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April 2026 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: Friday 23 April 2026

The Department of Employment and Workplace Relations (DEWR) has released improvements to the PALMIS Approved Employer (AE) Portal to make it easier for employers to enter accurate information and to improve data consistency across the PALM scheme.

What's changed

Industry data collection and industry selection

DEWR has updated how industry information is collected when employers create new labour market tests (LMTs), work sites and host records.

Key updates include:

- employers must select an industry group when creating a new LMT, work site or host record.
- division and subdivision fields are automatically pre-populated based on the industry group selected. Employers can now only select industry groups that are approved for their organisation.

- the list of available industry groups reflects:
 - industries the employer has previously recruited workers in, including under Seasonal Worker Programme (SWP) or Pacific Labour Scheme (PLS) deeds, and
 - standard ANZSIC (Australian and New Zealand Standard Industrial Classification) industry group names, to ensure consistent recording across PALMIS.

Employers must ensure they select the most appropriate industry group when creating new records.

If an industry group is missing

If an employer cannot find an industry group that they believe has been approved for their organisation:

- first check whether the industry is now included under a broader ANZSIC Industry Group by reviewing classifications on the [ANZSIC website](#)
- if the industry is still missing, contact your DEWR relationship manager via PALMIS to request that the industry group be added.

When making a request, please include:

- the relevant ANZSIC Industry Group name, and
- any available evidence of prior approvals (including under PALM scheme, SWP or PLS deeds).

Note: Employers must not select an unrelated industry group when creating an LMT, work site or host record.

While DEWR has taken steps to ensure approved industry groups are available, there may be some instances where an industry does not immediately appear following the release.

Will existing records be impacted?

All LMTs, work sites or host records created and saved before the PALMIS release on 24 April will not be impacted. These records will retain the industry details recorded at the time of creation.

Any records created but not saved before the system release will need to have the relevant industry group included before they can be saved.

Mobilisation date display issue

An issue where mobilisation dates were not displaying correctly when copy-pasted (rather than selected from the calendar) has been fixed.

Want to know more?

Each time new features are released, a pop-up appears in the AE Portal linking to the latest portal release notes. These notes include detailed explanations and screenshots and are also available in the release notes section of your help guides.

Approved Employer PALMIS Consultative Group update

The first Approved Employer PALMIS Consultative Group session following the 2026 membership refresh has taken place. During this meeting DEWR reinforced the group's role in supporting

collaboration between employers and program representatives.

Members discussed planned updates to PALMIS, including improved industry data capture and refinements to incident reporting to strengthen data quality, consistency and portal usability.

Updates were shared on infrastructure improvements to better support document uploads in low-connectivity environments, along with a focus on reducing administrative burden and improving alignment with operational requirements. More meetings are scheduled over the remainder of 2026.

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
- correspondence activities

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:

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

DEWR also recommends keeping title names under 100 characters and free of excessive spaces.

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

Frequently asked questions

The only staff member with employer admin access has left the organisation. How do I give employer admin access to another user?

If the departing team member was the sole employer admin, you will be unable to assign this level of access through the AE portal. To grant employer admin access to an existing or new user, please contact your DEWR relationship manager. They will be able to assign another user the employer admin user access role.

In your request include:

1. name of the new or existing user who requires employer admin access
2. their email address and mobile number.

Worker data records

In the event your worker data is incorrect, please send your request for rectification to the LSU and where the LSU are unable to make amendments please talk to your DEWR relationship manager.

How can I work through log in issues?

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

Step 1: clear browser cache and cookies.

1. Clear your browser's all time 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 will ensure you are loading the most up-to-date version of the portal and can resolve common log in 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 AE portal, please submit a support request to update the phone number associated with your portal email address in the system. This update is necessary to restore access and ensure multi-factor authentication works correctly.

Note: Australian mobile numbers use the (+61) country code.

Future enhancements to placement groups

We are currently in the early discovery phase to explore potential enhancements to Placement Group management within the AE Portal. We'll share further updates as this work progresses and provide details on any new system capabilities once they are ready for implementation.

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.

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).

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).

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