



USING PALMIS

Navigating the PALM scheme IT system for approved employers

February 2025 Edition

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.

Approved employer portal release

On 7 February 2025, PALMIS released new features in the approved employer portal (AE portal). Each time new features are released, a pop-up box appears in the portal to guide you to the new version of release notes which contain information about all new features. These can also be found in the 'Release Notes' section of the help guides.

Highlights from the latest 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 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 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 19 February 2025.

- Feedback was sought on challenges employers are encountering when submitting arrival and departure reports. Information collated will help contribute to future development of these modules.
- An update on the PALM scheme employer training plan was provided. Please see links to newly released PALMIS training modules below.

Recruitment plan PALMIS training modules

To enhance system users' understanding of the standard recruitment plan (RP) process, the department has developed a series of 6 detailed training modules. The videos provide a step-by-step overview of the RP process and demonstrate how the AE portal and in-country recruitment database interact.

New training module topics

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The videos are now available via the help guides within the AE portal, and are also linked above. Please note: the videos are for system demonstration purposes only. Employers are required to meet all relevant requirements under the PALM scheme guidelines when submitting plans and reports to the department.

Frequently asked question

When I use the search feature for correspondence in the AE portal, I cannot find it when using my reference number?

This is the result of an exact match search requirement. To search for your subject, add an asterisk (*) to the start of your search field, e.g. *October. This should assist with finding the item relating to your search query.

Tip of the month

Special characters in accommodation plan and placement group titles may cause recruitment plan errors

There is a known production bug where if quotation marks and commas are used in accommodation plan and placement group titles, users may not be able to progress or submit RPs. This known issue has been registered for resolution when priorities permit. If you are unable to progress or submit your RP, follow these steps to troubleshoot the issue:

- check there are no symbols in the accommodation plan and/or placement group titles - if there are, remove them
- clear your cache
- log out of the portal and close the browser
- try a different browser (Google Chrome, Mozilla Firefox, etc.).

If these steps don't work, please submit a service request to escalate and resolve the issue.

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

Finding information and training resources online

Help guides and videos are also available in the AE portal in PALMIS. If you still have questions, 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 information 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 sent to the relevant team and escalated as required.

You can also contact the PALM scheme support service line on (1800 51 51 31) or email (palm@dewr.gov.au).

Feedback you provide will help with resolving specific issues and identify general system or guidance material updates for easier navigation and continued system improvements.

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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.