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# USING PALMIS

Navigating the PALM scheme IT system for approved employers

*November 2025 edition*

The Pacific Australia Labour Mobility (PALM) scheme is Australia's primary temporary migration program for unskilled, low-skilled and semi-skilled positions. 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.

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## Approved Employer Portal release - November 2025

The Department of Employment and Workplace Relations (DEWR) has made several improvements to the Approved Employer (AE) Portal to make things easier and more accurate for employers using the PALM scheme.

### What's new

#### Extension recruitment plans

DEWR has introduced several improvements to the AE Portal to make creating and managing extension recruitment plans easier and more efficient. These changes are designed to streamline the extension process, improve data accuracy, and support better planning and compliance across the PALM scheme.

What employers can now do:

- select and add workers from the original recruitment plan to extension recruitment plan
- copy key documents (passport, privacy consent) from original recruitment plan to extension recruitment plan

- option to upload signed offer of employment (OOE) and 956a forms after recruitment plan approval
- track a worker's status across the entire lifecycle better visibility.

## Redeployment recruitment plans

DEWR has improved the redeployment process to support accurate tracking, document handling, and status updates.

What employers can now do:

- option to upload signed OOE and 956a for redeployed workers
- view worker details and related documents against a particular worker
- see a list of redeployed workers and their status on the RP details screen.

## Update to recruitment plan approval email and arrival briefing guidance

The approval email now includes an updated disclaimer, and the PALM scheme arrival briefing guidance (September 2025) has been updated to ensure employers have the most up-to-date information.

## Want to know more detail?

Each time we release new features, a pop-up box appears in the portal to guide users to the latest version of portal release notes. This contains detailed information and screenshots about all new features. Users can also find these release notes in the 'Release Notes' section of the help guides.

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## Tip of the month

### Avoid special characters in title names

DEWR has been encountering IT system issues affecting both new and legacy recruitment plans caused by the use of special characters in the title names of:

- accommodation plans
- recruitment plans
- placement groups.

To help prevent these issues, we've added guidance text in the portal reminding you not to include special characters in these titles.

Please avoid using any of the following symbol characters:

/ [ ] : # ; < > + = , " \* ? &

Keeping title names free of special characters helps ensure smooth system functionality and avoids processing errors until a more permanent solution can be implemented.

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## Frequently asked questions

### Why can't I see any workers on my PALM scheme approved recruitment plan?

If there are no workers attached to your plan, it may be due to worker information not being successfully shared by the sending country's labour sending unit (LSU). In the first instance please

contact the LSU and ask them to share those worker records.

### **Do workers need to be added to placement groups before being included in arrival or departure reports?**

Yes. Workers must be assigned to placement groups before they can be added to arrival or departure reports. If workers are not visible when you go to lodge a report, it is most likely that they haven't been assigned to a placement group

Steps:

1. Select the relevant **recruitment plan**.
2. On the plan summary page, locate the **placement groups** section.
3. Within each group, click **assign workers**.
4. A window will appear showing all workers linked to the plan. Select the appropriate workers.
5. Repeat this process for each placement group as needed.

Videos are available in the help guides to guide you through this process. The process for adding workers to placement groups can be found in the following [recruitment plan video](#).

If you notice that a worker is marked as 'not proceeding', preventing you from adding them to a placement group, please submit a support request for assistance.

### **Why can't we arrive and depart workers on Pacific Labour Scheme legacy recruitment plans?**

Legacy recruitment plans do not contain placement groups, which are required for employers to be able to arrive or depart workers. DEWR is currently undertaking work to attach and arrive workers on these plans. We will send further correspondence shortly to obtain work site and welfare and wellbeing support staff details to enable the creation of placement groups. Once completed, we will seek your assistance adding workers to placement groups which will enable us to complete arrivals

### **How do I remove a worker profile if they are not being mobilised?**

The LSU can withdraw a worker from a recruitment only when a worker has not been mobilised. Please contact the LSU and request that the worker(s) be withdrawn.

### **How do I cancel or remove a recruitment plan?**

If you wish to remove a draft plan that has not been approved and is no longer being progressed, you can submit a support request to deactivate the plan to remove it from the recruitment plan list.

For approved plans that users no longer wish to proceed with (prior to mobilisation of workers), users will need ensure that no workers are attached to the plan. If there are, the LSU must be contacted to request all workers be removed. Once this is confirmed, the request to cancel the plan can be escalated through the DEWR relationship manager.

Please note this is an interim process and a future system enhancement is currently being developed to streamline the management of these types of requests.

### **How can I work through log in Issues**

If you're experiencing issues accessing the AE Portal, please follow these steps:

#### **Step one: clear browser cache and cookies**

1. Clear your browser's cache and cookies.

2. Close all browser windows completely.
3. Reopen your browser and access the portal using the following link: [AE Portal Sign In](#).

This helps ensure the most up-to-date version of the portal has been uploaded and can resolve common login or display issues.

#### **Step 2: update phone number for multi-factor authentication**

If your phone number has changed and you can no longer access the portal, please submit a support request to update the phone number associated with your portal email address in our system. This update is necessary to restore access and ensure multi-factor authentication works correctly.

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### **Future enhancements to incident management and communication between the portal and PALMIS**

Enhancements are planned to improve incident management within the AE Portal and streamline communication between the portal and PALMIS. DEWR will provide further updates as this work progresses, and the new system capabilities are rolled out.

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### **How to propose system enhancements**

Feedback and ideas are welcome for improving the system.

To propose a future enhancement:

1. Submit a system support request via the AE Portal.
2. Select the request type: feature request.
3. Include:
  - a clear description of the proposed enhancement
  - relevant screenshots
  - examples to illustrate the need or benefit.

Providing detailed information helps us assess and prioritise your suggestion effectively.

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### **Finding information and training resources online**

The [PALMIS resources page](#) is available on the DEWR PALM scheme website page. featuring training webinars, release notes, FAQs and the ‘getting started’ guide.

Help guides and videos are also available in the AE portal in PALMIS. If you still have questions, contact the PALM scheme support service line (1800 51 51 31) or log a System Support Request in the AE portal.

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## Questions or concerns?

If you're unable to find guidance on a specific issue, the best way to get help is to:

1. **Contact your DEWR relationship manager** in the first instance.

If they're unable to assist, they will submit a support request on your behalf for further investigation.

2. **Submit an enquiry** through the AE Portal.

- Please include as much detail as possible to help the relevant team assess and respond effectively.
- Your enquiry will be escalated as needed.

3. **Contact the PALM scheme support line** on (1800 51 51 31) or email ([palm@dewr.gov.au](mailto:palm@dewr.gov.au)).
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## Your feedback matters

Your feedback helps us:

- resolve specific issues more efficiently
  - identify opportunities to improve system functionality and guidance materials.
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## Thank you

DEWR sincerely thanks all PALM scheme employers for your continued engagement with the system and your ongoing support. Your contributions are vital to improving the experience for everyone.

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### Contact details

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

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