

PALMIS approved employer portal - getting started guide

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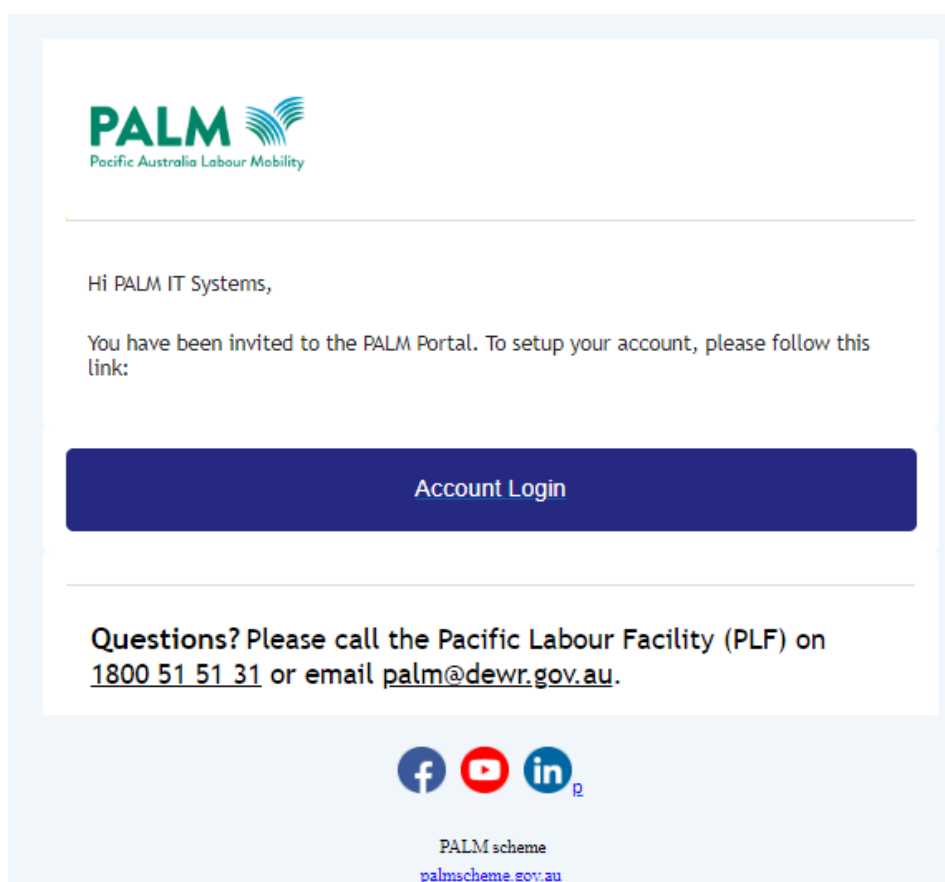
Last updated: 20 March 2024

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.

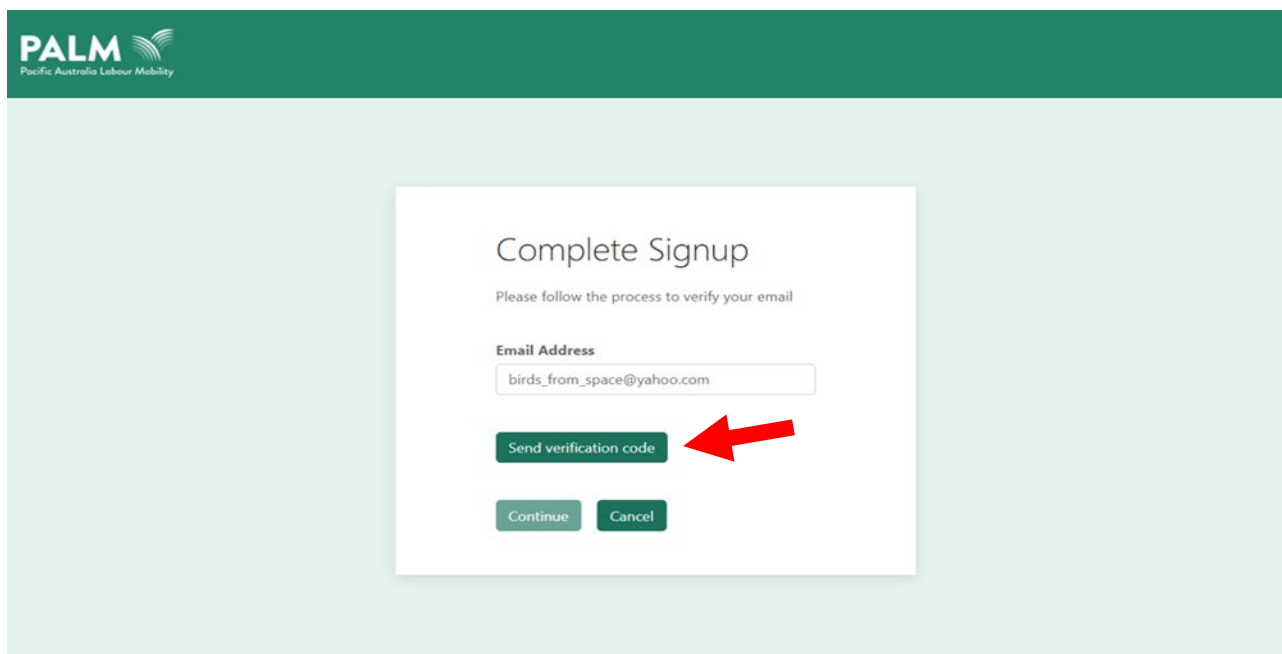
Please see sample invitation email below:

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



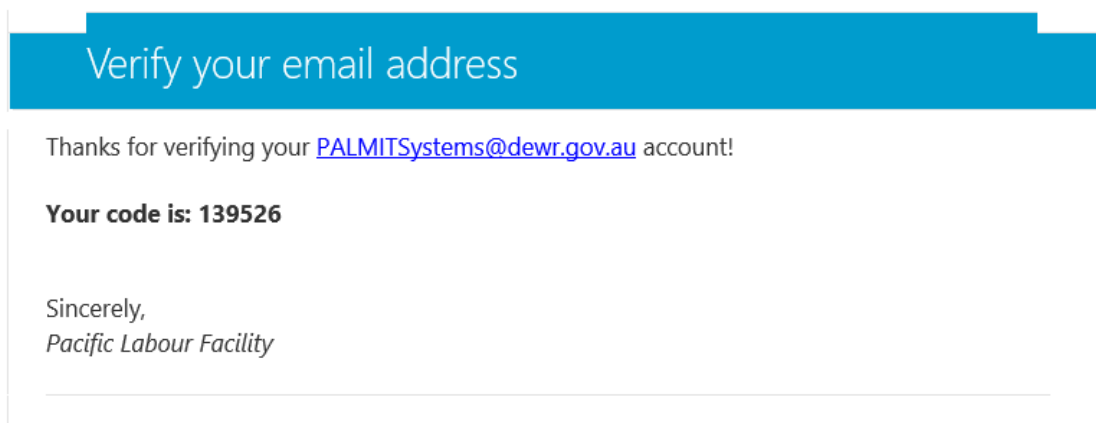
1. In the signup page, click the 'send verification code' button.

