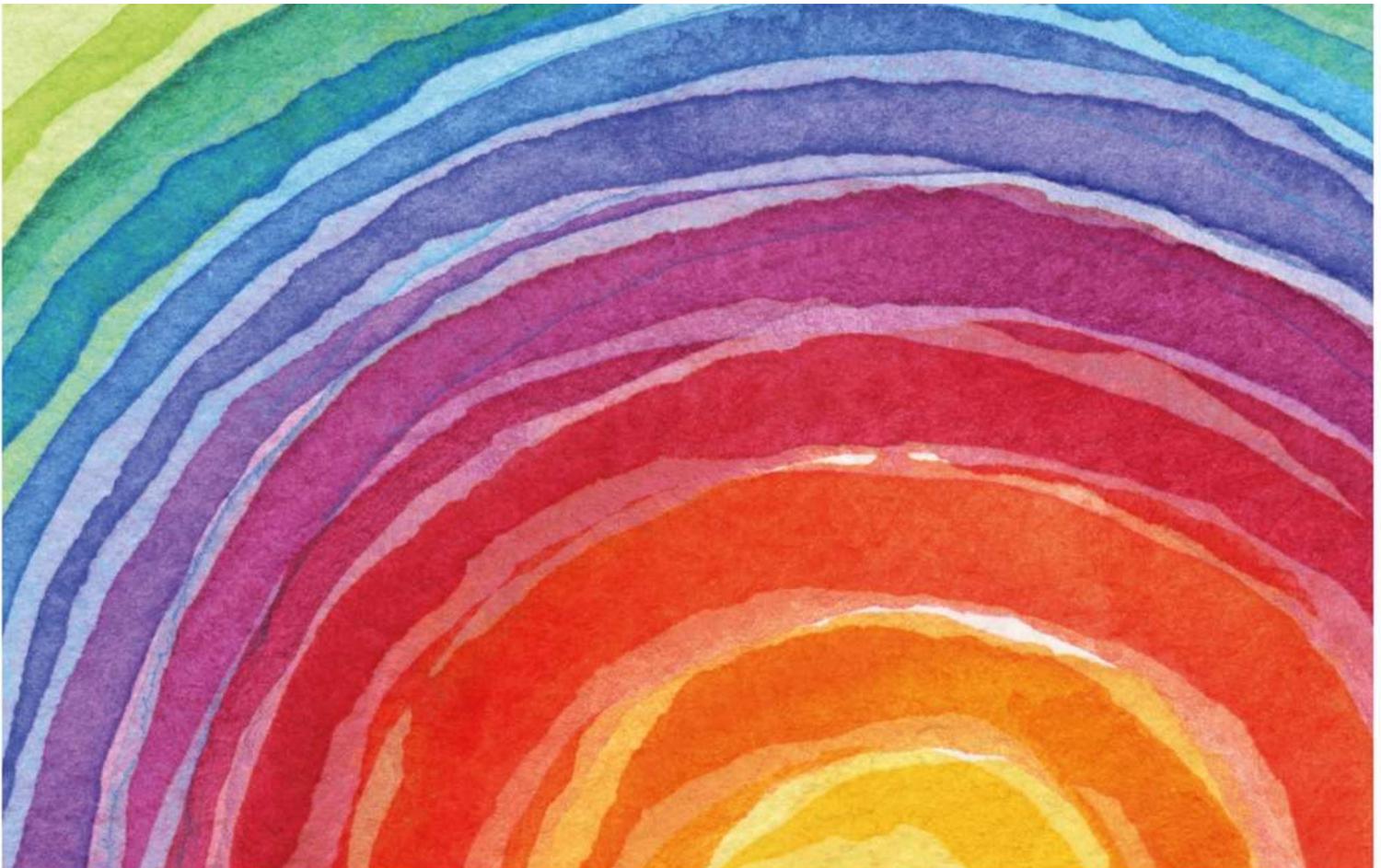


Early Years Services – Managing Your Information and  
Contacts

# QGrants User Guide



# Introduction

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QGrants is a grants management system (GMS) that operates as the portal for applying and managing Early Years Services grants. QGrants user guides are available on the Department of Education (the department) [website](#) for all key functions including:

1. Registering organisations and contacts
2. Lodging an application for funding
3. Submitting a claim to provide a report or receive a payment
4. Managing your information and contacts

Organisations funded by the department are required to keep their account information up to date. This user guide outlines step by step processes to assist organisations to:

- Section 1 – Update account details e.g. address, contact phone number
- Section 2 – Update bank details
- Section 3 – Change user login and email address

Other QGrants user guides can be accessed at: <https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants>

If you require assistance at any time, please call 13 QGOV (13 7468) or email [eyes@qed.qld.gov.au](mailto:eyes@qed.qld.gov.au).

