024 2:11 PM

**Bond Applicable**  
 No  
 Yes

**Bond Details \***  
List the bond amount per worker, arrangements for refunding/withholding the bond, and confirmation

Note, the previous field 'Rent Charge Justification Details' has been removed. If you wish to obtain this data, please contact the Department.

The Rent section remains non-mandatory where the accommodation type is 'Private Accommodation Arranged by Workers'

## Rent

Provide a justification of how the accommodation costs for each worker has been determined. This should include a monetary breakdown of the accommodation cost inclusions (e.g. rent, cleaning, electricity, Wi-Fi etc.)

Provide details of comparable properties in the local rental market, including description, address and rental cost. This is to ensure accommodation costs are in line with the local rental market and represent value for money.

### Supporting Documents

Click to browse, or drag files here to upload

Upload Files

File Name

Uploaded On ↓

There are no records to display.

Bond Applicable

No

Yes

## Enhance User Access Profiles

AE admin users will be able to assign 'Employer admin' role to other users

View details ✕

Test 1

Surname \*  
Test

Work Contact  
The primary contact number for this user

Mobile Phone  
This number will be used for SMS communications

**Change to Employer Admin**

Name ↑  
Employer Legacy Read Only

Update User

Unused roles have been removed and the two options for users will be:

View details ✕

Lookup records ✕

Q ✕ Search

This is an exact match search. To search for your term in any part of the field, add an asterisk (\*) to the start of your search term, e.g. "\*october".

✓ Name ↑

<input type="checkbox"/>	Employer Admin
<input type="checkbox"/>	Employer User

Cancel Add

## Improve RP Functionality

### Worker Welfare Contact distance from worksite will auto-calculate

Worker Welfare Contact ^

PALM Scheme guidelines require that a Worker Welfare Contact residing within 200km of the Work Site is provided by Approved Employers to ensure the safety, welfare and wellbeing of Workers participating in the scheme. Please review the guidelines to ensure the person you select meets scheme requirements.

Worker Welfare Contact \*

Testing Welfare contact

Welfare Support Person Distance (Km)

661

Note, this is a locked field meaning that you do not need to enter information. This will automatically calculate the distance between your Worker Welfare Contact's address and the Placement Group's work site. For this field to calculate, save your Placement Group, then wait at least 10 seconds before refreshing your browser. Once the distance is calculated, the field will remain populated.

### Replace Columns in Placement Group for the Worker Welfare Contact

Within a Placement Group the previous columns 'Contact' and 'Suburb' were not displaying correctly. These have been updated to 'Phone number' and 'Email address'.

Select Worker Welfare Contact x

Q | x Search

This is an exact match search. To search for your term in any part of the field, add an asterisk (\*) to the start of your search term, e.g. "\*\*october\*\*".

Name	Phone Number	Email Address	Google Suburb	
WWC testing 3	999999999	test@test.com	Diamond Creek	Select
WWC testing 2	999999999	test@test.com.au	St Kilda	Select
WWC testing 1	999999999	test@test.com	Karrinyup	Select
WWC testing 4	999999999	test@test.com	Cairns City	Select

## Display worker details for Recruitment Plans with “change request submitted” status.

Where a Change request has been submitted you will have the ability to see the associated workers with the approved recruitment plan in a new box that has been added to the page as below. Under the details information the Source Recruitment Plan Workers table sits with the Full name and Passport details currently. Please note it is planned that birthday and gender be included in the coming releases, however not displaying in this release.

Home > Recruitment Plans > Testing RP1

### Testing RP1

This Recruitment Plan has been successfully submitted and is now awaiting approval.

[Change Request Submitted](#) [Actions](#) ▾

Frequency of Pay Periods \*

Weekly

#### Source Recruitment Plan Workers

Below is a list of all the Workers included in the source Recruitment Plan.

Full Name	Passport
RP2997ONE RP2997FIRST	PRP2997FIRST
RP2997TWO RP2997Second	PRP2997Second
RP2997THREE RP2997THIRD	PRP2997THIRD
RP2997FOUR RP2997FOURTH	PRP2997FOURTH
RP2997FIVE RP2997FIFTH	PRP2997FIFTH
RP2997SIX RP2997SIXTH	PRP2997SIXTH
RP2997SEVEN RP2997SEVENTH	PRP2997SEVENTH
RP2997EIGHT RP2997EIGHTH	PRP2997EIGHT
RP2997NINE RP2997NINTH	PRP2997NINTH
RP2997TEN RP2997TENTH	PRP2997TENTH

#### Labour Market Test

## Ability to download worker document from the worker record

You may now download work documents from the worker record page.

The screenshot displays the 'Document' page in a worker record system. The page features a search bar at the top, a table of documents, and a 'Download All Documents' button at the bottom. A red box highlights the 'Download' buttons for each document row and the 'Download All Documents' button at the bottom.

File Name ↑	Document Category ↑	Worker	Document Source	Uploaded On ↓	Download
Draft letter of Employment.docx	Offer Of Employment	RP2997EIGHT RP2997EIGHTH	Portal	27/08/2024 3:14 PM	Download
ooe.docx	Visa Application Form	RP2997EIGHT RP2997EIGHTH	Portal	27/08/2024 3:08 PM	Download
passport .docx	Visa Application Form	RP2997EIGHT RP2997EIGHTH	Portal	27/08/2024 3:08 PM	Download
Draft letter of Employment.docx	Visa Grant Letter	RP2997EIGHT RP2997EIGHTH	Portal	27/08/2024 3:01 PM	Download
RP2997EIGHT RP2997EIGHTHRP2997 - PayAndDeductionsSchedule.pdf	Worker Placement Schedule	RP2997EIGHT RP2997EIGHTH	MIS	27/08/2024 3:15 PM	Download

Upload Files  
Click to browse, or drag files here to upload  
Upload Files

Download All Documents

## Technical Stabilisation

A number of back-end system items were implemented and fixes deployed, these include:

### System Security and Vulnerability Improvements

- Update to the error message that is displayed when invalid credentials are used when logging on to the AE Portal. The message is generic therefore not alluding to the data that's invalid.

### Investigations and Resolutions for Technical Defects

- System failure to approve both Change Requests and Recruitment Plans
- Time-out issue that was creating change requests approval failures
- Increased wait time from 3 seconds to 10 seconds when downloading RP Documents in the AE Portal. This resolved a time-out issue that prevented worker documents from appearing in the downloaded RP zip file.

### Function App

- Associating the workers in the payload with the approved Recruitment Plan
- Including the Mobilisation reference in the Worker Event Payload

### Data Fix

- Correcting corrupt data that lead to a failure to approve a change request.
- Display time in AEST instead of UTC on CA emails
- Allow Duplicate worker documents therefore allowing documents to be associated with more than one RP. Specifically, when the worker is moved from one RP to another.
- When an early end of employment (EEoE) is submitted by the AE the system will now send a payload to the IRD for all EEoE worker events associated with the EEoE.
- SWP online has been de-commissioned on the 30 August 2024. Users will receive a notification that SWP Online is no longer available and will be directed to the PALM Website.