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



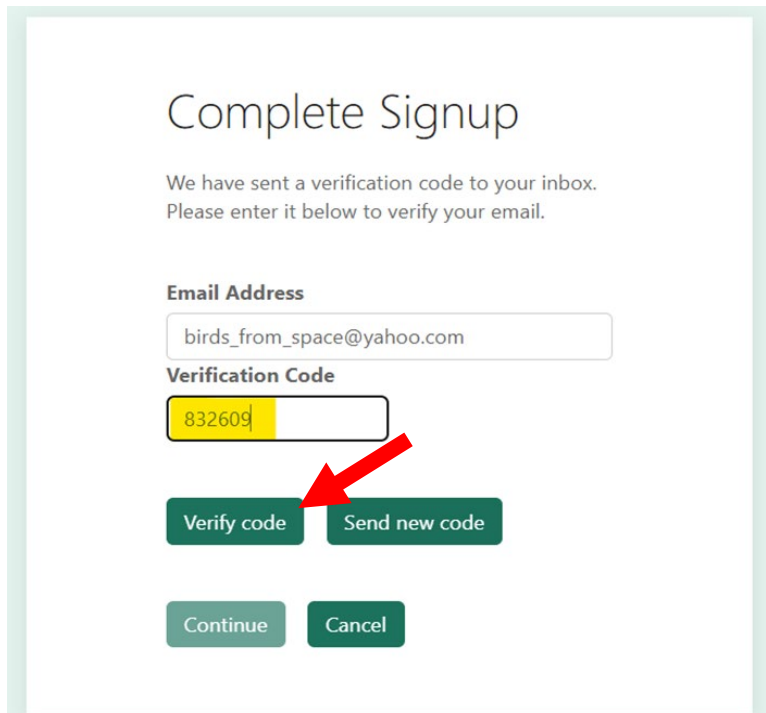
2. Open the verification code email and retrieve your code.

Please see the example below.



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

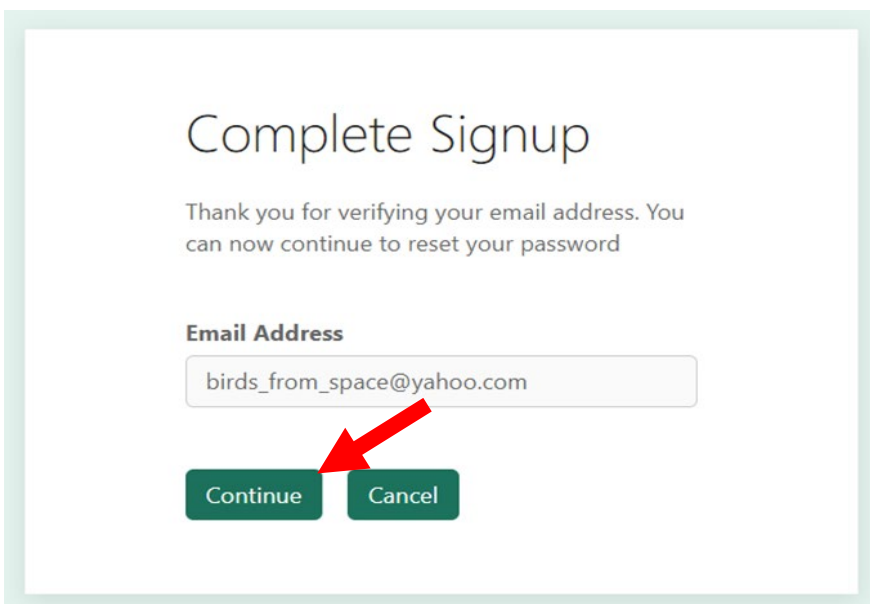
Verification Code

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

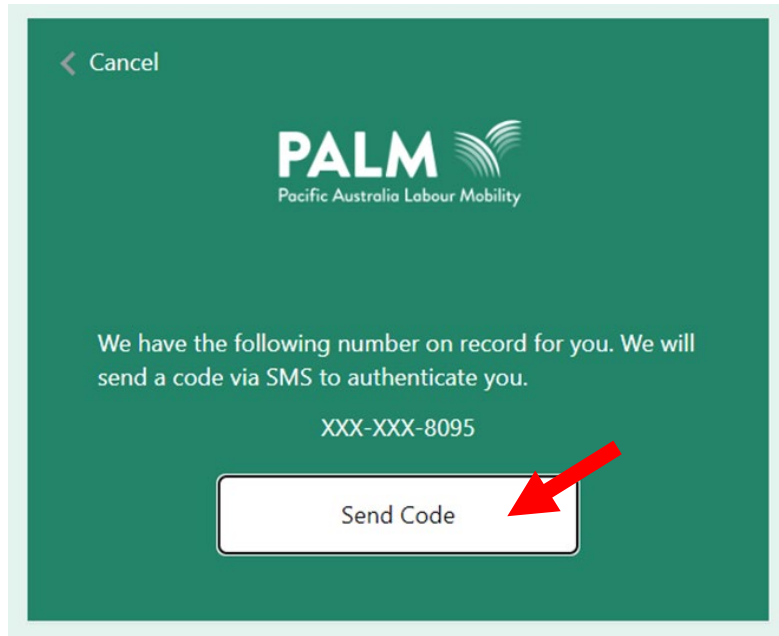
Thank you for verifying your email address. You
can now continue to reset your password

Email Address


birds_from_space@yahoo.com

Continue **Cancel**

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



< Cancel

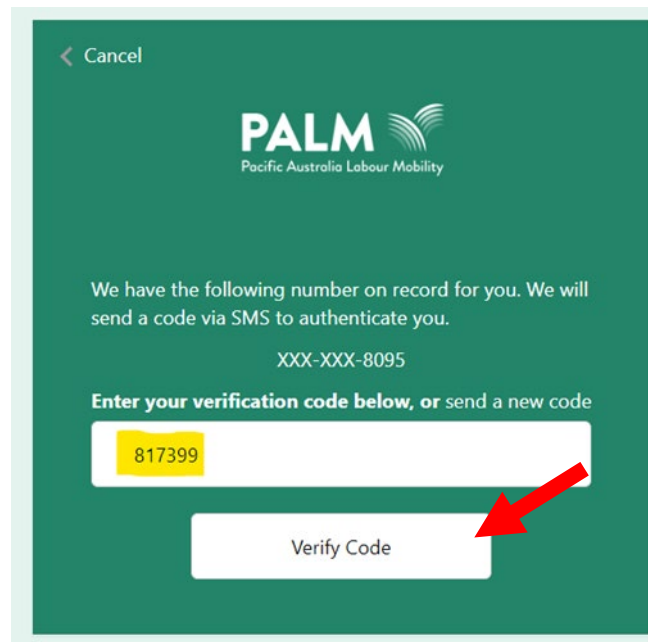
PALM 
Pacific Australia Labour Mobility

We have the following number on record for you. We will send a code via SMS to authenticate you.


XXX-XXX-8095

Send Code

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



< Cancel

PALM 
Pacific Australia Labour Mobility

We have the following number on record for you. We will send a code via SMS to authenticate you.

