

Frequently Asked Questions

Pacific Australia Labour Mobility Information System (PALMIS)

Last updated: 20 September 2023

Note: The content in this document will continue to be refined to provide a point of reference.

PALMIS background information

The Australian Government is committed to strengthening the Pacific Australia Labour Mobility (PALM) scheme so that it continues to deliver for employers, workers and their families and communities in the Pacific and Timor-Leste.

PALMIS is a new coordinated and connected information management system that will streamline the workflow between Approved Employers (AEs), Labour Sending Units (LSUs) and the Department of Employment and Workplace Relations (DEWR) for short and long-term recruitments.

The co-ordinated information management system will minimise administrative requirements by enabling data exchange between PALMIS and the In-Country Recruitment Databases (IRDs) in participating Pacific-island countries and Timor-Leste. Together, PALMIS and IRDs will provide for a single, uniform workflow to cover short- and long-term recruitments across all participating countries.

1. How will PALMIS work?

From 5pm Friday 7 July 2023, Seasonal Worker Programme (SWP) Online became read-only and SWP AEs were no longer be able to submit recruitment applications through SWP Online. For the Pacific Labour Facility (PLF), their Management Information System will also become read-only with no changes able to be made by PLF staff.

Data from SWP Online will be migrated to PALMIS over a two-week period from 10 July 2023 to 24 July 2023. During this period, AEs will only be able to submit Incidents and messages to DEWR or the PLF.

From 24 July 2023, it is mandatory for all AEs to submit and manage their new recruitments and reporting requirements through the PALMIS AE Portal (AE Portal). AEs will be provided access to AE Portal via an email invitation. AEs with an executed PALM scheme Deed will be provided full access to the AE Portal once their details are updated in the system.

If a PLS or SWP AE has advised they are exiting the program or hasn't yet signed the new Deed, they will be provided read-only access to the AE Portal to complete their remaining active recruitments. This is to ensure those AEs can fulfill their relevant Deed and Guideline compliance requirements until those recruitments can be closed.

Regular PALMIS software updates will be released. Advanced notices will be provided prior to their release.

2. How do I learn more about PALMIS?

Interactive training guides, step-by-step walkthroughs, webinar-based training, tutorial videos, and online workshops will be available to help AEs navigate the new systems and help ensure all paperwork can be submitted online.

Further support can also be accessed via the PALM scheme Support Service on support@pacificlabourfacility.com.au or calling 1800 51 51 31.

How is the AE Portal different to SWP Online?

Current system	New system
Offer of Employment (OOE) Automatically generated through SWP Online	OOE's will not be automatically generated. Instead, Placement Schedules will be generated for each worker and contain summaries of an individual PALM scheme worker's assigned worksites, hosts, accommodation, pay details, deductions, roles, and employment terms to be referenced in each worker's OOE. These Placement Schedules will be available in the AE Portal once you allocate each worker to their Placement group(s).
Individual worker record Submission of workers details via arrival and departure reports with only minimal information	A record is created for each worker that can be used across multiple recruitment plans and employers for countries using the IRD. AEs will be able to create a record for each worker where countries do not use the IRD. The integrated workflows between the IRD, PALMIS and the AE Portal will allow for LSUs and the AE to efficiently manage recruitment activities such as Placement group allocation, OOE execution and feedback, visa lodgements and mobilisations. The IRD screens candidates for industry and employer matches. Workers are shortlisted, selected, and only then will worker information become available in the AE Portal.
Visa agents Countries that use visa agents, primarily Vanuatu, lodge visas instead of the LSUs for short-term placements.	AEs will be able to select their preferred official visa agent (currently only in Vanuatu) who will be able to provide visa lodgement details, documents, and other data to the AE from their IRD to the AE Portal.

Data exporting capability SWP Online allows you to export various grids of data for use in other software e.g. AE's own payroll.	The AE Portal will not allow for any data exporting in its July launch. The following will be exportable in future releases: <ul style="list-style-type: none"> • Accommodation - 2 months post-launch • Visa information - TBA • Worker details for payroll systems -TBA
Editing Documents	You can edit the following documents in the AE Portal before they are approved: <ul style="list-style-type: none"> • Recruitment Plan • Accommodation Plan • Labour Market Tests PALM scheme staff can leave questions and comments for you to address accordingly.

Getting Started

What do I need to do?

From 24 July 2023, you will receive an invitation to access the AE Portal. Your level of accessibility will be determined by whether you have returned your PALM scheme Deed for execution.

