

PALMIS approved employer portal - getting started guide

Contents

| | | |
|----|---|----|
| 1. | How to access the approved employer portal | 2 |
| 2. | How to verify your employer details | 7 |
| 3. | How to add more users to your account | 11 |
| 4. | How to find your deed | 13 |
| 5. | How to find your temporary activities sponsor details | 15 |
| 6. | How to find your labour hire licences..... | 16 |
| 7. | What to do if you need further help | 18 |

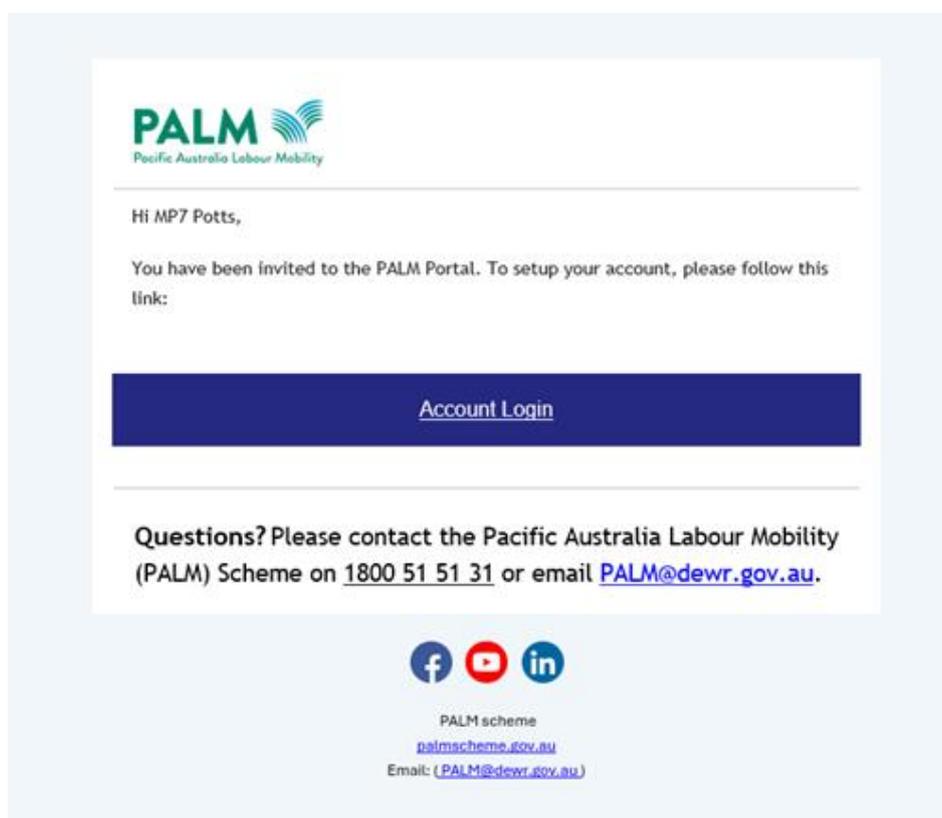
Last updated: 07 August 2024

1. How to access the approved employer portal

New Pacific Australia Labour Mobility (PALM) scheme employers will receive an invitation email to access the PALMIS approved employer portal (AE portal). The invitation will be sent to the same email address where the PALM scheme deed was sent.

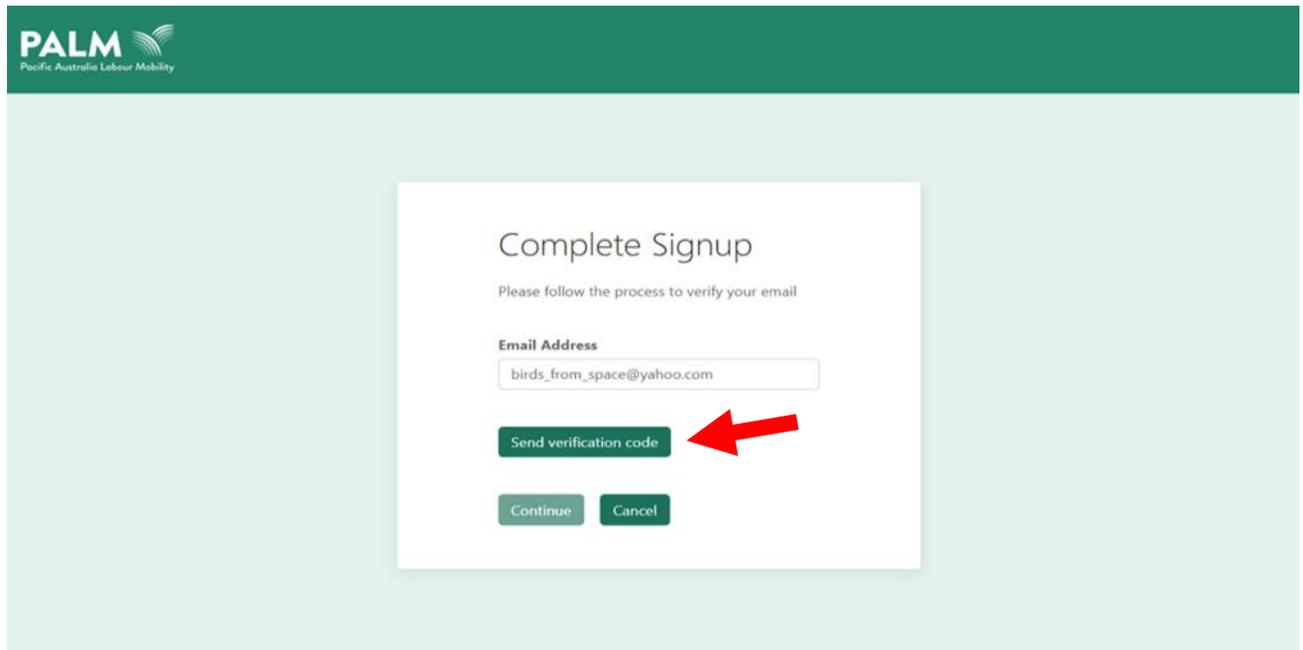
Please see sample invitation email below:

Click the (portal.palmscheme.gov.au) 'account login' button to begin.



1. In the signup page, click the 'send verification code' button.

This will send a verification email to your registered email address with the PALM scheme.



PALM
Pacific Australia Labour Mobility

Complete Signup

Please follow the process to verify your email

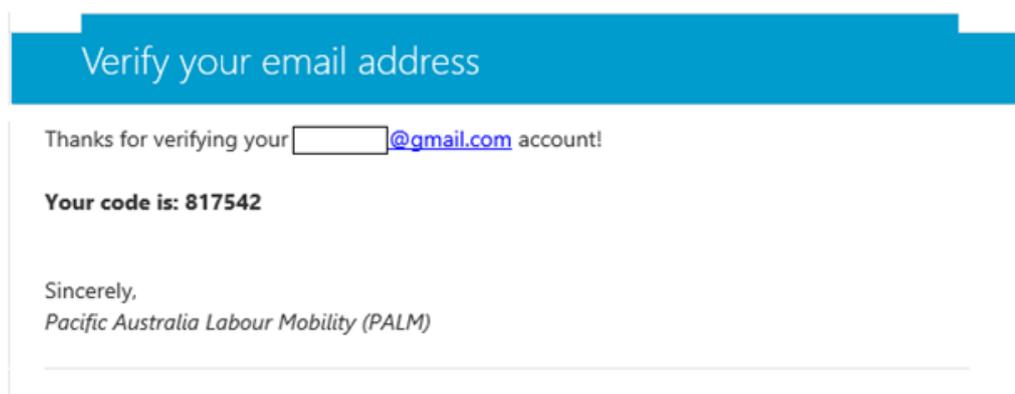
Email Address
birds_from_space@yahoo.com

Send verification code

Continue Cancel

2. Open the verification code email and retrieve your code.

Please see the example below.



