



GOVERNMENT OF
WESTERN AUSTRALIA

Department of
Local Government,
Sport and Cultural
Industries



How to submit a PALS acquittal

Quick Reference Guide

This guide is for acquitting PALS projects when
the application was made prior to 2023.

PALS acquittal - overview

What is an acquittal?

If your school has received a \$1,000 funding grant for a PALS project then, as per the Program Terms and Conditions, the school is to complete an acquittal, providing details and demonstrating (i.e. through photos, video) how the funding supported the outcomes of the reconciliation project.

An online form is used to complete the acquittal.

How do I submit an acquittal?

The online acquittal form is found via the [360 Customer Portal](#) (the same portal through which the application process is conducted).

Before accessing the PALS acquittal form, consider the following in relation to the application and system access:

- **Were you the original applicant for the funding?**

If not, see the section 'I wasn't the original Applicant!' as this has an impact on finding the application.

If so, did you use the 360 Customer Portal to apply for the PALS funding? This will inform whether you own an online account.

I wasn't the original applicant!

If you were not the original applicant, but have used the PALS portal before (i.e. registered online and have a password) contact the PALS Project Officer to access the project record.

Send an email to pals@dlgsc.wa.gov.au titled **PALS Contact Update**, and provide:

1. the name of the school and PALS project title
2. the name of the previous applicant
3. the new applicant name (who will complete the acquittal).

If you do not have an account for the portal, [please register online](#) and include this information in the email to the PALS Project Officer.

Front cover

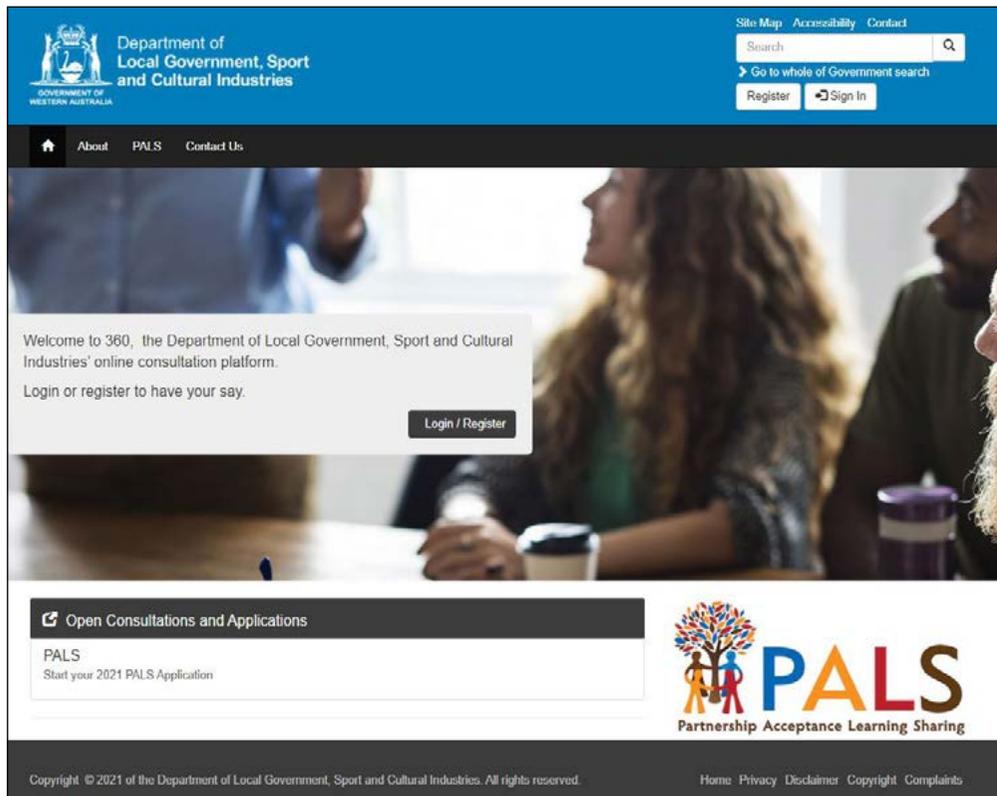
Artist: Kenneth Ninnette (Djarlmarri Warngkiny)

Project name: Noongar Water Hole (Ngamma Hole), Bunbury Primary School, 2019.

Description: The colours represent Ngamma holes across Noongar country as well as the Wagyl (Noongar Rainbow Serpent) which was responsible for the creation of country and waterways.

