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3 May 2024

The Pacific Australia Labour Mobility (PALM) scheme is the Australian Government's integrated approach to Pacific labour mobility. To support the operations of the scheme, a new IT system – the Pacific Australia Labour Mobility Information System (PALMIS) – has been developed.

PALMIS aligns with PALM scheme deed and guidelines requirements and contains many features to support and streamline operational 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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## Finding information and training resources online

A [PALMIS resources page](#) is available on the Department of Employment and Workplace Relations (DEWR) PALM scheme website page. This includes recordings of training webinars, release notes, frequently asked questions (FAQs) and the 'getting started' guide.

We add resources to this page regularly so please check it when you are looking for training and procedural information.

Help guides and videos are also available in the approved employer portal (AE portal) in PALMIS to step you through your queries and processes.

After you have attempted to view a specific training resource, and if you still have questions, please 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](mailto:palm@dewr.gov.au)).

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## How to propose system enhancements

If you would like to provide feedback or ideas for future system enhancements, please submit a system support request through the AE portal and select the 'feature request' type.

Please include as much information as possible with screenshots and examples to clearly outline the proposed enhancement.

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## AE portal release in April

On 19 April 2024 we released new features into the AE portal. Each time we release new features, a pop-up box will appear to guide you to the release notes containing information about the new features. You can also find these in the 'help guides' sections.

Some highlights from the latest release include:

- enquiries have been separated into enquiries, incidents, system support request, legacy activity reports with subsequent screens designed around the particular request type
- employers can now view recruitment caps
- employers can now request a cap review
- improvements to photo upload on accommodation plans
- improved searching and views on various pages.

A range of other enhancements and bug fixes were included. Full details are available in the release notes.

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## Tip of the week

### *How do I create a zip file?*

You may be required to create a zip file to upload multiple documents (which is used to compress the size of the file to be uploaded).

Below are the steps to create a zip file:

1. Create and label a new folder.
2. Add any documents to the folder you want to zip.
3. Press and hold (or right-click) the file or folder, select (or point to) send to, and then select compressed 'zipped' folder.
4. A new zipped folder with the same name is created in the same location. To rename it, press and hold (or right-click) the folder, select rename and then type the new name.
5. The zip folder will be ready for upload.

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## 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 the AE portal 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 ([palm@dewr.gov.au](mailto: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 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](mailto:palm@dewr.gov.au)).

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