



# Pacific Australia Labour Mobility (PALM) visa stream

## Online visa application guide for the PALM scheme

This guide contains the following information to assist Labour Sending Units (LSU) and Sponsors to lodge accurate and complete Subclass 403 PALM visa stream applications:

1. Logging into ImmiAccount
2. Required documentation
3. Completing the application form
4. Submitting the application
5. Helpful information to manage or update applications

Lodging a correct and complete application will assist to streamline the assessment and finalisation of the visa application.

### Timeframes

Visa applications should be lodged 14 days (**10 working days**) prior to proposed travel. While all applications will be processed as soon as possible, the Department of Home Affairs cannot guaranteed outcomes of applications lodged outside this timeframe.

### Provide accurate information

Applications completed by a third party (for example a Sponsor or LSU) are being lodged on behalf of the applicant. All responses provided in the application **MUST** be correct at the time of submitting the application. **Applicants who provide false or misleading information in their visa application including answers to identity, health, character or general declarations (whether they are completed by the applicant or a third party) may have their visa refused and could impact the outcome of future visa applications with the Department.**

### Immigration Medical Examinations

PALM visa stream applications must be submitted to the Department to generate Immigration Medical Examinations (IME) requirements and a HAP ID. Applicants require the HAP ID to organise an appointment with a Panel Clinic and for the panel clinic to upload their results to their visa application.

## Logging into ImmiAccount

ImmiAccount is the 'front door' to the Department's online services. Individual applicants, authorised third parties or agents must use ImmiAccount to:

- apply for a Visa online
- attach documents to an online
- check the progress of an online application
- update passport details online
- change email and address details online

To access ImmiAccount and the services listed above, first time users of ImmiAccount will first need to create an account or if you already have an account you will need to login through

<https://online.immi.gov.au/lusc/login>

NOTE: from the login screen if you do not already have an account, click on the Create ImmiAccount button.



## Required documents

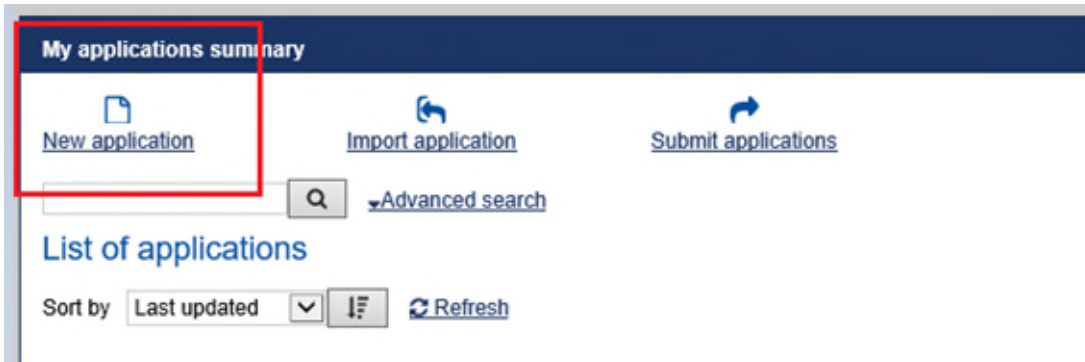
At minimum, applicants must attach a high quality scanned copy of the following documents to their online PALM scheme application:

- Passport biodata page: You must ensure that your name and date of birth entered in your application match your passport EXACTLY. Your passport should also be valid for your period of stay in Australia.
- Police Clearance Certificate: If your total stay in Australia exceeds 12 months you must provide a police clearance certificate(s) for any country you have resided for 12 or more months in the last 10 years, immediately preceding the application lodgement date. This will also include an Australian Federal Police clearance if the applicant has spent more than 12 months in Australia in the last 10 years. Your Police Clearance certificate(s) must have been issued within the last 12 months. For more information refer to <https://www.homeaffairs.gov.au/trav/visa/char>
- DFAT PALM Visa Recruitment Endorsement Approval Letter: This letter must correspond to the recruitment approval the worker has been employed under and match the PALM Recruitment Approval number provided in your application form.
- A signed copy of Form 956a – if the applicant has authorised a third party to complete the application on their behalf.
- Complete all required Immigration Medicals Examinations with a Panel Doctor.

