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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 will send this update weekly 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.

Yesterday's system release included:

- Updating search for recruitment plans/work sites/labour market tests/hosts
 - Providing the ability to copy previous accommodation plans
 - Improving the interface for submitting incidents and enquiries, including additional categories
 - Aligning accommodation plans and guideline requirements
 - Sending notifications to employers once all worker documents are available from IRD
 - Implementing various quality of life improvements for post-submission accommodation spaces
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Webinars

We are finalising new training sessions for PALMIS users in the next few weeks. The training will focus on “end to end” processing, particularly on post-recruitment approval stages. Look out for the formal invites, which will be emailed as dates are confirmed.

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

We continue work through questions and issues raised by employers and update the [FAQ document](#) on the DEWR PALM scheme website page. These are some recent questions and queries.

Can I move workers between placement groups once they've been added?

There is not currently a feature that allows this through the AE Portal. We are working to resolve this.

The portal is showing duplications of some of my workers names in the visa entity field for a recruitment plan. What should I do?

We are investigating. In the interim if this occurs, please send us the relevant recruitment plan number and the duplicated names you wish to delete. We will remove them for you and advise when it has been completed.

I accidentally added too many workers to a placement group and I cannot delete them. What do I do?

We are working on a solution. In the interim, please notify us and we will remove the incorrect worker information.

I need to update my temporary activities sponsor details, but there is no option in the portal. What should I do?

Send a copy of your updated temporary activities sponsor details via the support requests tab in the portal. They will update the details on your behalf.

How do I edit the weekly accommodation plan charge once it has been approved?

As of Thursday 5 October, approved employers can duplicate accommodation plans in the portal, make proposed changes, and send to DEWR for assessment. We will continue to consider enhancements to workflow management in PALMIS.

Tip of the week

As we are making regular enhancements to the AE Portal, the system requires you to close out browsers and reload them every time you use the system. This will ensure the enhancements and changes take effect and the system runs as efficiently as possible.

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 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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