

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

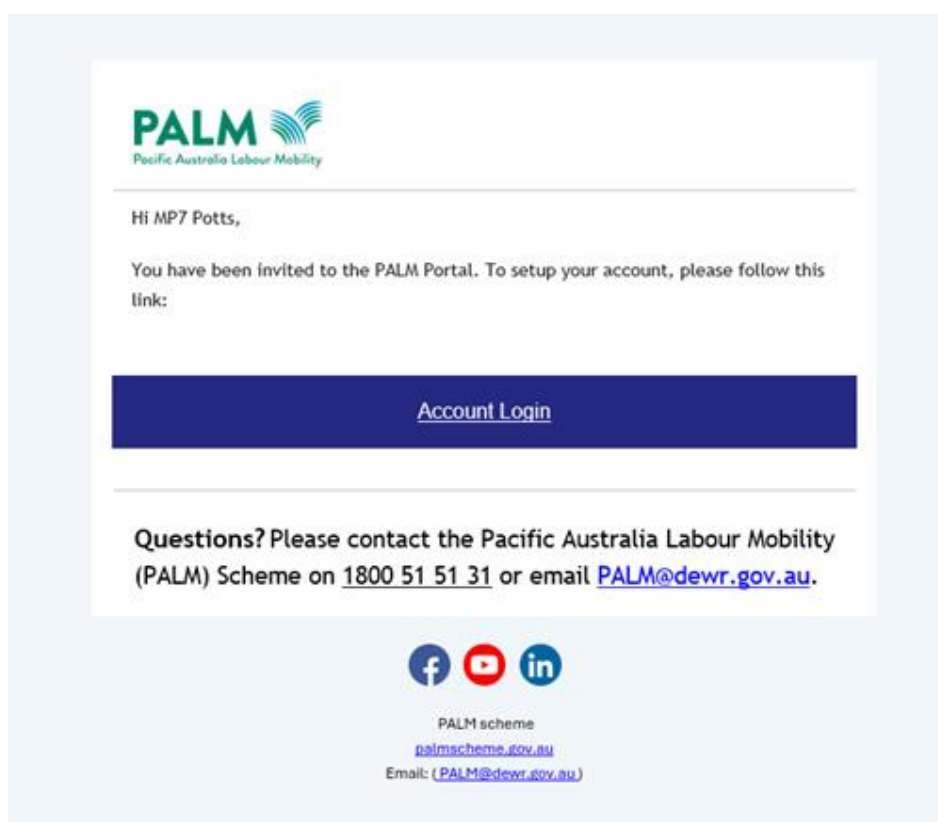
Last updated: 07 August 2024

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.

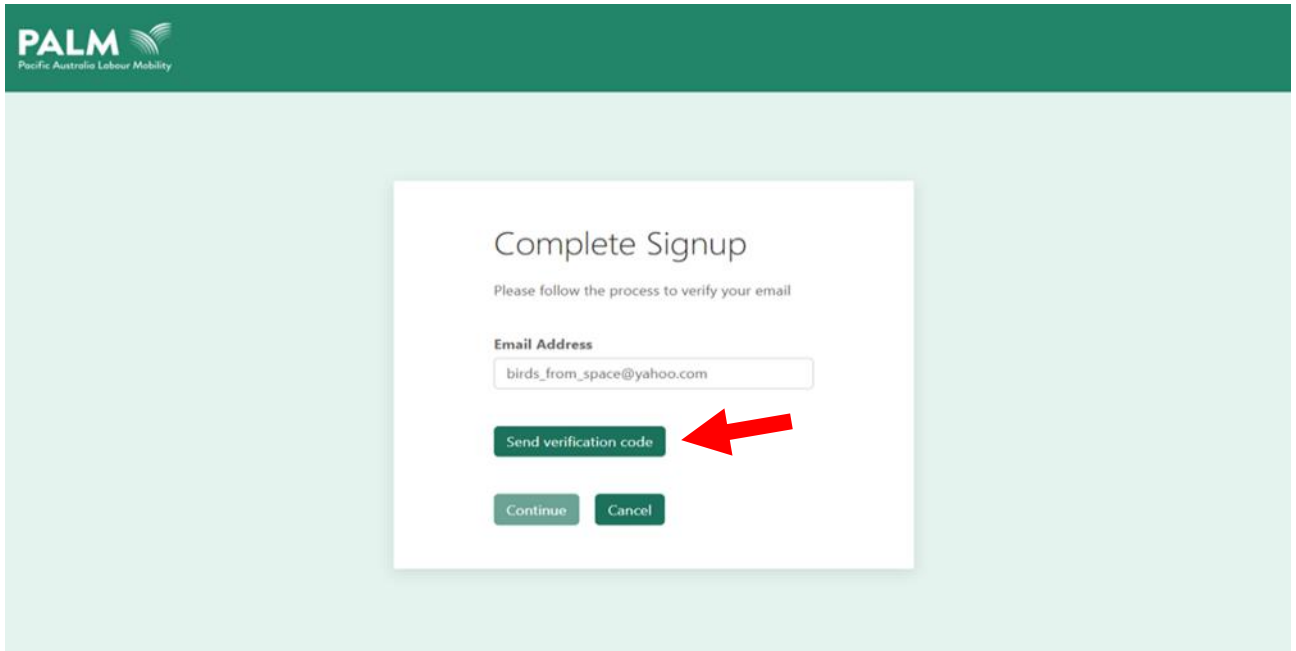
Please see sample invitation email below:

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



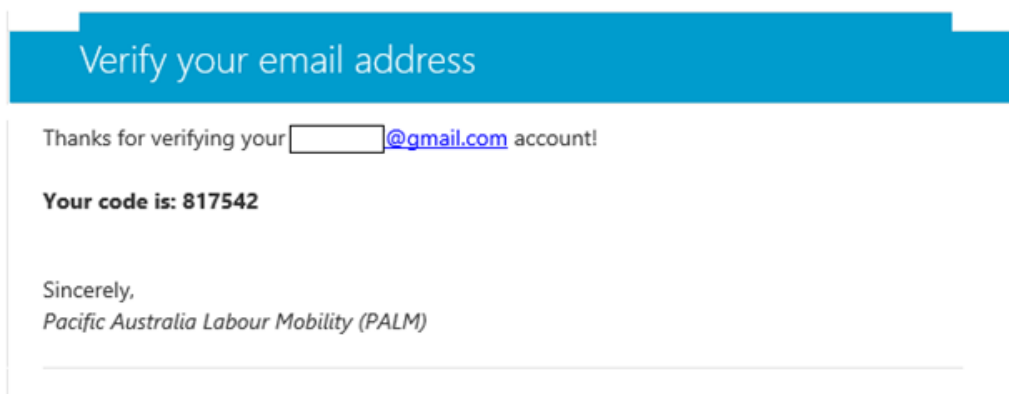
1. In the signup page, click the 'send verification code' button.

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



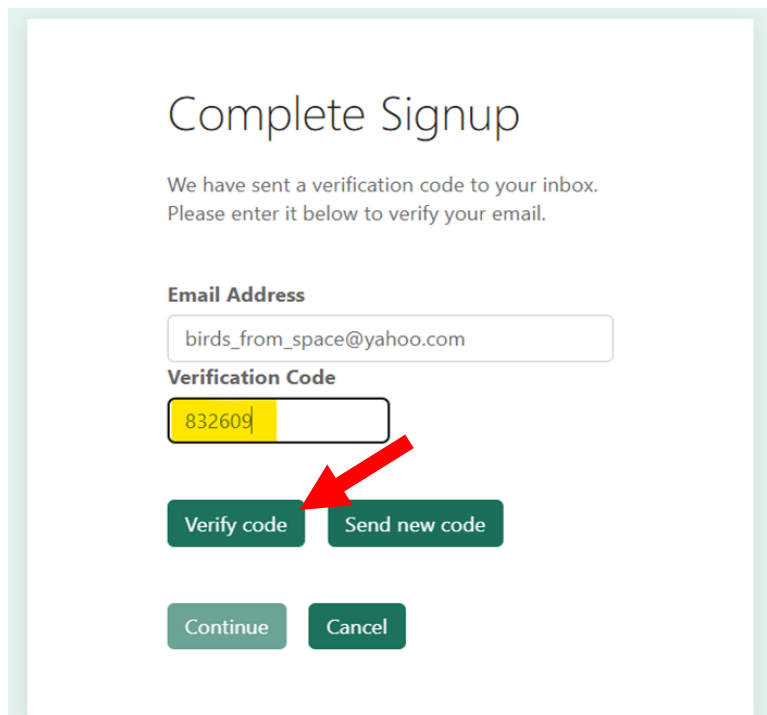
2. Open the verification code email and retrieve your code.