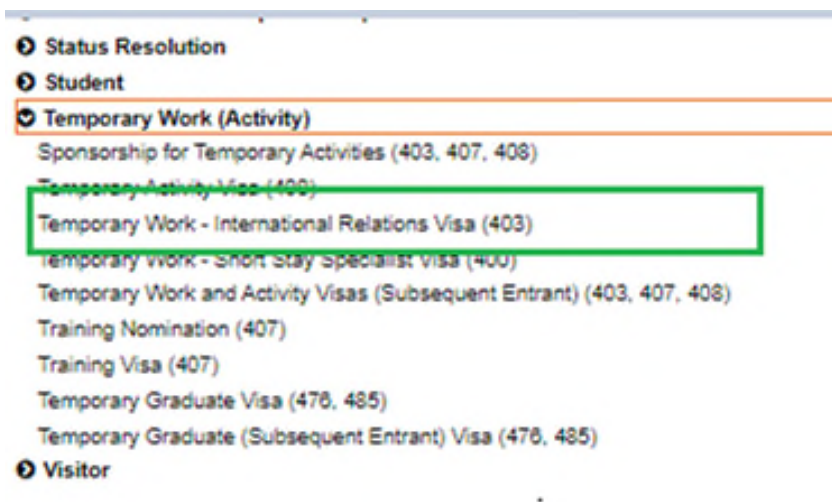
Further visa information and eligibility for the PALM visa stream is available on the Department of Home Affairs website – [Subclass 403 PALM visa stream](#)

## Completing the online application form

From the 'My Applications' page in ImmiAccount select 'New Application'



There are several online application forms available under Temporary Work (Activity) forms. PALM scheme applicants will need to select the 'Temporary Work - International Relations Visa (403)' online form.



## Application Context page

The first page of the 'Temporary Work - International Relations Visa' online form will direct the rest of the form to collect the required information for the PALM visa stream.

Applicants are required to provide important pieces of information about their Temporary Activities Sponsor, DFAT PALM Visa Recruitment Endorsement Approval Number, proposed travel dates, employment position and selecting the Visa Application Charge (VAC)

The below screen shot has been provided to guide you through key information on this page.

**Application for a Temporary Work (International Relations) Visa** 2/24

**Application context**

**Current location** ⓘ  
Give details of the applicant's current location.

Current location

Legal status

**Current application** ⓘ  
Give details of the stream to which this application relates.

Stream  1

**Sponsorship details** ⓘ  
Give details of the related sponsorship application.

Reference number type  2

Application ID

**Pacific Australia Labour Mobility (PALM) details**  
Give details of the Department of Foreign Affairs and Trade endorsement of the application.

DFAT PALM recruitment approval number  ⓘ 3

**Group processing** ⓘ  
Is this application being lodged as part of a group of applications?

Yes  No 4

**Visa application charge concession** ⓘ  
Is the applicant eligible for a Visa Application Charge (VAC) concession?

Yes  No 5

- 1- All applicants participating in the PALM scheme must select the stream – **Pacific Australia Labour Mobility Scheme** from the drop down menu
- 2- To be eligible to lodge this visa (outside or in Australia) applicants must be sponsored by a Temporary Activities Sponsor (TAS). Applicants will need to obtain the sponsor's **TAS reference number** from the sponsoring organisation, provided to them by the Department. Applicants can enter either the sponsorship TRN or the Application ID. The TAS reference number **MUST** match the Sponsor named in the DFAT Recruitment Approval Letter.
- 3- To be eligible to apply for the PALM visa stream, applicants must be recruited under a PALM Recruitment Approval approved by Department of Foreign Affairs and Trade (DFAT). Each recruitment approval will be assigned a DFAT PALM Recruitment Approval Endorsement Number which must be entered in the **DFAT PALM recruitment approval number** field. You will need to ensure that you do not lodge visa applications in excess of the number of positions approved under the recruitment approval. Additional applications may be refused.
- 4- The applicant's Sponsor may have created a **Group ID** if they are travelling as part of a group. The Group ID allows the application to be identified as part of a group and processed together. Each recruitment group must have a different Group ID.
- 5- Applicants participating in the PALM scheme are not eligible for any VAC concession and **must pay a visa application charge (VAC) to lodge a valid application.**

## Critical data confirmation

The applicant must check that all the details on this page are correct before confirming the information and proceeding to the next page.

**You MUST ensure that the names, dates of birth and passport number provided in the application and generated on this data confirmation page match EXACTLY to the applicant's passport. Any errors will result in the visa being issued incorrectly and may cause the applicant to be refused boarding at the airport or problems accessing VEVO.**

Application for a Temporary Activity Visa

Transaction Reference Number (TRN): EGONS1JUMC 4/24

### Critical data confirmation

All information provided is important to the processing of this application.

