Australian Government

Community Grants Hub
Improving your grant experience



Add Organisation Staff

Task Card

This guide explains how an Organisation Administrator can add staff members to the Grant Recipient Portal (Portal) and assign the appropriate access level.

Portal access required: Administrator.

Quick Links

Understanding Access Levels

Add Staff in the Portal

Need help?

Understanding Access Levels

Before adding a staff member, decide what level of access they need.

Administrator

Administrators have the highest level of access. They can:

- Manage staff access
- Create and edit staff records
- Update organisation details
- Update their personal profile
- Request bank account updates
- Submit reports and acquittals
- View grant information
- View and resend payment advice

Editor

Editors can:

- Submit reports and acquittals
- Update their personal profile
- View grant information
- View and resend payment advice

Viewer

Viewers cannot make changes to organisation information or submit reports. They can:

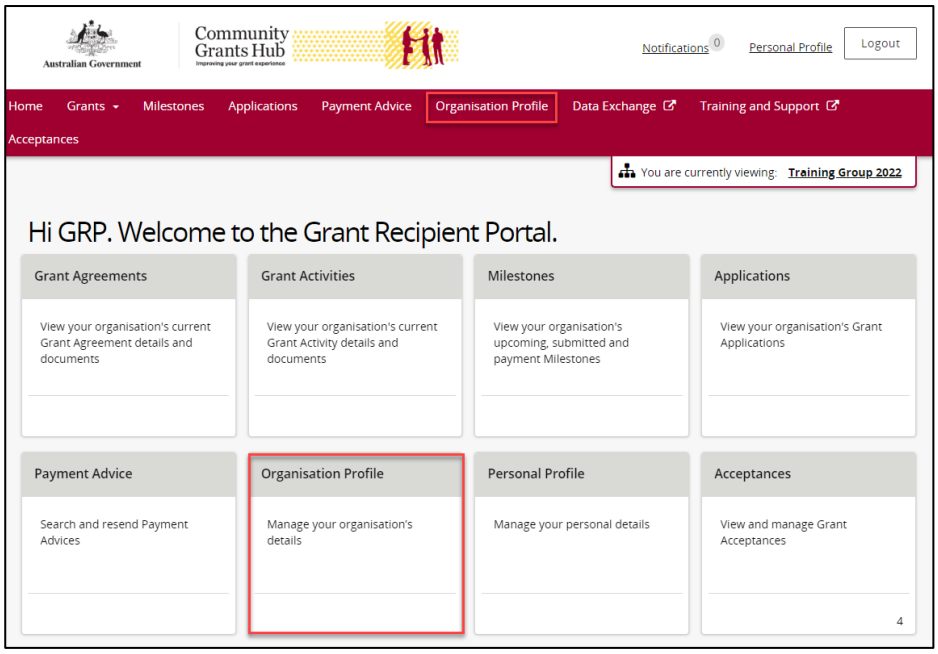
- View grant information
- Update their personal profile
- View and resend payment advice

No Access

Use **No Access** for staff who do not need Portal access but still need to be recorded as an organisation contact and assigned to grants or activities.

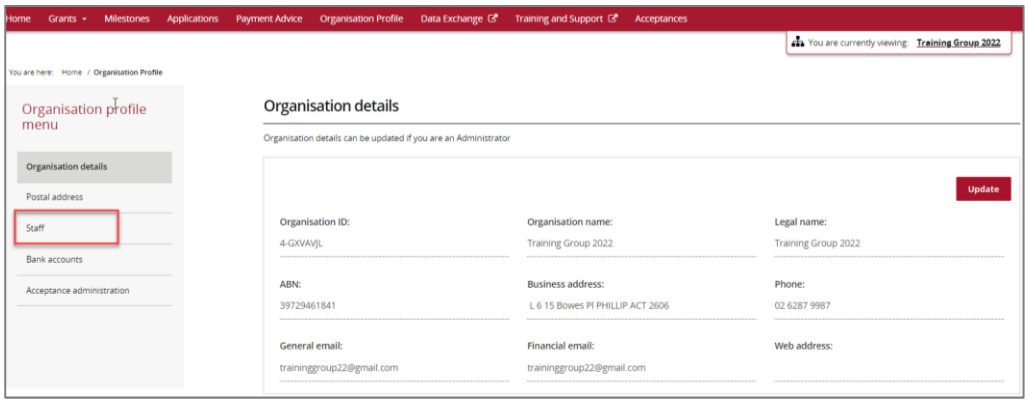
Add Staff in the Portal

From the Portal home page, select the **Organisation Profile** tile, or link from the navigation menu.