The type of access offered will vary depending on whether you have signed the new PALM scheme Deed, as follows:

- AEs with an executed PALM scheme Deed will receive an invitation for full access to the AE Portal.
- AEs with an ongoing recruitment, and an un-executed PALM Scheme Deed, will receive an invitation for 'read only' access to the AE Portal. Upon execution of the PALM scheme Deed full access to the AE Portal will be granted.
- Exiting AEs with an ongoing recruitment, will have 'read-only' access to the AE Portal to support them in meeting reporting obligations for current recruitments. AEs will only be able to submit documentation associated with current SWP/PLS guideline requirements (Arrival and Departure Reports, Recruitment Variations, Incidents etc.) via the '*PALMIS enquiry lodgement*' function.

Can I call someone if I am having trouble accessing or using the new system?

You can call the PALM scheme Support Service on 1800 51 51 31 if you have received an invitation but still can't access the AE Portal or are having trouble using the AE Portal.

What happens if I cannot return a signed PALM Deed and AE Declaration within 28 calendar days from the date received?

If you wish to be a Continuing AE and you need more time, please inform DEWR immediately.

Annexure 1: Introduction Webinar FAQs

General

Question	Answer
Will access be restricted for AE users?	<p>There are currently two tiers of AE Portal access – Admin and User. Only Admins can create users.</p> <p>The Deed Contact is the initial Admin. Other Admins can be added in the AE Portal by submitting a request via the AE Portal Enquiries function.</p>
Can I remove records once uploaded?	<p>Once records are submitted they cannot be removed.</p> <p>In exceptional circumstances, an AE can request to have a record removed by submitting a request via the AE Portal Enquiries function.</p> <p>On the other hand, AE Portal users are able to deactivate records, documents, etc. made in error, etc.</p>
Will AE invitations be prioritised based on scale and number of workers?	<p>DEWR will not be prioritising AE invitations based on scale and number of workers.</p>

AE Portal

Question	Answer
What if I put in the wrong ABN or Business Name?	<p>PALM scheme staff will verify all information provided by AEs. Entering the wrong information may delay your account setup. Future updates will feature an automatic check to ensure ABNs and Business Names match.</p>

Work Sites

Question	Answer
Can I list multiple Work Sites?	Yes.

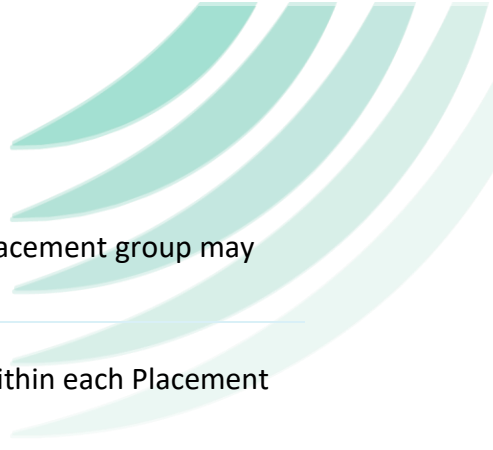
Recruitment plan

Question	Answer
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Can a Recruitment Plan be copied?	No. This is a scheduled update for future release.
Can multiple agents be used in one recruitment?	No. There can only be one agent per Recruitment Plan
Does the 8-week timeline include worker arrival in Australia?	Recruitment Plan submission prior to worker arrival should be 8 weeks in most cases. Recruitment Plans should be lodged no later than 8 weeks prior to the arrival date of workers to Australia. Exceptions will be considered on a case-by-case basis.
Do I need to contact my relationship manager when I submit my Recruitment Plan or part of it (accommodation, welfare etc.)?	No. Recruitment Plan related documents will automatically notify PALM scheme staff upon submission.
What if my Recruitment Plan is rejected?	Recruitment Plan feedback/advice will be provided following the outcome of an assessment. If an LSU rejects your Recruitment Plan, you can change which country you recruit from.
Can I view my Recruitment Cap on the AE Portal?	No. This will be reviewed by the Recruitment Plan assessor. It is your responsibility to be aware of your Recruitment Cap and not exceed your approved number of workers when submitting a new Recruitment Plan.
Can I submit my Recruitment Plan before submitting my Accommodation Plan and Labour Market Test.	No. These must be submitted before the Recruitment Plan.
Can I change my Recruitment Plan after it is approved?	Yes. Changes to Recruitment Plan (formerly known as Variations) are supported by the AE Portal. Depending on the proposed change this may need to be approved by the LSU and/or PALM scheme staff
How is the AE notified when an LSU endorses a Recruitment Plan?	This notification occurs within AE Portal and via email.