If the information included on this page is incorrect, it may lead to denial of permission to board an aircraft to Australia, even if a visa has been granted.

Confirm that the following information is correct and that it is in the correct fields.

Family name	Family Name
Given names	Given Name
Sex	Male
Date of birth	14 Feb 1973
Country of birth	FIJI
Passport number	123456
Country of passport	FIJI - FJI

Is the above information correct?  Yes  No

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## Completing Health Assessments

The requirement to undertake an Immigration Medical Assessment (IME) is determined by the applicant's passport country, length of stay in Australia and answers to health declarations.

If the applicant is required to complete an IME for their PALM visa stream application, they will be sent a prompt in ImmiAccount upon submitting the application.

Applicants will be alerted to the requirement through a link to organise their health examinations under the PALM application ACTIONS menu as shown below. Accessing the link will provide the applicant with a HAP-ID they will need to provide the Panel Clinic when they make their IME appointment.

**Actions**

- Attach documents
- Health assessment**

This person is required to complete health examinations for this visa application. Click on the link below to organise these health examinations.

[Organise health examinations](#)

Once this person's health examinations results have been assessed by the department this page will be updated to reflect this.

Note: If this person does not complete the required health examinations the visa application can be refused.

## Immigration Health Examinations completed in the last 12 months

If the applicant has completed a health assessment with a Department panel doctor in the last 12 months, they can notify the Department of the details on page 3 of their online application. It is important that the correct HAP ID of the completed medical examination is entered in the application form to enable the medical results to be easily identified and linked to the application.

### Authorised recipient

Applicants can lodge their application independently, **or authorise a third party** to communicate with the Department on their behalf. Applicants can nominate an authorised recipient at the below section of the form.

If a third party is nominated, the applicant will be requested to complete and attach form 996a at the end of the application in ImmiAccount. **This form MUST be completed correctly and signed by the applicant and the authorised recipient.** This authorises the Department to communication with only you during the processing of the application.

### Entry to Australia

Applicants need to enter their proposed length of stay in Australia under the PALM scheme in the application. It is important that the dates in application match the dates in the worker’s employment contract that has been signed in association to the DFAT Recruitment Approval.

Ensure that sufficient time (10 working days) has been considered between lodgement of the application and the intended commencement date of the work contract to allow the visa application to be assessed and finalised. Character and Health requirements may take some time to arrange.

## Visa options and period of stay

### Short Term (seasonal) – Single Season Visa

Length of stay in Australia drop down should reflect 'up to 12 months'. The Date from and Date to fields should reflect the duration of the employment period (up to 9 months).

**Note:** All seasonal workers will be granted a visa with a stay period for the maximum of 9 months.

Application for a Temporary Work (International Relations) Visa

Transaction Reference Number (TRN): EGNNI8SLUG 11/24

Entry to Australia

Proposed period of stay <sup>?</sup>  
Give details of the proposed period of stay in Australia.

Length of stay in Australia Up to 12 months ▾

Date from 04 Apr 2022

Date to 03 Jan 2023

*Dates entered should reflect the period of the short term (seasonal) employment contract (Maximum 9 months stay period)*

Note: If granted, the stay period may be different to the period requested. The applicant should check the Grant Notification

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### Short Term (seasonal) – Multi-Season Visa

Length of stay in Australia drop down should reflect the number of years of the visa validity (up to 4 years). The years should reflect the number of seasons the Sponsor wishes to sponsor the applicant for (e.g. 2 seasons = up to 2 years. 4 seasons = up to 4 years).

The **Date from and Date to** fields should reflect the duration of the initial employment period for the first season only (up to 9 months).

Short term (seasonal) multi-year visas will be granted a visa with condition 8576 that allows the applicant to be in Australia a maximum of 10 months in every 12 month period. If the applicant exceeds this period on any time in Australia they will be in breach of their visa conditions.

Application for a Temporary Work (International Relations) Visa

Transaction Reference Number (TRN): EGNNI8SLUG 11/24

Entry to Australia

Proposed period of stay <sup>?</sup>  
Give details of the proposed period of stay in Australia.

Length of stay in Australia Up to 4 years ▾

Date from 04 Apr 2022

Date to 03 Jan 2023

*If a multi-season Short Term (seasonal) visa is required, you must select the number of years the visa is required from 2-up to 4 years. The dates should reflect the initial employment period.*

Note: If granted, the stay period may be different to the period requested. The applicant should check the Grant Notification

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## Long Term (non-seasonal) Visa

**Length of stay in Australia** drop down should reflect the duration of the visa required. The **Date from and Date to fields** should reflect the employment period of the signed Letter of Offer (LOO). The dates and period should align with the DFAT Recruitment approval and dates of employment on the signed Letter of Employment.