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

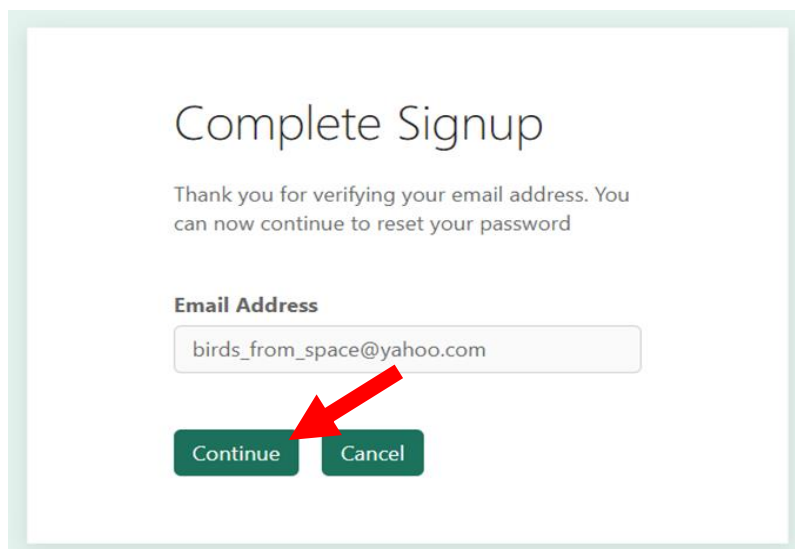
Verification Code

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

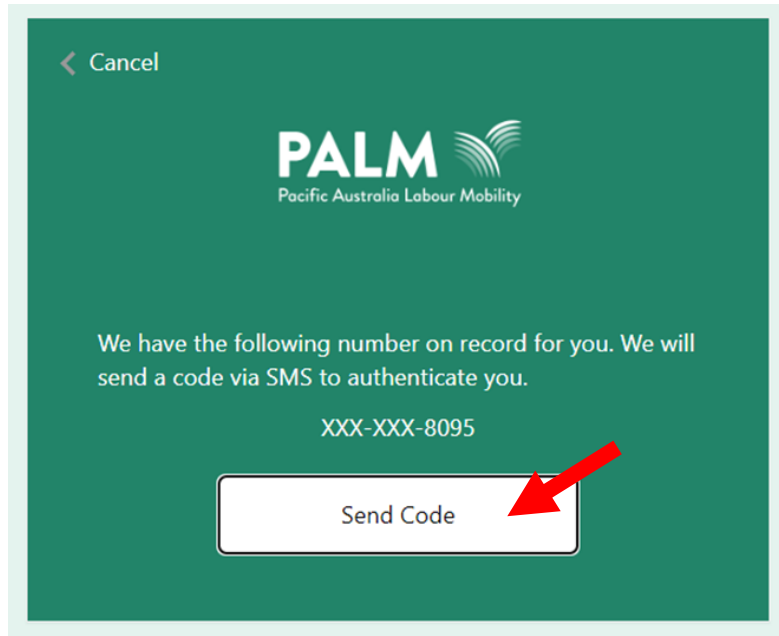
Thank you for verifying your email address. You
can now continue to reset your password

Email Address


birds_from_space@yahoo.com

Continue **Cancel**

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



< Cancel

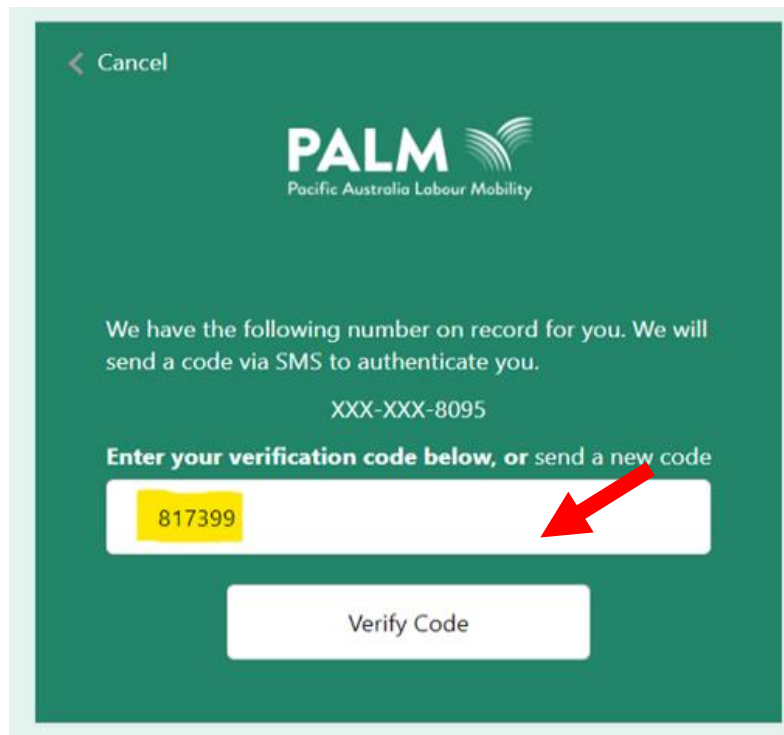
PALM 
Pacific Australia Labour Mobility

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.