Placement groups

Question	Answer
What is a Placement group?	Placement groups are the foundation of a Recruitment Plan but differ from previous SWP recruitment processes in that AEs must specify the accommodation, host/site, role/LMT, pay and deduction information for each Placement group. Workers must then be specifically assigned to the Placement groups they will work in while in Australia. This provides clear data on where workers are living or working in Australia. Proposed future updates are intended to enhance Accommodation features which will include multiple Accommodations per Placement group.
What happens if changes to the Placement group are needed after approval?	Changes can be made to a Recruitment Plan's Placement group. The AE Portal will re-generate placement schedules so they can also be provided to the worker.
Do individual houses with no employment differences require separate Placement groups?	Yes, we require different Placement groups for workers in individual houses. This is consistent with the PALM scheme requirement that workers in each accommodation are from the same Placement group.
What role must I specify for my workers?	Every role must be consistent with the roles outlined in the <i>Fair Work Instrument</i> you will pay your workers. You must specify a role that accurately represents the work and position title of the worker and matches Labour Market Testing
Can I add more than one Worker Support Contact?	No, only one can be listed for each Placement group.
Can I check if my Worker Support Person is within 200km?	No, not at this time.
Do I need to create a second Placement group if I have workers arriving to the same host site, under the same Recruitment Plan, but with different arrival dates?	There are some start date variations that are accommodated by the PALM scheme Guidelines without reporting required. However, if the different arrival dates fall in a different period, then the Guidelines require it to be reported, and a new



Placement group or varying a Placement group may be required.

Where do employers put transport information in the AE Portal?

AEs enter the Transport plans within each Placement group of a Recruitment Plan.

Accommodation Portal Feature

Question	Answer
What if one of my workers wants their own accommodation?	You will need to create a new Accommodation Plan within your Placement group.
What are Accommodation Spaces?	These appear in your Accommodation Plan and include things like bedrooms, kitchens, bathrooms etc. You are required to fill this out and upload images that comply with the PALM scheme Deed and Guidelines.
Can I use an existing Accommodation Plan rather than making a new one?	Yes. In the 'Recruitment Plan' section, there is an "Add Existing Accommodation Plan" button beside the "Create New Accommodation Plan" button.
Can I Change an existing approved Accommodation Plan?	At present you will be unable to make changes to an Accommodation Plan. Variations can then be made before submitting the new Accommodation Plan.

Pay & Deductions Feature

Question	Answer
Can the estimated mobilisation costs be adjusted? Do I need to submit a Change to Recruitment Plan each time a deduction is amended?	In relation to accommodation costs, you must provide a new OOE for approval as soon as possible. In relation to changes to any other costs, you must provide a Change to a Recruitment Plan letter notifying the PALM scheme worker of the change and seek their written agreement to recoup the actual cost incurred. Additionally, a Change to a Recruitment Plan can be made where you overestimated a cost.

Can the system create one recruitment with workers on piece rate and hourly?

Yes, when you place your Workers into Placement groups, you can set pay details such as piece rate or hourly pay rate.

Where do I upload my evidence of deductions?

The AE Portal allows the uploading of Accommodation and Flight costs as evidence of deductions for each recruitment. These may be added to Recruitment Plans as documents. It is your responsibility to keep records of any other deductions and to ensure the worker has agreed in writing before deductions are made.

Cases & Incidents

Question	Answer
How do I report an Incident or an Enquiry if I suspect an Incident?	All Incident cases are communicated through the AE Portal. You have the option to select 'email notifications' when there is a new request from us.
Can I lodge incidents from a mobile device?	No.

Visa Portal Feature

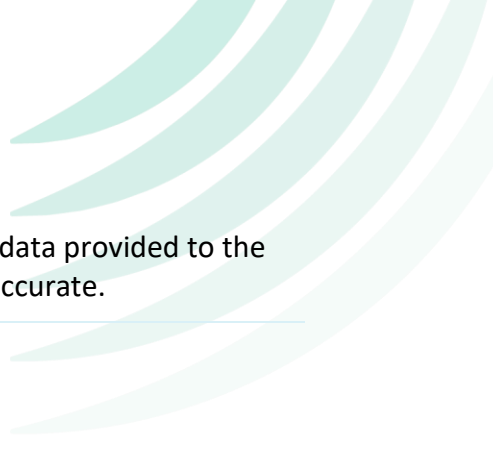
Question	Answer
Can I add a completed Health Assessment Portal (HAP) ID before lodging a visa?	You can complete the (HAP) ID before lodging a PALM scheme worker's visa. A HAP ID can be created for a worker in the Department of Home Affairs' ImmiAccount system – if you add this HAP ID to the visa record for the worker, the AE Portal will deliver to the LSU/worker through the IRD.
What if I have a returning seasonal working on a multi-year visa?	You will bypass the standard visa process and be able to submit OOE's which will go to the relevant LSU.