The Organisation Profile page opens.

Select **Staff** from the Organisation Profile menu.

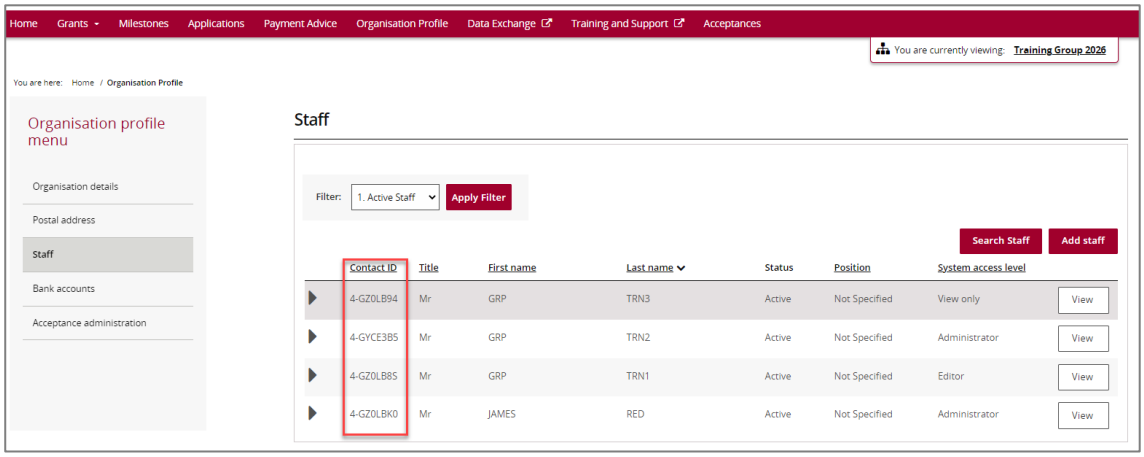


The Staff page displays active staff members by default.

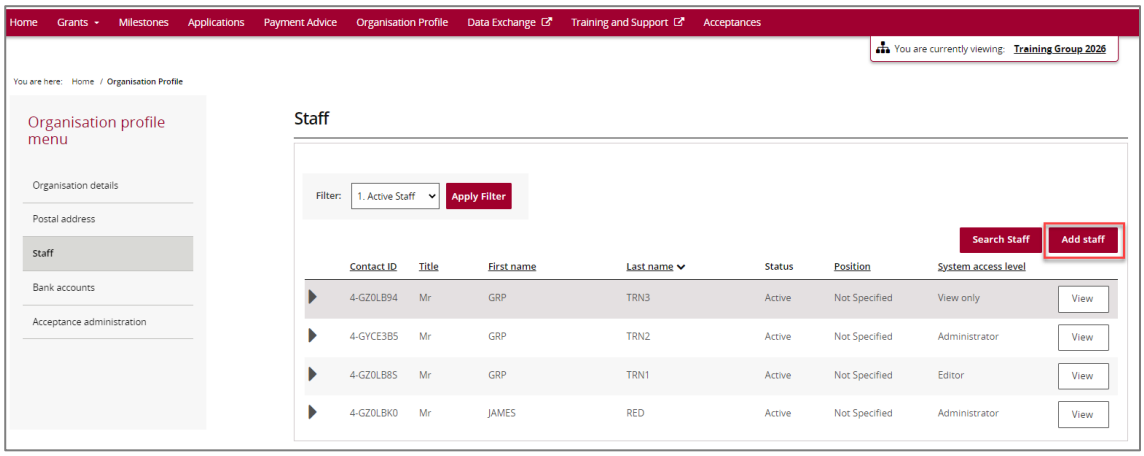
You can filter the list to view:

- Active Staff
- Inactive Staff
- All Staff

Each staff member has a unique Contact ID that can help identify records and avoid duplicate contacts.