## **Security warning for banking details**

**Contact Officers linked to an Organisation's account will be able to change the organisation's banking details. If a bank account is changed, all Contact Officers linked to the Organisation account will be notified of this change.**

## Section 1 – Updating Account Details in QGrants

- Log into QGrants using your account name and password <https://qgrants.osr.qld.gov.au/portal>
  - If you have forgotten your password, please use the password reset function available on the home page.

QGrants

Welcome to QGrants, where you can apply for and manage selected Queensland Government grants

Email address

Password

[Forgot your password or locked your account?](#)

Login

Register

[Technical FAQs](#)

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- If you do not have an account, click on the 'Register' button. Refer to the QGrants early years services registration guide on the department's website for further details: <https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants>
- Please contact the department on 13 QGOV (13 7468) for any other issues.

- Click on the 'Accounts' tab
- Click on the Account ID requiring amendment. Please note, the process is the same for an Organisation, Service or Contact account.

Welcome, Nadia Brunelle (nadia.brunelle@fake1.com) Logout

Accounts Applications **Agreements** Claims and Reports

### My Accounts

[New Account](#) [Refresh](#) [Link to existing Organisation](#) [Change login ID and Email](#)

| Account ID | Details  | Person Responsible | Relationship      |
|------------|--|--------------------|-------------------|
| 1010036584 | Nadia Brunelle / BRISBANE CITY QLD 4000            |                    | You               |
| 1010036579 | sunshine child care kindergarten / BRISBANE QLD 40 |                    | You are a contact |

### Help

- Accounts refer to people and organisations involved in grant applications.
- When you register for QGrants, an account is automatically created for you.
- On the **Accounts** tab you can create, edit and view details of your account and accounts you are linked to (e.g. you can create an account for your organisation/civil/company and add additional contact people).

#### New Accounts

After you have completed setting up your own account, you can set up additional accounts.

To create an **organisation** account, click on the **New Account** tab and select 'organisation':

- You will automatically be assigned as the 'Person Responsible' for the account (you do not need to specify anything in the 'relationship' tab).
- Only one organisation account can be registered per ABN.

To create a **person** account, click on the **New Account** tab and select 'person':

- You can assign the person account to an organisation account as a contact person in the 'relationship' tab and also specify the role of the contact person.

#### Relationships between Accounts

- between **organisation and organisation** can be 'sponsor of' or 'sponsored by'
- between **person and organisation** can be 'is contact person' or 'has contact person'

#### Link to existing Organisation

You can request to be linked to an existing organisation account in the QGrants system as a contact person.

To do this:

- select the **Link to existing Organisation**
- enter either the ABN of the organisation or the QGrants account number if known.
- an email will then be sent to the person responsible of the organisation [\[email address\]](#)

- Changing details comprises a six step process. To update existing details, you can either navigate directly to the numbered step menu (roadmap at the top of the screen) relevant to the information you wish to update or alternatively, you can go through each step by clicking 'Next' until you reach the relevant information you wish to update.

### Step 1 – Account Details

- Check the name/title is correct.
  - For an Organisation/Legal Entity account, the name should be the same as the name registered for the organisation's ABN.
  - For a Beneficiary/Service account:
    - The name in QGrants should be the same as the service name used to deliver the activity/service to clients.
    - If the service is a regulated service, the name should be the same as the service approval.
    - Note for Beneficiary/Service accounts, you only need to provide the name of the service in Step 1.
  - For a Contact account, the name should be an individual person's name even if a generic organisational email address is used.
  - It is recommended to setup at least two Contact accounts for each organisation.
- If no changes are required, please click 'Next'.