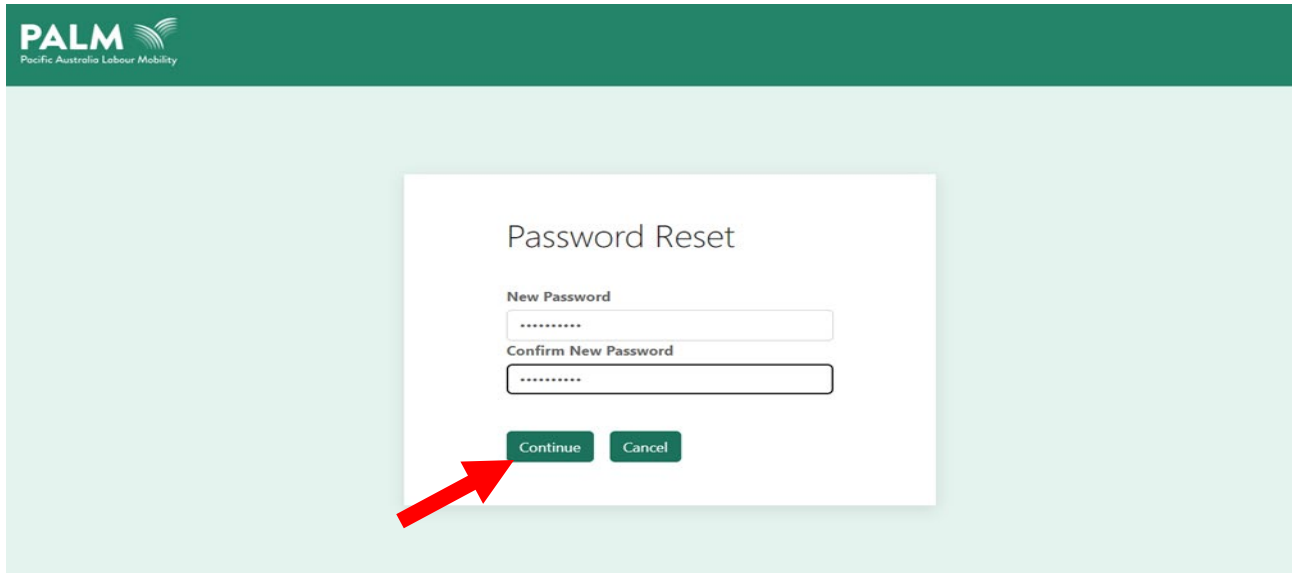
XXX-XXX-8095


Enter your verification code below, or send a new code

817399

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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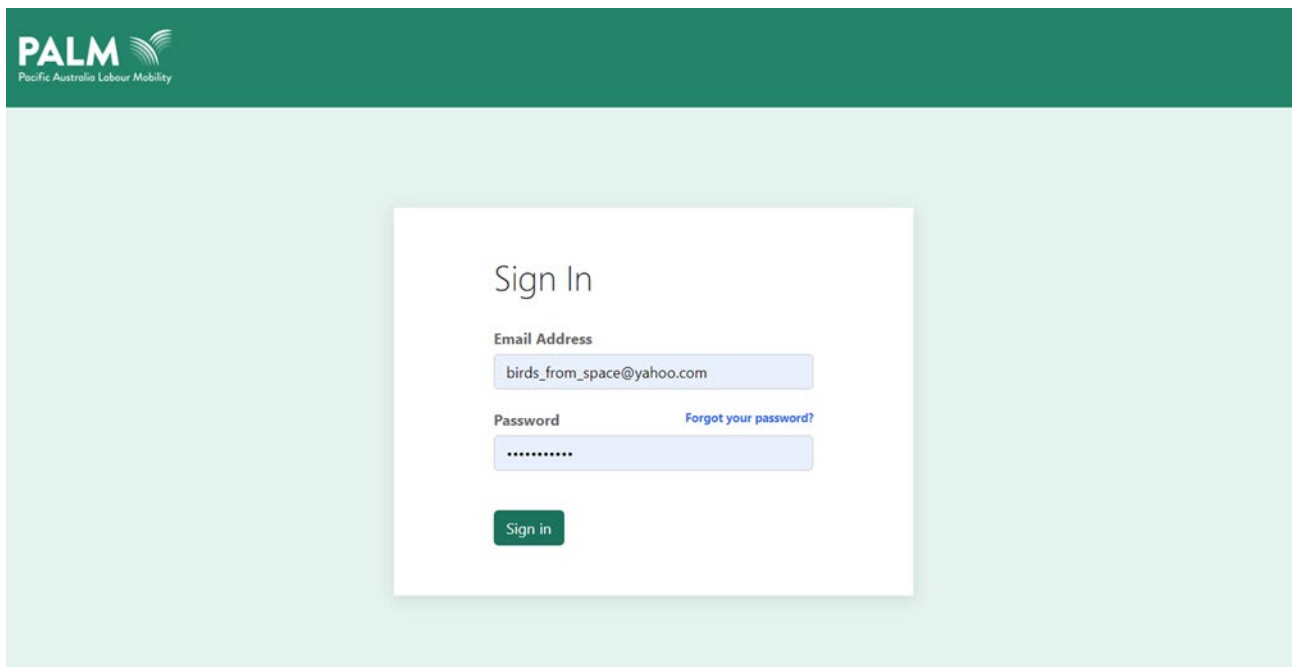
Password Reset


New Password
.....

Confirm New Password
.....

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

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



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Sign In

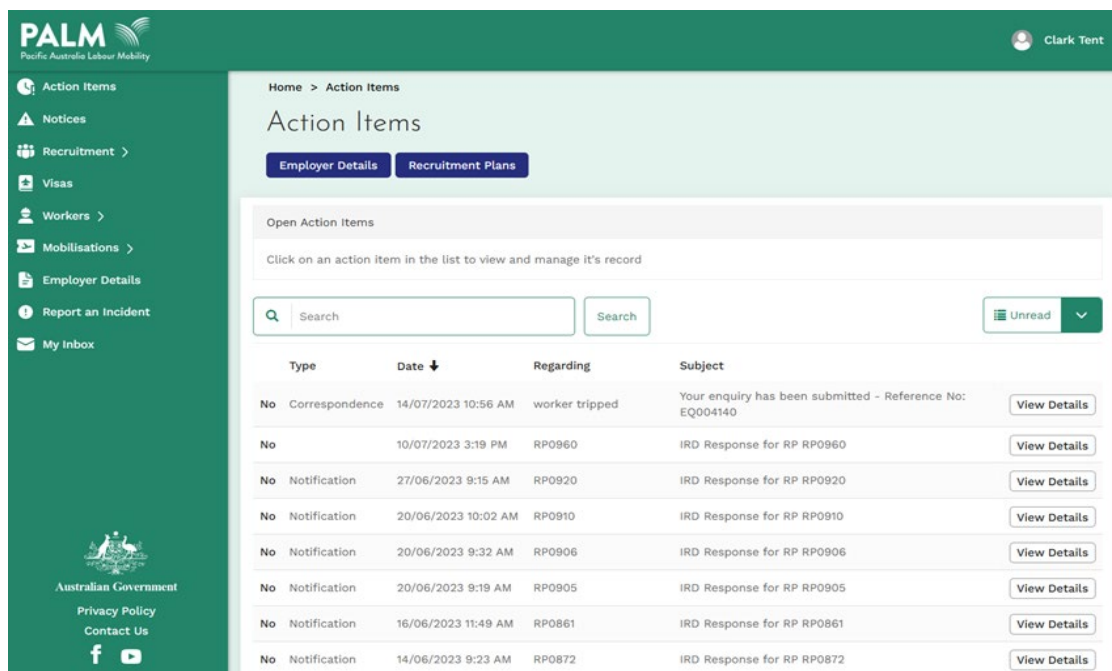
Email Address
birds_from_space@yahoo.com

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.