Verify your email address

Thanks for verifying your [redacted]@gmail.com account!

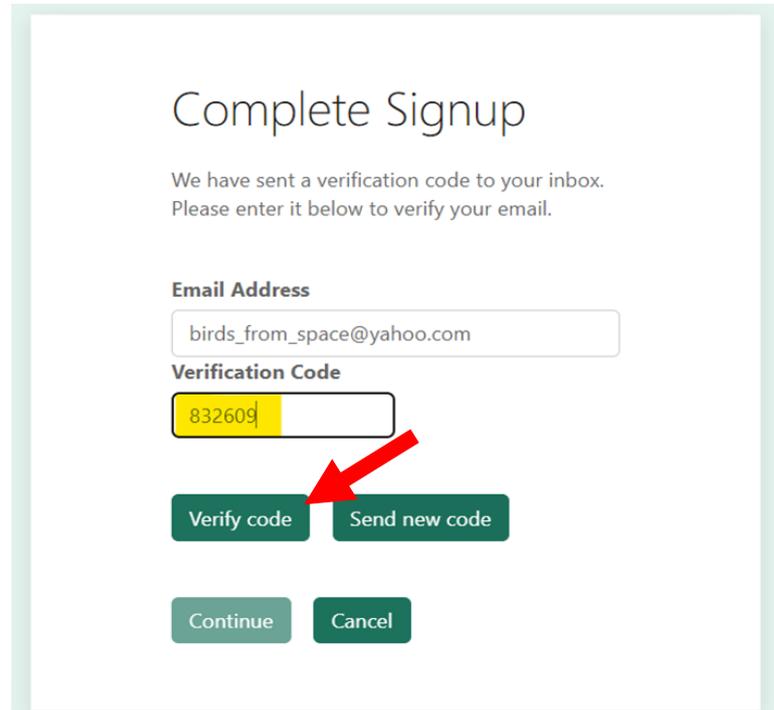
Your code is: 817542

Sincerely,
Pacific Australia Labour Mobility (PALM)

If you have any issues receiving an account verification code, please contact the PALM scheme support service line at (palm@dewr.gov.au) or call (1800 51 51 31).



3. Enter the verification code into the 'verification code' field and click the 'verify code' button. You will only need to complete this process once to verify your email address.



Complete Signup

We have sent a verification code to your inbox.
Please enter it below to verify your email.

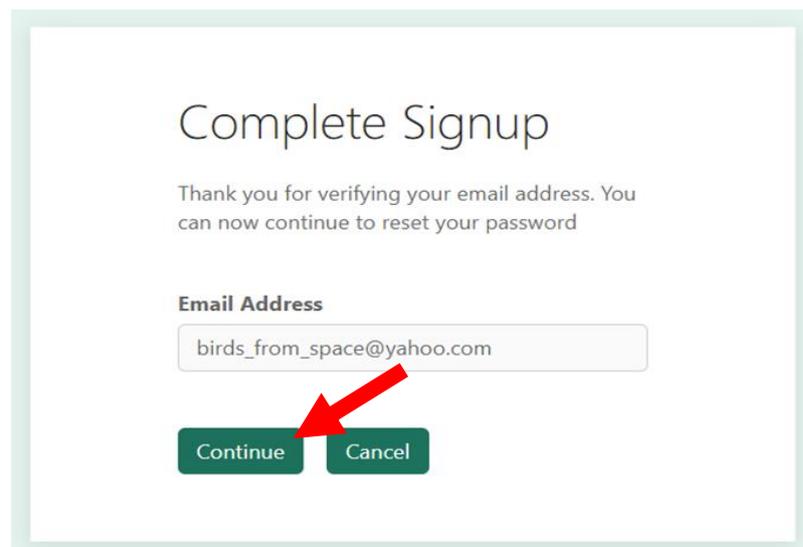
Email Address
birds_from_space@yahoo.com

Verification Code
832609

Verify code Send new code

Continue Cancel

4. Click the 'continue' button to proceed. Next, you will need to enter your phone number. This will be used to verify your identity each time you log in to the AE portal.



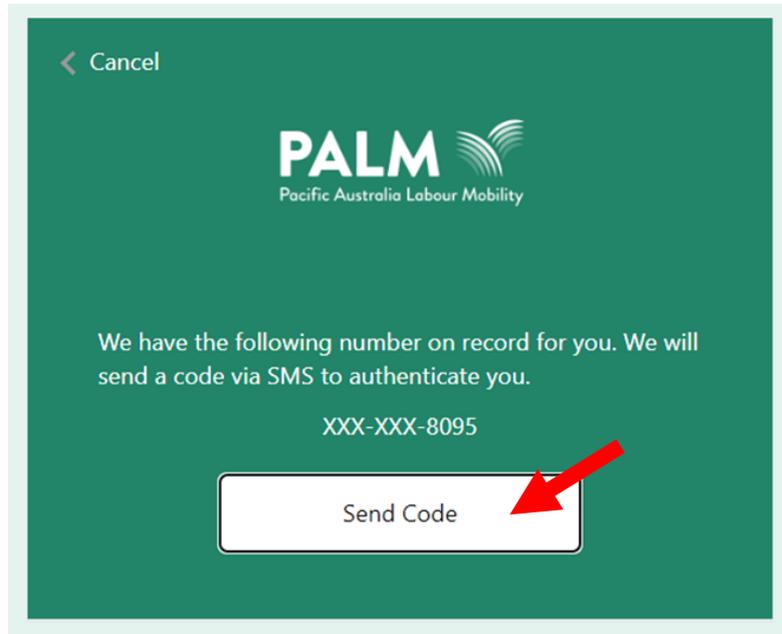
Complete Signup

Thank you for verifying your email address. You
can now continue to reset your password

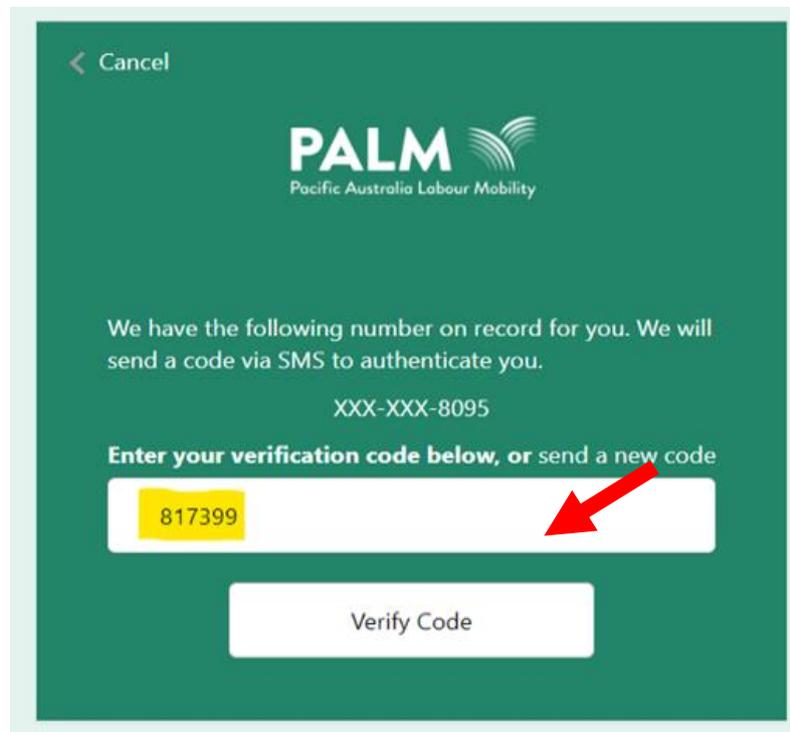
Email Address
birds_from_space@yahoo.com