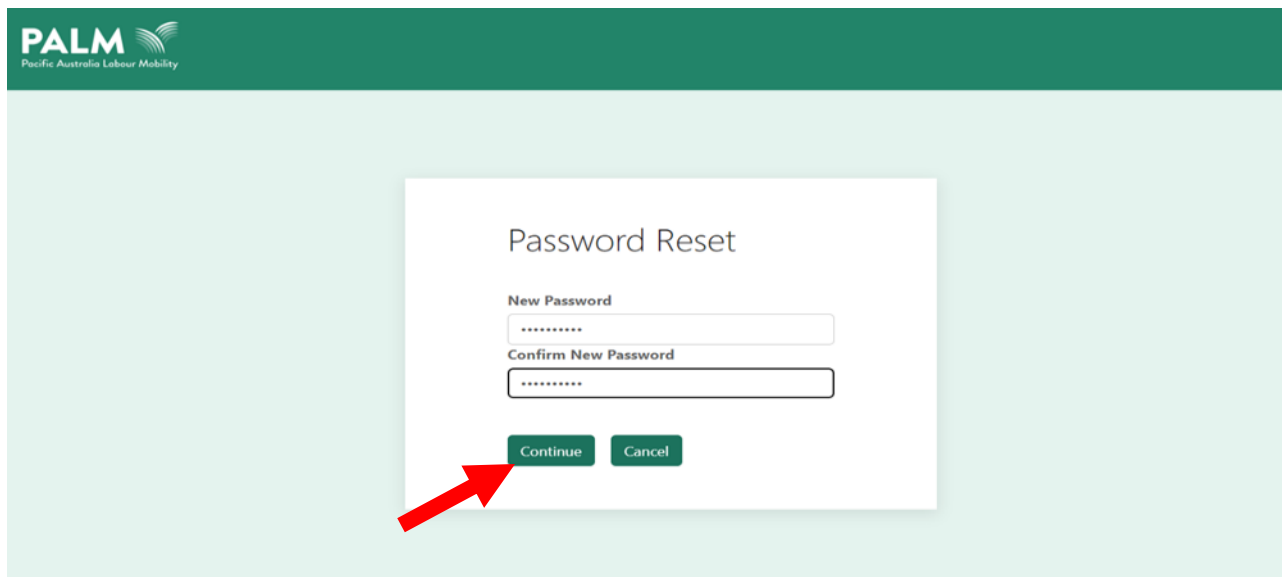
XXX-XXX-8095

Enter your verification code below, or send a new code

817399

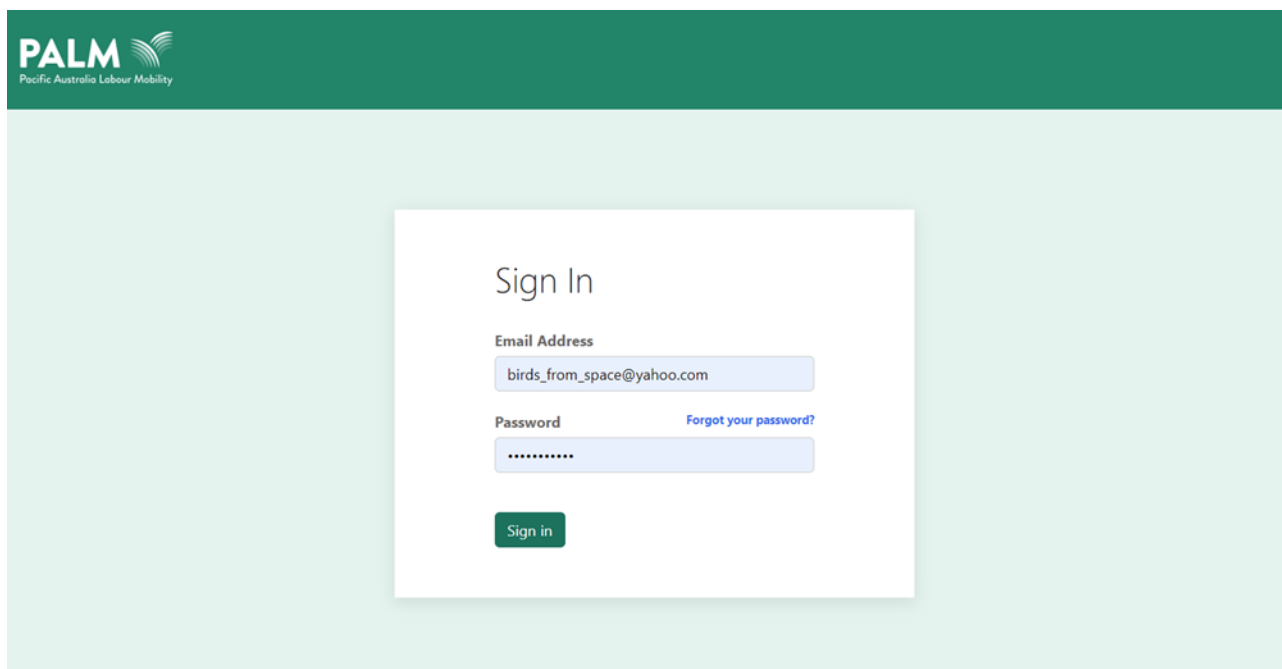
Verify Code

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



The screenshot shows the PALM Password Reset form. It has a green header with the PALM logo. The form is titled "Password Reset" and contains two input fields: "New Password" and "Confirm New Password", both with masked text (dots). Below the fields are two buttons: "Continue" and "Cancel". A red arrow points to the "Continue" button.

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



The screenshot shows the PALM Sign In form. It has a green header with the PALM logo. The form is titled "Sign In" and contains two input fields: "Email Address" and "Password". The "Email Address" field contains the text "birds_from_space@yahoo.com". The "Password" field is masked with dots. To the right of the "Password" field is a link that says "Forgot your password?". Below the fields is a "Sign in" button.

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 sub-header 'Action Items'. Below this are two tabs: 'Employer Details' (selected) and 'Recruitment Plans'. A search bar is present with a placeholder 'Open Action Items' and a note 'Click on an action item in the list to view and manage its record'. Below the search bar is a table of action items.

Type	Date	Regarding	Subject		
Yes	Correspondence	29/05/2024 10:19 AM	DC - Test AP	MP test- Colours, font change etc an copy and paste	View Details
Yes	Correspondence	29/05/2024 10:12 AM	DC - Test AP	Test AP correspondence 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 previous one but highlights the 'Employer Details' button in the main content area with a red arrow. The button is located below the 'Action Items' sub-header and above the search bar. The left sidebar menu also shows 'Employer Details' as an option.

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

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Home > Employer Details

Employer Details

My Details | Users | Deeds | TASs

Basic Details

Business Details

Entity Name *	DEWR PROD Test Accou	Short-term Cap	70
Business Name	—	Long-term Cap	50
ABN	—	Request Recruitment Cap Review	

Registered Address | Postal Address | Location Address

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

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Pacific Australia Labour Mobility

Recruitment > | Visas > | Workers > | Mobilisations > | **Employer Details** | Support Service > | Inbox

My Details | Users | Deeds | TASs | LHLs

Basic Details

Business Details

Entity Name *	DEWR PROD Test Accour	Short-term Cap	70
Business Name	—	Long-term Cap	50
ABN	—	Request Recruitment Cap Review	

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	—

Australian Government | Privacy Policy | Contact Us | [Edit Employer](#)

Help Guides

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

Home > Update Employer

Update Employer

Basic Details

Business Details

Entity Name * Short-term Cap

Business Name Long-term Cap

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.