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Home > Action Items

Action Items

[Employer Details](#) [Recruitment Plans](#)

Open Action Items

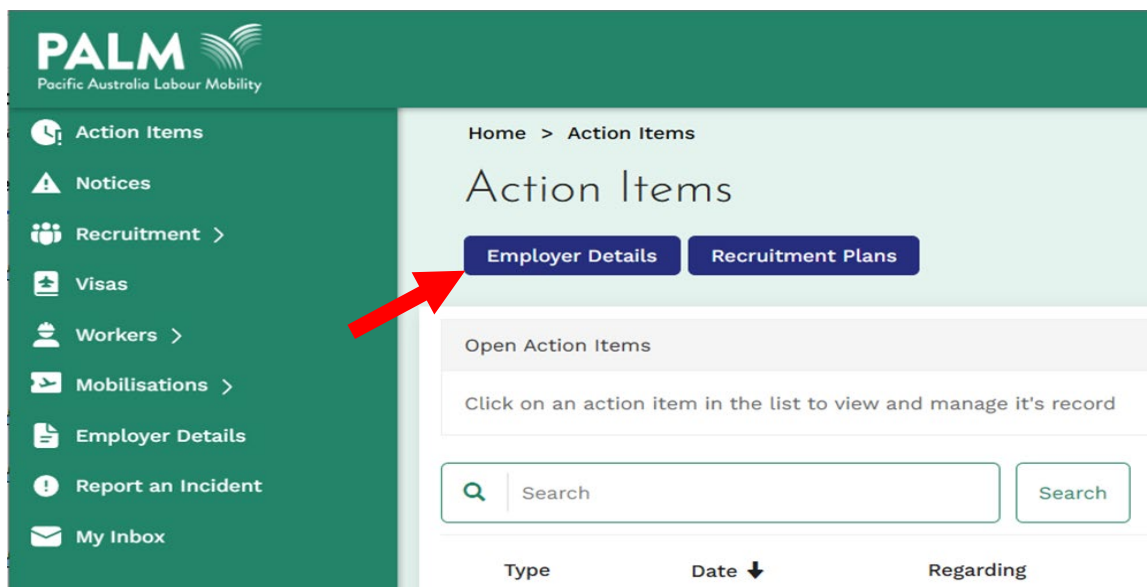
Click on an action item in the list to view and manage it's record

Search

Type	Date ↓	Regarding	Subject	
No Correspondence	14/07/2023 10:56 AM	worker tripped	Your enquiry has been submitted - Reference No: EQ004140	View Details
No	10/07/2023 3:19 PM	RP0960	IRD Response for RP RP0960	View Details
No Notification	27/06/2023 9:15 AM	RP0920	IRD Response for RP RP0920	View Details
No Notification	20/06/2023 10:02 AM	RP0910	IRD Response for RP RP0910	View Details
No Notification	20/06/2023 9:32 AM	RP0906	IRD Response for RP RP0906	View Details
No Notification	20/06/2023 9:19 AM	RP0905	IRD Response for RP RP0905	View Details
No Notification	16/06/2023 11:49 AM	RP0861	IRD Response for RP RP0861	View Details
No Notification	14/06/2023 9:23 AM	RP0872	IRD Response for RP RP0872	View Details

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1. Click 'employer details' from the menu on the left.



PALM Pacific Australia Labour Mobility

Home > Action Items

Action Items

[Employer Details](#) [Recruitment Plans](#)

Open Action Items

Click on an action item in the list to view and manage it's record

Search

Type	Date ↓	Regarding
------	--------	-----------

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

Home > Action Items > Employer Details

Employer Details

My Details Users Deeds TASs LHLs Hosts

Basic Details

Business Details

Entity Name *	6Boost
Business Name	Boost Juice
ABN	70 606 982 576

Registered Address		Postal Address		Location Address	
Street 1	171 Lovell Street	Street 1	30 Shore Street	Street 1	171 Lovell Street
Street 2	—	Street 2	—	Street 2	—
Street 3	—	Street 3	—	Street 3	—

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

Home > Action Items > Employer Details

Employer Details

My Details Users Deeds TASs LHLs Hosts

Basic Details

Business Details

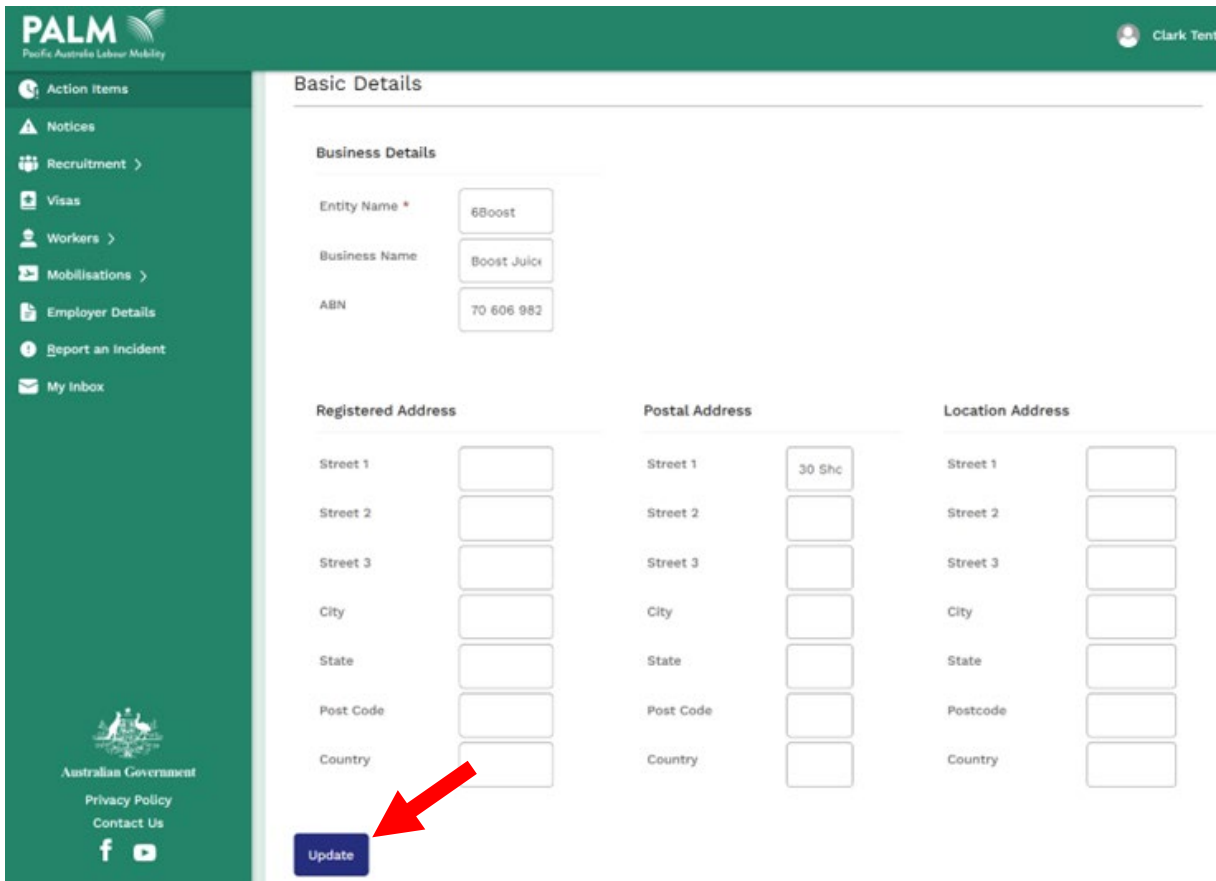
Entity Name *	6Boost
Business Name	Boost Juice
ABN	70 606 982 576