Continue Cancel

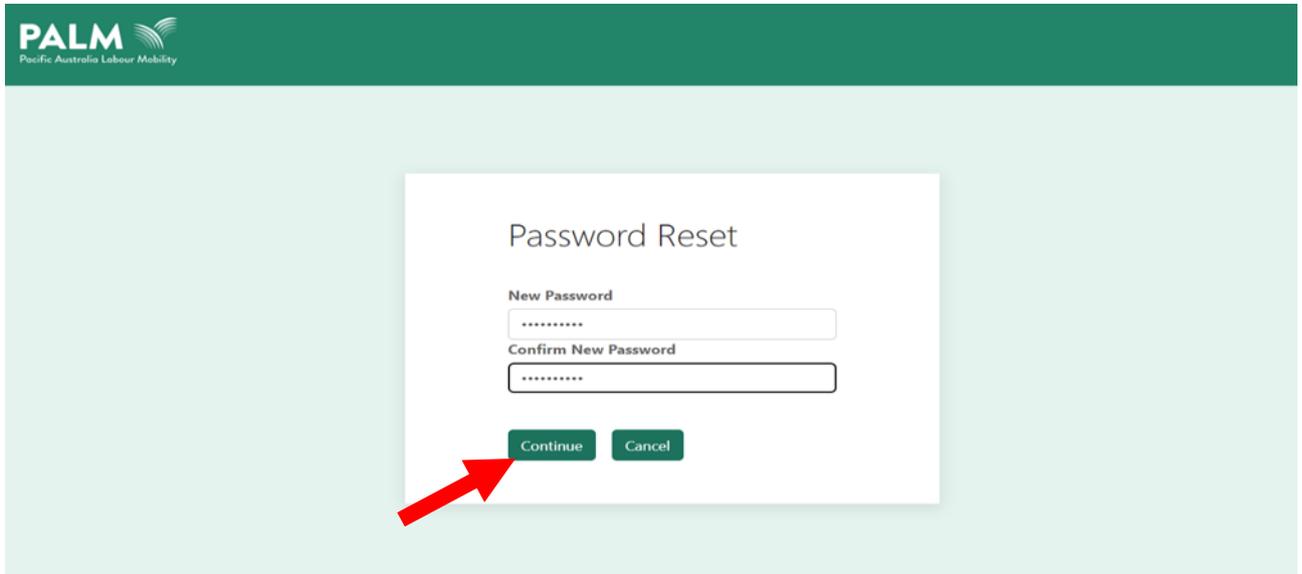
5. Click 'send code' to receive an SMS authentication code.



6. Enter the code from the SMS into the provided field and click 'verify code'.



7. You will then need to create a new password for your account. Once you have done this, click the 'continue' button to proceed.



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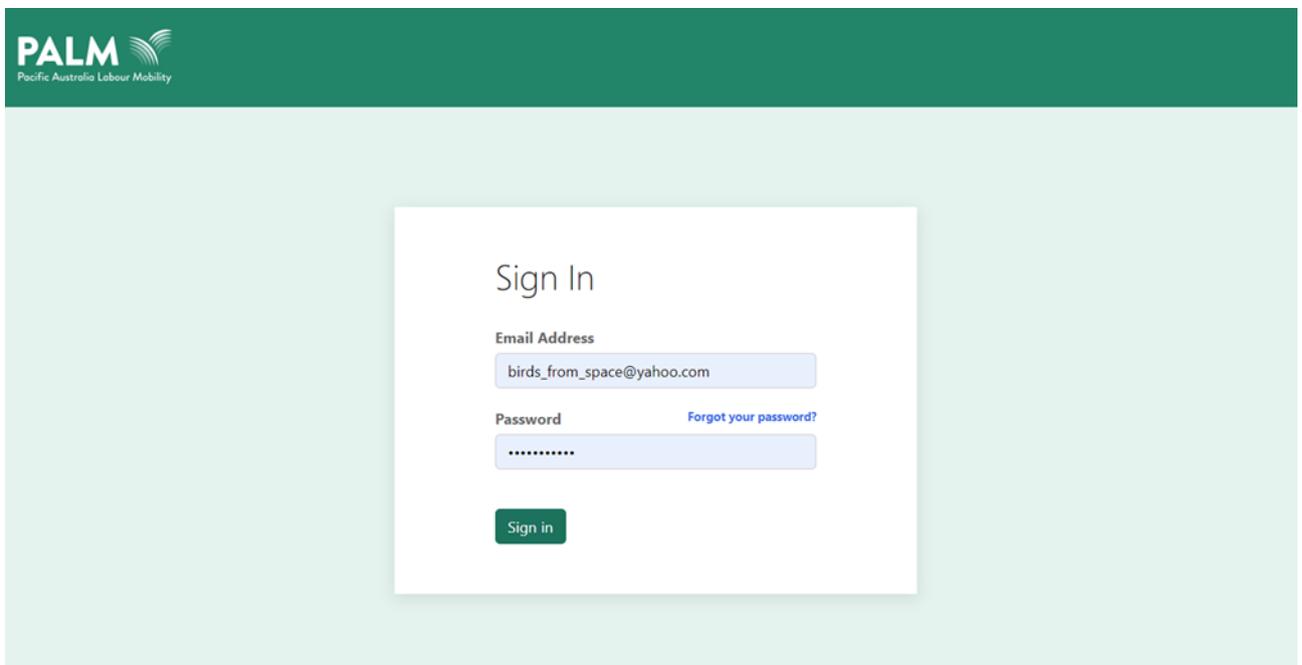
Password Reset

New Password

Confirm New Password

[Continue](#) [Cancel](#)

