

PALM Portal Release 54

Release notes

19/09/2023



Australian Government

**Australian
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PALM Portal Release 54 Notes

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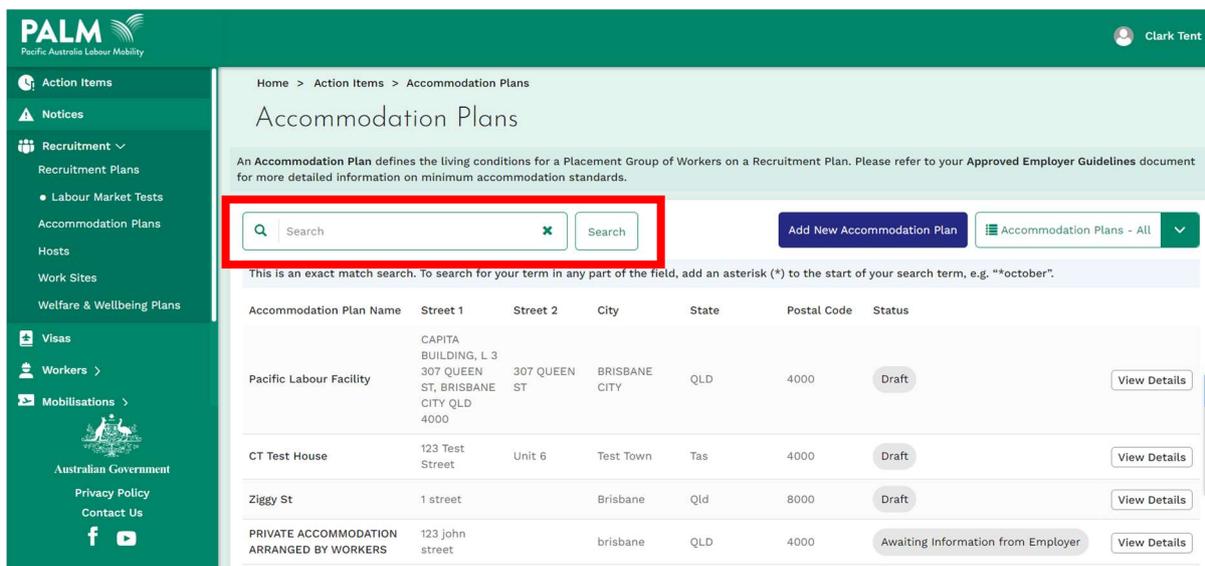
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1. Updates to Accommodation Plans

a) New Search bar

A *Search bar* has now been added to the Accommodation Plans page

This will now allow users to search for a specific accommodation plan.



The screenshot shows the PALM (Pacific Australia Labour Mobility) web interface. The left sidebar contains navigation menus for Action Items, Notices, Recruitment, Accommodation Plans, Hosts, Work Sites, Welfare & Wellbeing Plans, Visas, Workers, and Mobilisations. The main content area is titled "Accommodation Plans" and includes a search bar highlighted with a red box. Below the search bar, there is a table of accommodation plans with columns for Name, Street 1, Street 2, City, State, Postal Code, and Status. The table lists four plans: Pacific Labour Facility, CT Test House, Ziggy St, and PRIVATE ACCOMMODATION ARRANGED BY WORKERS.

Accommodation Plan Name	Street 1	Street 2	City	State	Postal Code	Status
Pacific Labour Facility	CAPITA BUILDING, L 3 307 QUEEN ST, BRISBANE CITY QLD 4000	307 QUEEN ST	BRISBANE CITY	QLD	4000	Draft
CT Test House	123 Test Street	Unit 6	Test Town	Tas	4000	Draft
Ziggy St	1 street		Brisbane	Qld	8000	Draft
PRIVATE ACCOMMODATION ARRANGED BY WORKERS	123 john street		brisbane	QLD	4000	Awaiting Information from Employer

i Please note that the search bar uses **exact** matching. It will only search for items based on the exact way it has been typed.