Registered Address		Postal Address		Location Address	
Street 1	—	Street 1	30 Shore Street	Street 1	—
Street 2	—	Street 2	—	Street 2	—
Street 3	—	Street 3	—	Street 3	—
City	—	City	—	City	—
State	—	State	—	State	—
Post Code	—	Post Code	—	Postcode	—
Country	—	Country	—	Country	—

[Edit Employer](#)

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



PALM Pacific Australia Labour Mobility Clark Tent

Basic Details

Business Details

Entity Name *

Business Name

ABN

Registered Address

Street 1

Street 2

Street 3

City

State

Post Code

Country

Postal Address

Street 1

Street 2

Street 3

City

State

Post Code

Country

Location Address

Street 1

Street 2

Street 3

City

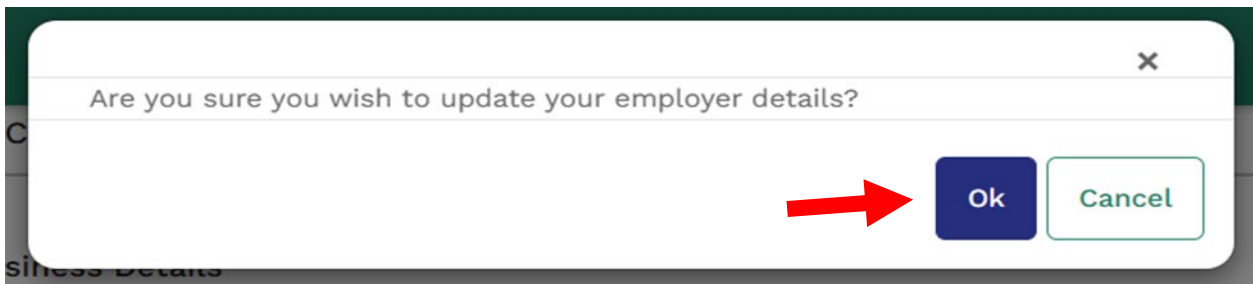
State

Postcode

Country

Update

- Click 'ok' to finalise your changes.



Are you sure you wish to update your employer details?

Ok **Cancel**

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

Home > Action Items > Employer Details

Employer Details

My Details Users Deeds TASs LHLs Hosts

Basic Details

Business Details

Entity Name *	6Boost
Business Name	Boost Juice
ABN	70 606 982 571

Registered Address		Postal Address		Location Address	
Street 1	171 Lovell Street	Street 1	30 Shore Street	Street 1	171 Lovell Street
Street 2	—	Street 2	—	Street 2	—
Street 3	—	Street 3	—	Street 3	—
City	Brisbane	City	Westend	City	Brisbane
State	QLD	State	QLD	State	Queensland
Post Code	4000	Post Code	4101	Postcode	4000
Country	Australia	Country	Australia	Country	Australia

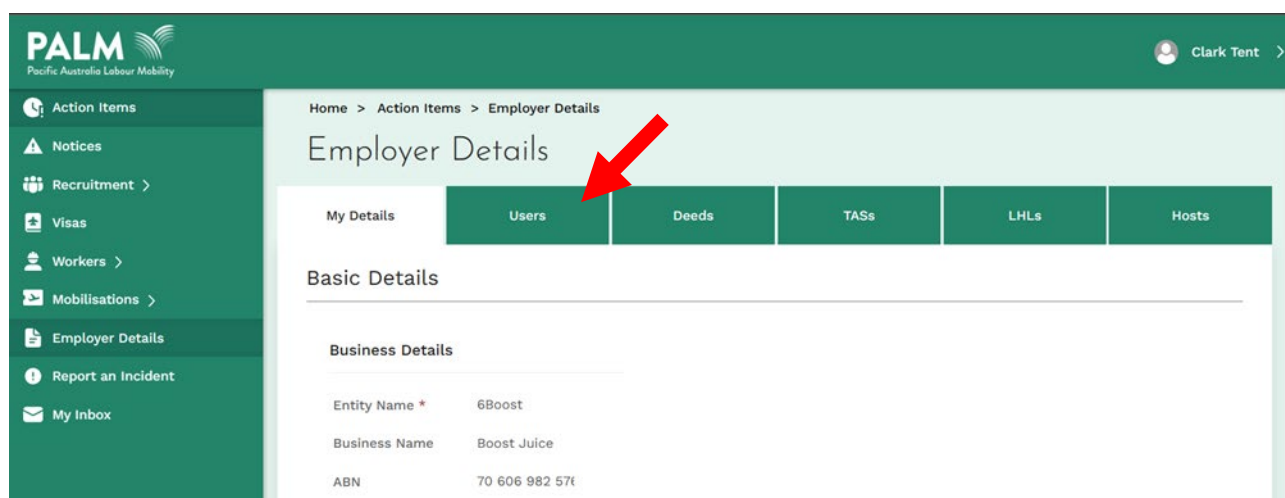
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3. How to add more users to your account

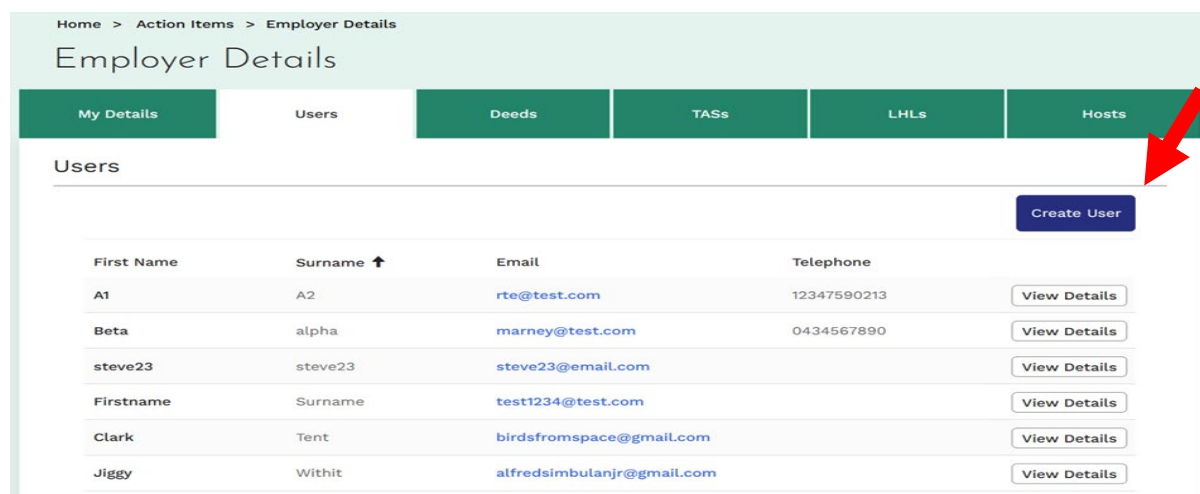
Only admin roles have the appropriate permissions to add other users to your account.

The contact listed under your deed contact will be assigned the account administrator role.

