View this email in your browser

29 February 2024

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

PALMIS aligns with the updated PALM scheme deed and guidelines requirements and contains many new features to help streamline 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.

In this issue

Finding information and training resources online

Upcoming development

PALMIS webinar recordings available

Frequently asked questions

Tip of the week

Questions or concerns?

Finding information and training resources online

A PALMIS resources page is available on the Department of Employment and Workplace Relations (DEWR) PALM scheme website page. We are regularly adding resources to this page so please check it when you are looking for training and procedural information.

Help guides and videos are available in the approved employer portal (AE portal) in PALMIS to step you through your queries and processes.

After you have attempted to view the specific training resource, you can contact us via the PALM scheme support service line 1800 51 51 31 or email your enquiry to (palm@dewr.gov.au).

Upcoming development

We acknowledge the valuable feedback provided by PALM scheme employers and users, to help us continuously update and improve the PALMIS system.

To provide feedback or ideas for future system enhancements, please submit an enquiry case with the feature request sub type through the AE portal with as much information as possible.

PALMIS webinar recordings available

Recordings of employer webinars are now available on the DEWR PALMIS information and resources web page.

If you have suggestions on topics for future training webinars, please submit an enquiry through the AE portal with your request.

Frequently asked questions

The updated PALMIS FAQ document is available on the DEWR PALM scheme website.

We continue to work through questions and issues raised by employers. Our most recent commonly asked questions are listed below.

When adding workers to my mobilisation report, I receive the error message 'there are no records to display'. What does this mean?

If you are completing a mobilisation report (arrival/departure) for a PALM scheme approved recruitment plan and you receive the error message 'there are no records to display' after clicking 'select a destination site', there is likely no placement group linked to the respective recruitment plan.

If this is related to a transition recruitment, please confirm the relevant recruitment plan has a placement group attached. If no placement group is attached, you must make a change request and add a placement group to your plan. This will ensure a work site is linked to your plan, enabling you to complete arrival/departure reports.

If the issue is still not resolved or you already have a placement group attached to the recruitment, please ensure the worker has been assigned to the correct placement group with the relevant destination site for which you are attempting to submit the mobilisation report.

Tip of the week

When DEWR approves a recruitment, a 'placement schedule' document is automatically generated that includes an overview of information provided in the recruitment plan. The document title is generated using information entered by employers in the placement group name field.

An issue has been identified where the generated files are being corrupted if they contain special characters that are not accepted in file names in PALMIS.

We are currently working on resolving the issue. To avoid any issues in the interim, please do not use the following special characters in the placement group name field:
/ [ ] :|; < > + = ; , * ? & "

Questions or concerns?

If you are unable to find anything in the existing guidance about a specific issue, the best way to get help is to 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 (palm@dewr.gov.au).

Your feedback will help with resolving specific issues, but also identify general system or guidance material improvements to improve the system for everyone.

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

Contact details

Please call the PALM scheme support line on 1800 51 51 31
or email (palm@dewr.gov.au).

<u>Unsubscribe</u> from this email.