For example if the Accommodation plan is entitled “new building” and you use the search term “building” it will **not** display “new building”. Users will need to type the exact wording in order to find the results.

However if you place an asterisk * before the search term for example “*building” it will display all Accommodation Plans with the word building in it.

b) The Accommodation Plans table view has been updated

The initial table which displays the existing Accommodation Plans information has now been updated.

The *Street*, *City*, *State* and *Postal Code* is now displayed and can be used to filter the selections.

Home > Action Items > Accommodation Plans

Accommodation Plans

An Accommodation Plan defines the living conditions for a Placement Group of Workers on a Recruitment Plan. Please refer to your Approved Employer Guidelines document for more detailed information on minimum accommodation standards.

Search [x] Search [x] Add New Accommodation Plan Accommodation Plans - All [v]

This is an exact match search. To search for your term in any part of the field, add an asterisk (*) to the start of your search term, e.g. "**october".

Accommodation Plan Name	Street 1	Street 2	City	State	Postal Code	Status	
Pacific Labour Facility	CAPITA BUILDING, L 3 307 QUEEN ST, BRISBANE CITY QLD 4000	307 QUEEN ST	BRISBANE CITY	QLD	4000	Draft	View Details
CT Test House	123 Test Street	Unit 6	Test Town	Tas	4000	Draft	View Details
Ziggy St	1 street		Brisbane	Qld	8000	Draft	View Details
PRIVATE ACCOMMODATION ARRANGED BY WORKERS	123 John street		brisbane	QLD	4000	Awaiting Information from Employer	View Details

c) Conflict of Interest declaration added

In the Accommodation Plans form, a new Conflict of Interests declaration question has been added.

Home > Action Items > Accommodation Plans

New Accommodation Plan

Complete this form to create your draft Accommodation Plan and begin the documentation process.

Accommodation Plan Details

Accommodation Plan Name *

Enter a label that makes it easy for you to identify this accommodation plan.

Workers have chosen a Private Accommodation

Maximum Occupancy *

10

Accommodation Type *

Hostel
 House
 Townhouse
 Caravan
 Donga
 Other

Do you have a real or perceived conflict of interest in using this Accommodation to house your Workers? *

No
 Yes

Help Guides

d) New Accommodation Provider section added to Accommodation Plans

A new section to has been added to the Accommodation Plans form entitled **Accommodation Provider**

The information that is requested from users in this section will vary depending on the Selected Accommodation Provider.

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Action Items

Notices

Recruitment

Recruitment Plans

Labour Market Tests

Accommodation Plans

Hosts

Work Sites

Welfare & Wellbeing Plans

Visas

Workers

Mobilisations

Employer Details

Support Requests

Inbox

Australian Government
Privacy Policy
Contact Us

Accommodation Provider

Select the option that best describes the ownership of the accommodation in relation to this Accommodation Plan.

Select Accommodation Provider *

Owned and provided by 6Boost

Owned and provided by a Host Employer

Provided directly by another business (eg hostel)

Provided directly by an individual

Provided via real estate agent

Provided directly by an individual

Contact Name
Cynthia

Contact Phone Number *
123123123

Contact Email
test@test.co

Address

Street 1 *
Street address

Street 2
Apt, suite, etc

Suburb *
Select a Suburb

City
Eg. Brisbane

e) Visual guide for Accommodation spaces requirements

There is now a visual guide that will display the minimum required Accommodation spaces needed.

The space types will change color based on their completion status.