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



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



- 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 *
Jimmy

Surname *
Crickett

Email *
JimmyC@test.com

Work Contact
0433891723

Create New User

Home > Action Items > Employer Details

Employer Details

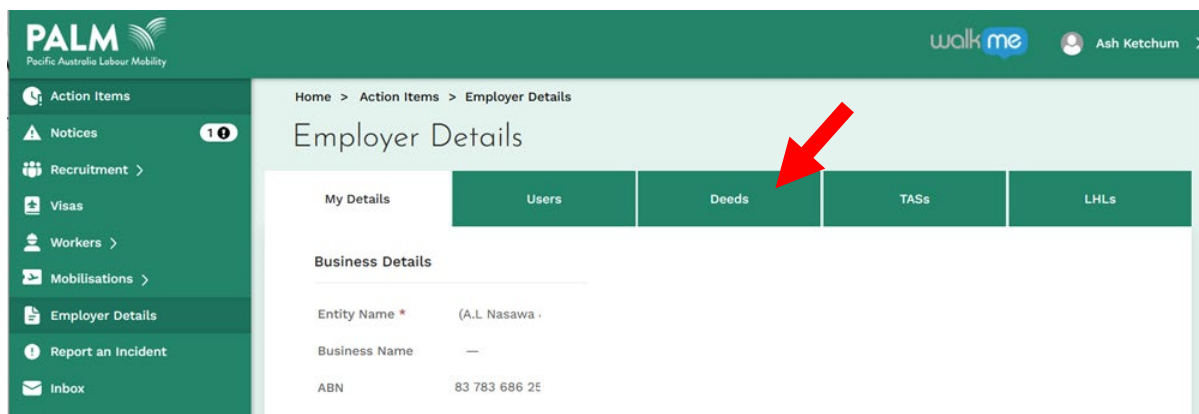
My Details	Users	Deeds	TASs	LHLs	Hosts
Users					
					Create User
First Name	Surname ↑	Email	Telephone		
A1	A2	rte@test.com	12347590213	View Details	
Beta	alpha	marney@test.com	0434567890	View Details	
Jimmy	Crickett	JimmyC@test.com	0433891723	View Details	
steve23	steve23	steve23@email.com		View Details	
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).

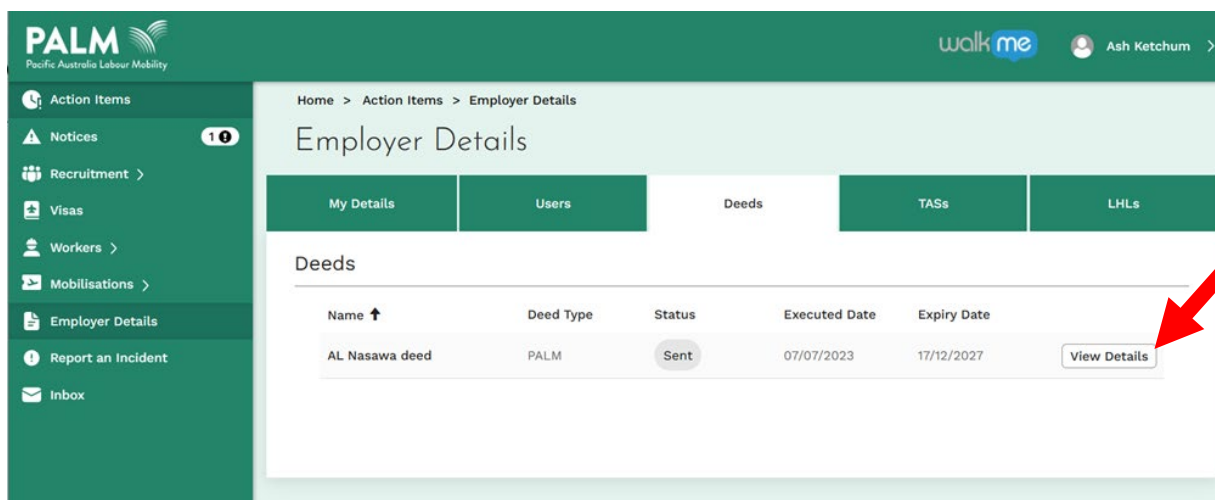
4. How to find your deed?

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.



2. Your current PALM scheme deed is listed in the deeds tab page.



3. Click 'view details' to view further details about the deed.



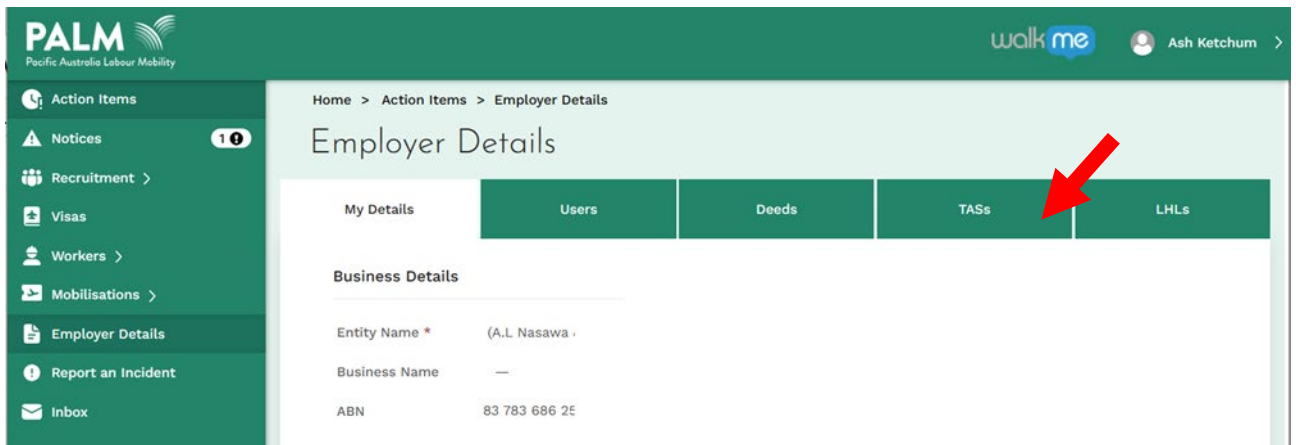
The screenshot shows a 'Deed Details' window with the following information:

Field	Value
Name *	AL Nasawa deed
Employer *	(A.L. Nasawa & J.K. Nasawa)
Deed Type *	PALM
Deed Contact *	Beta Tester
Endorsement Number	123456
Approval Conditions	No
Executed Date	07/07/2023
Expiry Date	17/12/2027

5. How to find your temporary activities sponsor details

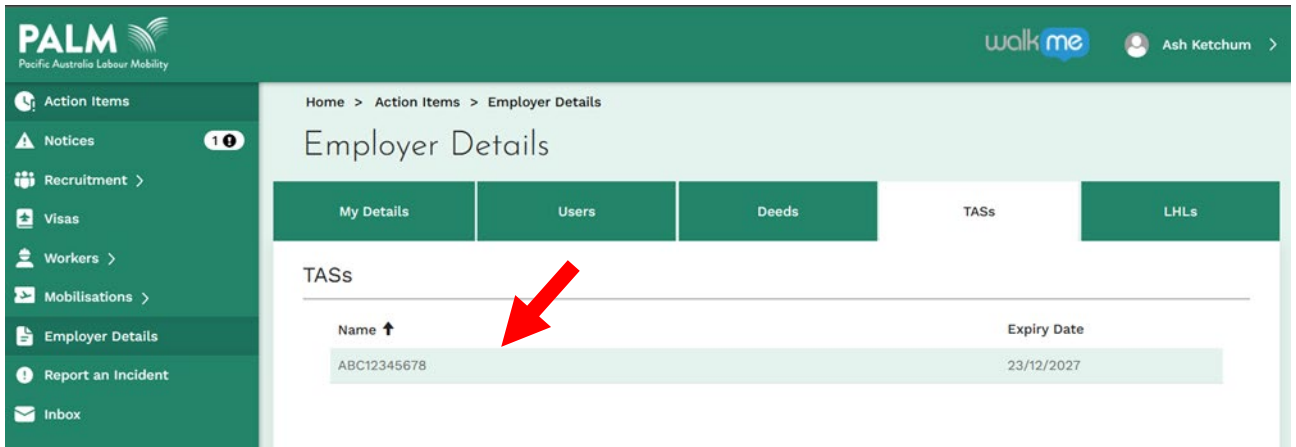
Your account's current temporary activities sponsor (TAS) details can be found in the 'TASs' tab within the employer details page.

