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29 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 processes such as recruitments, mobilisations and incident reporting.

As a registered user of PALMIS, this email update will keep you informed of important system features and how to use them.

We intend to send this update weekly while PALMIS while we all get used to the new interfacing systems.

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

WalkMe guides and videos are available in the approved employer portal (AE portal) to step you through your queries and processes. After you have attempted to view the specific learning tool you can contact us on 1800 51 51 31 or email your enquiry to (support@pacificlabourfacility.com.au).

We will continue to publish information, so watch this space!

What's new?

We release new features and upgrades to PALMIS and the AE portal systems every 2 weeks to improve the user experience. When 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.

Upcoming development

The next release will occur on Thursday 5 October 2023. This release will focus on:

- Updating search for recruitment plans/work sites/labour market tests/hosts
- Providing the ability to copy previous accommodation plans
- Providing further enhancement for submitting incidents
- Ensuring further alignment between accommodation plans and guidelines requirements
- Enabling the ability to upload visa grant letters once granted
- Sending notification to employers once all worker documents available from IRD

- Undertaking various quality of life improvements
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Webinars

While there are no scheduled webinars, recently recorded webinars are available on the [DEWR website](#). There are also WalkMe tutorials on the AE portal. We will notify all employers of future training sessions.

Q&A

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

Where can I find the link to the AE portal?

You can find it [here](#).

How can I restrict access within the AE portal between different users?

The AE Portal has 2 user types: user and system administrator. There are no other role distinguishments. Approved employers are required to ensure their personnel meet deed requirements relating to privacy and security including that data is only used for the purpose of fulfilling its obligations under the deed.

We are considering further role and access differentiation for AE portal users in future releases.

Why does the deductions section use the term 'Net pay before tax' ?

The purpose of the pay & deductions schedules is to assess two things:

1. the risk profile of the estimated net pay figure as compared to low pay thresholds; and
2. the nature of proposed deductions.

It is not a comprehensive salary or tax calculation that accounts for all possible taxation scenarios; it is designed to allow for simple administration of PALM Scheme requirements.

The specific calculation the system uses for 'Net pay before tax' is:

Gross pay = estimated hours per week x pay rate for role

Total deductions = sum of all deductions

Net pay before tax = gross pay – total deductions

This language does not populate through to letters of offer, it is to assist employers and PALM scheme staff.

I'm a former Pacific Labour Scheme employer. Why can't I see my historical accommodation plans and labour market tests in the portal?

These are being migrated, including manual data entry of legacy plans that were completed in hard copy. We expect these to be available within the AE portal by 6 October 2023.

Can I delete a user from the AE portal?

The approved employer primary contact must submit an enquiry through the AE portal to request we remove each user. The correspondence will be recorded and actioned on your behalf.

What does the colour coding mean for with the accommodation spaces requirements?

The space types will change colour based on their completion status.

Grey - it has yet to be created

Yellow - it is still missing information

Green - the information is acceptable

Can I remove accommodation plans?

Accommodation plans in the submitted state can now be withdrawn using the top right corner of the accommodation plan.

Tip of the week

If you have a concern you can't resolve with the AE portal system and you cannot find the tutorial in the WalkMe guides or on the DEWR website, just give us a quick call. We may be able to help you fix it on the spot!

Questions or concerns?

If you are unable to find something 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, and also identify general system or guidance material improvements to improve the system for everyone.

Thank you to all AEs for your hard work in engaging in the new scheme and thank you all for continued support.

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Contact details

Please call the Pacific Labour Facility (PLF) on 1800 51 51 31
or email (support@pacificlabourfacility.com.au).

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