The Pacific Australia Labour Mobility (PALM) scheme is Australia's primary temporary migration program for unskilled, low-skilled and semi-skilled positions. The PALM 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.

Upcoming approved employer portal release 7 February 2025

The latest approved employer portal (AE portal) features will be released on 7 February 2025. Each time new features are released, 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 in PALMIS.

Some highlights from this release include:
- Arrival briefing: align arrival reporting requirements with the PALM scheme deed and guidelines, specifically the ability for employers to:
  - indicate whether union and Fair Work Ombudsman (FWO) representatives have been invited and attended arrival briefings
  - confirm delivery of the arrival briefing and workplace induction to the workers
  - receive instructions on how to register workers for a presentation.
- Incident reporting: the incident types available to select when submitting an incident report enquiry form have been updated to align with the PALM scheme deed and guidelines
- Recruitment application declaration: updates have been made to include welfare and wellbeing plan obligations.
- Recruitment details: employers eligible to participate in the Vietnam Labour Mobility Arrangement (VLMA) will now be prompted to select the agent they are recruiting through.

The Approved Employer PALMIS Consultative Group

The Approved Employer PALMIS Consultative Group (AEPCG) meeting was held on 27 November 2024.The secretariat walked through enhancements from the November 2024 PALMIS release and provided information on which enhancements will be developed over the next 3 PALMIS releases.

There will be an increased focus on arrival and departure reporting to ascertain the barriers PALM scheme employers face when completing these reports. The focus for training in early 2025 will be to re-record the In-country Recruitment Database (IRD) portal mobilisation walkthrough into 6 or 7separate training modules.

Frequently asked questions

I can't see workers on my approved recruitment plan?

You will need to contact the labour sending unit (LSU) or agent in country to add workers to the approved recruitment plan (RP). To do this,
1. open the approved RP in the AE portal
2. navigate to the 'RP correspondence' field
3. locate the 'PALMIS-IRD communication thread' correspondence and select 'view'
4. select 'new message,' create your message, then select 'submit' to send your correspondence to the LSU through the IRD.

You can view LSU responses by navigating to the same correspondence activity through the AE portal or navigating to the 'Inbox' entity and opening to correspondence activity from there. Once the LSU/agent has added workers to the RP, workers will be visible under the 'manage workers' field located further down the page.

The LSU/agent says they have added workers to the approved recruitment plan and can see them in the IRD, but I can't see them in the AE portal?

This is a known production bug that can occur particularly among Vanuatu recruitments. Please submit a new system support request through the support service entity, and send through the RP details, including screenshots of the AE portal (and IRD if possible), for the department to investigate and resolve.

I can see the workers in the RP now. What's next?

Now you must assign workers to a placement group within the approved recruitment, then create a mobilisation arrival plan. Please refer to the AE portal help guide walk throughs titled 'Assigning workers to a placement group' and 'How to create a mobilisation arrival plan'.

If you receive an error message stating 'There are no records to display', you must ensure the workers are assigned to the placement group with the same destination site in the recruitment.

Tip of the month

When you open the support service entity in the AE portal, there are 5 sub-entities you can select from. The list below outlines what you can use each entity for.

All support requests – this shows all your submitted cases, such as enquiries, incident reports, system support requests and legacy activities reports.

Create enquiry – lodge an enquiry to get answers to questions about the PALM scheme, or to receive general program support. To ensure your query is directed to the relevant area, please specify who/where the enquiry is for.

Create incident report – lodge an incident report to report a critical, non-critical or other incident under the PALM scheme guidelines. Please select the options that best describe the incident as you understand it. Remember to include as many specific details as possible, including names, contact details, location, status and if emergency services were contacted.

Create system support request – lodge a system support request to raise an issue, request a feature, or get support for using the AE portal. Make sure you provide as much detail as possible so our support team can easily understand and investigate your request.

Create legacy activity report – lodge a legacy activity report to meet your reporting obligations under legacy schemes where you don't have access to individual worker details in the system.

Upcoming training and development

The Department of Employment and Workplace Relations (DEWR) is currently developing AE portal training in areas such as mobilisations and recruitment plan workflows. We are working with the 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 is available on the DEWR PALM scheme website page, featuring training webinars, release notes, frequently asked questions (FAQs) and the 'getting started' guide.

Help guides and videos are also available in the AE portal in PALMIS via WalkMe.

Questions or concerns?

If you are unable to find anything in the existing guidance about a specific issue, 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 and identifying general system or guidance material improvements .

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

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.