



4 December 2024

The Pacific Australia Labour Mobility (PALM) scheme is the Australian Government's integrated approach to Pacific labour mobility. The PALMIS information system (PALMIS) supports the operations of the scheme.

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.

Approved employer portal release November 2024

On 15 November 2024, new features were released into the PALMIS approved employer (AE) portal. 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 release notes section of the AE portal help guides.

Latest features include:

- new approved employer/employee user access roles
- an additional recruitment plan field to support those employers who are accredited Vietnam Labour Mobility Arrangements (VLMA) employers.

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

Upcoming development

Our next development cycle (program increment) runs from now until the start of February 2025. With the end-of-year shutdown, it is a slightly smaller increment than usual.

Some of the employer-facing changes that will be progressed in this increment include:

- additional minor changes to facilitate the VLMA
- updating the expiry dates on accommodation plans and welfare and wellbeing plans to reflect the policy change to these lasting for the life of the deed
- separating out the questions on an arrival report to allow for each question to be answered individually
- aligning the incident types available on the portal with the list in the guidelines
- further work on worker data quality to improve data management.

The Approved Employer PALMIS Consultative Group

A meeting with the Approved Employer PALMIS Consultative Group (AEPCG) was held on Wednesday 27 November 2024.

The AEPCG discussed the recent changes to the system including user management, the PALMIS development roadmap, and barriers for employers in completing arrival and departure reports.

The group provided feedback on the recent changes to user roles, and committed to ongoing discussions.

Key takeaways and reminders

When new AE portal features are released, it is important that you log out of the portal, restart your computer, and log back in. This will ensure you are accessing the most recent changes and new features.

Tips of the month

New user access roles

Since our latest release, more employer user access roles have been added in the AE portal. We have provided a separate factsheet titled 'New user access roles' in the 'Notices' section of the AE portal help guides. The factsheet outlines a summary of the actions that can be performed by each user access role, to help you determine the best access level for your employees.

Adding workers to recruitment mobilisations

Accurate worker data in the AE portal is essential, particularly when it comes to accommodation and worksite locations. This ensures smooth operations and compliance.

While the system currently allows mobilisations to proceed without workers being added to the recruitment plan, this is only intended to facilitate reporting when for some reason worker profiles are not available.

In the vast majority of new recruitments, worker profiles are sent from the labour sending unit and it is important to add workers correctly before finalising the mobilisation.

Need help? The AE portal help guides offer step-by-step walkthroughs to simplify the mobilisation process. If you are experiencing issues with mobilising workers, please submit a service support request.

Upcoming training and development

The department is currently developing PALMIS AE portal training for PALM scheme employers in areas such as mobilisations and recruitment plan workflows. We are working with AEPCG members to ensure the information is valuable for employers.

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.

Finding information and training resources online

The [PALMIS resources page](#) on the Department of Employment and Workplace Relations PALM scheme website page features training webinars, release notes, frequently asked questions and a 'getting started' guide.

Help guides and videos are also available in the AE portal in PALMIS. If you still have questions, please contact the PALM scheme support service line (1800 51 51 31) or log a system support request in the AE portal.

Questions or concerns?

If you are unable to find anything in the existing support materials about a specific issue, please 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).

Your feedback will help with resolving specific issues, but also identify general system or guidance material improvements 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 service line on (1800 51 51 31)
or email (palm@dewr.gov.au).

[Unsubscribe](#) from this email.