The maximum period permitted on 1 or more PALM scheme (or combined PLS) visas is 4 years. Workers will be required to have a mandatory offshore period (MOP) of 6 months after 4 years working under the PALM scheme.

**Application for a Temporary Work (International Relations) Visa**

Transaction Reference Number (TRN): EGNNI8SLUG 11/24

**Entry to Australia**

**Proposed period of stay** ?

Give details of the proposed period of stay in Australia.

Length of stay in Australia Up to 4 years ▾

Date from 04 Apr 2023 📅

Date to 03 Apr 2027 📅

Dates should reflect the length of the Long Term Employment Contract (LOO).

Note: If granted, the stay period may be different to the period requested. The applicant should check the Grant Notification L

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## Activity Details and Addresses

On the Activity page applicants need to enter details of their position/role in the PALM scheme and intended duties. The position details you provide within this section will be based on the DFAT Recruitment Approval and position documented in the signed Letter of Employment.

In capturing the applicant's occupation, the online form provides a drop down list of occupations. To find the Occupation that matches your role, refer to this look up table of occupations - [Australian and New Zealand Standard Classification of Occupations \(ANZSCO\)](#).

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**Activity**

**Position details**

Give details of the type of activity the applicant will be undertaking in Australia.

Position

Occupation grouping

Occupation (ANZSCO)  ?

Duties / activities

**Activity addresses**

Give details of all street addresses where the activity will be undertaken. A post office address cannot be accepted as a street address.

**Add details**

Address	Suburb / Town	Postcode
<input type="text"/>	<input type="text"/>	<input type="text"/>

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## Declaration pages

The declaration pages requires a 'Yes' or 'No' response to each question. Applicants need to read each declaration carefully and respond according to their personal circumstances. This includes Health declarations, Character declarations, General declarations (including arranging adequate health insurance for the period of their intended stay) and the Values Statement.

If the application is being completed by a third party (for example a Sponsor or the LSU) they will need to contact the applicant to ensure they provide an accurate response to all the declarations.

Applicants who provide false or misleading information in their visa application including answers to health or character or general declarations may have their visa refused and could impact the outcome of future visa applications with the Department.

The screenshot displays three sections of the online visa application form:

- Health declarations:** Questions include whether the applicant has visited or lived outside their country of passport for more than 3 consecutive months, and if they intend to enter a hospital or health care facility, work as a doctor/dentist/nurse/paramedic, or be a doctor/dentist/nurse/paramedic during their stay in Australia. Radio buttons for 'Yes' and 'No' are present, with 'No' selected for all three questions.
- Character declarations:** Questions include whether the applicant has ever had, been in close contact with, or been a close contact of someone with certain conditions (blood disorder, cancer, heart disease, hepatitis B, HIV, kidney disease, mental illness, pregnancy, respiratory disease, or other). It also asks if the applicant has ever been charged with an offence, convicted of an offence, or been the subject of an arrest warrant or Interpol notice. Radio buttons for 'Yes' and 'No' are present, with 'No' selected for all questions.
- Paying for visa sponsorship:** A warning states that giving false or misleading information is a serious offence. It references Section 245AS of the Migration Act 1958 and asks if the applicant declares that no persons included in the application have engaged in conduct that constitutes a contravention of subsection 245AS(1) of the Migration Act 1958. Radio buttons for 'Yes' and 'No' are present, with 'No' selected.

Navigation buttons at the bottom include 'Previous', 'Save', 'Print', 'Go to my account', and 'Next'.

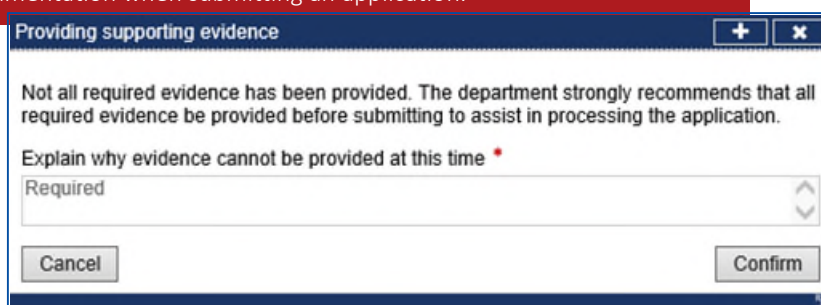
## Providing supporting evidence

Applicants will be required to attach supporting documentation to the application in ImmiAccount. It is essential that all applicants attach the correct documents. Any missing documents or incorrect documents will cause delays in the finalisation of the application or possible refusal.

