26 June 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.

In this issue

Finding information and training resources online

A <u>PALMIS resources page</u> 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 (FAQs) and the 'getting started' guide.

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

Help guides, videos and system release notes 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 specific training resources 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 email your enquiry to (palm@dewr.gov.au).

Approved employer PALMIS consultative group

After the recent expression of interest, DEWR has selected 15 employer representatives to form the approved employer PALMIS consultative group. Representatives were chosen to provide a broad representation of PALM scheme employers including those operating in different regions, industries, recruitment lengths, and employment types. The first meeting was held on 19 June 2024 and was primarily about the establishment and administration of the group.

We will provide more detailed updates through this newsletter as the group moves to more substantive discussions about features and employer priorities in PALMIS.

New development - features released 26 June 2024

We have released new features and upgrades to PALMIS and the AE portal to enhance the user experience. You will now be able to see new release notes in the help guides under 'notices' in the AE portal which will explain new features and provide you with visual content.

Some enhancements will be employer facing, while others will be backend changes that will improve stability of our systems. Below is a list of enhancements to the AE portal which were released:

- Improvements to mobilisations including: aligning wording and textboxes with guidelines, moving status updates from clicking 'arrived' to clicking 'submit', reducing date validation to allow flexibility in submitting reports, bulk update arrival/departure reasons, Improve worker search and filter.

- Back-end changes to recruitment plan versioning to resolve intermittent issues with related records.

- Integration with Nauru in-country recruitment database.

Features planned for development in July-August

Detailed features for the next release are still being planned and will benefit from input from the approved employer PALMIS consultative group, through the development cycle. At this stage we expect to work on employer facing features including:

- Improving ability to provide information around accommodation plans, including removing the need for the accommodation plan supplementary form.
- Improve filter and search behaviour by moving towards consistency across all AE portal records with our first focus being on worker records.
- Improve recruitment plan functionality such as navigation, management of welfare and wellbeing contacts and worker document management.
- Employer user management
    - Enhance user access control by allowing existing administrators the ability to make other users administrators.
    - Investigate different AE portal user roles to inform future work related to what data should be accessed by users.
- Improve file management capabilities such as the ability to display or hide records from view across all AE portal records.

PALM scheme data quality review

Following the transfer of the PALM scheme into DEWR, the DEWR PALM data team commenced a comprehensive review of PALM scheme worker data. The aim of the review was to establish a data baseline to enable robust monitoring and reporting on the scheme's performance. This review was jointly conducted with DEWR's Chief Data Officer.

The review commenced in February 2024 and identified issues resulting in incorrect calculation of worker data. A new data calculation methodology has been established, and this is being used to recalculate PALM scheme worker numbers.

DEWR is committed to providing transparent, reliable PALM scheme worker data. For the first time, monthly data dashboards, including worker data, will be published on data.gov.au and dewr.gov.au once the recalculation is finalised. This is expected to commence in July 2024.

Reminder to update the PALM information system with worker arrival and departure information

The timely reporting of worker arrival and departure information is a significant factor impacting data accuracy and quality in PALMIS. DEWR is focusing compliance and assurance activities on this mandatory requirement of the PALM scheme deed and guidelines.

Employers must ensure PALMIS is updated with worker arrival and departure information within 2 weeks of arrival or departure. Please also ensure any historical arrival and departure reports are updated.

How to create arrival mobilisations

Arrival mobilisations can be created from the approved employer portal (AE portal) by clicking **mobilisations > arrivals > create new arrival**. After the scheduled arrival date employers can go back into the mobilisation, navigate to the '**report**' tab and identify which workers have arrived and any that did not arrive as expected. Interactive help guides on the mobilisation and arrival processes are available in the AE portal at:

- Help guide > mobilisations > how to create a mobilisation arrival plan
- Help guide > mobilisations > how to report a worker's arrival or non-arrival

A recording of a webinar on this topic is also available on the DEWR website here.

Any employers who have any issues or questions can contact their DEWR relationship manager for advice and support.

Tip of the week

When choosing documents and photos to upload to the portal, you can hold down the "ctrl" key and select multiple items you need to upload to the portal at once.

Be mindful of file sizes and make sure you are only selecting correct photos for each relevant accommodation space, as well as how you have named each photo or document before uploading. This feature will work in most uploading areas of the portal.

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