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*February 2026 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.

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## **AE portal release - 13 February 2026**

The Department of Employment and Workplace Relations (DEWR) has made several improvements to the Approved Employer (AE) portal to make things easier and more accurate for employers using the PALM scheme.

### **What's new**

#### **AE portal acceptance and use declaration**

To strengthen transparency and ensure alignment with PALM scheme requirements, DEWR has introduced a new acceptance and use declaration in the AE portal. This update ensures all portal users understand and agree to the terms and conditions before accessing the system. It also allows DEWR to record and monitor each employer's acknowledgement, supporting stronger compliance and clearer accountability across the PALM scheme.

Employers will now see:

- a prompt to acknowledge and accept the AE portal terms and conditions the first time they register or log in after this system release

- a clear confirmation step where users formally acknowledge their understanding of AE portal obligations and PALM scheme requirements
- automatic recording of the acceptance, allowing DEWR to track compliance and maintain transparency
- mandatory acceptance before portal access, as users must agree to the terms and conditions to proceed.

### **Recruitment plan cancellation**

DEWR has introduced new functionality in the AE portal that provides employers greater flexibility when managing recruitment plans (RPs). Employers can now withdraw plans that are no longer needed before approval, and request cancellation of RPs that have already been approved that are no longer progressing.

These changes are designed to reduce administrative burden, improve accuracy, and help employers keep their recruitment pipeline up to date.

Employers can now:

- withdraw draft or submitted RP's directly in the AE portal
- request cancellation of approved RP's when they are no longer needed
- see withdrawn or cancelled plans under the Inactive section of RP's
- view clear cancellation statuses, including cancelled by AE or cancelled by DEWR
- rely on system safeguards that prevent cancellation if there are active mobilisations, active workers, or unresolved cases
- receive an automatic email notification once a cancellation is completed.

### **Improved communication functions**

DEWR has upgraded communication functions to make it easier and faster for employers to contact DEWR, track messages and manage conversations linked to specific records. These changes reduce manual triaging and create a clearer, more structured way to engage with DEWR directly through the AE portal.

Employers can now:

- use the new correspondence section to view all DEWR messages, with unread message counts
- check system updates in the new notifications section
- create correspondence directly from key pages like RPs, mobilisation, accommodation plans, welfare plans, workers and deeds
- choose a topic and priority for new messages
- attach documents and include extra details when needed
- view the related record linked to a message with a single click
- hold two-way conversations using the new thread messages feature
- mark items as actioned once completed
- quickly see read/unread status for all messages
- filter and find correspondence using improved views.

### **Want to know more detail?**

Each time DEWR release new features, a pop-up box appears in the portal to guide employers to the latest version of AE portal release notes. This contains detailed information and screenshots about all new features. Employers can also find these in the release notes section of your help guides.

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# Approved Employer PALMIS Consultative Group

## Nominations

The Approved Employer PALMIS Consultative Group (AEPCG) is currently undergoing a partial refresh for 2026.

Established in 2024, the AEPCG provides a collaborative forum for discussion and feedback on PALMIS usage, system issues, and future enhancements.

Nominations to join the group have now closed. DEWR will share the updated membership list and send meeting invitations for the March meeting in the coming weeks.

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## Tip of the month

### Avoid special characters in title names

DEWR has been encountering IT system issues affecting both new and legacy recruitment plans caused by the use of special characters in the title names of:

- accommodation plans
- recruitment plans
- placement groups
- correspondence activities

To help prevent these issues, we've added guidance text in the portal reminding you not to include special characters in these titles.

Please avoid using any of the following symbol characters:

/ [ ] : # ; < > + = , " \* ? &

DEWR also recommends keeping title names under 100 characters and free of excessive spaces.

Keeping title names free of special characters helps ensure smooth system functionality and avoids processing errors until a more permanent solution can be implemented.

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## Frequently asked questions

### The only staff member with employer admin access has left the organisation. How do I give employer admin access to another user?

If the departing team member was the sole employer admin, you will be unable to assign this level of access through the AE portal. To grant employer admin access to an existing or new user, please contact your DEWR relationship manager. They will be able to assign another user the employer admin user access role.

In your request include:

1. name of the new or existing user who requires employer admin access
2. their email address and mobile number.

### **How does a portal user update the email address linked to their portal account?**

To update the email address on a portal account, the user must submit a request to their DEWR relationship manager. They will be able to update the email address and then make a request to system support team to facilitate the relevant changes back-end changes.

In your request include:

- current email address on the portal account
- new email address
- user's name
- user's mobile number (for verification).

You will be advised once the required changes have been completed.

### **How can I work through log in issues**

If you're experiencing issues accessing the AE portal, please follow these steps:

#### **Step 1: clear browser cache and cookies.**

1. Clear your browser's all time cache and cookies.
2. Close all browser windows completely.
3. Reopen your browser and access the portal using the following link: [AE portal sign in](#).

This will ensure you are loading the most up-to-date version of the portal and can resolve common log in or display issues.

#### **Step 2: update phone number for multi-factor authentication**

If your phone number has changed and you can no longer access the AE portal, please submit a support request to update the phone number associated with your portal email address in the system. This update is necessary to restore access and ensure multi-factor authentication works correctly.

Note: Australian mobile numbers use the (+61) country code.

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## **Future enhancements to placement groups**

DEWR are currently in the early discovery phase to explore potential enhancements to placement group management within the AE portal. DEWR will share further updates as this work progresses and provide details on any new system capabilities once they are ready for implementation.

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## **Finding information and training resources online**

The [PALMIS resources page](#) is available on the DEWR PALM scheme website page. featuring training webinars, release notes, FAQs and the 'getting started' guide.

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.

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## Questions or concerns?

If you're unable to find guidance on a specific issue, the best way to get help is to:

1. **Contact your DEWR relationship manager** in the first instance.

If they're unable to assist, they will submit a support request on your behalf for further investigation.

2. **Submit an enquiry** through the AE Portal.

- Please include as much detail as possible to help the relevant team assess and respond effectively.
- Your enquiry will be escalated as needed.

3. **Contact the PALM scheme support line** on (1800 51 51 31) or email ([palm@dewr.gov.au](mailto:palm@dewr.gov.au)).

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## Your feedback matters

Your feedback helps us:

- resolve specific issues more efficiently
  - identify opportunities to improve system functionality and guidance materials.
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## Thank you

DEWR sincerely thanks all PALM scheme employers for your continued engagement with the system and your ongoing support. Your contributions are vital to improving the experience for everyone.

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### Contact details

Please call the PALM scheme support line on (1800 51 51 31)

or email ([palm@dewr.gov.au](mailto:palm@dewr.gov.au)).

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