Community Grants Hub
Improving your grant experience

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 (Portal) is an intuitive, online system for grant recipients to self-manage their grant administration needs with the Community Grants Hub (Hub).

2. What can grant recipients do on the Portal?

Grant recipients can:

- access their grant information in one place, anytime
- view their activities and milestones
- search and resend copies of their payment advice
- update their organisational details and manage Portal user access
- update and request changes to their organisation's bank account details
- manage their organisation's staff information
- manage and accept funding offers and variations *
- submit reports *

    currently only available for some programs

Accessing the Grant Recipient Portal

3. How do grant recipients access the Portal?

The Portal uses the Australian Government Digital ID System to verify users. Digital ID is a safe, secure, and convenient way to prove who you are online.

Accessing the Portal is a three-step process:

✓ Each user of the Portal will need to set up their own Digital IID entity account (myID is the Australian Government's Digital ID app). As it is your personal Digital ID, your identity

documents will be linked to the email you choose, which should not be a shared or work email address.

✓ The Principal Authority of the organisation will be required to link the organisation's ABN and authorise staff in the **Relationship Authorisation Manager**. Your authorisation in Relationship Authorisation Manager must be created with the same email address as your Grant Recipient Portal account.

✓ Once the first two steps are complete, a senior staff member in the organisation will be required to be the Portal Administrator. The person nominated as the Portal Administrator will need to complete a Grant Recipient Portal Access Form and send it to the GRP Helpdesk. When they have access to the Portal, the Administrator can provide access to other staff.

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

4. What is the Relationship Authorisation Manager?

The Relationship Authorisation Manager is the system allowing a **principal authority** or **authorisation administrator** of an organisation to authorise individuals to work on behalf of the business. It is the principal authority's responsibility to maintain the integrity of the organisation's business records. This is to ensure:

- employees can easily identify who can authorise them

- the correct staff members have been authorised to access government online services on behalf of their business.

For each government online service, the principal authority or authorisation administrator can grant:

- **Full** access (Administrator)

- **Custom** access (Editor and Viewer)

- **No** access (added as an organisation contact but does not have access to the Portal).

More information can be found on the Relationship Authorisation Manager website.

5. What is the difference between myID and myGov?

myID is an Australian Government Digital ID system to provide a way for Australians to safely and securely verify their ID online to access online services.

myGov is a simple and secure way to access **personal** government services online in one place such as Medicare, the Australian Taxation Office and Centrelink.

6. I already use a Digital ID to access the Data Exchange. Can I use this to also access the Portal?

Yes. Once you set up your Digital ID you can use it to access government online services on behalf of all organisations that you work for.

7. 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 a Grant Recipient Portal Access Form once.

8. What are the access levels for the Portal?

There are three levels of access in the Portal:

- Organisation **Viewer** – The staff member can view various screens but will not be able to add details or make any changes

- Organisation **Editor** – The staff member can add details and make changes on selected available screens

- Organisation **Administrator** (the highest level of access) – The staff member can add details and make changes on all available screens.

Note: the access level of **No Access** is to be used for staff members who do not require access to the Portal but need to be added as an Organisation contact so they can be assigned to grant agreements or grant activities.

The table below details the functionality that each access has:

Portal Functionality	Organisation Administrator	Organisation Editor	Organisation Viewer
Update Bank Accounts (certain information only)	Yes	No	No
Give staff access to the Portal	Yes	No	No
Create / edit staff	Yes	No	No
Edit Organisation details	Yes	No	No
Accept funding offers or variations (if set up as a signatory)	Yes	Yes	No
Submit Reports	Yes	Yes	No
Update personal profile	Yes	Yes	Yes
View grant information	Yes	Yes	Yes
View and resend payment advice	Yes	Yes	Yes

9. Is there a limit 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 access the Portal. However, all users will be required to have a Digital ID and have this linked to their organisation in RAM to log into the Portal.

10. 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 Grant Recipient Portal Access Form to the GRP Helpdesk to gain access and then they can create Administrator access for other staff within the organisation.

11. How do grant recipients change their organisation's Administrator?

A current Administrator can give another staff member **Administrator** access, or the staff member can submit a Grant Recipient Portal Access Form to the GRP Helpdesk to gain **Administrator** access.

12. How can I find out if my 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

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

The principal authority is generally the person responsible for the business, e.g. 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).