Select **Add staff**.



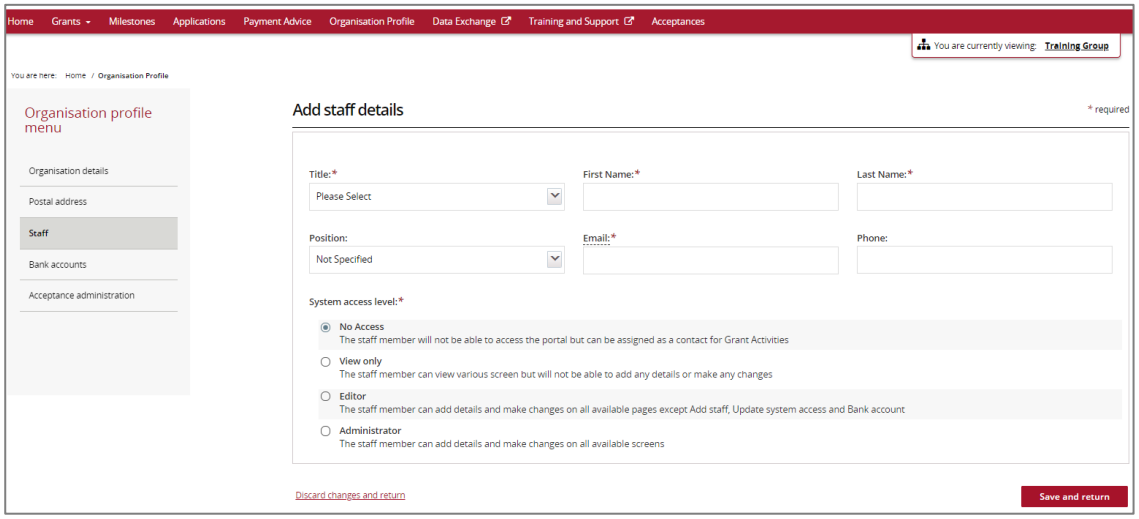
Complete the required details for the new staff member.

Required fields are marked with a red asterisk (*).

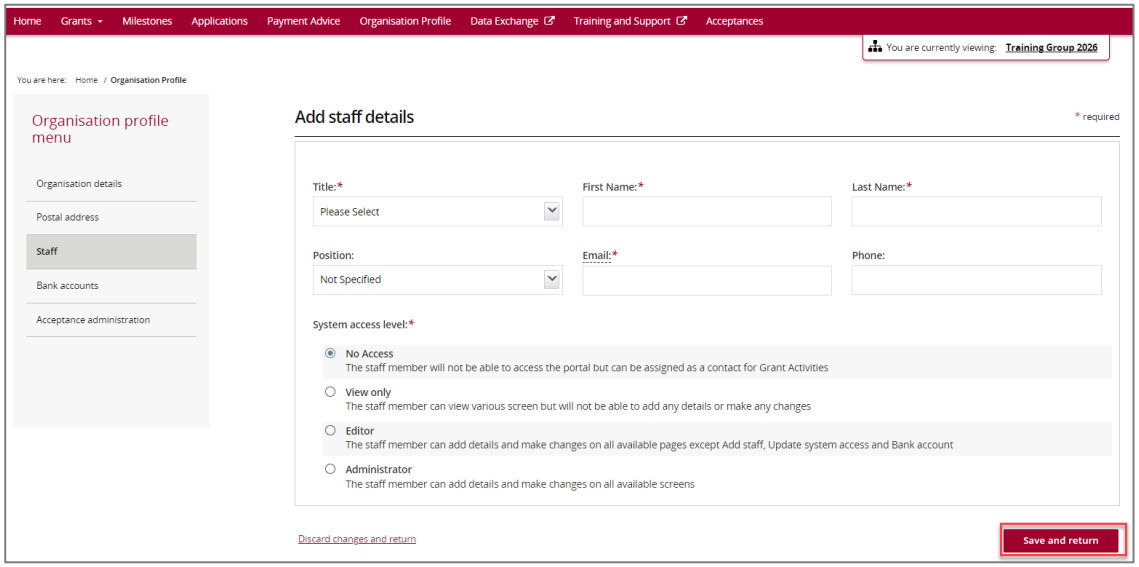
Enter:

- Title
- First name
- Last name
- Position
- Email address
- Phone number (if applicable)
- Required system access level

Choose the most appropriate access level based on the staff member's role.