8. You will now be able to login to your account with your email and password.



PALM 
Pacific Australia Labour Mobility

Sign In

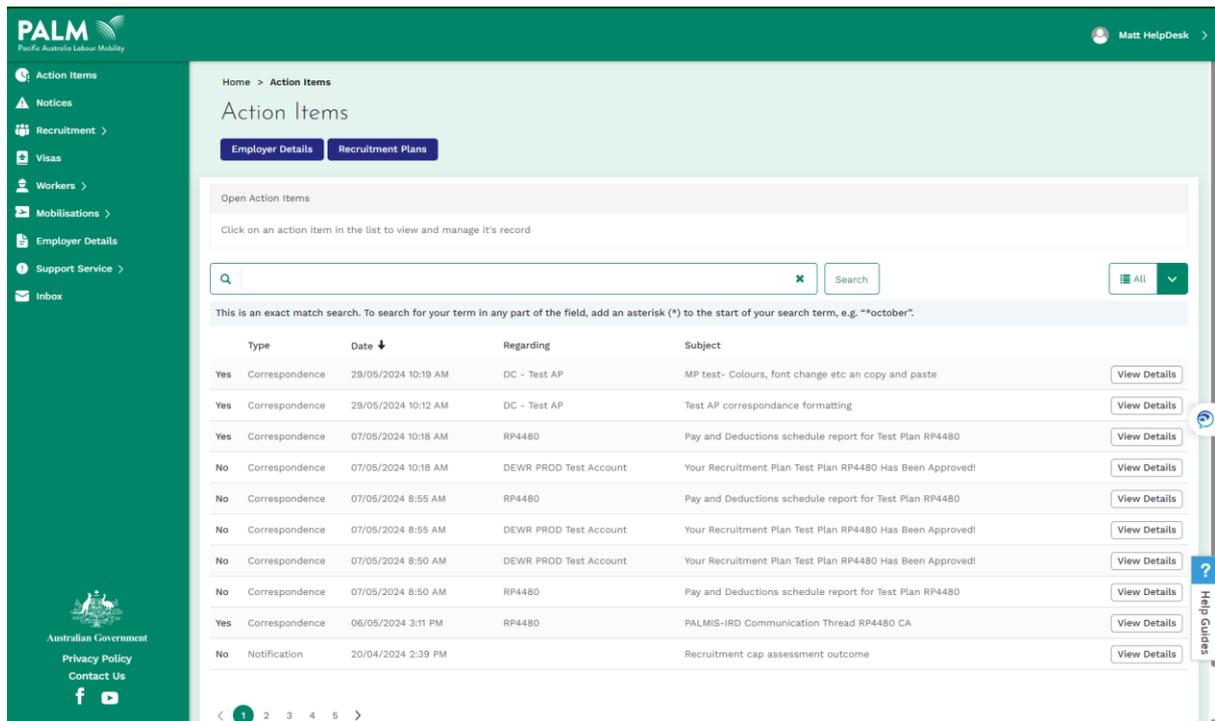
Email Address
birds_from_space@yahoo.com

Password [Forgot your password?](#)

[Sign in](#)

2. How to verify your employer details

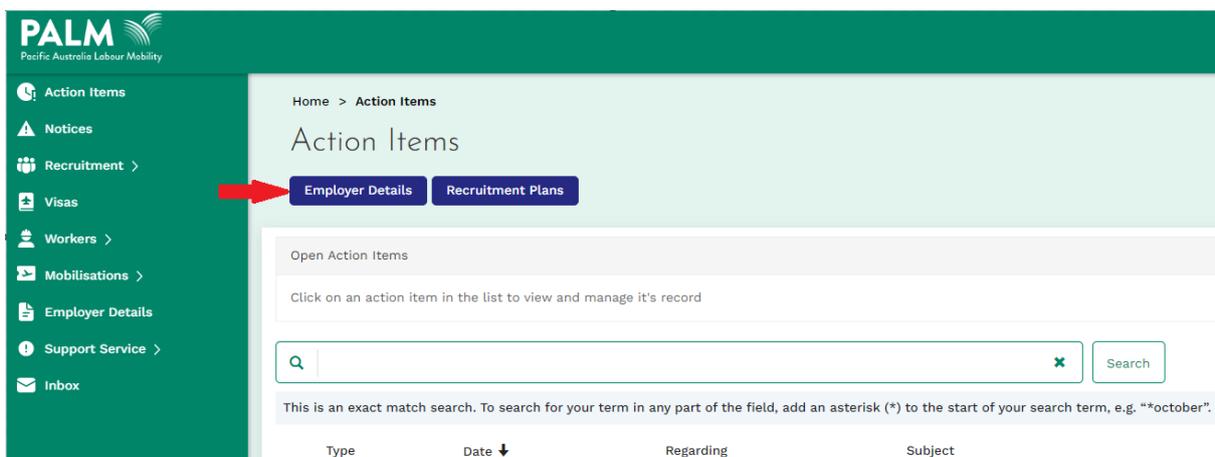
After logging into your account for the first time, you will need to check your employer details are correct.



The screenshot shows the PALM 'Action Items' page. The left sidebar contains a menu with 'Action Items' selected. The main content area has a breadcrumb 'Home > Action Items' and a title 'Action Items'. Below the title are two buttons: 'Employer Details' (highlighted with a red arrow) and 'Recruitment Plans'. A search bar is present with a search icon and a 'Search' button. Below the search bar is a table of action items. The table has columns for Type, Date, Regarding, and Subject. Each row includes a 'View Details' button.

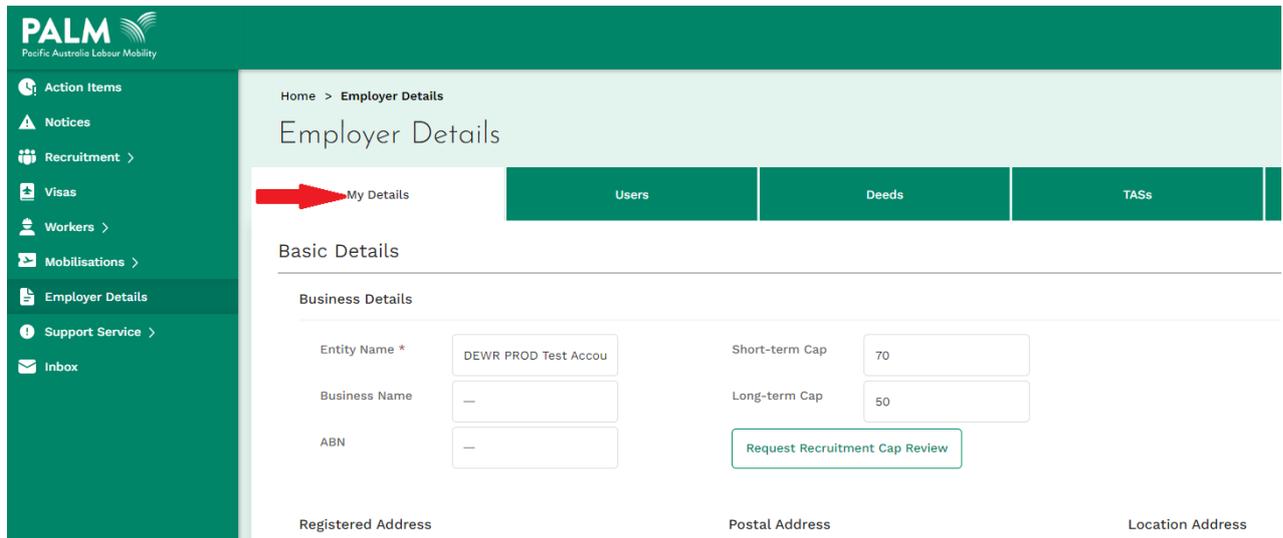
| Type | Date ↓ | Regarding | Subject | | |
|------|----------------|---------------------|------------------------|---|------------------------------|
| Yes | Correspondence | 29/05/2024 10:19 AM | DC - Test AP | MP test- Colours, font change etc a copy and paste | View Details |
| Yes | Correspondence | 29/05/2024 10:12 AM | DC - Test AP | Test AP correspondance formatting | View Details |
| Yes | Correspondence | 07/05/2024 10:18 AM | RP4480 | Pay and Deductions schedule report for Test Plan RP4480 | View Details |
| No | Correspondence | 07/05/2024 10:18 AM | DEWR PROD Test Account | Your Recruitment Plan Test Plan RP4480 Has Been Approved! | View Details |
| No | Correspondence | 07/05/2024 8:55 AM | RP4480 | Pay and Deductions schedule report for Test Plan RP4480 | View Details |
| No | Correspondence | 07/05/2024 8:55 AM | DEWR PROD Test Account | Your Recruitment Plan Test Plan RP4480 Has Been Approved! | View Details |
| No | Correspondence | 07/05/2024 8:50 AM | DEWR PROD Test Account | Your Recruitment Plan Test Plan RP4480 Has Been Approved! | View Details |
| No | Correspondence | 07/05/2024 8:50 AM | RP4480 | Pay and Deductions schedule report for Test Plan RP4480 | View Details |
| Yes | Correspondence | 06/05/2024 3:11 PM | RP4480 | PALMIS-IRD Communication Thread RP4480 CA | View Details |
| No | Notification | 20/04/2024 2:39 PM | | Recruitment cap assessment outcome | View Details |