**QGrants** New Account Exit

1 Account Details 2 Street Address 3 Mailing Address 4 Contact Details 5 Relationships 6 Summary

### Organisation Details

ABN: 76337613647

\* Legal/Organisation Name: DEPARTMENT OF EDUCATION TRAINING AND EMP

Additional Name: LOYMENT

Additional Name 2:

Additional Name 3:

ACN: 997776666

Trading Name: The Office For Early Childhood Education and Care

Incorporation Number:

### GST Details

Goods and Services Tax (GST): Registered from July 2000

Your current GST status:  (if your registration status has changed from the above)

### Help

#### Account details

- If you have an ABN (Australian Business Number), enter the number in the field provided.
- Enter your organisation's ABN and click the 'get name' button to obtain the organisation's registered name. The name will automatically populate the organisation name and the additional name (if applicable).
- If you are unsure of your ABN you can complete a search at [abr.business.gov.au](http://abr.business.gov.au)
- Enter your ACN or incorporation number. Your ACN is listed on the ABN website. If unsure you can check your incorporation number at the Fair Trading website [www.fairtrading.qld.gov.au/check-a-charity-or-association.htm](http://www.fairtrading.qld.gov.au/check-a-charity-or-association.htm)
- Only one Account can be registered per ABN. If the ABN you have entered is already registered, you can request to be linked to the Account as a contact person by returning to the 'Account' tab and following the 'Link to existing organisation' instructions.
- Enter your GST Status if required
- Press 'next' to continue.

## Step 2 – Street Address

- Check the address is correct.
- Note for Beneficiary/Service accounts, if the service is a regulated service, the address should be the same as the address for the service approval.
- If no changes are required, please click 'Next'.

**QGrants** Account : sunshine child care kindergarden 777 Wow street / 1010036579 Exit

1 Account Details 2 Street Address 3 Mailing Address 4 Contact Details 5 Relationships 6 Summary

### Street Address

\*Address 1: GPO Box 2

Address 2:

\*Town/Suburb: BRISBANE Postcode: 4001 \*State: QLD

### Help

#### Address details

- Enter your organisation address details including house number, street name, town/suburb and postcode. Fields with an \* need to be completed.
- If an incorrect or incomplete address is entered a list of possible addresses will appear. Select your suburb, street and house number.
- Check that your details are correct.
- Press 'next' to continue.

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### Step 3 – Mailing Address

- Check the mailing address is correct. If no changes are required, please click 'Next'

Account : sunshine child care kindergarden 777 Wow street / 1010036579 Exit

1 Account Details 2 Street Address 3 **Mailing Address** 4 Contact Details 5 Relationships 6 Summary

< Back Next > Exit

#### Mailing Address

\*Address 1: GPO BOX 2

Address 2:

\*Town/Suburb: BRISBANE Postcode: 4001 \*State: QLD

< Back Next > Exit

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**Help**

**Mailing Address**

- If your organisation's mailing address is different to your street address, please enter the details.
- If an incorrect or incomplete address is entered a list of possible addresses will appear. Select your suburb, street and house number.
- Press 'next' to continue.

### Step 4 – Contact Details

- Check the contact details (phone, fax, email, and website) are correct.
- If no changes are required, please click 'Next'.

Account : sunshine child care kindergarden 777 Wow street / 1010036579 Exit

1 Account Details 2 Street Address 3 Mailing Address 4 **Contact Details** 5 Relationships 6 Summary

< Back Next > Exit

#### Contact Details

Telephone Number:

Mobile Phone Number:

Fax:

Email:

Website:

< Back Next > Exit

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**Help**

**Contact details**

- Please provide at least one contact phone number and your email address.
- Check that your details are correct.
- Press 'next' to continue.

## Step 5 – Relationships

- Check whether the Contact accounts linked to the Service/Organisation accounts are appropriate. If the employee/contact is out of date, you can delete them by clicking on the trash symbol (note you will only be able to see other contacts registered for the service/organisation if you are the responsible person for the account).
- If no changes are required, please click 'Next'.

The screenshot shows the 'Relationships' step in the QGrants system. The account name is 'sunshine child care kindergarden 777 Wow street / 1010036579'. The navigation bar shows steps 1 through 6, with 'Relationships' (step 5) highlighted. Below the navigation bar are buttons for '< Back', 'Next >', and 'Exit'. The main content area is titled 'Relationships' and includes an 'Add Relationship' button. A table lists existing relationships:

| Relationship       | Details                       | Account ID | Position | Function |
|--------------------|-------------------------------|------------|----------|----------|
| Is Sponsored By    | DEPARTMENT OF EDUCATI...      | 1010036578 |          |          |
| Has Contact Person | Nadia Brunelle / BRISBANE ... | 1010036584 |          |          |

Each row has a trash icon to its right. A red box highlights the trash icon for the 'Has Contact Person' relationship. To the right of the table is a 'Help' section with the following text:

**Relationships**

To link accounts:

- Select the account to relate to
- Select the relationship type
- Select the contact person position if relevant

**Please Note**

- If you are creating an organisation account, you will automatically have the role of 'Person Responsible' and you do not need to specify a relationship. If you wish to be saved as the contact person also, then choose 'is contact person' from the list.