Using the 360 Customer Portal to complete an acquittal

Access the 360 Customer Portal via [Home · Customer Portal](#). The portal will look like this:

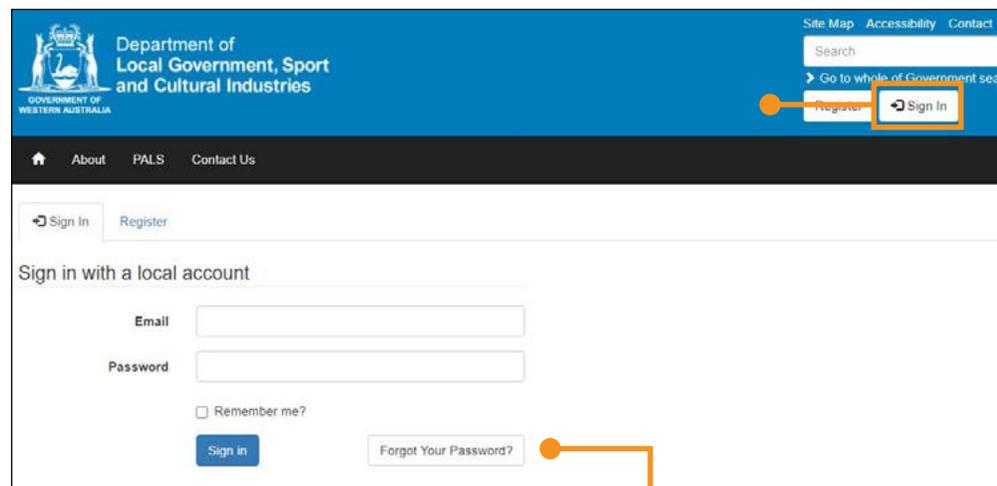
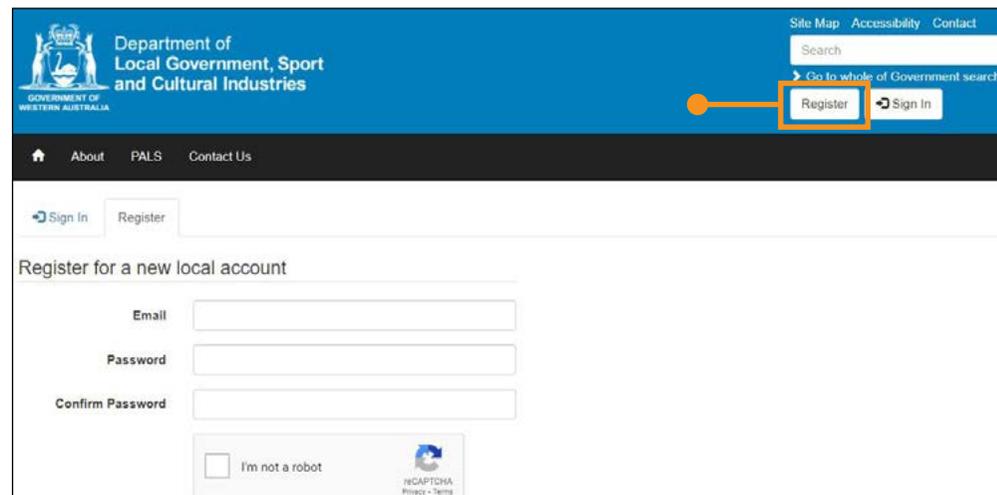


Helpful hint

When registering, **make sure you enter your email address correctly!** If you forget your password, you can easily reset it through a **Reset Password** email. Is your Reset Password email taking a long time to come through? **Check your junk mail.**

