September 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.

Approved Employer Portal release - September 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
Easier document uploads for Temporary Activity Sponsor and labour hire licence
Employers can now upload their Temporary Activity Sponsor (TAS) and labour hire licence (LHL) renewal documents and input the expiry date directly into the AE Portal, making the process quicker and simpler.

Automatic expiry reminders
The system now sends automatic alerts when TAS or LHL approvals are about to expire, helping employers stay on top of their requirements.

Other portal improvements
Departure reports for disengaged workers

There was a bug that let employers include workers who had already been recorded as disengaged in departure reports. This has now been fixed, and only active workers can be selected.

Mobilisation subtype on arrival reports
The system now correctly makes available the relevant mobilisation subtype based on the recruitment plan:

- if the plan is for redeployment, the mobilisation subtypes available to select from are: redeployment or re-engagement
- if the plan is for an extension, the mobilisation subtypes available to select available are extension or re-engagement.

Correct error message for re-engagement mobilisation
Only disengaged workers can be added to re-engagement mobilisation plans. If someone tries to add a worker with a different status, the system now shows the correct error message. Previously, it was showing an outdated message.

Contract status for multiple recruitment plans
Workers who take part in more than one recruitment plan must have their contract status updated to "Signed" each time they sign a new Offer of Employment. The system wasn't doing this properly before, but the issue has now been fixed.

Want to know more?

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

A frequently asked questions document is also available on the PALM scheme website about the recent arrival and departure reporting changes.

Frequently asked questions

How does the new enhancement feature for TAS and LHL tracking work?
The system now alerts you when a TAS or LHL is nearing expiry or has expired.

To view these alerts:

- Go to the **employer details** entity.
- Select the TAS/LHL tab.
- Click the **All** button to view licences that are:
  - expiring within three months
  - expiring within one month
  - already expired.

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 will shortly undertake work to attach and arrive workers on these recruitment plans. DEWR 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.

Can I still access previously submitted Early End of Employment Reports?
Yes. While the Early End of Employment (EEoE) pages are now read-only, you can still view them by selecting the End of Employment Legacy.

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.

Steps include:

1. select the relevant recruitment plan
2. on the recruitment 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 recruitment 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.

What are the recent changes to incident reporting for EEoE scenarios?
Enhancements have been made to support reporting for:

- intention to terminate
- intention to resign
- disengagement.

Key updates:

- you must select the relevant incident type when creating an incident report and complete the corresponding template.
    - incident type related to early end of employment reporting include:
        - 13.4.1 (b) (i) – when you intend to terminate the employment of any worker before the end of their placement
        - 13.4.1 (b) (ii) - when a worker informs you that they intend to resign from their employment with you before the end of their placement
        - 13.4.1 (b) (iii) when you become aware that a worker has abandoned their employment (disengaged) with you.

- you can now resize the text box in the summary field by dragging the bottom-right corner.

Tip of the month

When creating a new user or updating access for an existing user:

1. Navigate to the employer details entity.
2. Select the users tab.
3. In the actions menu, click view detail to update the user's role.

Need more guidance?
You can find the relevant fact sheet in the **portal help guides** under the **notices** folder. It's also available in the **release notes** folder. Look for the document titled: **Portal – Release Notes (15 November 2024)**.

Future enhancements to extension recruitments

Enhancements are planned to allow workers to be directly attached to extension recruitments within the portal. Until this functionality is implemented, please contact the department to have the relevant workers manually attached so they can be mobilised.

How to propose system enhancements

DEWR welcomes your feedback and ideas 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.

Questions or concerns?

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

1. Submit an enquiry through the AE Portal. Please include as much detail as possible to help the relevant team assess and respond effectively.
2. Your enquiry will be escalated as needed.Contact the PALM scheme support service line:

- Phone: (1800 51 51 31)
- Email: (palm@dewr.gov.au).

Your feedback matters

Your feedback helps us:

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

On behalf of DEWR, thank you!

DEWR would like to thank all employers for your continued engagement with the system and your ongoing support. Your contributions are vital to improving the experience for everyone.