The GRP Helpdesk is not aware of, and unable to advise who is the principal authority for an organisation and you will need to identify your principal authority within your organisation. For further information, refer to the Relationship Authorisation Manager website.

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

The Portal does not need any special software and will work on all major internet browser software.

15. Who can see my organisation's information in the Portal?

Only contacts who have been provided with Portal access can see your organisation details in the Portal. Refer to Q8 for further details on access levels in the Portal.

16. Can I access the Portal on mobile devices?

The Portal can be accessed on mobile devices however, this will affect user experience as the screens have been configured for large screen devices. Even though mobile devices can access the Portal, this is not advised.

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

The Portal displays a grant recipient's Agreements and associated activities. In some circumstances, completed activities may not be displayed in the Portal.

If you have an Agreement transferred to the 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.

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

No. The two Portals have separate functions; however, they are both designed to benefit grant recipients and are supported by the Hub.

The Data Exchange Portal 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.

Personal Profile in the Portal

19. **Can I update my personal profile on the Portal?**

Yes. The Portal allows you to update your personal details. The [Update your Personal Profile Task Card](#) can help you through this process.

Contact Management in the Portal

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

You can add staff to the Portal through the *Organisational Profile* tile if you have Administrator access. For more information refer to the [Add Organisation Staff Task Card](#).

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

Yes. You can inactivate staff under the *Organisational Profile* tile of the Portal if you have Administrator access. For more information refer to the [Reactivate and Inactivate Organisation Staff Task Card](#).

22. **Can I have different contacts for a Grant Agreement and a Grant Activity?**

Yes. To add a contact to a Grant Agreement, refer to the [Update Grant Agreement Contacts Task Card](#). To add a contact to a Grant Activity, refer to the [Update Grant Activity Contacts Task Card](#).

Organisation details in the Portal

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

Yes, if you have Administrator access. You can view and self-manage your organisational profile details through the *Organisation Profile* tab in the Portal. The [Update Organisational Information Task Card](#) provides further information on how to do this.

24. Is the Organisation ID the same as myID?

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

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

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

Bank Account Details on the Portal

26. What changes can an Administrator make to an organisation's bank account details?

An Administrator can only update a bank account name in the Portal. If changes are required to the BSB and/or account number, an Administrator can request this through the Portal.

Additional information is available on the [Update Bank Account Information Task Card](#).

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

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

28. 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. One bank account can be used to receive grants for multiple activities.

29. 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 a previously 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 Update Bank Account Information Task Card.

30.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.

Grant Information in the Portal

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

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

32.Can I view my applications on the Portal?

Yes. 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. A Grant Recipient can request a copy of a submitted Grant Application by contacting the Community Grants Hub Hotline on 1800 020 283 or emailing support@communitygrants.gov.au.

33.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 View Milestones Task Card guides you through this process.

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

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

35.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. However, one primary contact must be nominated for each grant record and this contact will generally be used for correspondence relating to the grant.

Submitting a Report through the Portal

36. Which reports can be submitted through the Portal?

The Portal enables you to submit some of your reporting milestones online. These include

Financial Acquittals, Activity Work Plans, Activity Work Plan Reports, Performance Reports and Child Safety Statements of Compliance. Currently, only some programs have been set up to accept online submission of reports.

37. How do I know if I can submit a report through the Portal?

If you can submit your report through the Portal, the option to submit the report will be available next to your **Activity** in the Portal. For more information, refer to the Submit Reports Task Card.

38. Who can submit a report online through the Portal?

Administrators and Editors are the only staff who can access and submit reporting milestones. The Submit Reports Task Card provides detailed information on how you complete this process in the Portal.

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

Yes. The Hub system, which is linked to the Portal, sends out reminder emails to organisations for their reporting milestones.

40. Can I submit an application through the Portal?

No. Applications cannot be submitted directly through the Portal. The Portal will have a link to the Hub website where applicants will be guided on how to apply for open grant rounds.

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

41. Will a grant recipient be able to upload Working with Vulnerable People (WWVP) Statements of Compliance in the Portal?

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 process or by your Funding Arrangement Manager.

Where to get help

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

A range of information, including task cards and Frequently Asked Questions (FAQs) are available on the Grant Recipient Portal page of the Hub website to assist you in performing the various functions in the Portal.

For further assistance, please contact the GRP Helpdesk at 1800 020 283 (Option 5), or email GRP.Helpdesk@communitygrants.gov.au