USING PALMIS

Navigating the PALM scheme IT system for approved employers

27 September 2024

The Pacific Australia Labour Mobility (PALM) scheme is the Australian Government's integrated approach to Pacific labour mobility. To support the operations of the scheme, a new IT system – the Pacific Australia Labour Mobility information system (PALMIS) – has been developed.

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.

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 and the 'getting started' guide.

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

Help guides and supporting 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 the PALM scheme support service line (1800 51 51 31) in the first instance or log a system support request through the AE portal.

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.

Update on the approved employer PALMIS consultative group

A meeting with the approved employer PALMIS consultative group was held on Wednesday 25 September 2024. The focus was to provide a demonstration of the recruitment and mobilisation workflow process between the AE portal and the in-country recruitment database system used by labour sending units. Feeback received will be used to improve the content of this demonstration and supporting documentation before being made available to all AE portal users.

The proposed user access model currently under development was also discussed. Given the complexity of this piece of work, changes to introduce new user roles will be made incrementally. We will keep you informed as updates become available.

Tip of the week

Accommodation plan supplementary form

As a part of the early September 2024 system release, the questions contained in the accommodation plan supplementary form were incorporated into the AE portal. The supplementary form is no longer required.

Occasionally, you may be required to update "approved" legacy accommodation plans (approved prior to the last release). These approved legacy plans do not hold all newly available data. A data fix to address this issue is currently under development. We will keep you informed as updates become available.

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 service line on (1800 51 51 31)
or email (palm@dewr.gov.au).

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