Mobilisations feature

Question	Answer
How does the AE Portal affect existing mobilisation processes?	Mobilisation processes will change in line with the new PALM scheme Deed and Guidelines. This may disrupt some existing AE practices however these changes are for the benefit of employers transitioning from existing SWP and PLS programs to the new program requirements under the PALM scheme. Some AEs will need to adapt to the new way of working with LSUs and in the AE Portal to remain compliant with program settings.
What if my worker does not arrive?	The AE Portal allows you to mark workers as 'Withdrawn prior to Mobilisation', or 'Not Arrived' if they failed to arrive.

IRD & LSUs

Question	Answer
When will LSUs receive training on the AE Portal?	LSUs will not use the AE Portal in the same way as AEs as they will use the IRD. Some LSUs currently use and will continue to use the IRD while some participating countries are new to this in-country IT system.
At what stage does the LSU see a draft Recruitment Plan?	The LSU will see a high-level overview of the Recruitment Plan as it is created, but will not see anything else until the Recruitment Plan has been submitted and approved by PALM scheme staff.
Can the LSU refuse to fill an approved Recruitment Plan?	Yes. The LSU always has the right to refuse a Recruitment Plan at any stage of the recruitment.
Does an Agent in Vanuatu need to work with LSU for worker names?	Agents already have access to and training for the IRD. They will be able to provide the same information to you as the LSU.
What if manual data entry by LSUs is not trustworthy?	IRD side has introduced improved tooling to detect when mistakes have been made, for example, preventing the same worker being included in multiple shortlists. AEs will have access to documents such as passports to cross-check this information. It is



the AEs responsibility to ensure data provided to the Department of Home Affairs is accurate.

OOEs

Question	Answer
Does the manually developed OOE need to be uploaded to the AE Portal?	Yes, the manually developed OOE must be uploaded in the AE Portal so this can be sent to the LSU and signed. AEs can submit a generic/example version when they lodge the Recruitment Plan, and then must submit unique OOE's for each worker in the AE Portal which are provided to the LSU and worker to sign and return.
Will there be templates added to the AE Portal for assessments?	It depends on the template. There are some templates available in the AE Portal and there are some that are not ie: OOE

Annexure 2: Post Launch Webinar FAQs

Recruitment Plans

Question	Answer
When will my Recruitment Plan be approved?	<p>The assessment of Recruitment Plans is being prioritised based on when workers are expected to arrive. This maximises the chances of workers being available for recruitments.</p>
How do I extend or vary a Recruitment Plan?	<p>Use the help guides (the 'WalkMe' tool) located at the bottom right side of the AE Portal. Click and search for 'recruitment plans' and the guides will step you through how to make changes to an approved Recruitment Plan. The process is summarised below:</p> <ol style="list-style-type: none">1. Open an existing approved Recruitment Plan.2. Click the actions box in the top right-hand corner of the AE Portal.3. In that box select 'make changes'.4. Confirm you wish to make changes to that approved Recruitment Plan.5. You can now make changes to your Recruitment Plan.6. If the Recruitment Plan you are making changes to is a legacy plan, you will need to provide all the missing information to bring it up to the new format. This includes:<ol style="list-style-type: none">a. creating placement groupsb. adding deductionsc. linking the accommodation plans.7. Make sure you save your changes.
Why can't I add multiple offers of employment to a single recruitment?	<p>PALMIS generates a schedule for each worker with the relevant information. Typically, a recruitment would only require one template offer of employment. The information submitted as part of the Recruitment Plan is used to generate the worker-specific schedule (such as roles, hosts and deductions). Template schedules will be generated before Recruitment Plans are submitted and individual schedules for each worker will be generated once the Recruitment Plan is approved.</p>

Examples of these schedules will be provided on the PALMIS resource page soon.