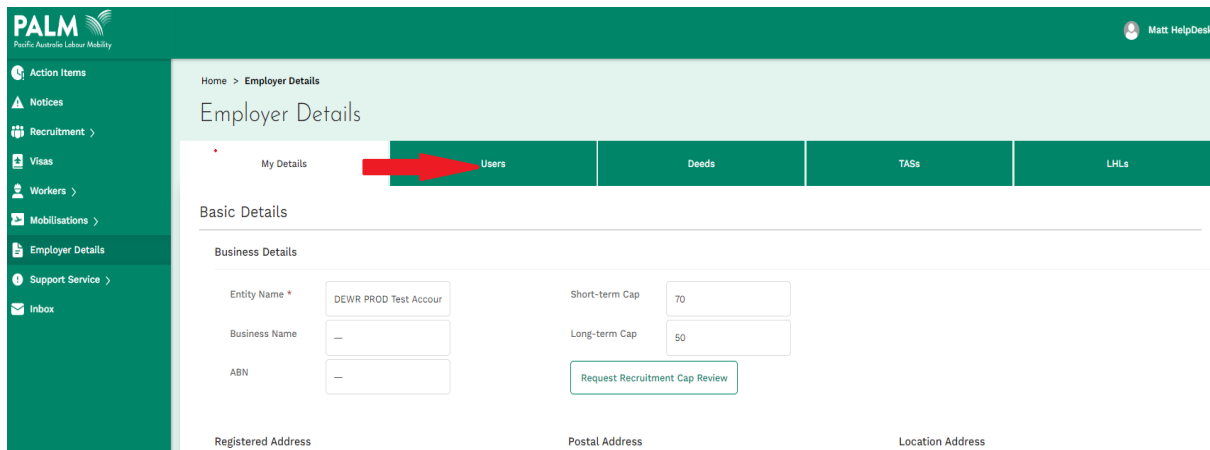
The screenshot shows the PALM web interface. The left sidebar contains navigation links: Action Items, Notices, Recruitment, Visas, Workers, Mobilisations, Employer Details (highlighted), Support Service, and Inbox. The top header shows the PALM logo and a user profile 'Matt HelpDesk'. The main content area is titled 'Employer Details' and has a sub-header 'Basic Details'. A red arrow points to the 'My Details' tab in the top navigation bar. Below this, the 'Business Details' section contains fields for Entity Name (DEWR PROD Test Account), Business Name, ABN, Short-term Cap (70), and Long-term Cap (50). There is a 'Request Recruitment Cap Review' button. The 'Registered Address' section includes fields for Street 1, Street 2, Street 3, City, State, Post Code, and Country. The 'Postal Address' section includes fields for Street 1, Street 2, Street 3, City (ABBEY), State (WA), Post Code (6280), and Country (Australia). The 'Location Address' section includes fields for Street 1, Street 2, Street 3, City, State, Postcode, and Country. The Australian Government logo is at the bottom left.

3. How to add more users to your account

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

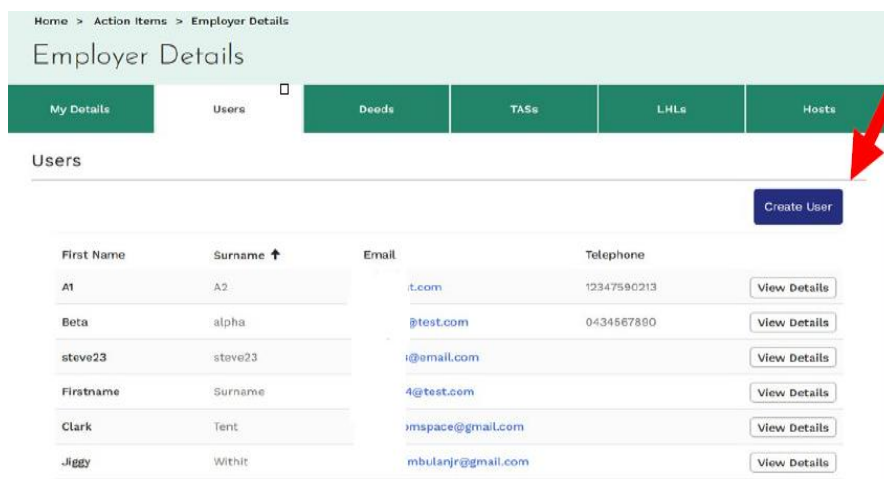
- The contact listed under your deed contact will be assigned the account administrator role. To change administrators, contact your relationship manager or the PALM scheme support service line at (palm@dewr.gov.au) or call (1800 51 51 31).

- 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 'Employer Details' page in the PALM system. The 'Users' tab is highlighted with a red arrow. The page includes a sidebar with navigation options like 'Action Items', 'Notices', 'Recruitment', 'Visas', 'Workers', 'Mobilisations', 'Employer Details', 'Support Service', and 'Inbox'. The main content area shows 'Basic Details' and 'Business Details' with fields for Entity Name, Business Name, ABN, Short-term Cap, and Long-term Cap. A 'Request Recruitment Cap Review' button is also visible.

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



The screenshot shows the 'Users' page in the PALM system. The 'Create User' button is highlighted with a red arrow. The page displays a table of users with columns for First Name, Surname, Email, and Telephone. Each user entry has a 'View Details' button next to it.