1. Click 'employer details' from the menu on the left or the 'employer details' button on the 'action items' page.



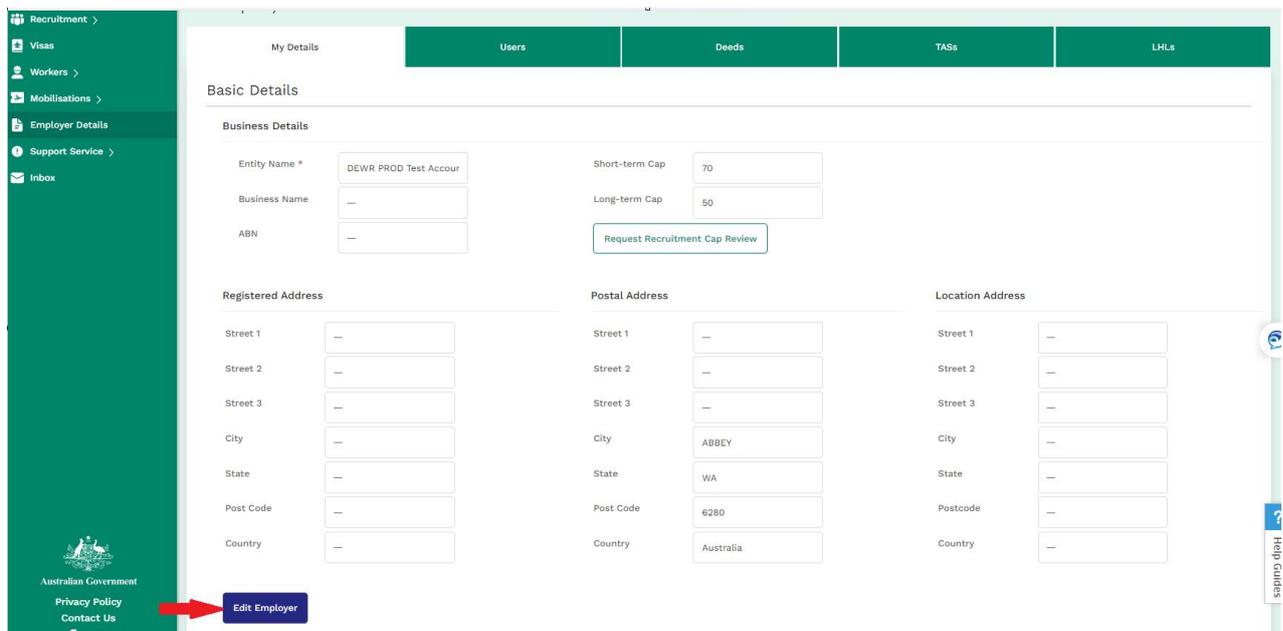
This screenshot is similar to the one above, but with a red arrow pointing to the 'Employer Details' button in the top navigation bar. The rest of the page content, including the search bar and the table of action items, is identical.

- On the 'employer details' page, review your basic details under the 'my details' tab to ensure your employer details are correct.



The screenshot shows the PALM web interface. On the left is a green navigation menu with options: Action Items, Notices, Recruitment, Visas, Workers, Mobilisations, Employer Details (highlighted), Support Service, and Inbox. The main content area is titled 'Home > Employer Details' and 'Employer Details'. Below this is a tabbed interface with 'My Details', 'Users', 'Deeds', and 'TASs'. The 'My Details' tab is active, indicated by a red arrow. Under 'Basic Details', there is a 'Business Details' section with the following fields: Entity Name * (DEWR PROD Test Accou), Business Name (—), ABN (—), Short-term Cap (70), and Long-term Cap (50). A 'Request Recruitment Cap Review' button is present. Below this are sections for 'Registered Address', 'Postal Address', and 'Location Address'.

- Click the 'edit employer' button to add a new address or remove any old addresses shown in your account.



This screenshot shows the same 'Employer Details' page but with the 'Registered Address', 'Postal Address', and 'Location Address' sections expanded. Each section contains multiple text input fields for Street 1, Street 2, Street 3, City, State, Post Code, and Country. The 'Postal Address' section is pre-filled with: City: ABBEY, State: WA, Post Code: 6280, Country: Australia. At the bottom of the left navigation menu, there is an 'Edit Employer' button highlighted with a red arrow. The footer of the page includes the Australian Government logo and 'palmscheme.gov.au'.

- Once you have finished editing your employer details, click 'update' to update your information.

The screenshot shows the 'Update Employer' page in the PALM system. The page has a green header with the PALM logo and 'Pacific Australia Labour Mobility'. A navigation menu on the left includes 'Action Items', 'Notices', 'Recruitment', 'Visas', 'Workers', 'Mobilisations', 'Employer Details', 'Support Service', and 'Inbox'. The main content area is titled 'Update Employer' and contains the following sections:

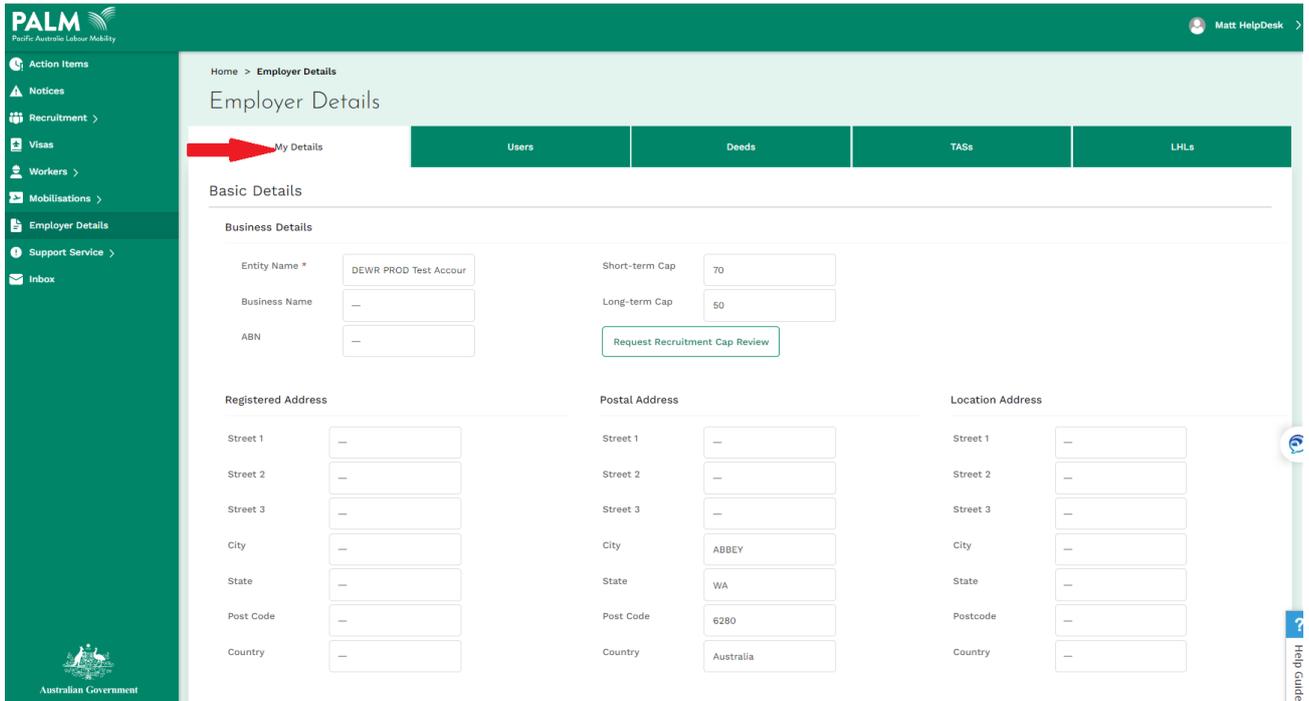
- Basic Details**
 - Business Details**
 - Entity Name *: DEWR PROD Test Accour
 - Business Name: —
 - ABN: —
 - Short-term Cap: 70
 - Long-term Cap: 50
 - Registered Address**
 - Street 1, Street 2, Street 3, City, State, Post Code, Country
 - Postal Address**
 - Street 1, Street 2, Street 3, City: ABBEY, State: WA, Post Code: 6280, Country: Australia
 - Location Address**
 - Street 1, Street 2, Street 3, City, State, Postcode, Country