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



The screenshot shows the PALM web interface. On the left is a green sidebar with navigation options: Action Items, Notices (10), Recruitment, Visas, Workers, Mobilisations, Employer Details, Report an Incident, and Inbox. The main content area is titled 'Employer Details' and has a breadcrumb trail 'Home > Action Items > Employer Details'. Below the title is a row of tabs: My Details, Users, Deeds, TASs, and LHLs. A red arrow points to the 'TASs' tab. Below the tabs, the 'Business Details' section is visible, showing fields for Entity Name (A.L. Nasawa), Business Name, and ABN (83 783 686 25).

2. Your TAS details will be listed within this page.



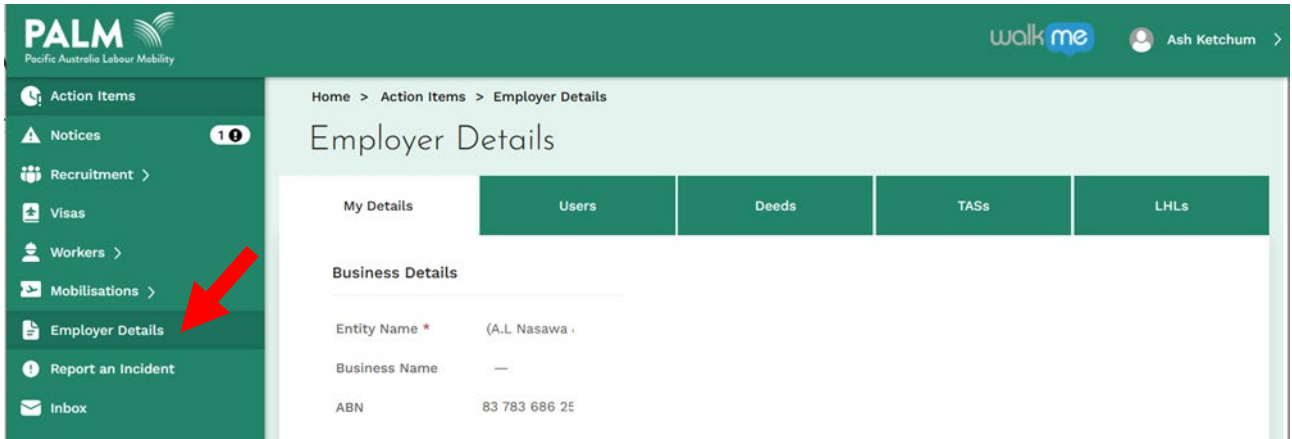
The screenshot shows the 'TASs' page within the PALM interface. The breadcrumb trail is 'Home > Action Items > Employer Details'. The page title is 'Employer Details'. Below the title is a row of tabs: My Details, Users, Deeds, TASs, and LHLs. The 'TASs' tab is selected. Below the tabs, the 'TASs' section is displayed with a table. A red arrow points to the first entry in the table. The table has two columns: 'Name' and 'Expiry Date'.

Name ↑	Expiry Date
ABC12345678	23/12/2027

6. How to find your labour hire licences

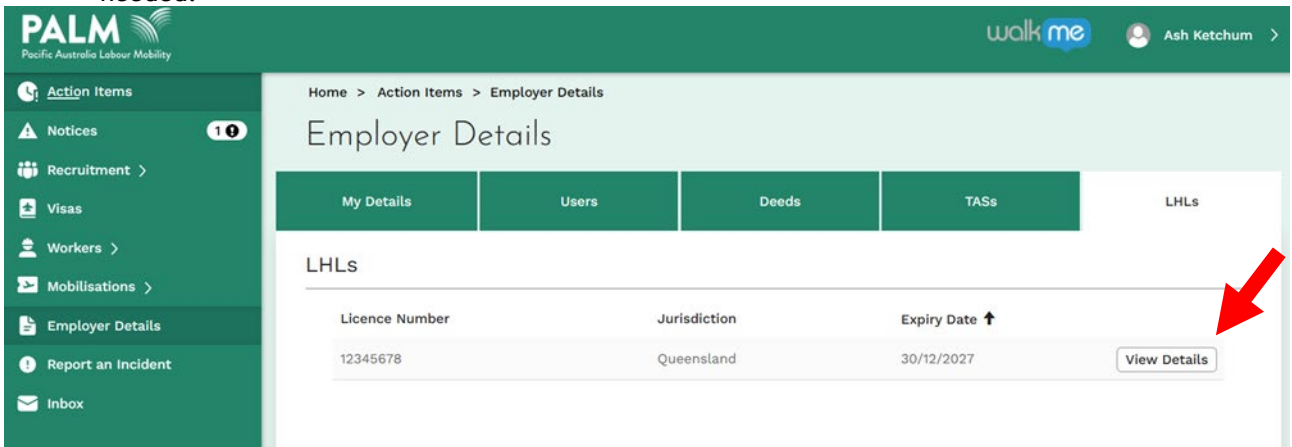
If your organisation operates as a labour hire company, your account's labour hire licences (LHL) can be found in the 'LHLs' tab within the employer details page (where applicable).

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



The screenshot shows the PALM web interface. On the left, a green sidebar contains a menu with items like 'Action Items', 'Notices', 'Recruitment', 'Visas', 'Workers', 'Mobilisations', 'Employer Details' (highlighted with a red arrow), 'Report an Incident', and 'Inbox'. The main area displays the 'Employer Details' page. At the top, there's a breadcrumb trail: 'Home > Action Items > Employer Details'. Below this, the 'Employer Details' title is followed by a row of tabs: 'My Details', 'Users', 'Deeds', 'TASs', and 'LHLs'. Under the 'Business Details' section, fields for 'Entity Name' (A.L. Nasawa), 'Business Name' (—), and 'ABN' (83 783 686 25) are shown.

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.