Note: Please check before submitting that you have obtained and attached the following documents:

- **Passport biodata page:** You must ensure that your passport is valid for your period of stay in Australia.
- **Police Clearance Certificate:** If your total stay in Australia exceeds 12 months you must provide a police clearance certificate(s) for any country you have resided for 12 or more months in the last 10 years, immediately preceding the application lodgement date. This will also include an Australian Federal Police clearance if the applicant has spent more than 12 months in Australia in the last 10 years. For more information refer to <https://www.homeaffairs.gov.au/trav/visa/char>
- **DFAT PALM Visa Recruitment Endorsement Approval Letter:** This letter must correspond to the recruitment approval the worker has been recruited under.
- **A signed copy of Form 956a** – if the applicant has authorised a third party to complete the application on their behalf.
- Complete all required **Immigration Medicals Assessments** with a Panel Doctor as soon as possible after the application has been submitted and you have received your HAP ID.

If unable or exempt from attaching all documents, click on the 'Next' button and on the pop up screen provide a reason why the documentation has not been attached. You can now submit the application for processing but please note the Department may make a decision on the information provided with the application so we recommend that you provide the above essential documentation when submitting an application.



Providing supporting evidence

Not all required evidence has been provided. The department strongly recommends that all required evidence be provided before submitting to assist in processing the application.

Explain why evidence cannot be provided at this time \*

Required

Cancel Confirm

## Submitting the application

After the applicant has attached the required documentation and completed the application form, the application can be submitted. The applicant will be guided to the VAC payment page. The application cannot be submitted until VAC payment has been successful. Applicants will be advised through ImmiAccount when their application has been lodged successfully and received by the Department.

Applicants can monitor the progress of their application through ImmiAccount.

**Submit Application**  
 This application is now ready to submit. You can submit it now or return to your account and submit it at a later date.  
 Your application will not be processed until after it is submitted.

**Verify Email**  
 The email address below was specified as the address for all communication about this application:

This address has not been verified by the email account holder.  
 You can request a [new verification email](#).

Submit Now

**Application charges**

**Information**  
 Please note that a subsequent temporary application charge may apply to Supporting Innovation SA, if they are liable, further processing, including the grant of a bridging visa, will not occur in contact to advise if further charges apply.

Reference no.	Name	Date of birth
EGNAGCIV	INNOVATION SA, Supporting	11 Oct 1978

Total application charges: \$205.00 (AUD)

**Payment options**  
 If you pay now, your application will be sent to the Australian Government. Your decision to pay will be final, your payment cannot be disputed, even if you change your mind about your application.  
 Select a payment option:

Public/credit card
  PayPal
  UnconPay
  BSBK (Australian bank accounts only)

If you identify that you have made a **mistake** in the application after you have submitted it **do not** lodge a new application. Applicants can notify the Department using the [Update Details](#) link in ImmiAccount.

### Helpful information to manage or update applications

1. While completing an online application, if you need to take a break you can **'Save' the application** and exit back to your account.

← Previous
Save
Print
Go to my account >

These options are available at the bottom of the application form. *Please ensure that the DFAT PALM Recruitment Approval number is entered in the application form before you save it, as adding it at a later time may generate a systems error. If this occurs you may need to delete the saved application and start again.*

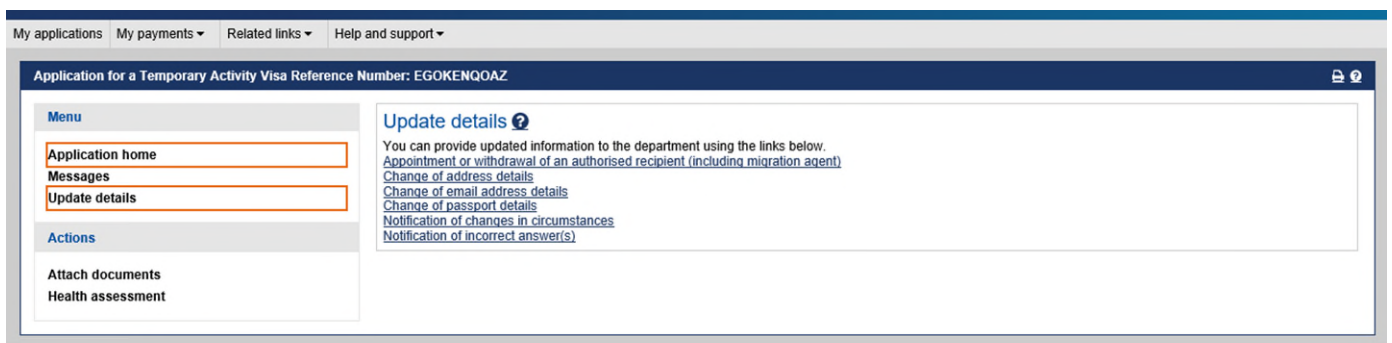
**Transaction Reference Number (TRN): EGOGCTE6L5**