When all information has been entered, select **Save and return**.



The system automatically checks for duplicate contacts before saving.

Exact Match Found

If the First Name, Last Name and Email Address match an existing contact for your organisation, the system will display an error, and the contact cannot be added.

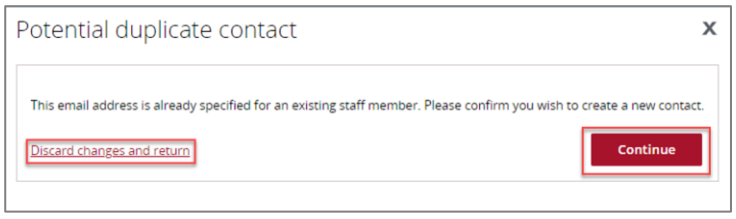


Matching Email Address Found

If the email address already exists for another contact, but the name is different, a warning message will appear.

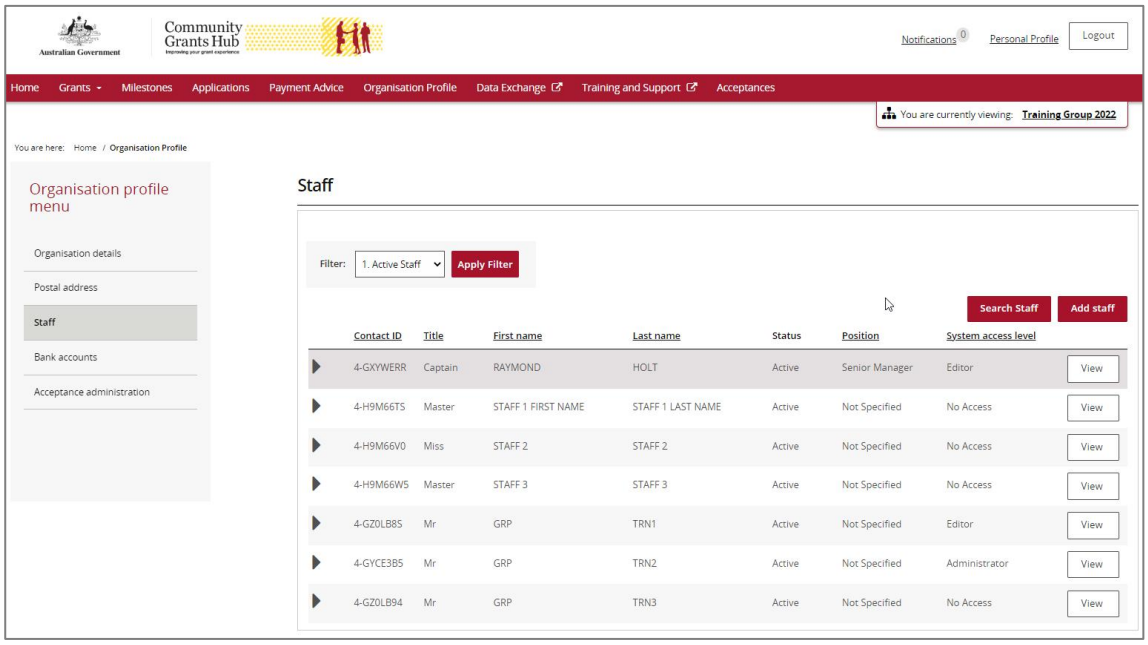
You can:

- Select **Continue** to create the new contact, or
- Select **Discard changes and return** to cancel.



If the contact is successfully created, a confirmation message appears briefly on screen.

The new staff member will then appear in the Staff list.



Need help?

For further assistance with the Grant Recipient Portal, please contact the Community Grants Hub at GRP.Helpdesk@communitygrants.gov.au.