At the bottom of the page, there are buttons for '< Back', 'Next >', and 'Exit'. A red box highlights the 'Next >' button. The footer contains the QGrants logo, the slogan 'Great state. Great opportunity.', and the Queensland Government logo.

## Step 6 – Summary

Click 'Save'.

The screenshot shows the 'Summary' step in the QGrants system. The account name is 'sunshine child care kindergarden 777 Wow street / 1010036579'. The navigation bar shows steps 1 through 6, with 'Summary' (step 6) highlighted. Below the navigation bar are buttons for '< Back', 'Save', and 'Exit'. The main content area is titled 'Account Details' and displays the following information:

Account Number: 1010036579  
 Name: sunshine child care kindergarden 777 Wow street  
 Address: GPO BOX 2 / BRISBANE QLD 4001

To the right of the account details is a 'Help' section with the following text:

**Summary**

- This is a summary screen of your Organisation's account details.
- Please check that your organisation's details are correct before proceeding.
- If any details are incorrect then press 'Back' to amend as necessary.
- Press 'Save' to continue.

At the bottom of the page, there are buttons for '< Back', 'Save', and 'Exit'. A red box highlights the 'Save' button. The footer contains the QGrants logo, the slogan 'Great state. Great opportunity.', and the Queensland Government logo.

A confirmation screen will appear, click 'Exit'.

## Section 2 – Updating Bank Details in QGrants

It is the organisation's responsibility to ensure the correct controls are in place to manage bank details contained within the QGrants system. All contact officers linked to an organisation's account can change bank details for the organisation. A notification email will be sent to all email addresses linked to the account when bank details are updated for an organisation.

Contact officers can update bank details when they submit a claim or a new application in QGrants. QGrants Early Years Service user guides for these two processes are available on the department's website at: <https://earlychildhood.qld.gov.au/funding-and-support/grants-tenders-and-funding/grants-management/grants-management/how-to-use-qgrants>.

If you are required to update bank details outside of these processes, please follow the below steps.

- Log into QGrants using your account name and password at: <https://qgrants.osr.qld.gov.au/portal>. If you have forgotten your password, please use the password reset function available on the home page.
- Click on the 'Applications' tab, then click on the application number.

Welcome, Nadia Brunelle (nadia.brunelle@fake1.com) Logout

Accounts **Applications** Agreements ★ Claims and Reports

- To create a new grant application click on 'New Application' button.  
 - To redeem a voucher for your organisation click on the 'Redeem Voucher' button.  
 - To view the details of an application click on the application number

