Grant Recipient Portal

Frequently Asked Questions

About the Grant Recipient Portal

1. What is the Grant Recipient Portal, and who is it for?

The Grant Recipient Portal is an intuitive, online service for grant recipients to self-manage their grant administration needs with the Community Grants Hub.

2. What can grant recipients do on the Portal?

Grant recipients can:

- view financial information, contact details and milestone performance

- update organisational details such as postal/physical address, contacts names and numbers

- advise of changes to their organisation's bank account details

- view payment remittance advice and forward to staff and accountants for BAS or acquittals

- view and submit Activity Work Plans

- view and submit financial acquittals.

From March 2022 grant recipients will also be able to accept or decline their funding offers and variations through the Portal.

Accessing the Grant Recipient Portal

3. How do grant recipients access the Portal?

The Portal uses the Australian Government Digital Identity System to verify users. Digital Identity is a safe, secure and convenient way to prove who you are online. myGovID is the Australian Government's Digital Identity app and each user of the Portal will need to set up their own myGovID.

Once you've set up your Digital Identity, you need to link it to your organisation's ABN in Relationship Authorisation Manager (RAM). RAM is an authorisation service that allows you to act on behalf of linked organisations online. How you link depends on whether you're a:

- principal authority – person responsible for the business or entity

- authorised user or administrator - someone who acts on behalf of a business or entity.

Once linked, the principal authority can authorise others to act on behalf of the organisation. This includes setting up authorisation administrators who can also set up and manage authorisations.

Once you have a myGovID and it's been linked to your organisation in RAM, you will then need to complete a Grant Recipient Portal Access form with the Community Grants Hub to get set up for the Portal.

Access will be given to the Administrator who is a senior officer in the organisation. An Administrator can add additional staff to the Portal for their organisation.

The Grant Recipient Portal – Quick Start Guide details the step by step process to getting access to the Portal.

4. Can I use the Digital Identity I already have to record my Data Exchange information?

Yes, set up your Digital Identity once and use it to access government online services on behalf of all organisations that you work for.

5. What are the access levels for the Portal?

- An **Administrator** is the highest form of an Access User Role. They can see and edit all information relating to themselves and/or their organisation in the Portal, e.g. they can add

or edit staff and modify user access. They can also edit bank account information and associate it to relevant activities.

- An Organisation **Editor** can see and edit information related to their organisation, including adding and/or editing staff with no user access. An Organisation Editor can also edit their personal profile on the Portal. They can view or resend payment advice via email. They are not able to **edit** user access or bank account information.

- An Organisation **Viewer** can edit their personal profile. They can see but cannot edit information related to their organisation on the Portal, e.g. the Organisation's Profile, Grants, Applications and Performance Reports. They can view payment advice.

6. Do I need to complete more than one Portal access form if I receive program funding from more than one government agency?

No – if you receive funding from more than one government agency, you only need to complete the Grant Recipient Portal Access Form once.

7. Is there a limitation on how many staff members can have access to the Portal?

No. There are no limits on the number of staff in your organisation that can be provided with access to the Grant Recipient Portal. All users will be required to have a Digital Identity to log into the Portal.

8. How many Administrators can there be for an organisation?

There is no limit to the number of Administrators an organisation can have. The first Administrator must submit a GRP System Access Request Form to the GRP Helpdesk to gain access and then they can create Administrator access for other staff within the organisation.

9. How do we change our Administrator?

The current Administrator can give another staff member Administrator access or the staff member can complete a GRP System Access Request form which can be found on the Community Grants Hub GRP Access page.

10. How can you find out if your organisation is already setup in the Portal?

The GRP Helpdesk can advise if your organisation has already been registered to use the Portal, they can be contacted on 1800 020 283 (option 5) or via email: GRP.Helpdesk@communitygrants.gov.au

11. How can I find out who the principal authority is for my organisation?

The principal authority needs to start the process for their organisation by linking their business to their Digital Identity in Relationship Authorisation Manager (RAM).

The [principal authority](#) is generally the person responsible for the business. For example a sole trader, trustee, director, public officer or partner.