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 *

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
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Users

Create User

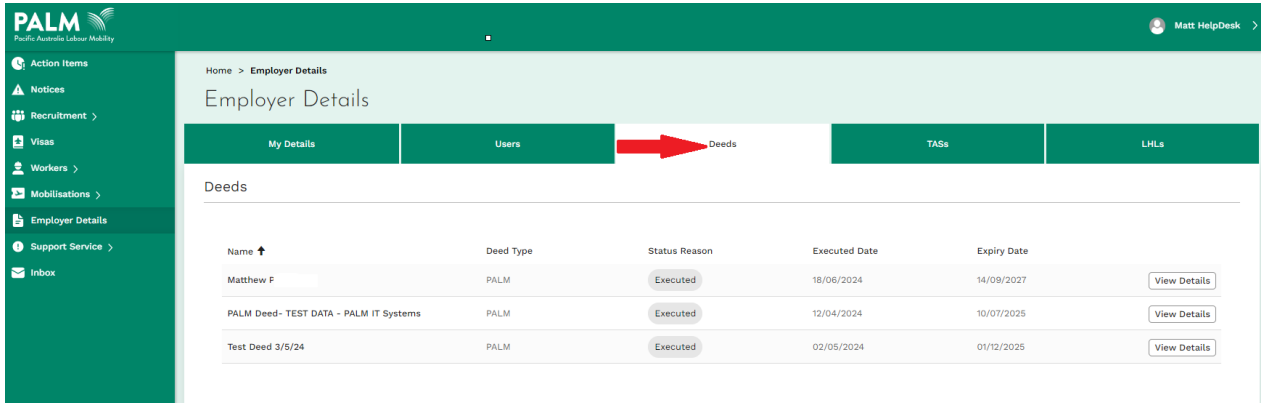
First Name	Surname ↑	Email	Telephone	
A1	A2	rte@test.com	12347590213	View Details
Beta	alpha	marney@test.com	0434567890	View Details
Jimmy	Crickett	JimmyC@test.com	0433891723	View Details
steve23	steve23	steve23@email.com		View Details
Firstname	Surname	test1234@test.com		View Details

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.

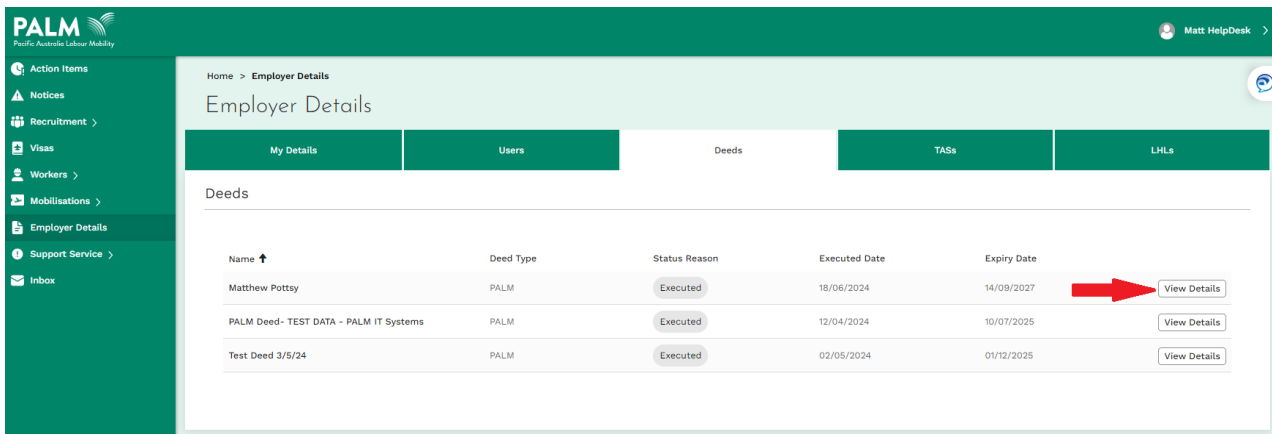
1. To access your PALM scheme deed, click the 'deeds' tab located within the 'employer details' page.



The screenshot shows the PALM web interface. On the left is a green sidebar with navigation links: 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 the title is a horizontal tab bar with five tabs: 'My Details', 'Users', 'Deeds', 'TASs', and 'LHLs'. The 'Deeds' tab is highlighted with a red arrow. Below the tabs is a table titled 'Deeds' with the following columns: Name, Deed Type, Status Reason, Executed Date, and Expiry Date. The table contains three rows of data, each with a 'View Details' button to its right.

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.



This screenshot is similar to the previous one, showing the 'Deeds' tab selected. A red arrow points to the 'View Details' button for the first row, 'Matthew Pottsy'.