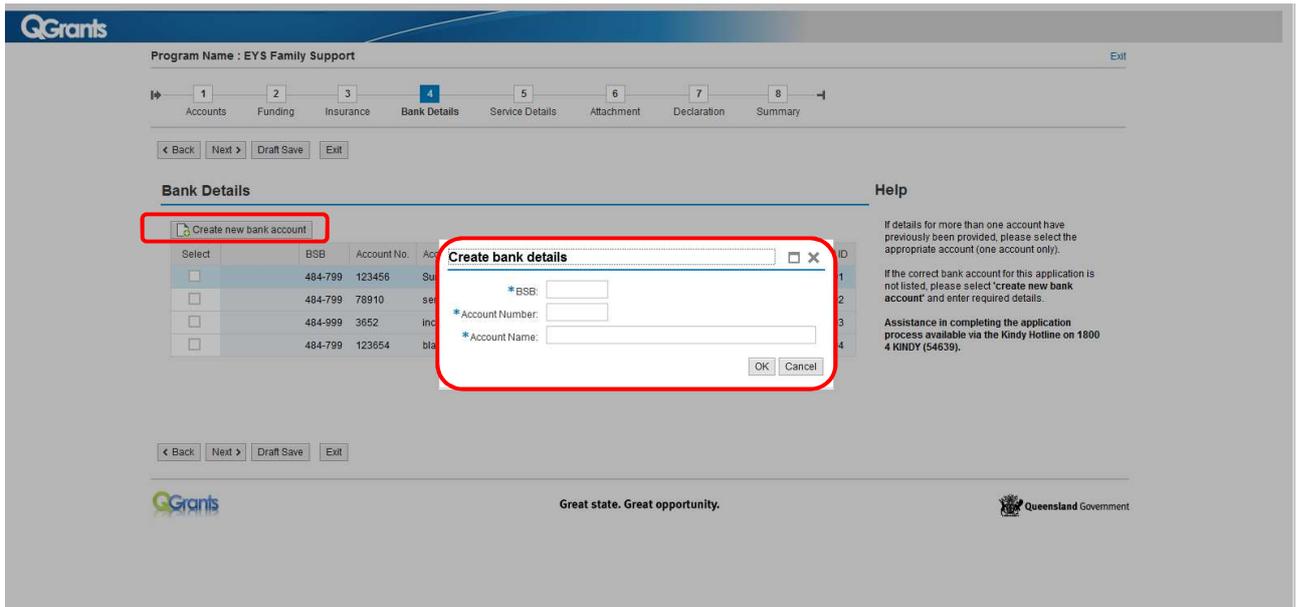
**My Applications**

[New Application](#) [Redeem Voucher](#) [Refresh](#)

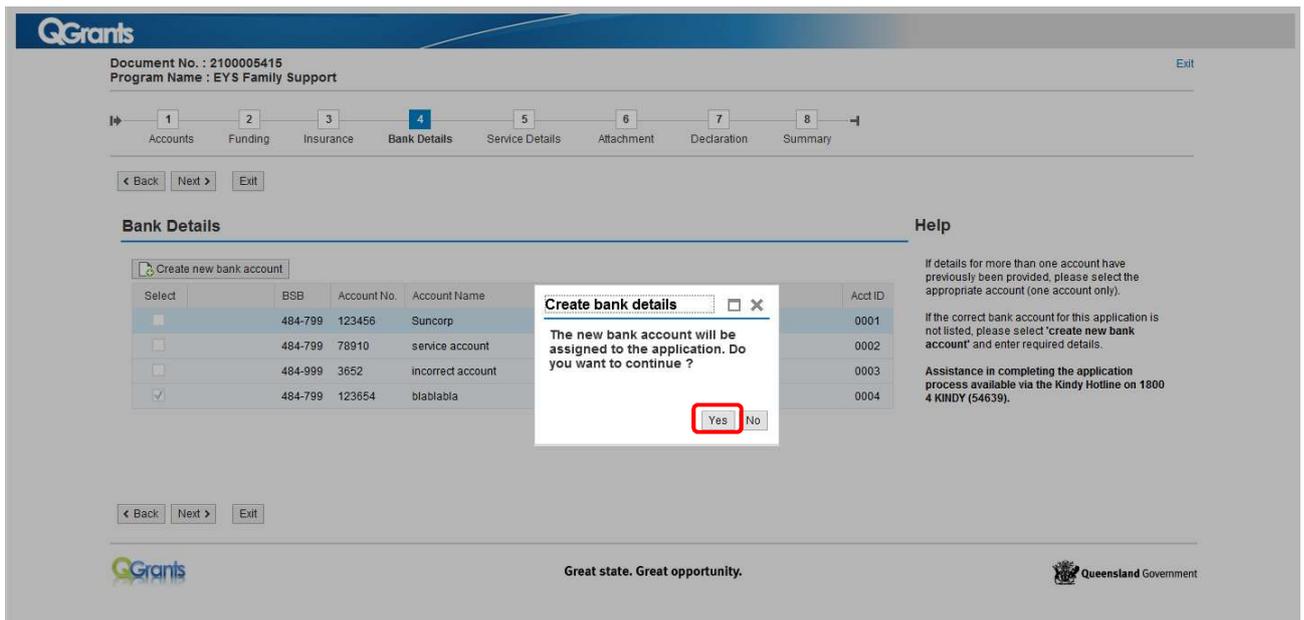
| Application No. | Grant Program                   | Grant Amou... | Status            | Applicant                                       | Beneficiary                                     | Voucher No. | Submitted  | view | save |
|-----------------|---------------------------------|---------------|-------------------|---|---|-------------|------------|------|------|
| 2100005230      | EYS Family Support              |               | In Process        | DEPARTMENT OF EDUCATION AND TRAINING            | sunshine child care kindergarden 777 Wow street |             | 20.05.2016 | view | save |
| 2100005100      | OLD - do not use, wrong profile | 0.00          | Submitted         | DEPARTMENT OF EDUCATION AND TRAINING            | sunshine child care kindergarden 777 Wow street |             | 17.11.2015 | view | save |
| 2100005066      | OLD - do not use, wrong profile | 15,000.00     | Agreement Created | DEPARTMENT OF EDUCATION AND TRAINING            | sunshine child care kindergarden 777 Wow street |             | 02.10.2015 | view | save |
| 2100005064      | OLD - do not use, wrong profile | 6,000.00      | Agreement Created | DEPARTMENT OF EDUCATION AND TRAINING            | sunshine child care kindergarden 777 Wow street |             | 02.10.2015 | view | save |
| 2100005048      | OLD - do not use, wrong profile | 1,000.00      | Agreement Created | DEPARTMENT OF EDUCATION AND TRAINING            | sunshine child care kindergarden 777 Wow street |             | 01.10.2015 | view | save |
| 2100005047      | OLD - do not use, wrong profile | 25,000.00     | Approved          | DEPARTMENT OF EDUCATION AND TRAINING            | sunshine child care kindergarden 777 Wow street |             | 29.09.2015 | view | save |
| 2100005043      | OLD - do not use, wrong profile | 0.00          | Agreement Created | sunshine child care kindergarden 777 Wow street | DEPARTMENT OF EDUCATION AND TRAINING            |             | 25.09.2015 | view | save |

