



Grant Recipient Portal

Factsheet

The Community Grants Hub (Hub) delivers community grants on behalf of Australian government agencies. The Hub works with Australian Government agencies, grant applicants and grant recipients to deliver a more streamlined, simpler and consistent approach to grants administration.

What is the Grant Recipient Portal?

One way the Hub is making it easier for grant recipients to manage their grants is through the Grant Recipient Portal (Portal).

The Portal is an intuitive, online service for grant recipients to self-manage their grants administration needs more easily, such as:

- accessing their grants information in one place, anytime
- viewing their activities and milestones
- searching and resending copies of their payment advice
- updating their organisational details and managing Portal user access
- updating and requesting changes to their organisation's bank account details
- managing their organisation's staff information
- managing and accepting funding offers and variations *
- submitting reports *

* currently only available for some programs

What are the benefits of using the Portal?

- ✓ access to all their grant information in one place
- ✓ easier grants administration
- ✓ more consistent and improved user experience
- ✓ reusable data within the Hub using the 'tell us once' principle
- ✓ reduction in red tape
- ✓ expanded self-service capability
- ✓ improved accessibility and information

How do I get access to 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. To access the Portal, you will need to complete the following three easy steps:

- ✓ Each user of the Portal will need to set up their own Digital ID 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 [GRP Helpdesk](#). When they have access to the Portal, the Administrator can provide access to other staff.

For more information on how to access the Portal, see the [Grant Recipient Portal Access](#) page on the Hub website.

How do grant recipients use the Portal?

An overview video showing how easy it is to use the Portal is available on the [Grant Recipient Portal](#) page of the Hub website. A range of information sheets on the Portal are also available on the [Training and Support](#) page of the Hub website.

How can I keep up to date with what is happening with the Portal?

All grant recipients are encouraged to subscribe to the Hub website so you can be kept informed on what is happening in the Hub. To subscribe, you need to enter your details in the Subscribe section on the [Home](#) page of the Hub website.

Updates regarding the Portal will be published on the [Latest News](#) page of the Hub website.

How do I get help if I need it?

For further assistance, contact the Grant Recipient Portal Helpdesk:

Email: GRP.Helpdesk@communitygrants.gov.au

Phone: 1800 020 283 (Option 5)

Operating Hours: Monday to Friday 9:00am – 5:00pm (AEST/AEDT)