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12 December 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 the updated 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 newsletter will keep you informed about important system features and how to use them.

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IMPORTANT UPDATE to PALM scheme support service email address

As part of insourcing the delivery of the PALM scheme to the Department of Employment and Workplace Relations (DEWR), the PALM scheme support service email address has changed. We are no longer using (support@pacificlabourfacility.com.au).

Our new support service email is (palm@dewr.gov.au). Please update your contact list as the old email address is no longer monitored.

Finding information and training resources online

A [PALMIS resources page](#) is available on the DEWR PALM scheme website page. We are regularly adding resources to this page so please always check it when looking for training and procedural information.

Help guides and videos are available in the portal to step you through your queries and processes. After you have attempted to view the specific training resource, you can contact us via the PALM scheme support service line 1800 51 51 31 in the first instance or email your enquiry to (palm@dewr.gov.au).

Upcoming development

We are happy to advise that the department has successfully transferred ownership of the PALMIS system to DEWR. Releases of new enhancements and upgrades were temporarily paused to support the stable conditions required for the transfer. Now that the system transfer is complete, system releases will recommence in early 2024.

We acknowledge the valuable feedback provided by PALM scheme employers and users to help us continuously update and improve the PALMIS system.

PALMIS webinars now available

Ongoing PALMIS webinars have now concluded for 2023. Recordings of previous webinars are now available on the [DEWR PALMIS information and resources page](#).

Frequently asked questions

The updated [PALMIS FAQ document](#) is available on the DEWR PALM scheme website.

We will continue to work through questions and issues raised by employers. Our most recent commonly-asked question is listed below.

How can I get my accommodation plan to submit for review?

If you are unable to get your accommodation plan to the submitted status, often a mandatory field has not been completed. All compulsory fields have an asterisk (*) on the right-hand side. Fields will also be highlighted in red if you have missed a field.

Please make sure you upload photos to each accommodation space category with additional comments to ensure we do not need to ask for more information.

Tip of the week

As we start to work towards the final weeks of 2023, this will be the last PALMIS update for this year. We will recommence PALMIS updates in early 2024.

DEWR, the Department of Foreign Affairs and Trade (DFAT) and the Pacific Labour Facility (PLF) will all close their offices on Friday 22 December 2023 and return to work on Tuesday 2 January 2024.

During this time, employers and workers can call the PALM scheme support service line on 1800 51 51 31 to report critical incidents and incidents where a PALM scheme worker requires immediate assistance only, 24 hours a day, 7 days a week.

Consideration of this office closure over the Christmas period would be appreciated. Please only contact the support service line for critical incidents and workers requiring immediate assistance only.

We wish all PALM scheme stakeholders a happy and healthy holiday.

Questions or concerns?

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 line on 1800 51 51 31 in the first instance or email (palm@dewr.gov.au).

Your feedback will help with resolving specific issues, but also identify general system or guidance material improvements to improve the system for everyone.

We also would like to thank all employers for your ongoing efforts to engage with the new system, and for your continued support.

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Contact details

Please call the PALM scheme support line on 1800 51 51 31
or email (palm@dewr.gov.au).

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