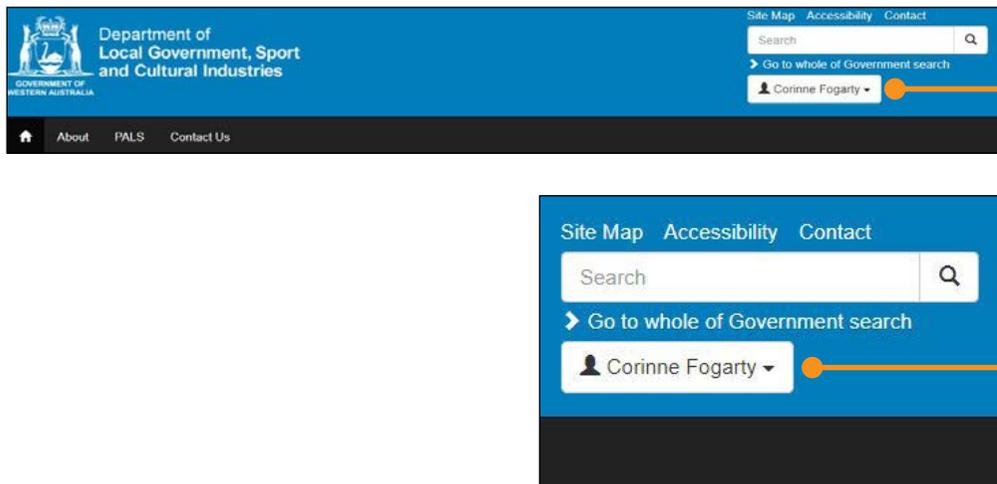
Step 1

If you do not have an account, click on **Register**. If you have an account, click on **Sign In** and use your email address and password.



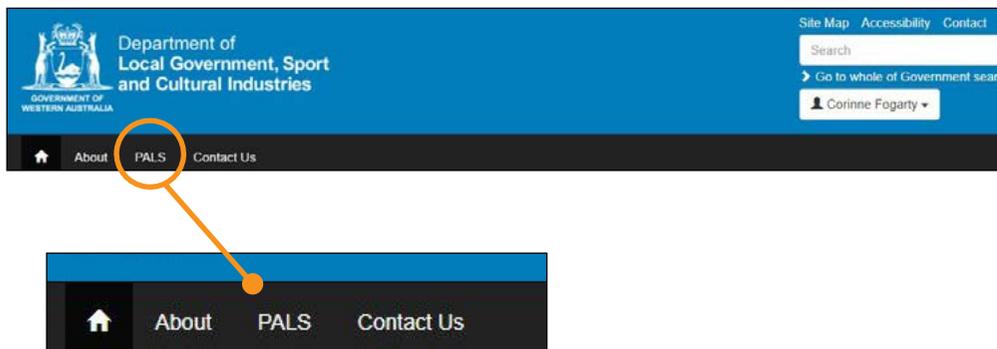
Step 2

Once you have signed in, your name will show at the top right corner.



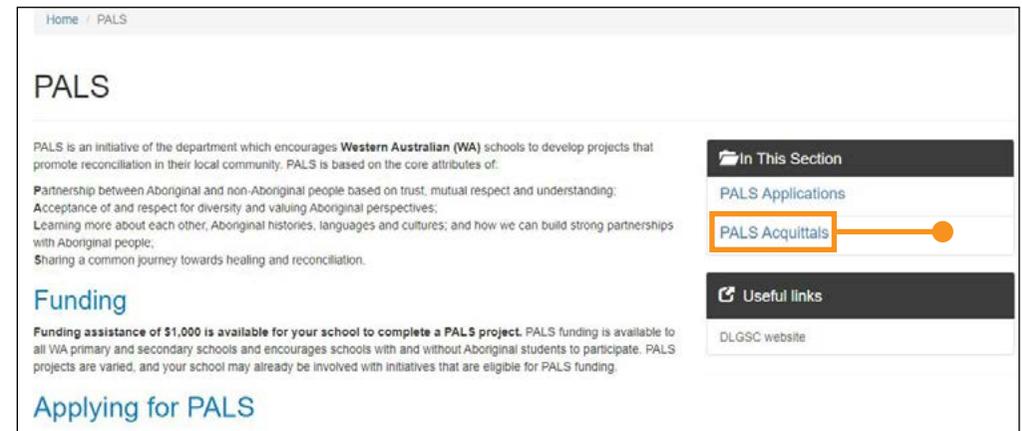
Step 3

Click on **PALS** in the black strip menu.