Generally, the principal authority's details are listed against the ABN on the Australian Business Register (ABR). For security and privacy reasons, this individual's details cannot be divulged.

Operating the Grant Recipient Portal

12. Is there any connection between the Portal and the Data Exchange Portal?

The two Portals have separate functions, however, they are both designed to benefit grant recipients and are administered by the Community Grants Hub.

The Data Exchange reflects the two-way focus of collecting data from service providers and sharing this information back with them through self-service reports. The Data Exchange portal allows grant recipients to submit performance information online.

13. Do I require specific IT applications on my computer to access the Portal?

The Portal is a browser-based web application that will work on Internet Explorer, Firefox and Google Chrome.

14. Who can see my organisation?

Only contacts who have been added by your Administrators can see your organisation details in the Portal.

15. Can I access the Portal on mobile devices?

The current version of the Portal is not available for use on mobile devices.

16. Some of the historical data for my program is not on the Portal?

The Grant Recipient Portal displays grant recipients Funding Agreements and associated activities. In some circumstances, completed activities may not be displayed in the Portal.

If you have an Agreement transferred to the Community Grants Hub from another government agency system, any completed activities from the Agreement will not be displayed in the Portal.

If your organisation has taken over an Agreement from another organisation, completed grant activities from the Agreement will not be displayed in the Portal.

This also applies if your organisation's GST status changes and a new Agreement is developed. Any completed activities from the previous Agreement will not be displayed in the Portal.

As the Portal only displays current activities associated with an Agreement, grant recipients will need to refer to the hard copies of Agreements to source information on completed activities.

Bank Account Details on the Portal

17. How many bank accounts can an organisation have in the Portal?

An organisation can have as many bank accounts as it needs. However, an **Activity** can only have one bank account linked to it at a time. A bank account can be used to receive grants for multiple activities.

18. My bank account is not approved. How long will it take for my bank account to be approved?

The Hub will work with you to verify your bank account documents. If the Hub has any concerns with the submitted evidence, you will be contacted directly by the Hub to request further information.

19. How do I change a bank account on an Activity in the Portal?

You can change a bank account against an **Activity** by logging into the Portal and selecting another already approved bank account.

This will send an email notification to all Administrators and the Financial Delegate for your organisation.

Additional information is available on the Updating Bank Account details Task Card.

20. Will I receive a notification when bank account updates are actioned or rejected?

All Administrators receive a notification when an update to a bank account is made through the Portal. Hub staff will contact users if there is an issue updating details.

Personal Profile in the Portal

21. Can I update my personal profile on the Portal?

The Portal allows you to update your personal details. The Updating Your Personal Profile Task Card can help you through this process.

Organisation details in the Portal

22.   Can I update my organisational profile on the Portal?

You can review and self-manage your organisational profile details through the Organisation Profile tab in the Portal. The Updating Postal Addres and Staff Details Task Card provides further information on how to do this and is particularly relevant to staff with Administrator or Editor access.

23. Is the Organisation ID the same as myGovID?

No. The Organisation ID is an identification number given to an organisation and is only used in the Community Grants Hub systems. myGovID allows you to verify who you are online and access participating government online services.

24. Is the Organisation ID the same for all grants for the organisation?

There is one organisation ID but there can be multiple Agreement IDs, Program Schedule IDs and Variation IDs.

Grant Information in the Portal

25.   Can I access my grant information on the Portal?

You can access your grant information on the Portal. To find out how, please refer to the Viewing Grants Information Task Card for more information.

26.   Can I view my applications on the Portal?

The Portal enables you to view information about your submitted applications. The View Applications Task Card shows you how to view this information in the Portal.

27.   How do I view my milestones in the Portal?

To view your milestones in the Portal you need to access this information through the Milestone tab in the Portal. The Viewing Milestones Task Card guides you through this process.

28.   Can I download agreement payment advice from the Portal?

No you can't download your payment advice. You can search and resend your payment (also called a Recipient Created Tax Invoice or RCTI) in the Portal. The View and Resend a Payment Advice Task Card shows you how to do this in detail.

29. How many contacts can you have for each grant?

There is no limit to the number of contacts identified for each grant agreement or grant activity. A primary contact must be nominated for each grant record and this contact will generally be used for correspondence relating to the grant.