A red arrow points to the 'Update' button at the bottom left of the form.

- Click 'ok' to finalise your changes.

The screenshot shows a confirmation dialog box with the text 'Are you sure you wish to update your employer details?'. The dialog box has a close button (X) in the top right corner. At the bottom right, there are two buttons: 'Ok' and 'Cancel'. A red arrow points to the 'Ok' button.

6. The saved changes will now be reflected in the basic details of the 'my details' tab.



The screenshot shows the PALM web interface. The top navigation bar includes the PALM logo and the user name 'Matt HelpDesk'. A left-hand sidebar contains various menu items: Action Items, Notices, Recruitment, Visas, Workers, Mobilisations, Employer Details (highlighted), Support Service, and Inbox. The main content area is titled 'Employer Details' and features a tabbed interface with 'My Details', 'Users', 'Deeds', 'TASs', and 'LHLs'. The 'My Details' tab is active, indicated by a red arrow. Below the tabs, the 'Basic Details' section is visible, containing fields for Business Details (Entity Name, Business Name, ABN, Short-term Cap, Long-term Cap, and a 'Request Recruitment Cap Review' button) and three address sections: Registered Address, Postal Address, and Location Address. The Postal Address section is pre-filled with 'ABBEY', 'WA', and '6280'. The Australian Government logo is visible in the bottom left corner of the page.

3. How to add more users to your account

Only admin roles have the appropriate permissions to add other users to your account.

- The contact listed under your deed contact will be assigned the account administrator role. To change administrators, contact your relationship manager or the PALM scheme support service line at (palm@dewr.gov.au) or call (1800 51 51 31).

- To access your users, click the 'users' tab located within the 'employer details' page. The 'users' tab lists all the current users with access to your account. Each user can edit and submit recruitment plans, mobilisations, etc.

The screenshot shows the PALM web interface. The top navigation bar includes 'Home > Employer Details'. Below this, a horizontal menu has tabs for 'My Details', 'Users', 'Deeds', 'TASs', and 'LHLs'. A red arrow points to the 'Users' tab. The main content area shows 'Basic Details' and 'Business Details' sections with various input fields for entity name, business name, ABN, and recruitment caps.

- Click 'create user' to add a new user to your account.

The screenshot shows the 'Users' page within the 'Employer Details' section. A horizontal menu at the top has tabs for 'My Details', 'Users', 'Deeds', 'TASs', 'LHLs', and 'Hosts'. A red arrow points to the 'Create User' button in the top right corner. Below the menu is a table listing existing users with columns for First Name, Surname, Email, and Telephone. Each row has a 'View Details' button.

| First Name | Surname ↑ | Email | Telephone | |
|------------|-----------|--------------------|-------------|------------------------------|
| A1 | A2 | .t.com | 12347590213 | View Details |
| Beta | alpha | @test.com | 0434567890 | View Details |
| steve23 | steve23 | i@email.com | | View Details |
| Firstname | Surname | 4@test.com | | View Details |
| Clark | Tent | mspace@gmail.com | | View Details |
| Jiggy | Withit | mbulanjr@gmail.com | | View Details |

- Complete the user form and click the 'create new user'. At a minimum, each account user will need to provide a first name, surname and email contact. It is recommended the account user also provide a phone number. The newly created user will now appear in your list of users.

Create ✕

First Name *

Surname *

Email *

Work Contact

Create New User 

Home > Action Items > Employer Details

Employer Details

My Details
Users
Deeds
TASs
LHLs
Hosts

Users **Create User**

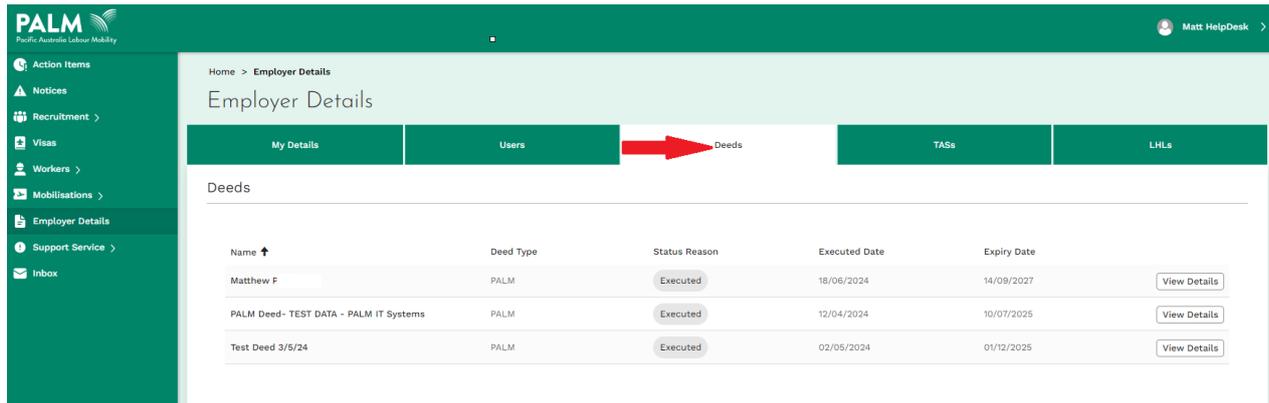
| First Name | Surname ↑ | Email | Telephone | |
|--------------|-----------------|-------------------|-------------|---------------------|
| A1 | A2 | rte@test.com | 12347590213 | View Details |
| Beta | alpha | marney@test.com | 0434567890 | View Details |
| Jimmy | Crickett | JimmyC@test.com | 0433891723 | View Details |
| steve23 | steve23 | steve23@email.com | | View Details |
| Firstname | Surname | test1234@test.com | | View Details |

Should a newly created user not appear in your list of users, please contact the PALM scheme support service line at (palm@dewr.gov.au) or call (1800 51 51 31).

