

Arrival and departure reporting - frequently asked questions

The Department of Employment and Workplace Relations (DEWR) is updating the arrival and departure reporting requirements in the PALM scheme to improve visibility of how, when and where workers are participating in the program, including movements within Australia.

Following the 2024 data quality review, DEWR has made it a priority to identify and address issues that impact data accuracy.

Effective from 15 August, updates that align with the PALM scheme Approved Employer (AE) guidelines will be reflected in the PALM Information System (PALMIS) AE Portal. Release notes that detail the system changes are available via the AE portal.

What are we trying to achieve?

These changes are designed to:

- ensure accurate, timely and robust data to support program delivery
- better enable the department to provide support in a timely manner
- simplify reporting obligations for employers
- improve data quality and responsiveness

The intent of these changes is to make it easier for PALM scheme employers to meet their reporting obligations by providing clearer instructions on what to report, when, and how, along with the tools to do it correctly.

What you can expect

- Clearer obligations, to make it easier for employers to comply with their reporting obligations. There is now a single pathway to report each arrival and departure scenario:
- Arrival to Australia continues to be reported through an arrival report in PALMIS.
- Movement within Australia as the result of a redeployment or extensions is now reported through an arrival report in PALMIS.
- The end of employment form has been removed from PALMIS, instead:
 - Disengagement is reported as a non-critical incident
 - If an employer intends to terminate a worker's employment or a worker tells an employer they intend to resign before the end of their contract, this is reported as a non-critical incident
 - An early termination or resignation is reported through a departure report
 - Workers' departure from Australia at the end of their contract continues to be reported through a departure report in PALMIS.

- The department will lead manual data corrections for legacy, redeployment and extension recruitments and may request employer support to address gaps in arrival and departure reporting.
- There will be support from the department to ensure smooth transition and improved compliance, including implementation support, throughout the remainder of 2025.

What are the key steps needed to arrive PALM scheme workers?

Recording the visa application

Ensure you have recorded the visa application and status for each worker in the AE Portal.

- Navigate to the Visas tab and select the relevant Recruitment Plan (RP).
- Once the screen opens you should see a list of workers attached to this RP. If you have any trouble seeing the worker list, ensure you have selected “All Workers” in the drop-down tab on the right side of screen.
- Select the individual worker which will open their worker profile. Complete the worker information including the visa application details and visa application status; press “Save and Go Back”.

How to assign workers to the appropriate placement group within the RP?

Prior to mobilising, you will need to assign the workers to the relevant placement group.

- Navigate to the RP recruitment plan tab and select the relevant RP
- On the RP summary page, you will see the ‘Placement Groups’ section, and within each placement group there is an “Assign Workers” button
- When you click this, a window will appear with all workers linked to this RP. Select the specific workers for this placement group
- If you have multiple placement groups, you will need to undertake this process for each group.

How to submit an arrival report?

Following the steps above, you are now ready to mobilise your workers.

- Navigate to the mobilisations tab in the portal and select arrivals
- Create a new arrival report and complete the mobilisation details tab including Ticket Invoice and Flight Details, and add the workers attached to this mobilisation.
- If you receive an error message stating ‘There are no records to display’, you must ensure the workers are assigned to the placement group with the same destination site in the recruitment.
- Press “Submit Planned Mobilisation” to access the report tab with the arrival report.
- Navigate to the report tab within the arrival report where you will see the list of workers that you have added.
- Update their arrival status and complete the arrival briefing information. For any workers who did not arrive as intended, you are required to select “not arrived” so their status is reflected correctly.

- Complete the arrival briefing section.
- Submit and complete the report.
- Where all reporting requirements are met the report status will appear as “completed”.

What scenarios may arise that require data correction?

Refer to the scenarios below for examples.