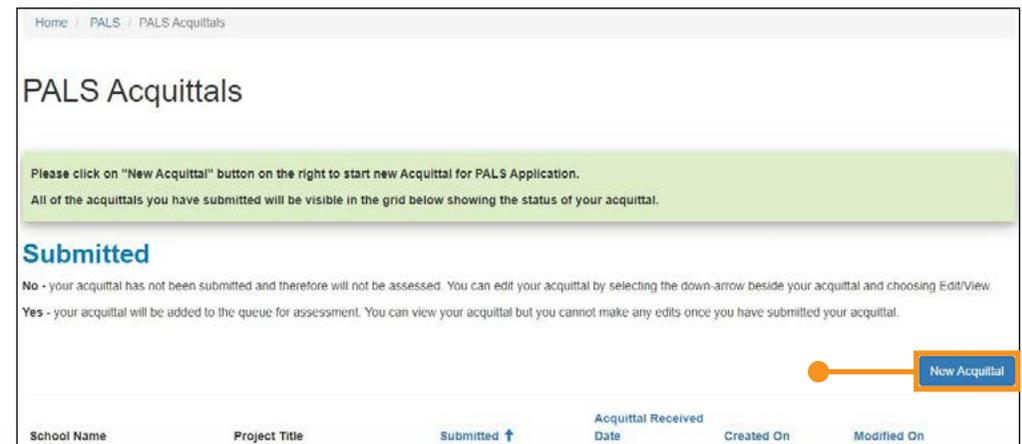
Step 4

Click on **PALS Acquittals**.

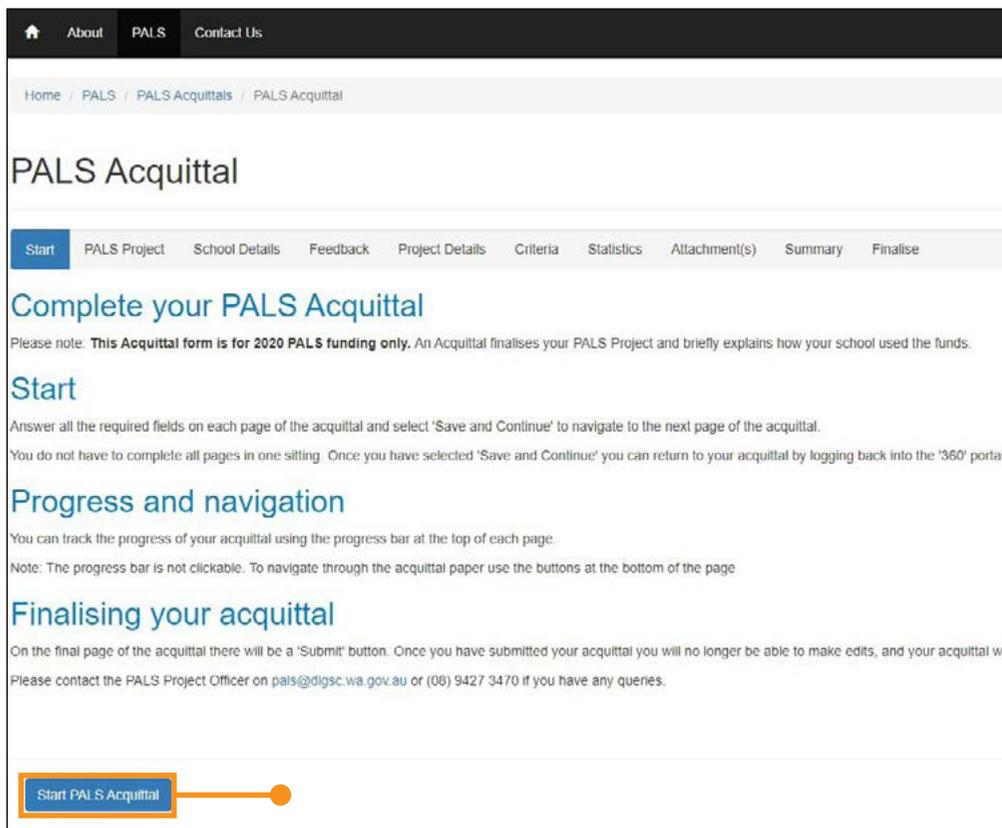


Step 5

Click on **New Acquittal**.



Read the below and click on **Start PALS Acquittal**.



Please note on the PALS Acquittal page, each page of the acquittal form is listed along the top menu known as the **progress bar**:



- **Start**
- **PALS Project**
- **School Details**
- **Feedback**
- **Project Details**
- **Criteria**
- **Statistics**
- **Attachment(s)**
- **Summary**
- **Finalise**

Each time you click **Save and Continue** on one of these pages it will tick off and turn green in the progress bar.