4. How to find your deed?

Please view and verify that all your information is correct.

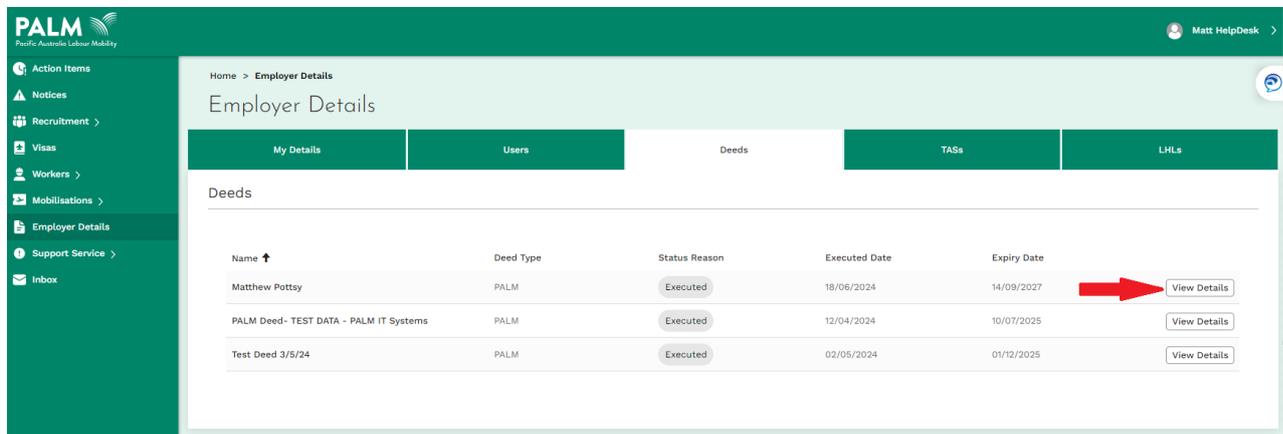
1. To access your PALM scheme deed, click the 'deeds' tab located within the 'employer details' page.



The screenshot shows the PALM Employer Details page. The 'Deeds' tab is highlighted with a red arrow. The table below lists the deeds for the user Matthew F.

| Name ↑ | Deed Type | Status Reason | Executed Date | Expiry Date | |
|--|-----------|---------------|---------------|-------------|------------------------------|
| Matthew F | PALM | Executed | 18/06/2024 | 14/09/2027 | View Details |
| PALM Deed- TEST DATA - PALM IT Systems | PALM | Executed | 12/04/2024 | 10/07/2025 | View Details |
| Test Deed 3/5/24 | PALM | Executed | 02/05/2024 | 01/12/2025 | View Details |

2. Your current PALM scheme deed is listed in the 'deeds' tab. Click 'view details' to view further details about the deed.



The screenshot shows the PALM Employer Details page with the 'Deeds' tab selected. The 'View Details' button for the first deed, Matthew Pottsy, is highlighted with a red arrow.

| Name ↑ | Deed Type | Status Reason | Executed Date | Expiry Date | |
|--|-----------|---------------|---------------|-------------|------------------------------|
| Matthew Pottsy | PALM | Executed | 18/06/2024 | 14/09/2027 | View Details |
| PALM Deed- TEST DATA - PALM IT Systems | PALM | Executed | 12/04/2024 | 10/07/2025 | View Details |
| Test Deed 3/5/24 | PALM | Executed | 02/05/2024 | 01/12/2025 | View Details |



View details ✕

Name *
Matthew

Employer *
DEWR PROD Test

Deed Type *
PALM

Deed Contact *
Matt

Endorsement Number
987654

Approval Conditions
No

Approval Conditions Detail
— Scroll to add correspondence comments if required

Executed Date
18/06/2024

5. How to find your temporary activities sponsor details

Your account's current temporary activities sponsor (TAS) details can be found in the 'TASs' tab within the 'employer details' page.

1. To access your TAS, click the 'TASs' tab located within the 'employer details' page.

The screenshot shows the PALM web interface. The top navigation bar includes the PALM logo and a user profile for 'Matt HelpDesk'. The left sidebar contains a menu with items like 'Action Items', 'Notices', 'Recruitment', 'Visas', 'Workers', 'Mobilisations', 'Employer Details', 'Support Service', and 'Inbox'. The main content area is titled 'Employer Details' and has a breadcrumb 'Home > Employer Details'. Below this is a horizontal tab bar with 'My Details', 'Users', 'Deeds', 'TASs', and 'LHLs'. A red arrow points to the 'TASs' tab. Below the tabs, the 'TASs' section is visible, showing a table with columns for 'Name' and 'Expiry Date'.

2. Your TAS details will be listed within this page. If your TAS is not visible or requires updating, please contact your relationship manager urgently.

This screenshot is similar to the previous one, showing the 'Employer Details' page with the 'TASs' tab selected. In addition to the red arrow pointing to the 'TASs' tab, there are two more red arrows: one pointing down to the 'Name' column header and another pointing down to the 'Expiry Date' column header in the table below.

6. How to find your labour hire licences

If your organisation operates as a labour hire company, your account's labour hire licences (LHL) can be found in the 'LHLs' tab within the 'employer details' page (where applicable).

1. To access your LHLs, click the LHLs tab located within the 'employer details' page.

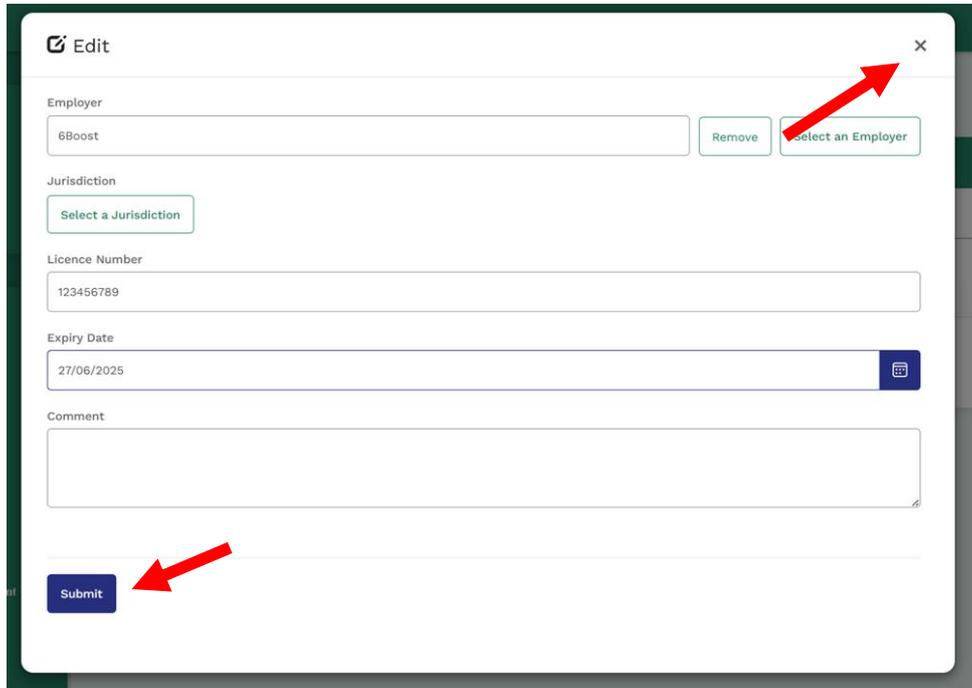
The screenshot shows the PALM web interface. The left-hand navigation menu is visible, with 'Employer Details' highlighted by a red arrow. The main content area is titled 'Employer Details' and features a tabbed interface with 'LHLs' selected. Below the tabs, there is a table header for LHLs and a table with columns: Licence Number, Jurisdiction, Expiry Date, and Status Reason. A blue button labeled 'Add new Labour Hire License' is located in the top right corner of the table area.