Arriving workers in the AE Portal
<p>Scenario 1 - No mobilisation arrival report submitted, worker profiles linked to the recruitment plan (RP)</p> <ul style="list-style-type: none"> • The employer has not submitted an arrival report but there are worker records available through PALMIS. <p>In this instance, you are required to add workers to placement group(s) and subsequently submit an arrival report ensuring worker records are added to the mobilisation. For any workers who did not arrive as intended, you are required to select “not arrived” so their status is reflected correctly.</p>
<p>Scenario 2 - No mobilisation arrival report submitted, and no worker profiles linked to the RP</p> <ul style="list-style-type: none"> • The employer has not submitted an arrival report and PALMIS records indicate that worker profiles have not been linked to this RP. <p>In this instance, you will be asked to contact the relevant labour sending unit and/or Agent and request to have worker profiles created and/or linked to the RP.</p> <p>Once this has been confirmed, you are required to add workers to the relevant placement group, and submit an arrival report that adds the worker records to the mobilisation as per the above guidance.</p>
<p>Scenario 3- Mobilisation arrival report submitted/completed, and no workers attached to the mobilisation.</p> <ul style="list-style-type: none"> • The employer has submitted or completed an arrival report without any workers attached to this mobilisation. In this instance the employer will need to submit a new arrival report to mobilise workers. <p>If worker records are not linked to your RP, you will need to contact the relevant labour sending unit and/or Agent to request to have the worker profiles created and/or linked to the RP.</p> <p>Once this has been confirmed, you are required to add workers to the relevant placement group, and submit an arrival report that adds the worker records to the mobilisation as per the above guidance.</p>
<p>Scenario 4 - Mobilisation arrival report submitted/completed, but not all workers have been arrived on the Recruitment Plan</p>

- The employer has successfully completed a mobilisation, however there are still additional workers on the recruitment plan that need to be mobilised. In this instance the employer will submit a new arrival report for any additional workers.

If the additional worker records are not linked to your RP, you will need to contact the relevant labour sending unit and/or Agent to request to have the worker profiles created and/or linked to the RP.

Once this has been confirmed, you are required to add workers to the relevant placement group, and submit an arrival report that adds the worker records to the mobilisation as per the above guidance.

Scenario 5 - Current standard long-term recruitment plan that will continue past 1 July 2025 but was approved before 24 July 2023 (ie. Under the Pacific Labour Scheme (PLS) Deed).

- The employer has a current long-term RP approved under the PLS Deed which will continue past 1 July 2025.

The department will undertake work to attach and arrive of workers on these recruitment plans. We will send further correspondence shortly to obtain work site and welfare and wellbeing support staff details. Once completed, we will seek your assistance adding workers to placement groups which will enable us to complete arrivals

Scenario 6 - Current redeployment and extension recruitment plan that will continue past 1 July 2025

- The employer has a current redeployment or extension RP which will continue past 1 July 2025.

The department will undertake work to attach and arrive of workers on these recruitment plans. We will send further correspondence shortly to seek your assistance adding workers to placement groups which will enable us to complete arrivals

How do I depart workers?

If the recruitment plan has an end date prior to 1 July 2025, DEWR will depart the PALM scheme workers in line with the planned end date of their RP.

For RP with a planned end date post 1 July 2025, employers will be required to submit a departure report as per the Approved Employer Guidelines. Please note that if you haven't already arrived your workers, you will need to do so following the guidance above before workers can be departed.

How to submit a departure report?

Following the steps above, you are now ready to de-mobilise your workers.

- Navigate to the mobilisations tab in the portal and select departures.
- Create a new departure report and complete the mobilisation details tab including Ticket Invoice and Flight Details, and add the workers who have departed.
- Navigate to the report tab within the departure report where you will see the list of workers that you have added.

- Update their departure status and complete the arrival briefing information. For any workers who did not depart as intended, you are required to select “not departed reason” so their status is reflected correctly.
- Complete the arrangements made for the worker to return home section.
- Submit and complete the report.
- Where all reporting requirements are met the report status will appear as “completed”.

What should I do if I need further assistance?

More information and training on completing arrival and departure reporting is available via the below links, and accessible through the AE portal help guides.

- “How to Record a visa application for a PALM scheme worker” - found through the portal help guides or [Module 4: Submit visa application](#) (from 4mins 34 sec)
- [Module 3: Assign workers to placement group](#)
- [Module 5: Submit arrival report](#)
- [Module 6: Submit departure report](#)

I cannot see any workers in the portal, what should I do?

In the first instance, please contact the relevant LSU and/or Agent to request to have worker profiles worker created and/or linked to the recruitment plan.

The LSU/agent says they have added workers to the approved recruitment plan and can see them in the IRD, but I can't see them in the AE portal, what do I do?

Please submit a new system support request (SSR) through the support service tab in the AE portal. Include:

- the RP details, including screenshots of the AE portal (and IRD if possible), for the department to investigate and resolve.
- Please use the following naming convention so we can prioritise your request - ***Arrival and Departure Reporting - Unable to see workers in RPXXXX***.
- If you are unable to complete the reporting or are having issues, please contact your relationship manager.