- Grey - it has yet to be created
- Yellow - it is still missing information
- Green - the information is acceptable

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Accommodation spaces

This Accommodation Plan must include uncrowded, individual sleeping areas for all workers; a communal lounge/living area; access to laundry facilities; and toilets, showers, and self-catering kitchen facilities adequate for the number of occupants. You must also provide at least one external photograph of the accommodation. [Add Space](#)

Required Spaces: Sleeping Area Shared Space Laundry Bathroom Kitchen External Photograph

Name ↑	Notes	
Bathroom 1	1 toilet, 1 shower	Remove Space Edit
Exterior 1		Remove Space Edit
Kitchen 1		Remove Space Edit
Shared Space 1		Remove Space Edit
Sleeping Area 1	Sleeps 2	Remove Space Edit

The Accommodation Plan must provide separate lockable storage for each worker's valuables. Failure to meet this obligation will mean the Accommodation Plan will likely be rejected.

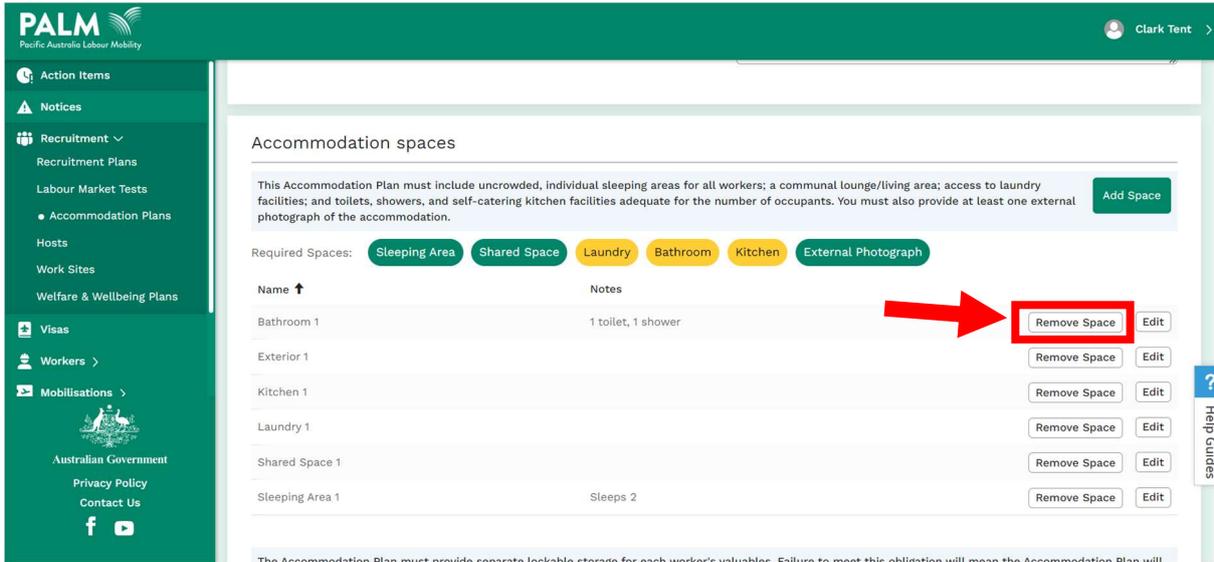
Does this accommodation provide a private lockable space for each Worker? *