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- This will take you into the application process which is greyed out. Move through each step by clicking the 'Next' button until you get to the Bank Details screen
- On the Bank Details screen, click the 'Create New Bank Account' button and complete the pop-up screen and click 'Ok'. Note you will not be able to change/edit an existing bank account. Existing incorrect bank accounts will need to be deleted by the department.



- A new pop up box will appear, click 'Yes' to assign the new bank account to the application.



Click 'Exit'.

- If the redundant bank account is no longer in use by the organisation, please email or post a signed letter from your organisation's Authorised Officer requesting that the department delete the bank account for the organisation. Please send the email to: [eyvs@qed.qld.gov.au](mailto:eyvs@qed.qld.gov.au).
- To post, please address to:  
 EYS Funding  
 Early Childhood and Community Engagement  
 Department of Education  
 GPO Box 15033  
 City East QLD 4002

## Section 3 – Changing email and login details

To change your login email address, please following the below process.

- Log into QGrants using your account name and password: <https://ggrants.osr.qld.gov.au/portal>

QGrants

Welcome to QGrants, where you can apply for and manage selected Queensland Government grants

Email address

Password

[Forgot your password or locked your account?](#)

Login

Register

[Technical FAQs](#)

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- If you have forgotten your password and the existing email address for your account can no longer be used, you will not be able to do a password reset or finish this process.
  - Please contact the department on 13 QGOV (13 7468) or email [eyes@qed.qld.gov.au](mailto:eyes@qed.qld.gov.au).
- Go to your Accounts tab and click on 'Change login ID and Email'

QGrants

Welcome, Rebecca Fogarty (rebecca.fogarty@dete.qld.gov.au) [Logout](#)