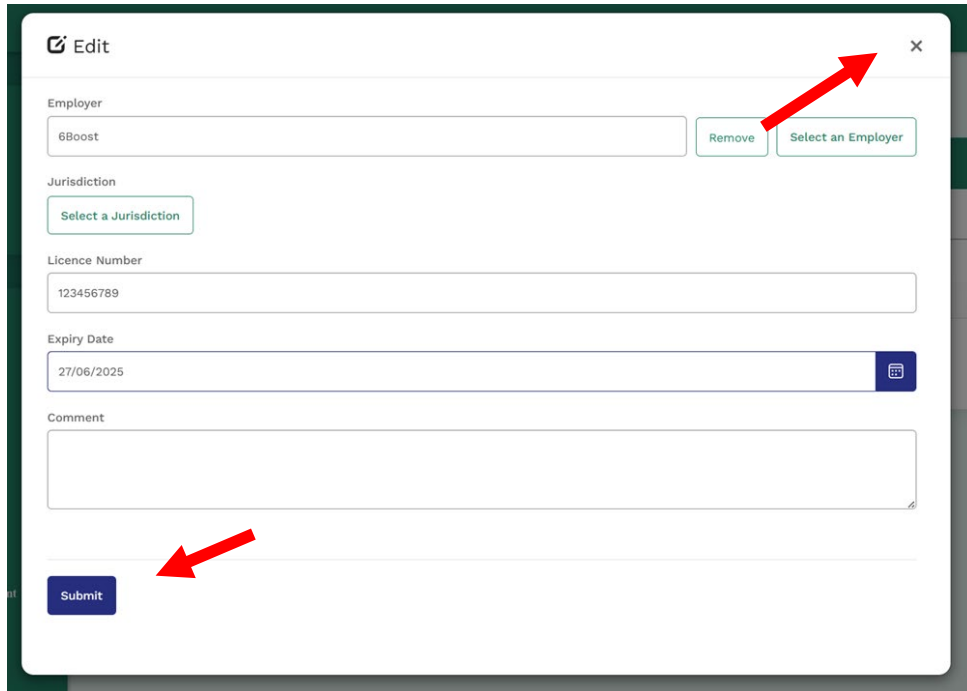


This screenshot shows the 'LHLs' tab selected in the 'Employer Details' page. The 'LHLs' tab is highlighted in the tab row. Below the tabs, a section titled 'LHLs' contains a table with the following data:

Licence Number	Jurisdiction	Expiry Date ↑	
12345678	Queensland	30/12/2027	View Details

A red arrow points to the 'View Details' button for the first licence entry.

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 the 'Edit' form in the PALM system. The form contains the following fields and buttons:

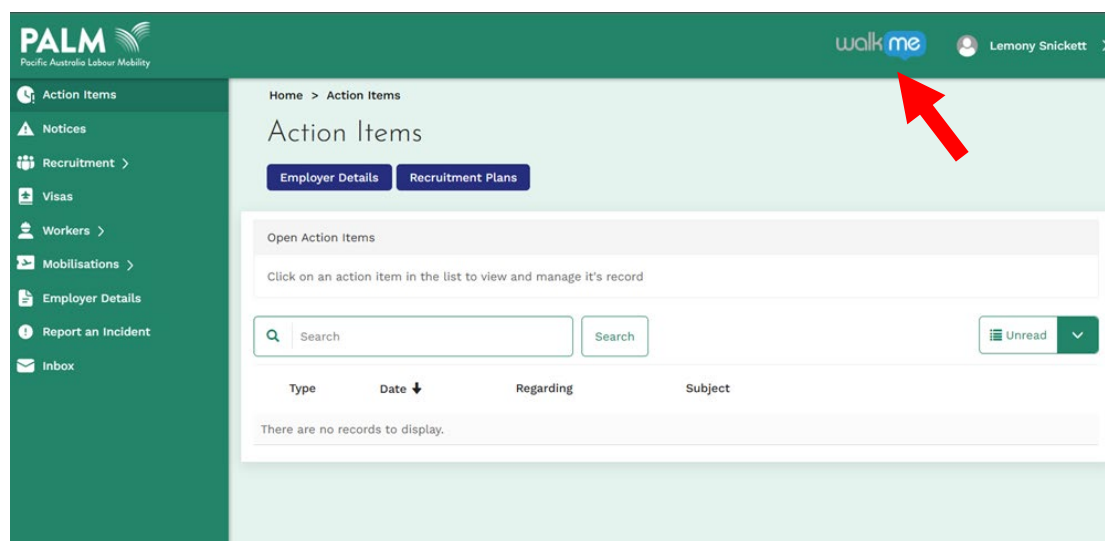
- Employer:** A text input field containing '6Boost', a 'Remove' button, and a 'Select an Employer' button.
- Jurisdiction:** A button labeled 'Select a Jurisdiction'.
- Licence Number:** A text input field containing '123456789'.
- Expiry Date:** A date input field containing '27/06/2025' with a calendar icon.
- Comment:** A large text area for additional information.
- Submit:** A blue button at the bottom left.
- Close:** An 'x' button in the top right corner.

Two red arrows are overlaid on the form: one points to the 'Submit' button, and the other points to the 'x' button in the top right corner.

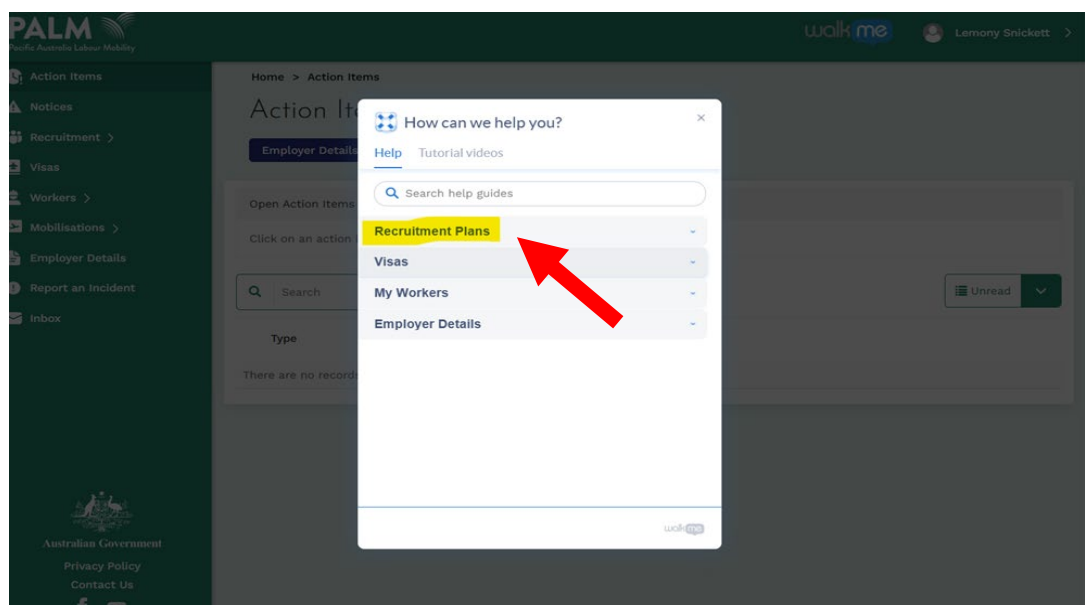
7. What do I do if I need further help?

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

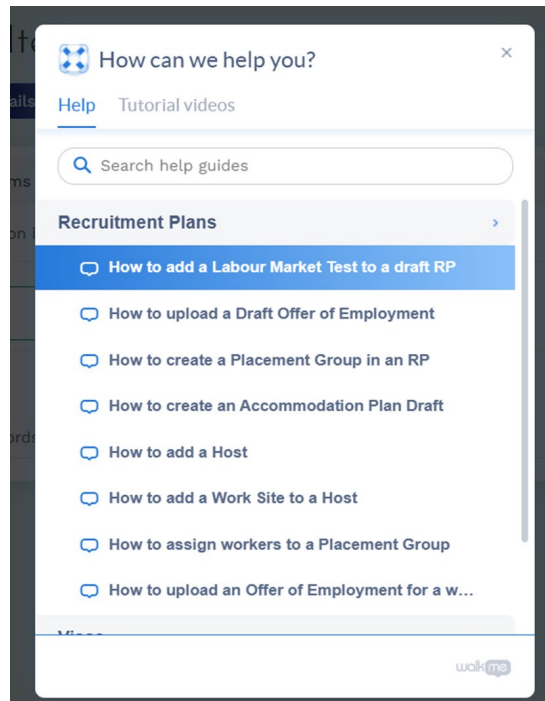
1. Click 'WalkME' located on the right corner of the screen.



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



3. Click a tutorial 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.

