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

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 fortnightly newsletter will keep you informed about important system features and how to use them.

In this issue

Finding information and training resources online

A <u>PALMIS resources page</u> 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 always check it when looking for training and procedural information.

Help guides and videos are available in the portal to step you through your queries and processes. After you have attempted to view the specific learning tool you can contact us via the PALM scheme support line on **1800 51 51 31** or email your enquiry to (**support@pacificlabourfacility.com.au**).

What's new?

The last release of new features and upgrades to PALMIS and the approved employer portal (AE portal) is now complete for 2023. You will see the latest features and release notes near the top of your screen on the AE portal or when you click into help guides.

Thursday 19 October's system release included:

- providing the ability to remove saved placements
- improving the interface for recruitment plans, including new status options and the ability to withdraw submitted recruitment plans
- ensuring placement groups and deductions are visible when submitting recruitment plans
- adding a search bar function to approved recruitment plan documents
- improving labour market tests and accommodation plans to automatically update the status of all submitted recruitment plans associated with a rejected labour market test or accommodation plan, to 'awaiting information from employer'.

Upcoming development

While there will be a pause on new features and upgrades to PALMIS and the AE portal for the remainder of 2023, any ad-hoc updates will continue to be communicated to you through the portal and help guides.

We are now planning for future development work that will begin in 2024 and welcome any feedback on future enhancements.

Webinars

Two webinars were held this month to assist PALM scheme employers with PALMIS. Recordings of these webinars will be made available in the coming weeks on the <u>DEWR PALM scheme website page</u>.

Q&A

The updated PALMIS FAQ document is now available on the DEWR PALM scheme website. We will continue to work through questions and issues raised by employers. Recent commonly-asked questions are listed below.

I am creating an arrival mobilisation, can I put the date of arrival as a date in the past, rather than a date in the future?
All arrival mobilisations should be planned in advance. Once PALM scheme workers have arrived in Australia, you will then need to update the arrival mobilisation to record the workers have arrived or not arrived. This is last step of the arrival mobilisation. A notification will also appear in the AE portal if the mobilisation has passed and the arrival/departure has not officially been recorded.

Why is the help guide tab not appearing in my AE portal?
Please save and close all work and try deleting your internet history, clear cache/cookies and close all browsers before reopening the AE portal. If this doesn't help, please try opening the AE portal through a different internet browser (e.g. Google Chrome or Microsoft Edge). If the tab is still not appearing, please lodge a service request through the AE portal with screenshots and details of the issue.

How do I upload my supplementary accommodation plan?
To upload your supplementary accommodation plan, please create a support request through the AE portal, fill in all relevant information and upload the request. This will form as your correspondence for us to assess and approve your accommodation plan.

Tip of the week

Remember to log in to the AE portal regularly once you have submitted any work items. We regularly send correspondence and notifications through the AE portal to request more information or provide updates. This will ensure your work is assessed and approved as quickly as possible.

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 (**support@pacificlabourfacility.com.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 would like to thank all employers for your ongoing efforts to engage with the new system, and for your continued support.

Contact details

Please call the Pacific Labour Facility (PLF) on 1800 51 51 31
or email (support@pacificlabourfacility.com.au).

Unsubscribe from this email.