✓ Your login and email address have been changed

Accounts Applications Agreements Claims and Reports

**My Accounts**

New Account Refresh Link to existing Organisation **Change login ID and Email**

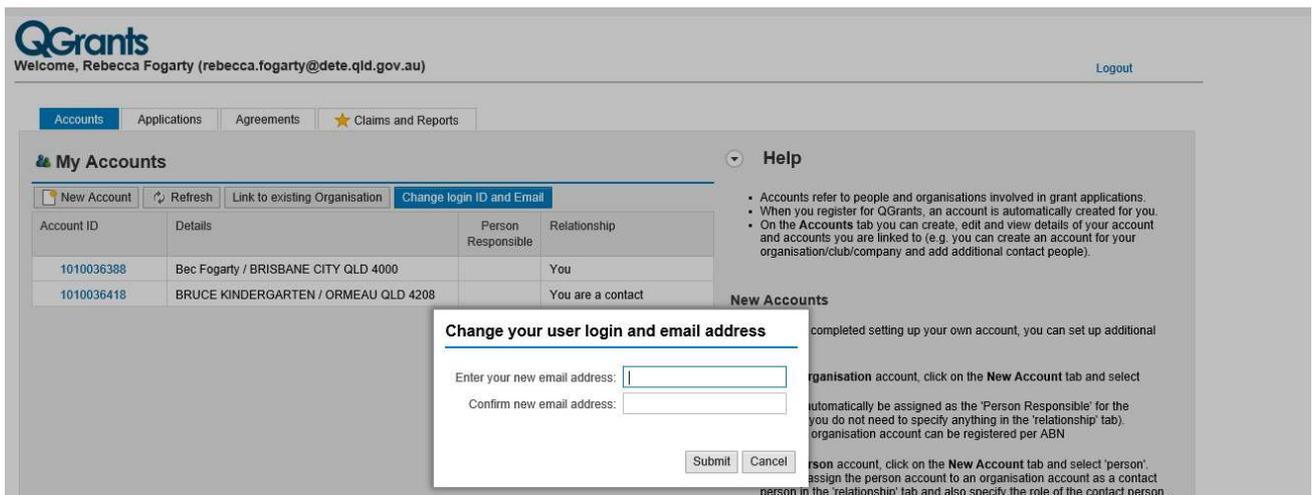
| Account ID | Details | Person Responsible | Relationship |
|------------|---------|--------------------|--------------|
| ...        | ...     | ...                | ...          |

**Help**

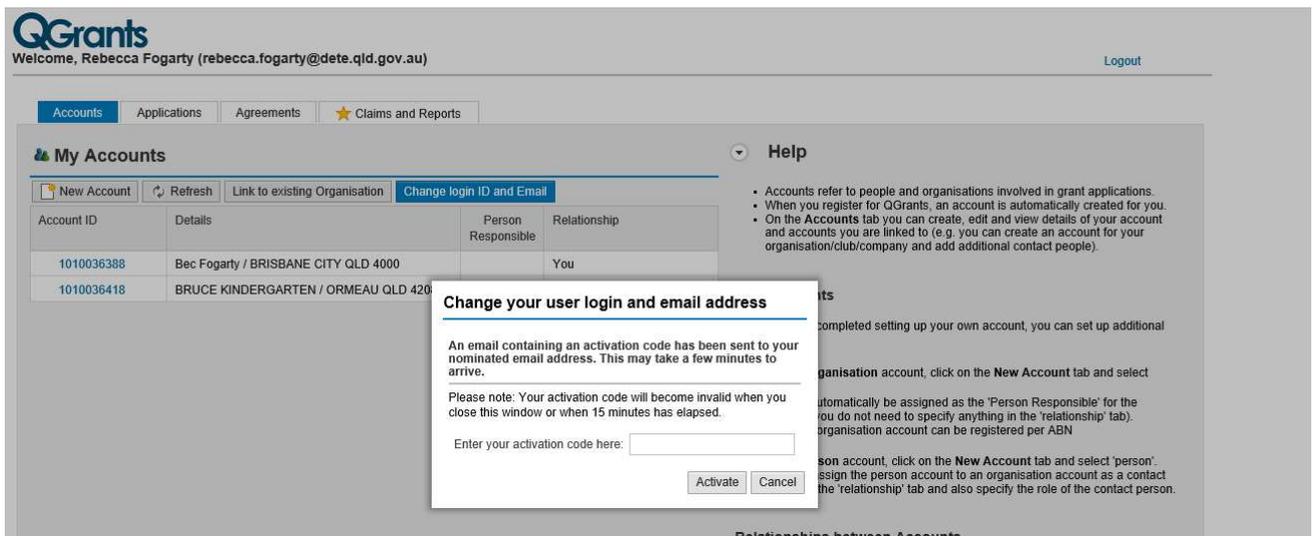
- Accounts refer to people and organisations involved in grant applications.
- When you register for QGrants, an account is automatically created for you.
- On the **Accounts** tab you can create, edit and view details of your account and accounts you are linked to (e.g. you can create an account for your organisation/club/company and add additional contact people).

- A popup screen will appear.

- Enter your new email address in spaces provided and click 'Submit'.



- An email will be sent to your new address with an activation code. Enter the activation code in the space provided and click 'Activate'.



- Your login and email address have now been changed.

