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15 September 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 and long-term workers, a new IT system - the Pacific Australia Labour Mobility Information System (PALMIS) has been launched.

PALMIS aligns with new PALM scheme deed and guidelines requirements and contains many new features to help streamline recruitments, mobilisations and incident reporting. As a registered user of PALMIS, this email update will keep you informed about important features of the system and how to use them.

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Finding information and training resources online

A PALMIS resources page is now available on the Department of Employment and Workplace Relations (DEWR) PALM scheme website page.

WalkMe guides and videos are available in the AE Portal to step you through your queries and processes.

After you have attempted to view the specific learning tool you can contact the PALM Information line **1800 51 51 31** or email your enquiry to (support@pacificlabourfacility.com.au).

Additional information will continue to be published, so watch this space!

time we release new features you will see release notes near the top of your screen on the AE Portal. The last release occurred on Thursday 7 September, the next release is scheduled for Thursday 21 September 2023.

Upcoming resources

There will be new guides for existing visas for long-term PALM scheme workers as well as FAQs uploaded in the coming few days. Release notes will also be uploaded on the PALMIS resources page

Webinars

Currently no webinars are scheduled, however recently recorded webinars are available to view on the DEWR website. We will notify all employers when more are training sessions are scheduled.

Q&A

We are currently working through questions and issues raised by employers and will update the FAQ document on the DEWR PALM scheme website page shortly. Some answers to common questions are below.

I have 2 ABN's registered but we have not received an invitation for the second business?

If you have 2 businesses registered in the AE Portal you will need to have a secondary email address linked to the second business ABN. System constraints links only one individual email address to each ABN account. We will consider changes to this in future.

Is there the ability to add in a standard rate and overtime rates when guaranteeing worker hours?

No, this is not currently available. Please review PALM scheme guidelines for guidance on minimum pay and deductions reporting requirements.

What do I do if I think I have lost previous data from the SWP system?

Most relevant data should have migrated. However, if you cannot locate legacy information on the AE Portal, please contact your relationship manager or email the specific details through to the information lines so they can investigate this for you.

When I am creating a case or an Incident, do I need to clarify this in the title of the case?

Yes. It is very important to create an accurate title. This will ensure we can triage your request as quickly as possible. We are also working on providing an enhanced interface to report incidents to better capture this information at the outset. Examples of titles could include:

- *Critical incident – serious injury – worker name*
- *Non-critical incident – non-life-threatening hospitalisation – worker name*
- *General enquiry/information – disengagement/arrival/departure report – worker name*

images to upload to the system, you may need to look at your settings to ensure photos are in a supported file type (i.e. .pdf or .jpg). If you are having issues uploading photos, please contact your relationship manager for support.

Questions or concerns?

If you are unable to find anything in the existing guidance about a specific issue, please 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 service line on **1800 51 51 31** or email (support@pacificlabourfacility.com.au).

Your feedback will help to resolve specific issues and also identify general system or guidance material improvements needed to improve the system for everyone.

We also would like to thank all employers for the hard work you are doing to engage in the new scheme and thank you for your continued support.