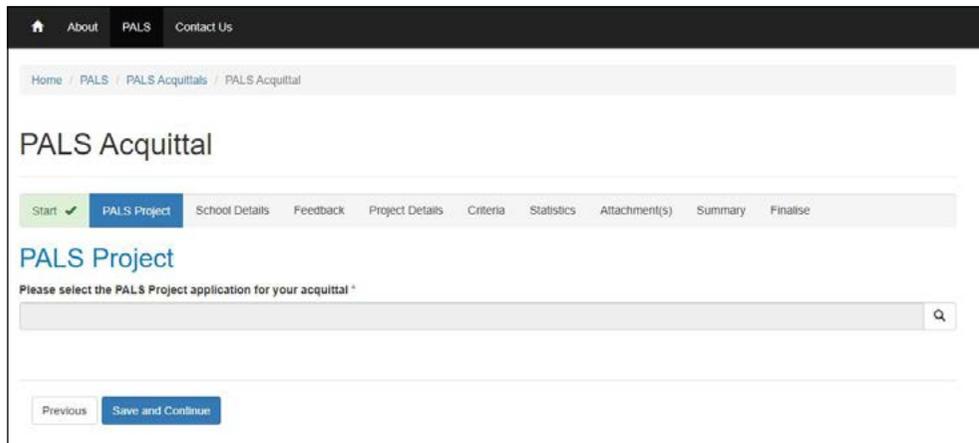
Helpful hint

The PALS team appreciate seeing the work schools are doing via photos, videos or recording as attachments to support the project acquittal. However, sometimes these attachments won't upload during the online acquittal process.

If this happens to you, please send any attachments that you wish to present with the project acquittal to pals@dlgsc.wa.gov.au. The PALS Project Officer can upload these to your acquittal on your behalf.

Step 6

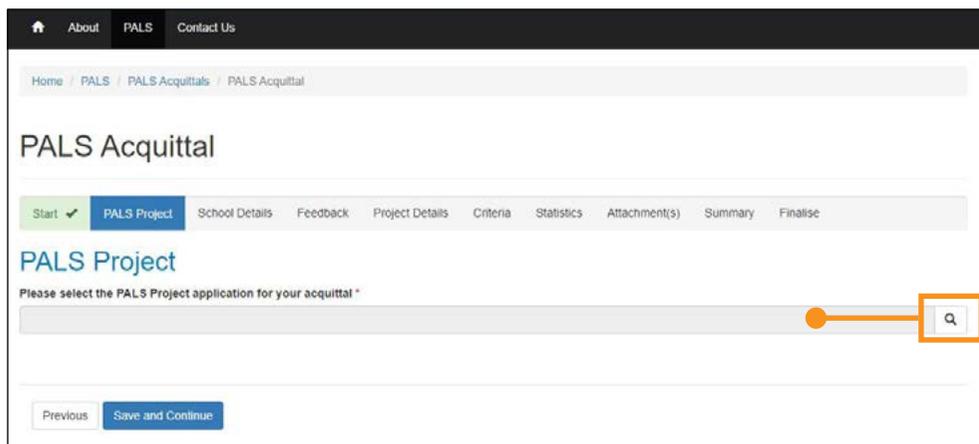
After clicking on **Start PALS Acquittal**, the below screen will open.



The screenshot shows the 'PALS Acquittal' web application. At the top, there is a navigation bar with 'Home', 'About', 'PALS', and 'Contact Us'. Below this is a breadcrumb trail: 'Home / PALS / PALS Acquittals / PALS Acquittal'. The main heading is 'PALS Acquittal'. A progress bar below the heading shows 'Start' as completed and 'PALS Project' as the current step. Underneath, there are tabs for 'School Details', 'Feedback', 'Project Details', 'Criteria', 'Statistics', 'Attachment(s)', 'Summary', and 'Finalise'. The 'PALS Project' section is active, displaying the text 'Please select the PALS Project application for your acquittal *' above a search input field with a magnifying glass icon. At the bottom, there are 'Previous' and 'Save and Continue' buttons.

Step 7

Click on the **magnifying glass** to the far right of the screen.



This screenshot is identical to the one in Step 6, but an orange box highlights the magnifying glass icon on the search input field, with a line pointing to it from the right.

Step 8

If you have a PALS project against your name, it will show up in the **Lookup Records** box.



The screenshot shows a 'Lookup Records' dialog box. It has a search input field with a magnifying glass icon. Below the search field, there is a table with columns for 'Name' and 'Primary Contact'. The table is currently empty, with a yellow message box stating 'There are no records to display.' At the bottom of the dialog, there are 'Remove Value', 'Select', and 'Cancel' buttons.

Step 9

Please **select your PALS application** from the lookup, ensure it is ticked, then **click on Select** to further continue with PALS Acquittal.

Contact the PALS Project Officer

- email: pals@dlgsc.wa.gov.au
- phone: 08 6552 1657

Check out the PALS program on the [DLGSC website](#)

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