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8 September 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.

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Finding information and training resources online

A [PALMIS resources page](#) is now available on the Department of Employment and Workplace Relations (DEWR) PALM scheme website page.

We will continue to upload additional information resources to this page as they are created. We expect to shortly add:

- updated FAQs
- copies of historical versions of this newsletter
- release notes for each new PALMIS release.

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 explaining what was updated. Release notes will also be published on the [PALMIS resources page](#).

Using feedback from stakeholders, we have prioritised changes. The release on 7 September included the following elements:

- backend work to allow the ability to clone a placement group to allow for easier changes. The frontend work to enable this in the approved employer portal (AE portal) will be completed shortly. Currently this will allow DEWR staff to clone placement groups for users.
- improvement of the validation for submission dates to ensure employers can resubmit recruitment plans after actioning feedback or when making variations; i.e. removing the 8-week check, in appropriate circumstances
- introduction of the ability to easily download all worker documents for a recruitment plan
- removal of the need to select an employer when creating a labour hire licence in the AE portal
- improved error messages for recruitment plans to provide more meaningful information to employers
- an increase of the size of the input box on the visa details form
- resolution of an issue where editing a deduction on a placement group caused an excessively long loading time
- resolution of an issue where the offer of employment did not work when an apostrophe was included in a name
- improved styling of endorsement letter and placement schedules
- introduction of a new element where the AE portal will now send the 'friendly name' of a recruitment to the in-country recruitment database (IRD) to make it easier for employers and labour sending units to reference it
- changes to ensure recruitment plans won't 'expire' until the end of the last placement group.

Upcoming development priorities include:

- ability for an employer to submit a recruitment plan for workers already in Australia
- ability to withdraw and delete non-approved items in AE portal
- alignment of AE portal accommodation plans with new deed and guidelines (removing manual workaround)
- improved interface for employers to send enquiries to the department
- improved search functions in the AE portal
- improved view of correspondence for employers in the AE portal
- improved screen for reporting critical incidents.

Additional improvements have also been made to the internal PALMIS system. These won't directly affect employers but are aimed at ensuring recruitments are processed as efficiently as possible

We are developing our next webinar on *Upgrading transitional recruitments to PALMIS standard*. Further details and invitations will be distributed once ready.

Q&A

We are currently working through questions and issues raised by employers and will update the [FAQ document](#) on the DEWR PALM scheme website page shortly. Some answers to common questions are below.

How do I withdraw a submitted recruitment plan (RP), accommodation plan (AP), or labour market test (LMT)?

Currently, there is no ability to withdraw submitted items.

We are planning to update the AE portal to enable the ability to withdraw objects in appropriate circumstances.

If you wish to withdraw an item or object, please contact your relationship manager and they can deactivate it.

How do I add a global deduction for visas or transport?

We are planning to update the AE portal to add these fields to the drop-down menu.

In the interim, please use the 'Other' field and state the deduction is for a visa or transport.

How do I provide the department the address for my welfare & wellbeing officer?

We will shortly release an update to the AE portal to allow for the collection of addresses of welfare & wellbeing officers.

When I submit an accommodation plan I need to then submit a supplementary accommodation form. Will I be able to complete this within the AE portal?

Yes. We are currently working on development to better align the AE portal accommodation space and the current requirements to avoid the need for a supplementary form.

For now, please continue filling out the supplementary form and provide this to your relationship manager.

How do I search for labour market tests (LMTs)?

There is currently no search function in the labour market test section, we will be adding a search feature shortly.

How do I search for an accommodation plan?

There is currently no search function in the accommodation plan section, we will be adding a search feature shortly.

What do I do if I submit a placement group and make an error?

You can edit existing placement groups; however, we plan to update the AE portal to allow you to delete/withdraw submitted placement groups in appropriate circumstances.

Tip of the week

If you can't see all your recruitment plans in the AE portal, this may be because it defaults to showing recent plans. To see all recruitments you can go to Recruitment > Recruitment plans > and then select 'All' from the dropdown menu in the top right of the screen.

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.

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