Activity Work Plans in the Portal

30. Can I submit a financial acquittal or my Activity Work Plan in the Portal?

The Portal allows you to submit some of your reporting milestones (Financial Acquittals and Activity Work Plans) online. Currently only some programs have been set up to accept online submission of reports.

31. How do I know if I can submit an Activity Work Plan through the Portal?

If you can submit your Activity Work Plan through the Portal the option to submit a report will be available next to your Activity in the Portal. For more information see Submitting a Financial Acquittal and Activity Work Plan Task Card.

32. Who can submit an Activity Work Plan in the Portal?

Administrators and editors are the only staff that can access and submit reporting milestones. The Submitting a Financial Acquittal and Activity Work Plan Task Card provides detailed information on how you complete this process in the Portal.

33. Does the Portal generate automatic emails to remind you of upcoming milestones?

Yes. The Community Grants Hub system, which is linked to the Portal, sends out reminder emails to organisations for Activity Work Plans and Financial Acquittal reporting milestones.

34. Can I submit an application through the Portal?

Applications cannot be submitted directly through the Portal. The Portal will have a link to the Community Grants Hub website where applicants can apply for open grant rounds.

For assistance, please call the Community Grants Hub Hotline on 1800 020 283 (Option 1).

Online Acceptance of Funding Offers and Variations

35. Can I accept or decline a funding offer using the Portal?

Yes. You will be able to accept or decline funding offers and variations in the Acceptances tile of the Portal. The online acceptance functionality will be rolled out gradually and will be available for

more grants as the year progresses. For more information see the [Introduction to Online Acceptance](#) information sheets.

36. What is the difference between Online and Proxy methods of acceptance?

The Online process allows a grant recipient to receive and accept a funding offer fully online through the Portal by digitally accepting the offer. This has been developed for organisations where their internal processes and legal entity structure allow for digital approval of funding offers.

The Proxy process allows a grant recipient to receive the funding offers and variations online but will require the grant recipient to download, print, sign and upload the signature page to the Portal to accept the funding offer.

This Proxy process has been developed to allow organisations requiring approval and signature of funding offers by their organisation/board while still streamlining the function by receiving and submitting the accepted funding offer through the Portal.

37. Where do I set up the organisations online acceptance requirements in the Portal?

You can set up the organisations online acceptance requirements under the Organisational Profile tile. For more information refer to the [Funding Acceptance Administration](#) Information sheet.

38. Can I accept or decline variations using the Portal?

Yes. Variations can only be accepted using the Proxy method. For more information refer to the [Funding Acceptance Proxy Method](#) Information sheet.

39. What is the process for setting up signatories in the Portal?

You can set up signatories in the Portal is under the Organisational Profile tile. For more information refer to the [Funding Acceptance Managing Signatories](#) Information sheet.

Contact Management in the Portal

How do you add new staff as a contact in the Portal?

You can add staff to the Portal through the Organisational Profile tile. For more information refer to the [Adding Staff to the Portal](#) Information Sheet.

40. Can I inactivate staff that are no longer in the organisation?

Yes you can inactivate staff under the Organisational Profile tile of the Portal. For more information refer to the [Activating and Inactivating Staff](#) Information sheet.

41. Can I have separate contacts for a Grant Agreement and a Grant Activity?

Yes. To add a contact to a Grant Agreement refer to the [Grant Agreement Contacts](#) Information sheet. To add a contact to a Grant Activity refer to the [Grant Activity Contacts](#) Information sheet.

Other

42. Will we be able to upload Working With Vulnerable People (WWVP) Statement of Compliance in the Portal at some stage?

If you are required to submit a WWVP Statement of Compliance the process will remain the same. You will be provided with details on how to submit the Statement either during the application proces or by your Funding Arrangement Manager.

Where to get help

43. If I have any issues with the Portal or would like more information, who do I contact?

You can contact the Grant Recipient Portal Helpdesk on 1800 020 283 (Option 5) or email GRP.Helpdesk@communitygrants.gov.au for technical support or support@communitygrants.gov.au for general enquiries.