No

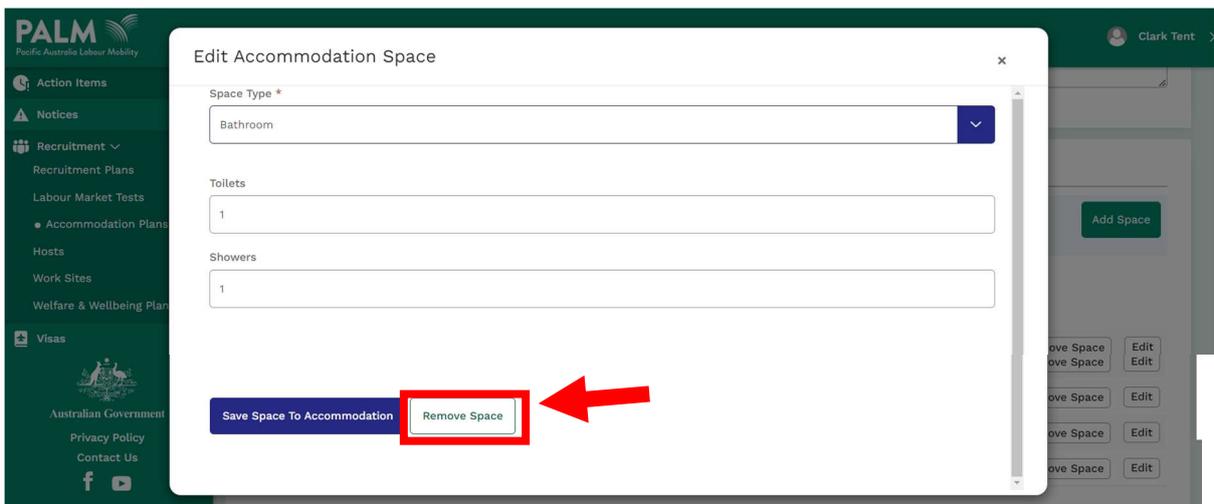
Yes

f) Created Accommodation Spaces can now be removed

A Remove Space button has now been added in the Accommodation Spaces section within Accommodation Plans.



Accommodation Spaces can also be removed using the Remove Space button, when editing the Accommodation Space