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

Executed Date

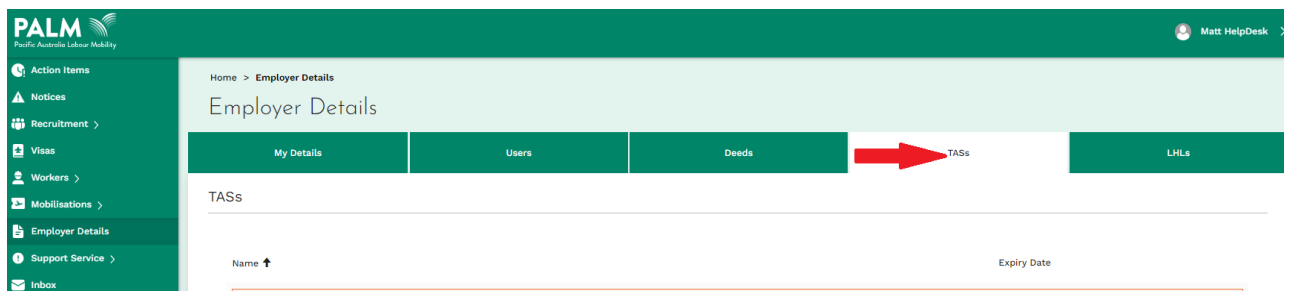
18/06/2024

Scroll to add correspondence
comments if required

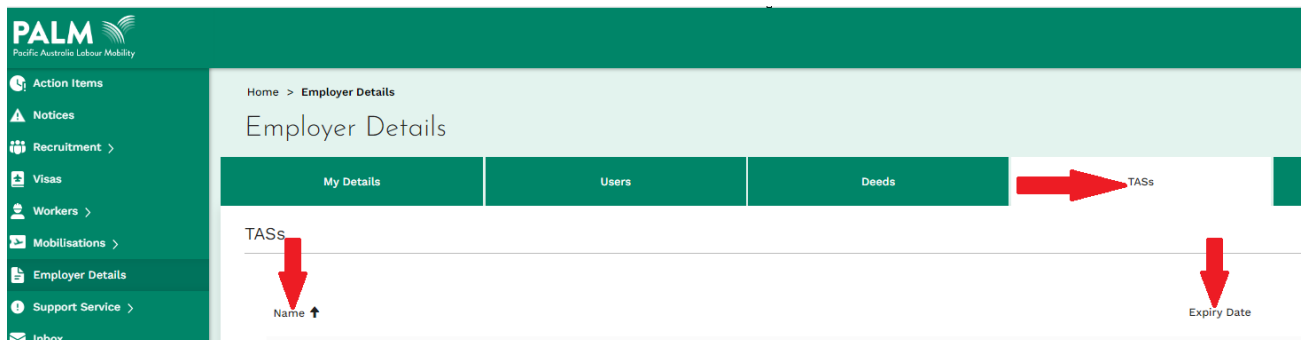
5. How to find your temporary activities sponsor details

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.



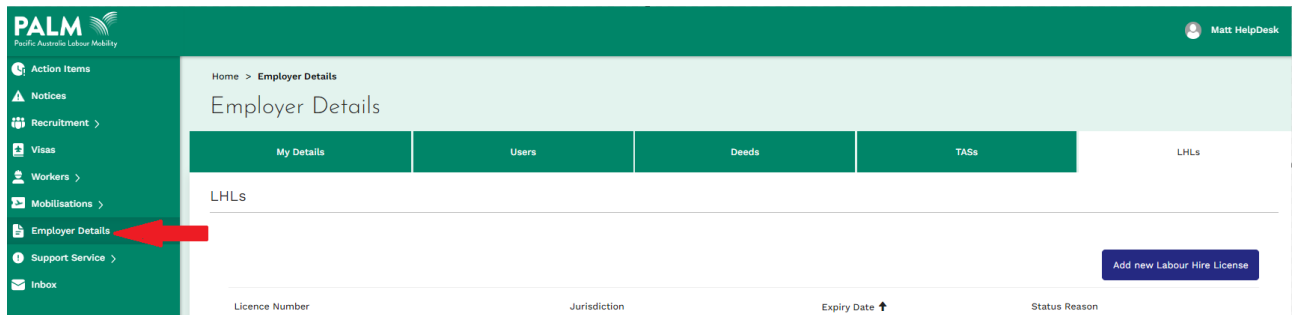
2. Your TAS details will be listed within this page. If your TAS is not visible or requires updating, please contact your relationship manager urgently.



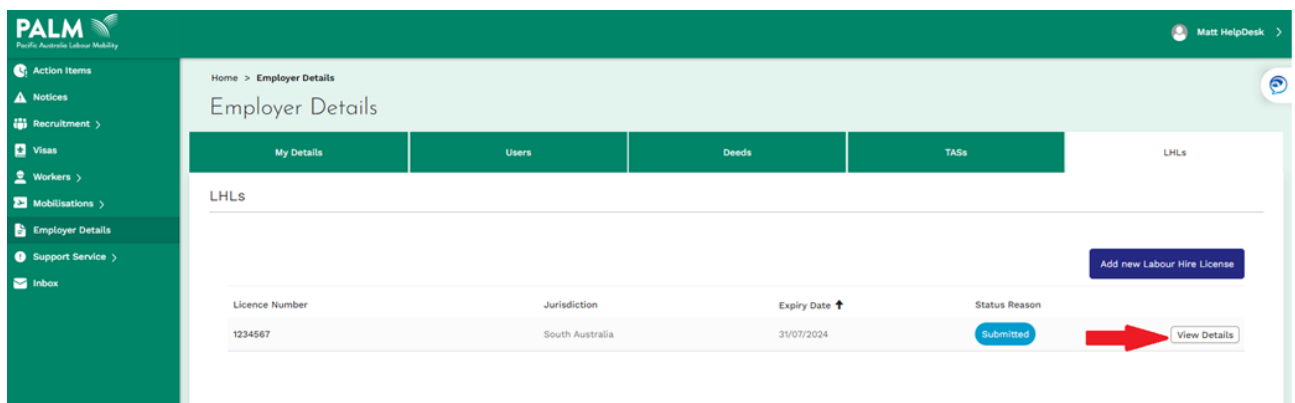
6. How to find your labour hire licences

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).