2. **Record your Transaction Reference Number (TRN)** and use this when communicating with the

Department about your lodged application.

3. **Checking the status and processing timeframes** of the application, additional requests for information, providing documents and updating individual circumstances can all be facilitated through the ImmiAccount used to lodge the application. Applicants will be sent an email to the email address provided in the visa application, if additional information is needed to progress the application. These notifications can also be viewed in ImmiAccount, under 'Messages'.

4. **Delays in the finalisation of the visa application** – delays in processing is generally due to an application not being complete or the Immigration Medical Examination has not been finalised. Before you contact the Department of Home Affairs please check:
  - ImmiAccount ‘ Visa Application Status’ to see if the visa has been **‘finalised’** . If so, the Department sent a Visa Grant Letter to the email address provided in the application. You can also obtain a copy of the Visa Grant Letter through the application in ImmiAccount.
  - ImmiAccount ‘Messages’ to see if you have been sent a Request for Information. You will need to provide the information before your application can be progressed.
  - ImmiAccount ‘Health Assessment’ to confirm the status of your Immigration Medical Examination. If the Health Status is not ‘finalised’ the Department cannot grant you a visa. In these circumstances the Department recommends that you contact the Panel Clinic to ensure your results have been cleared and uploaded. If they have been uploaded, please check ‘Messages’ to check if you have received any additional requests for Health information. These requests will always be sent to your Authorised Email Address provided in the application.
  
5. If you have made a **mistake or provided incorrect information** in the application, applicants can notify the Department using the [Update Details](#) link in ImmiAccount. You will need to do this **BEFORE** the application is granted.



6. **ImmiAccount provides a ‘copy’ function.** This provides an opportunity to copy information from a completed PALM visa stream applications into a new application of the same type. It does not copy all information, just the information that will be the same for the whole group such as:
  - Period and Purpose of stay; Group processing; Visa application charge; Authorised recipient; Australian organisation including contact person; and Activity information.

Any of the copied information can be overtyped/edited to ensure that it is correct for the new application.

**Please note:** Information specific to the individual applicant that will not be copied includes, personal bio data, passport details, and travel history as well as all answers to declarations.

## 7. Share an application in ImmiAccount.

Share a visa application with another ImmiAccount for someone to:

- view your application
- attach documents to your application

You can only share an application with the status:

- Received
- Initial Assessment
- Further Assessment
- Finalised

To share an application:

- login to [ImmiAccount](#)
- use the '+' icon to expand the application you want to share
- select 'Share'
- enter the email address and username for the ImmiAccount you want to share with
- select 'Confirm'

## 8. Send an application to another ImmiAccount

You can send a visa application to another ImmiAccount for someone to:

- complete your application
- make a payment

You can only send an application with the status:

- Incomplete
- Ready to submit

To send an application:

- login to [ImmiAccount](#)
- use the '+' icon to expand the application you want to send
- select 'Send' from the list
- enter the email address and username for the ImmiAccount you want to send to
- select 'Confirm'.

ImmiAccount removes the application from your list after you send it.

9. For more information on creating an ImmiAccount, lodging and managing a visa application or technical assistance, visit the Department of Home Affairs website - [Applying online in ImmiAccount \(homeaffairs.gov.au\)](#)

10. **Withdrawing an application** – if a worker no longer requires a visa to travel to Australia you must withdraw the application. You can withdraw your visa application in ImmiAccount at any time before the visa is finalised (granted or refused). Please note, you can't get a refund just because your application is withdrawn.

To withdraw your application you must complete [Form 1446 Withdrawal of a visa application \(338KB PDF\)](#). Attach the form to your application in ImmiAccount.

Everyone in the application must sign the form. The application status in ImmiAccount will show as 'Finalised' once withdrawn.