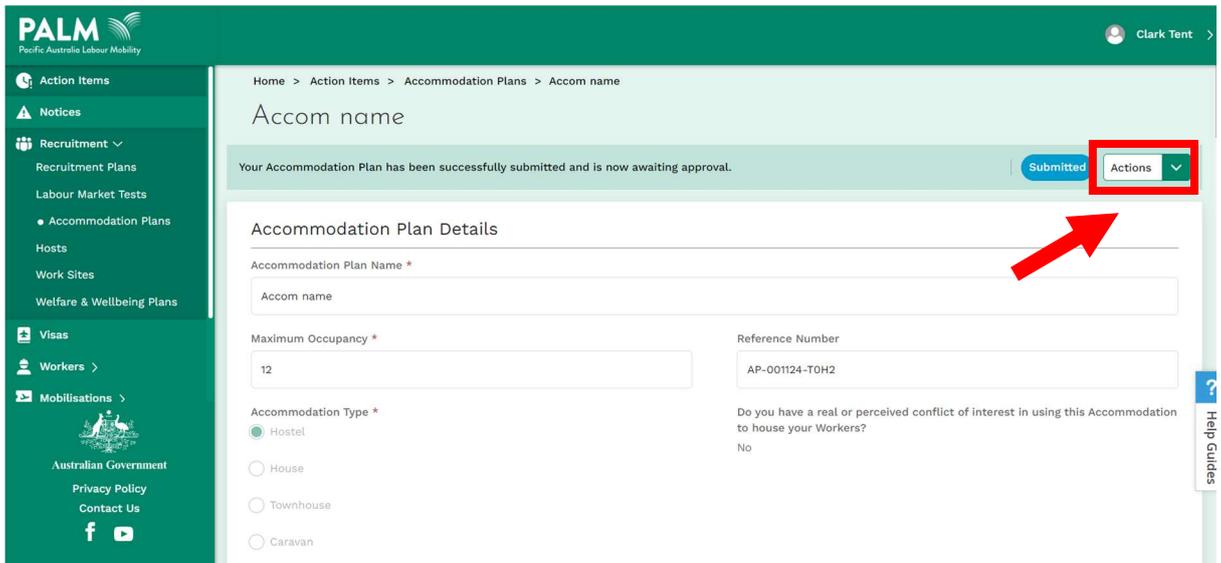


g) Users can now withdraw Submitted Accommodation plans

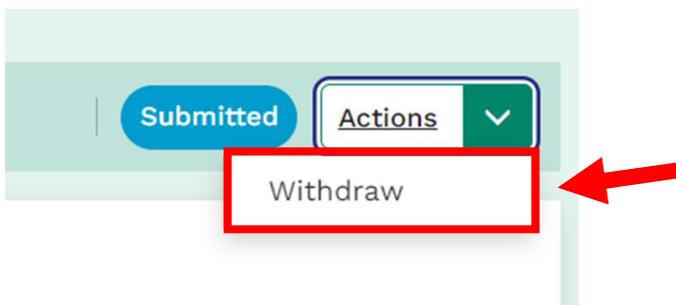
Accommodation Plans in the Submitted state can now be withdrawn.

Please follow the instructions below to withdraw a submitted Accommodation Plan:

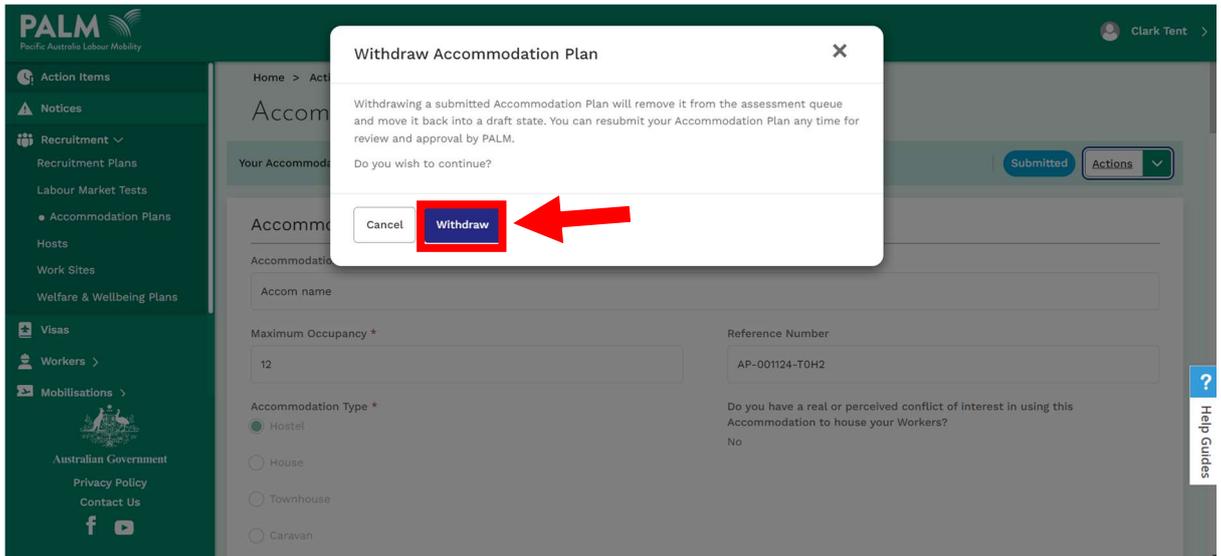
- 1) Click the **Actions** button



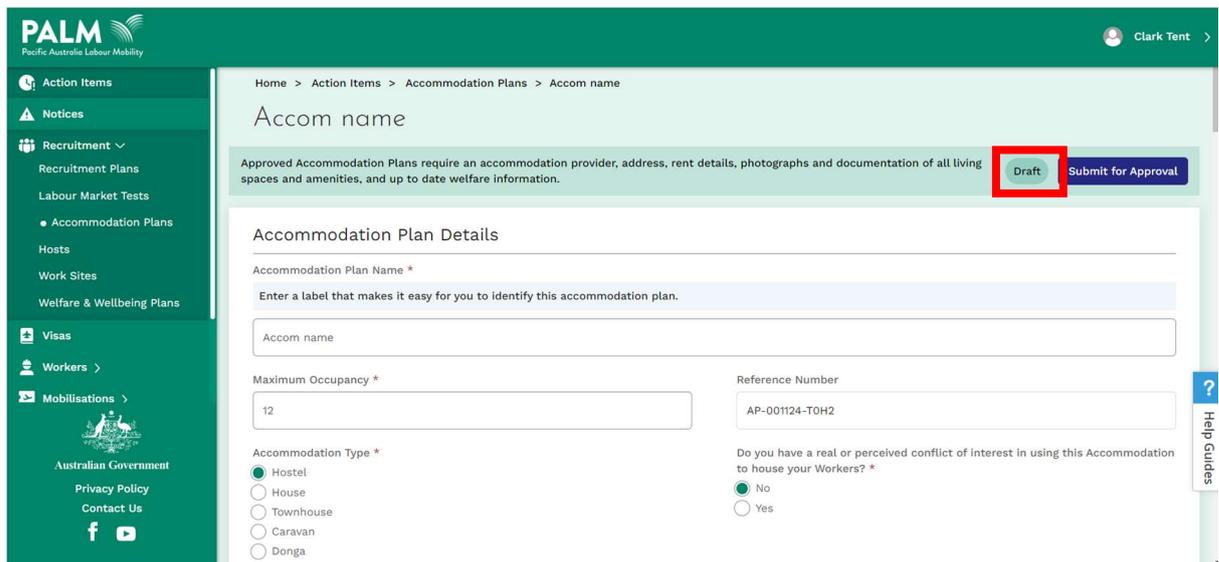
- 2) Click **Withdraw** from the drop down list that appears.



3) Click the **Withdraw** button to confirm withdrawal.



4) The Accommodation Plan will revert to the *Draft* state and users can edit it once again.



2. Updates to Recruitment Plans

a) The Recruitment Plans Details page has been updated.

We have added the *Recruitment Plan Type* selection to indicate if the Recruitment plan is:

- Standard
- Redeployment
- Extension

The screenshot shows the 'New Recruitment Plan' form in the PALM system. The form is titled 'New Recruitment Plan' and includes a sub-header: 'Complete this form to create your draft Recruitment Plan and begin the application process. This draft information will be shared with the LSU of the country you select for recruitment forecasting purposes.' The form is divided into three tabs: 'Details', 'Placement Groups', and 'Deductions'. The 'Details' tab is active, showing 'General details'.

The 'General details' section includes the following fields:

- Recruitment plan name ***: Text input field with the example 'Eg. Summer Harvest Season'.
- Worker role title(s) ***: Text input field with the example 'Eg. Farm hand, cook, aged care worker'.
- Maximum workers ***: Text input field with the placeholder 'The maximum number of workers you require'.
- Recruitment Plan Type ***: A section highlighted with a red box, containing three radio button options:
 - Standard**: A Standard or New Recruitment Plan is a mobilisation of workers from their home country on a new visa or existing multi-year visa.
 - Redeployment**: A Redeployment is the mobilisation of workers within Australia from one Recruitment Plan to another.
 - Extension**: An Extension is for changing a worker's visa from short-term to long-term onshore, or adding additional time to a visa where permitted.

The left sidebar contains navigation links: Action Items, Notices, Recruitment (with sub-links for Recruitment Plans, Labour Market Tests, Accommodation Plans, Hosts, Work Sites, Welfare & Wellbeing Plans), Visas, Workers, and Mobilisations. The bottom of the sidebar features the Australian Government logo and links for Privacy Policy, Contact Us, and social media icons for Facebook and YouTube. The top right corner shows the user 'Clark Tent' and a 'Help Guides' link.

If a *Redeployment* or *Extension* recruitment plan type is selected, users will need to provide the Source RP number and the name(s) of the affected workers.