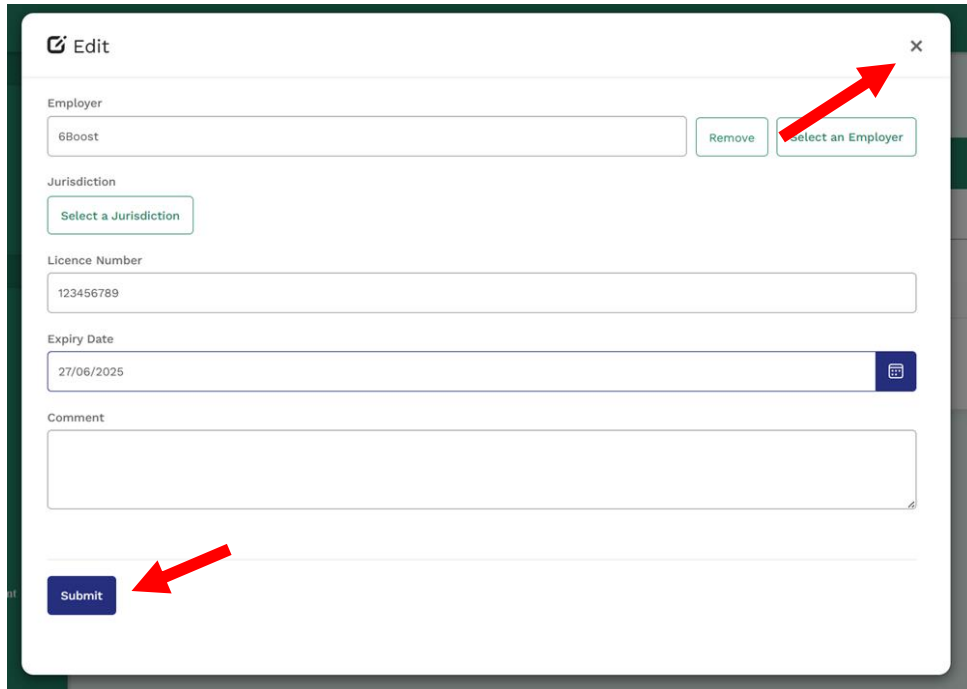
1. To access your LHLs, click the LHLs tab located within the 'employer details' page.



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.



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 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.

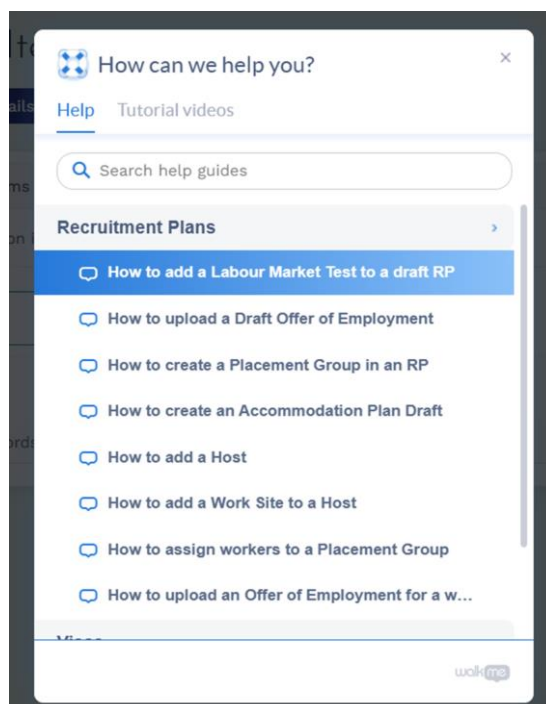
1. Click the 'help guides' tab on the right corner of the screen.

The screenshot shows the 'Employer Details' page in the PALM portal. The left sidebar contains navigation links: Notices, Recruitment, Visas, Workers, Mobilisations, Employer Details, Support Service, and Inbox. The main content area is titled 'Employer Details' and includes tabs for 'My Details', 'Users', 'Deeds', 'TAs', and 'LHLs'. Under 'Basic Details', there are sections for 'Business Details' (Entity Name, Business Name, ABN, Short-term Cap, Long-term Cap, and a 'Request Recruitment Cap Review' button), 'Registered Address', 'Postal Address', and 'Location Address'. Each address section has fields for Street 1, Street 2, Street 3, City, State, Post Code, and Country. A red arrow points to a blue question mark icon in the bottom right corner of the main content area, which is labeled 'Help guides'.

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

This screenshot shows the same 'Employer Details' page, but with the 'Help' dropdown menu open. A red arrow points to the dropdown menu, which is titled 'How can we help you?'. It includes links for 'Help', 'Tasks', and 'Tutorial videos'. Below these is a search bar labeled 'Search help guides'. A list of categories is displayed, including 'Release Notes', 'Notices', 'Recruitment Plans', 'Labour Market Tests', 'Accommodation Plans', 'Host & Work sites', 'Visas', 'My Workers', and 'Mobilisations'. At the bottom of the dropdown is an 'Open ticket' link.

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.