There are scenarios where a Recruitment Plan may require multiple template offers of employment. Planning is underway around how to best manage this in the system, and further advice will be provided shortly. In the interim, employers should contact their relationship manager for assistance.

How do I submit a Recruitment Plan for workers who are currently in Australia?

AEs cannot currently initiate in-country recruitment plans through the AE Portal. Plans are under way to introduce this so it aligns with the way workers are managed in the new system, particularly where the workers may be associated with another employer.

The department will provide additional guidance to employers shortly on how to best manage this while additional workflows are being developed.

How do I extend/vary a Recruitment Plan or redeploy workers?

Generally an extension or variation should be submitted by submitting a change to the Recruitment Plan on the AE Portal. Where you are applying for an additional visa term for a long-term worker you will need to submit a new Recruitment Plan. A guide will be made available on the PALMIS resources page and within PALMIS.

After a transitional period we expect all changes will be managed through a single workflow in the AE Portal.

How do I withdraw submitted Recruitment Plans, Accommodation Plans, or Labour Market Tests?

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.

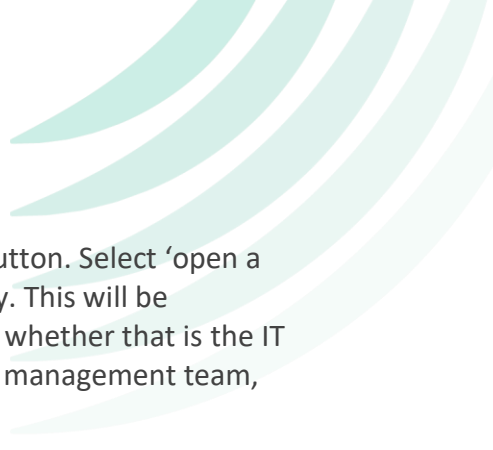
If you wish to withdraw a submitted item please contact your relationship manager and they can deactivate it.

OOE

Question	Answer
Why is there not a template offer of employment?	<p>The department has recently updated its offer of employment template and guide to assist AEs understand the information that needs to be included in an offer of employment under the PALM scheme deed.</p> <p>AEs are reminded new elements are required in an offer of employment based on the PALM scheme deed and guidelines. These include, but are not limited to, specifying short-term or long-term stream, detail of the port of arrival and domestic transfer arrangements, information on who will meet workers on arrival in Australia, details about the education and communication that will be provided, information on minimum hours requirements, management structure, welfare and wellbeing support, location and contact details of the workplace, termination information, consequences of breach of policy and law, and information on what workers can expect in Australia including weather and social/religious activities.</p> <p>An example and explanation of a payslip and a privacy notice and consent form must also be submitted with the offer of employment. Please review clause 3.6 in the employer guidelines, and related clauses 4.1.3 and 9.5.9 (b) to ensure that all requirements are captured in your offer of employment to workers.</p> <p>To obtain a copy of the new offer of employment template and guide please contact your relationship manager.</p>

How do I send messages

Question	Answer
How do I send a message to my relationship manager?	You can send a message to your relationship manager in the AE Portal.



Select the 'report an incident' button. Select 'open a new case' and submit an enquiry. This will be submitted to the relevant team, whether that is the IT team for an IT issue, an incident management team, or your relationship manager.

A recording of the reporting incidents webinar is available on the DEWR [website](#).

We are currently working on improving the way this displays to AEs so the process for sending a message or submitting an incident is clearer.

How do I report an incident?

In the AE Portal, select the 'report an incident' button. Select 'open a new case' and choose the incident topic. This will be submitted to the relevant team.

A recording of the reporting incidents webinar is available on the DEWR [website](#).

Improvements are being made to the way incident reporting information appears for AEs in the system, to make it clearer how to send a message or report an incident.

Deductions

Question	Answer
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.
Can I edit deductions once I've saved them?	You are able to edit your deductions using the 'edit' button alongside each entry.

Wellbeing and Welfare contacts

Question	Answer
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. Until this release please provide through an AE Portal enquiry.

Accommodation

Question	Answer
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?	<p>Yes. We are currently working to better align the AE Portal accommodation information and the current requirements to avoid the need for a supplementary form.</p> <p>For now, please continue filling out the supplementary form and provide this to your relationship manager.</p>
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.

Placement Groups

Question	Answer
What do I do if I submit a Placement Group and make an error?	You can edit existing Placement Groups. The department plans to update the AE Portal to allow you to delete/withdraw submitted Placement Groups in appropriate circumstances.

Labour Market Testing

Question	Answer
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.