Redeployment selected

The screenshot shows the PALM portal interface for a 'Redeployment' recruitment plan. The left sidebar contains navigation options: Action Items, Notices, Recruitment (with sub-items: Recruitment Plans, Labour Market Tests, Accommodation Plans, Hosts, Work Sites, Welfare & Wellbeing Plans), Visas, Workers, and Mobilisations. The main content area includes the following fields:

- Recruitment plan name ***: Text input with example 'Eg. Summer Harvest Season'.
- Maximum workers ***: Text input with example 'The maximum number of workers you require'.
- Worker role title(s) ***: Text input with example 'Eg. Farm hand, cook, aged care worker'.
- Recruitment Plan Type ***: Radio buttons for Standard, Redeployment (selected), and Extension. Descriptions are provided for each type.
- Source RP Number ***: Text input field, highlighted with a red box.
- Names of Workers**: Text area for listing worker names, highlighted with a red box.

The bottom of the page shows 'Recruitment Details' and the user 'Clark Tent'.

Extension selected

The screenshot shows the PALM portal interface for an 'Extension' recruitment plan. The layout is identical to the 'Redeployment' form, but the 'Extension' radio button is selected under 'Recruitment Plan Type *'. The 'Source RP Number *' and 'Names of Workers' fields are highlighted with a red box.

b) New field added when submitting a Change Request for a Recruitment Plan

A new paragraph field to explain the purpose of your change request has been added.

This field will display on the final confirmation form when users submit a Change Request to a previously Approved RP.

The screenshot shows the PALM (Pacific Australia Labour Mobility) portal interface. A modal window titled "Submit Changes to Recruitment Plan" is open. At the top of the modal, there is a text input field with the placeholder text "Please summarise what you needed to change about this Recruitment Plan, and why *". This field is highlighted with a red border. Below this field, there is a section titled "Review the changes summarised below." containing three expandable items: "Recruitment Plan", "Meat Processor Wagga Wagga 2", and "Meat Processor Wagga Wagga". At the bottom of the modal, there are two buttons: "Dismiss" and "Submit Changes". The background shows the PALM portal navigation menu on the left and the user profile "Clark Tent" in the top right corner.

c) Individual Worker's Placement Schedules are now available

In an approved Recruitment Plan, users can now download the individual Placement Schedules for each worker.

This is accessible in the *Manage Offers of Employment* section.

Click the **Actions** button for a specific worker and select the **Download Placement Schedule** option.

The screenshot shows the PALM (Pacific Australia Labour Mobility) web interface. The main content area is titled "Manage Offers of Employment". At the top, there is a warning banner: "Overdue Mobilisation Reports. Caution: Your Recruitment Plans are unable to be approved until the following Mobilisations are reported on: MN2231, MR-9223-S3C0H6, MR-9266-R8Y9Z2". Below this, a navigation bar shows "All Workers" selected, with other options: "Offers in Need of Attention", "Signed Offers", and "Offers Not Proceeding". A search bar is present. The main table lists workers with columns for "Full Name", "Passport Number", "Offer of Employment", and "Contract Status". One worker is visible with a red box around the "Actions" dropdown menu, which includes "View Details" and "Download Placement Schedule". A red arrow points to this menu. Below the table, there are sections for "Labour Market Test" (showing a "Cat walker" role in "in the park" region, "Approved" status, and "30/04/2024" expiry date) and "Accommodation Summary". The footer includes the Australian Government logo and contact information.

3. Updates to Incident Reports

a) Report an Incident renamed

The Report an Incident menu item has now been renamed to *Support Requests*

Home > Action Items

Action Items

Employer Details Recruitment Plans

Open Action Items

Click on an action item in the list to view and manage its record

Search [x] Search [Unread]

Type	Date ↓	Regarding	Subject	
No	Notification	15/09/2023 1:34 PM	New feedback For Accommodation Plan - (AP-001128-J7K0)	View Details
No	Notification	13/09/2023 12:20 PM	Job group 1	View Details
No	Correspondence	13/09/2023 12:07 PM	WWB-K001002	View Details
No	Correspondence	13/09/2023 8:49 AM	6Boost	View Details
No	Correspondence	13/09/2023 8:49 AM	RP1089	View Details
No	Correspondence	13/09/2023 8:49 AM	6Boost	View Details

b) Submit a Support Request instructions added

Information has been added to the Submit a Support Request page to better understand how this can be used.

