

[View this email in your browser](#)



22 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-term 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.

Currently, we intend to send this update weekly while we all get used to the new systems.

In this issue

[Finding information and training resources online](#)

[What's new?](#)

[Upcoming development](#)

[Webinars](#)

[Q&A](#)

[Tip of the week](#)

[Questions or concerns?](#)

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 are continuously adding user information on this page so please always refer to this page when looking for training and procedural information.

WalkMe guides and videos are available in the approved employer (AE) portal to step you through your queries and processes. After you have attempted to view the specific learning tool you can contact us via

Additional information will continue to be published, so watch this space!

What's new?

We release new features and upgrades to PALMIS and the AE portal every 2 weeks to improve the user experience. Each time we release new features you will see release notes near the top of your screen on the AE portal. Please note some planned items of work may not yet be completed.

The last release occurred yesterday, Thursday 21 September 2023, and included:

- updates to accommodation plans
 - new search bar
 - update to table view of plans to include additional fields and filters
 - additional details to align with guidelines requirements and minimise workarounds
 - improved visual guides when completing an accommodation plan to help identify what has been completed and what still needs to be completed
 - ability to remove accommodation spaces
 - ability to withdraw submitted accommodation plans
 - 'Submit' will also save the accommodation plan
- updates to recruitment plans
 - new field to specify whether recruitment is standard, redeployment, or extension
 - if extension/redeployment – additional details collected about which workers are affected
 - new field added to summarise what a change request is for
 - individual worker placement schedules are now available after approval
- updates to incident reports
 - the 'Report an incident' field has been renamed to 'Support requests' to reflect that it includes both incidents and other types of support
 - previously submitted cases now visible and includes view of related correspondence and attachments.

Upcoming development

Over the next 2 weeks development will focus on:

- updating search for recruitment plans/work sites/labour mark testing/hosts
- ability to copy previous accommodation plans
- further enhancement to process for submitting incidents
- further alignment between accommodation plans and guidelines requirements
- ability to upload visa grant letters once granted
- sending of notification to employers once all worker documents available from the in-country recruitment database (IRD)

Webinars

Currently no webinars are scheduled. Recently recorded webinars are available to view on the [DEWR website](#) and WalkMe tutorials are available on the AE portal. We will notify all employers when more training sessions are scheduled.

Q&A

An updated [FAQ document](#) has been uploaded to the DEWR website. We will continue to work through questions and issues raised by employers and will update this [FAQ document](#) again shortly. Recent commonly asked questions and queries are listed below.

How do we contact our relationship manager?

You can send a request through the AE portal 'Support request' tab. This request will be received by the support services team and directed appropriately, including to your relationship manager.

You can also send an email if you cannot access the AE portal at that time. We will forward this to your relationship manager for you.

Is there a field in the AE portal that date stamps my accommodation plan photos?

The system will record when the photos are uploaded, not when they are taken. Please ensure when sending us your photos you have made a declaration that the photos have been taken within the last 6 months

Tip of the week

Accommodation plans in the submitted state can now be withdrawn.

- 1) Click the 'Actions' button.
 - 2) Click 'Withdraw' from the drop-down list that appears.
 - 3) Click the 'Withdraw' button to confirm withdrawal.
-

Questions or concerns?

If you are unable to find anything in the existing guidance about a specific issue, please submit an enquiry through PALMIS and provide as much information as you can. This will be submitted to the relevant teams and 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 to resolve specific issues, and also identify general system or guidance material improvements to improve the system for everyone.

We also would like to thank all employers for the hard work you are doing to engage with the new system and thank you all for your continued support.

Our mailing address is:

PALM scheme
3/307 Queen Street
Brisbane, Qld 4000
Australia

[Add us to your address book](#)

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).