2. Your LHL details will be listed within this page.
3. Click 'view details' to view further details about each LHL. You can also edit the details if needed.

This screenshot shows the same PALM web interface, but now a list of LHLs is displayed in the table. A red arrow points to the 'View Details' button next to the first entry. The table data is as follows:

| Licence Number | Jurisdiction | Expiry Date | Status Reason |
|----------------|-----------------|-------------|---------------|
| 1234567 | South Australia | 31/07/2024 | Submitted |

4. Click the 'submit' button to submit your changes or click the 'x' button located on the upper right corner to exit without saving.



The screenshot shows a web form titled "Edit" with a close button (x) in the top right corner. The form contains the following fields and buttons:

- Employer:** A text input field containing "6Boost", a "Remove" button, and a "Select an Employer" button.
- Jurisdiction:** A button labeled "Select a Jurisdiction".
- Licence Number:** A text input field containing "123456789".
- Expiry Date:** A date input field containing "27/06/2025" and a calendar icon.
- Comment:** A large text area for entering a comment.
- Submit:** A blue button at the bottom left.

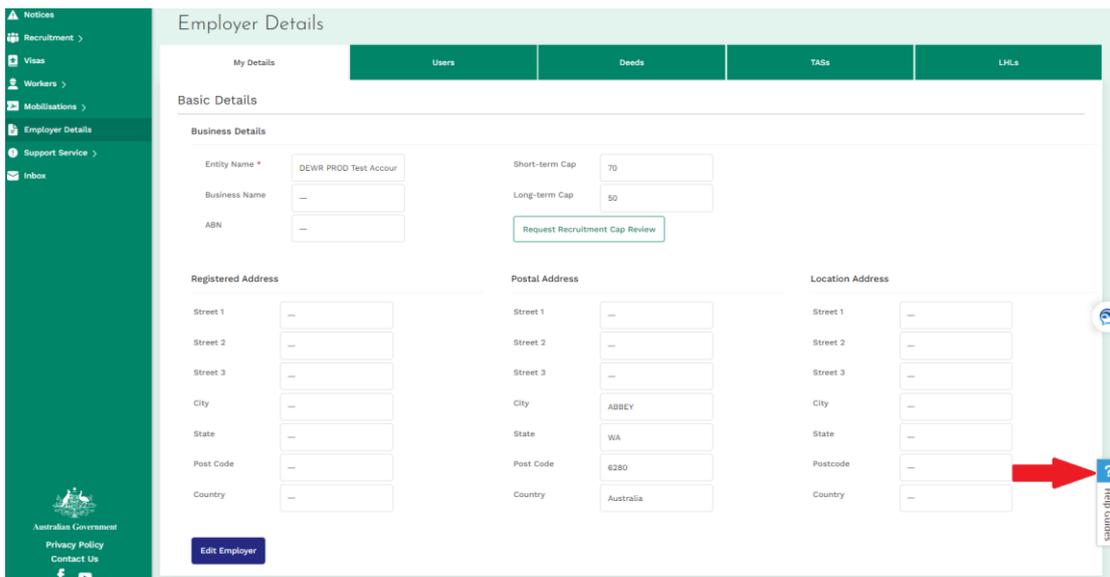
Two red arrows are overlaid on the form: one points to the "Submit" button at the bottom left, and the other points to the "x" close button in the top right corner.



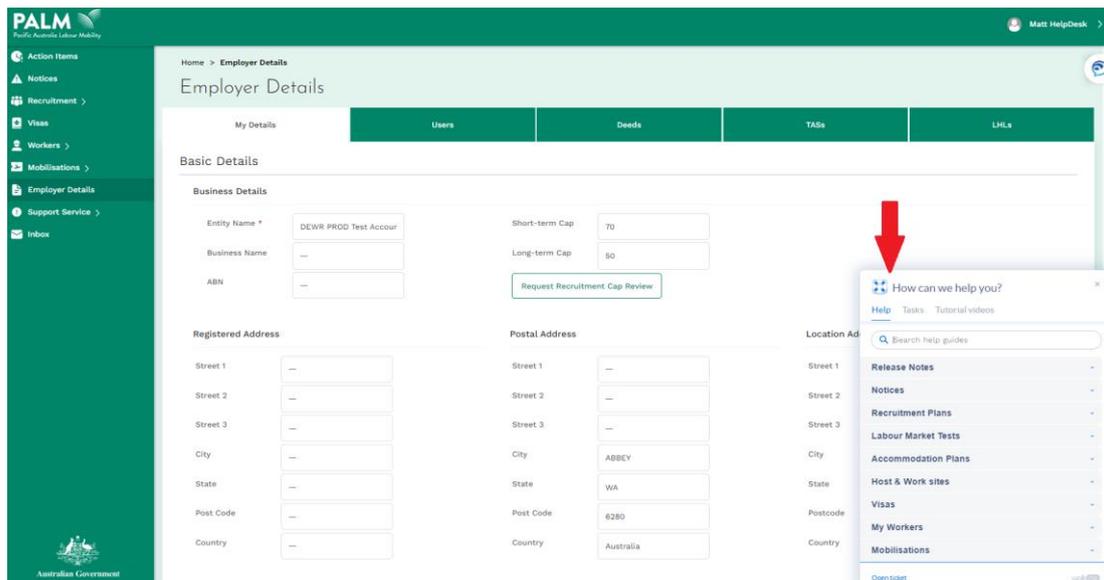
7. What to do if you need further help

The PALM scheme has built a help guide within the AE portal to help you when you need assistance.

1. Click the 'help guides' tab on the right corner of the screen.

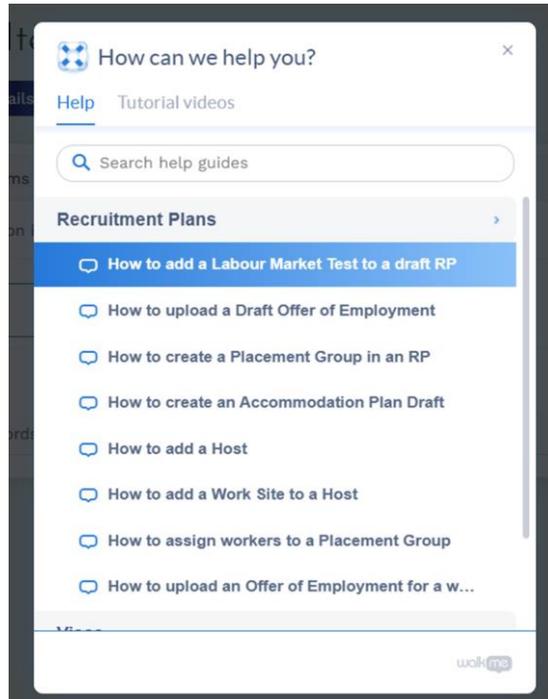


2. Select a category from the 'help' tab to view further help guides regarding each topic.





3. Click a topic to be shown a step-by-step guide on how to perform this task. Please ensure to read all the instructions carefully.



4. Tutorial videos are also provided within the 'help guide' menu. Click 'tutorial videos' to access these videos.