Home > Submit a Support Request

Submit a Support Request

Lodge a Support Request to:

- Report an Incident as defined in the PALM Scheme Deed and Guidelines.
- Make any compulsory reports required for Legacy Scheme Recruitment Plans.
- Ask a question or get support from PALM staff on any matter related to the program, or
- Request a new feature or report an issue you're having with the PALM Portal.

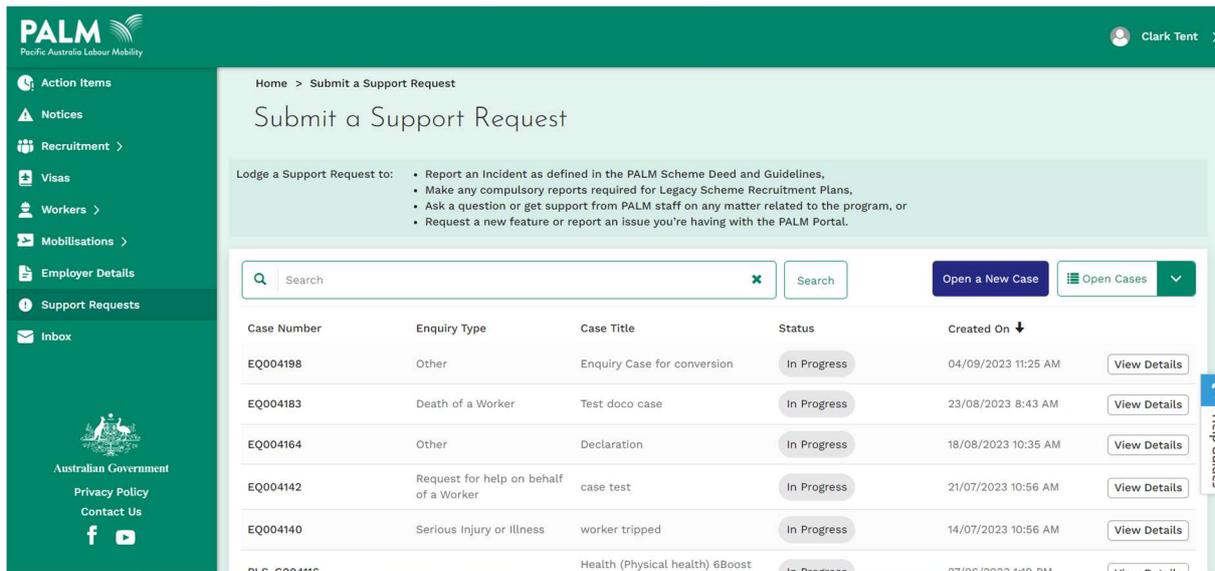
Search [x] Search [Open a New Case] [Open Cases]

Case Number	Enquiry Type	Case Title	Status	Created On ↓	
EQ004198	Other	Enquiry Case for conversion	In Progress	04/09/2023 11:25 AM	View Details
EQ004183	Death of a Worker	Test doco case	In Progress	23/08/2023 8:43 AM	View Details
EQ004164	Other	Declaration	In Progress	18/08/2023 10:35 AM	View Details
EQ004142	Request for help on behalf of a Worker	case test	In Progress	21/07/2023 10:56 AM	View Details
EQ004140	Serious Injury or Illness	worker tripped	In Progress	14/07/2023 10:56 AM	View Details
PI 6004116		Health (Physical health) 6Boost	In Progress	27/06/2023 1:19 PM	View Details

c) Existing cases viewable information updated

Previously submitted cases' information can now be reviewed.

For existing cases, users can click the case to view the details.



Once the case is displayed, users can download any documents that have been uploaded and view the related Correspondences.

