30 August 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 and long-term workers, a new IT system - the Pacific Australia Labour Mobility Information System (PALMIS) has been launched.

PALMIS aligns with new PALM scheme deed and guidelines requirements and contains many new features to help streamline recruitments, mobilisations and incident reporting. As a registered user of PALMIS, this email update will keep you informed about important features of the system and how to use them.

In this issue

Recruitment approvals

Finding information and training resources online

What's new?

Upcoming webinars

Q&A

Tip of the week

Questions or concerns?

Recruitment approvals

We acknowledge there have been some delays in approving recruitment plans since the launch of PALM and that this is a significant concern for approved employers. The delays are in the context of two significant and concurrent changes: the PALMIS rollout and the new deed and guidelines.

We are giving high priority to finalising recruitment applications as soon as possible so that we avoid disruption to planned worker commencement dates. We are actively working to address the contributing factors, including implementing a number of workaround processes, prioritising approvals based on arrival dates and deploying as many staff as possible to this important activity. Recruitment plan approvals are now occurring where those requests are decision ready and we will continue work through recruitment

quickly as possible please ensure that:

- offers of employment are consistent with requirements and current workflows, see Q&A below about offers of employment, and
- you respond to additional questions about new accommodation plans as quickly as possible.

There are many aspects of the PALMIS transition to work through and we won't be able to address all issues at once, but this update will keep you informed on progress. In some instances, we are identifying that we will provide further information shortly and we will continue to expand on those issues as we work through them. This update will be published weekly while PALMIS is being implemented, with special editions published if required.

Finding information and training resources online

We are working on consolidating all PALMIS transition information into one location online, and to provide any relevant templates in PALMIS itself where possible. We will develop a PALMIS resource page on the Department of Employment and Workplace Relations (DEWR website) and continue to publish all relevant material there. At the moment information can be found at:

- Webinar – introduction to PALMIS
- Webinar session 1 – managing recruitment plans
- Webinar session 2 – managing visas and mobilisations
- Webinar session 3 – reporting incidents and notices
- Webinar session 4 – frequently asked questions
- Factsheet: PALMIS frequently asked questions
- PALMIS approved employer portal (AE portal) getting started guide
- PALM scheme mobilisations and PALMIS workflow

We expect to publish additional material within the next week

What's new?

We release new features and changes into PALMIS every 2 weeks and have been incrementally improving the user experience. Each time we release new features you will see release notes the next time you log in showing what was updated. Release notes will also be published on the PALMIS resources page.

Some of the recent fixes and improvements to PALMIS include:

- fixing the migration of labour market tests to make all relevant information visible to employers
- allowing transitional recruitments to be edited by employers and removing barriers to extending recruitment dates
- adding all modern awards to the role creation screen and the option to add enterprise agreements
- adding casual employment to the selections available

- allowing employers to download ZIP files that contain all recruitment plans or worker documents rather than one by one.

Upcoming webinars

Last week we completed the last of the 4 weekly PALMIS webinars we had planned. We are now considering topics for the next series of webinars. We will provide an updated schedule once we have designed the next series. If you have particular topics you would like us to focus on, please email the team at (support@pacificlabourfacility.com.au) or submit a suggestion through an enquiry on the PALMIS AE portal.

Q&A

We are currently working through questions and issues raised by employers through a number of avenues and we will update the FAQ document on the DEWR website shortly. We have received some common questions, and responses to these are below.

When will my recruitment plan be approved?

The assessment of recruitment plans is being prioritised based on when workers are expected to arrive. This maximises the chances of workers being available for recruitments.

How do I extend or vary a recruitment plan?

Some users were experiencing an issue where they could not change a recruitment. We released a fix into the system on 21 August which should resolve this issue for affected recruitments. Help guides (the 'WalkMe' tool) are located at the bottom right side of the AE portal. Click and search for 'recruitment plans' and the guides will step you through how to make changes to an approved recruitment plan. The process is summarised below,

1. Open an existing approved recruitment plan.
2. Click the actions box in the top right-hand corner of the AE portal.
3. In that box select 'make changes'.
4. Confirm you wish to make changes to that approved recruitment plan.
5. You can now make changes to your recruitment plan.
6. If the recruitment plan you are making changes to is a legacy plan, you will need to provide all the missing information to bring it up to the new format. This includes:
   a. creating placement groups
   b. adding deductions
   c. linking the accommodation plans
7. Make sure you save your changes.

Why can't I add multiple offers of employment to a single recruitment?

PALMIS manages offers of employment differently to SWPOnline. It generates a schedule for each worker with the relevant information. Typically, a recruitment would only require one template offer of

before recruitment plans are submitted and individual schedules for each worker will be generated once the recruitment plan is approved. Examples of these schedules will be provided on the PALMIS resource page soon.

There are scenarios where a recruitment plan may require multiple template offers of employment. Planning is underway around how to best manage this in the system, and further advice will be provided shortly. In the interim, employers should contact their relationship manager for assistance.

Why is there not a template offer of employment?

The department has recently updated its offer of employment template and guide to assist approved employers understand the information that needs to be included in an offer of employment under the PALM scheme deed.

In the meantime, employers are reminded new elements are required in an offer of employment based on the PALM scheme deed and guidelines. These include, but are not limited to, specifying short-term or long-term stream, detail of the port of arrival and domestic transfer arrangements, information on who will meet workers on arrival in Australia, details about the education and communication that will be provided, information on minimum hours requirements, management structure, welfare and wellbeing support, location and contact details of the workplace, termination information, consequences of breach of policy and law, and information on what workers can expect in Australia including weather and social/religious activities.

An example and explanation of a payslip and a privacy notice and consent form must also be submitted with the offer of employment. Please review clause 3.6 in the employer guidelines, and related clauses 4.1.3 and 9.5.9 (b) to ensure that all requirements are captured in your offer of employment to workers. To obtain a copy of the new offer of employment template and guide please contact your relationship manager. We will look to make these more readily available shortly.

How do I send a message to my relationship manager?

You can send a message to your relationship manager in the AE portal.

Select the 'report an incident' button. Select 'open a new case' and submit an enquiry. This will be submitted to the relevant team, whether that is the IT team for an IT issue, an incident management team, or your relationship manager.

A recording of the reporting incidents webinar is available on the DEWR website.

We are currently working on improving the way this displays to employers so the process for sending a message or submitting an incident is clear.

How do I report an incident?

In the AE portal, select the 'report an incident' button. Select 'open a new case' and choose the incident topic. This will be submitted to the relevant team.

A recording of the reporting incidents webinar is available on the DEWR website.

Improvements are being made to the way incident reporting information appears for employers in the system, to make it clearer how to send a message or report an incident.

way to introduce this so it aligns with the way workers are managed in the new system, particularly where the workers may be associated with another employer.

DEWR is aiming to provide additional guidance to employers on how to best manage this shortly while additional workflows are being developed.

Tip of the week

If you think an object (such as a recruitment plan or a labour market test) from SWPOnline should be in PALMIS but is not, please let us know through an enquiry.

In some instances, data that was expected to migrate to PALMIS is not currently there. Categories of objects that have not migrated as expected are currently being identified, and if active recruitments have been missed, these will be migrated soon. Affected employers should submit an enquiry with the details as this will enable the migration to be escalated and addressed.

Questions or concerns?

If you have questions about how to use PALMIS, the best place to start is the guides available in the system. These cover many of the common workflow issues being encountered, and can be accessed by navigating to 'help guides' at the bottom right side of the AE portal.

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.