



Reactivate and Inactivate Organisation Staff

Task Card

The Grant Recipient Portal (Portal) enables grant recipients to reactivate and inactivate their organisation staff records. This task card describes the process of reactivating and inactivating organisation staff records in the Portal.

In this task card:

- [What does Active and Inactive Staff mean?](#)
- [Navigate to a Staff Record](#)
- [Reactivate a Staff Record](#)
- [Inactivate a Staff Record](#)
- [Need help?](#)

Portal Access required: Administrator

What does Active and Inactive Staff mean?

- **'Active' staff** are staff members who are listed as a contact for an organisation in the Community Grant Hub's Grant Payment System (GPS) without an end date against the record.
- **'Inactive' staff** are staff members who are listed as a contact for an organisation in the Hub's GPS with an end date against their record, as they are no longer a contact for the organisation.

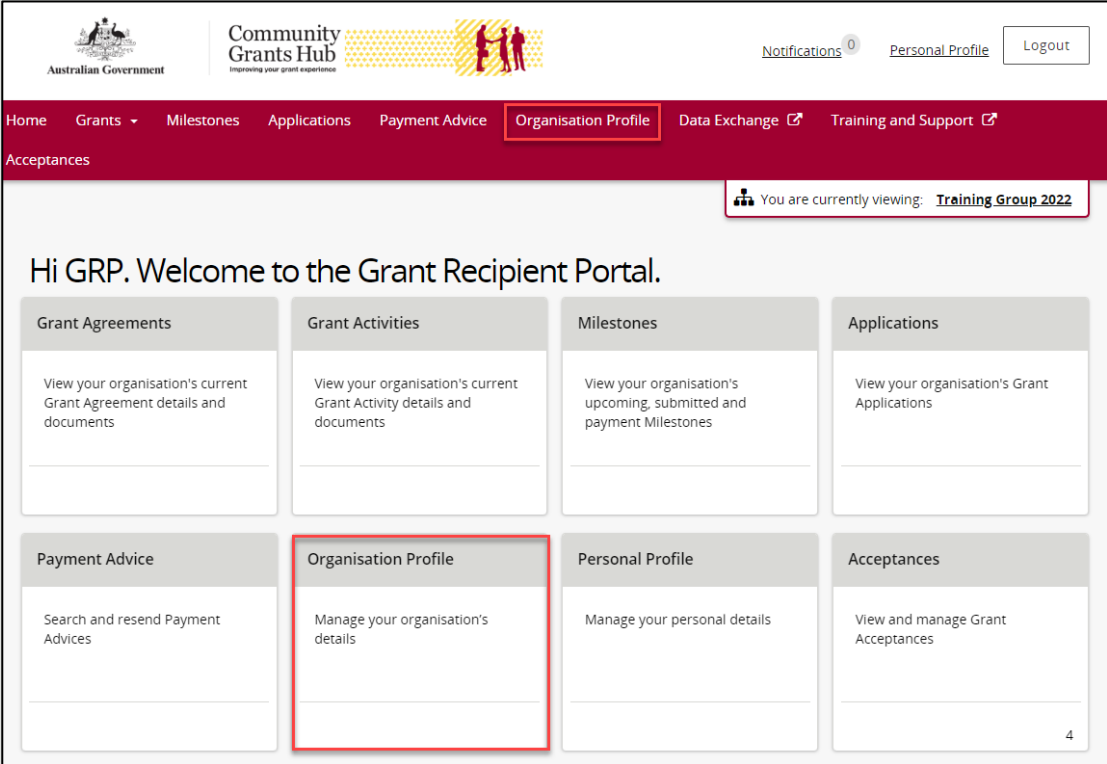
Note:

- Grant recipients are unable to see the end date in the Portal
- Contacts without an end date = 'Active' staff (in the Portal)
- Contacts with an end date = 'Inactive' staff (in the Portal).

Navigate to a Staff Record

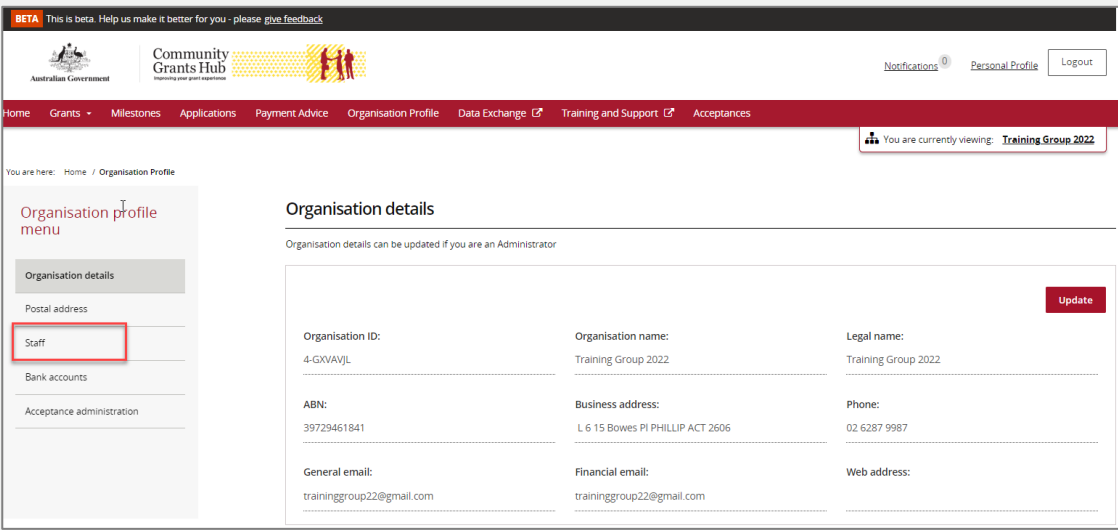
Steps	Actions
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Step 1 From the Home screen, select the **Organisation Profile** tile. Alternatively, select the **Organisation Profile** link from the Navigation menu.



The screenshot shows the Community Grants Hub interface. At the top, there are logos for the Australian Government and Community Grants Hub. A navigation menu includes links for Home, Grants, Milestones, Applications, Payment Advice, Organisation Profile (highlighted), Data Exchange, and Training and Support. Below the menu, a user notification indicates 'You are currently viewing: Training Group 2022'. The main content area displays a welcome message 'Hi GRP. Welcome to the Grant Recipient Portal.' and a grid of eight tiles: Grant Agreements, Grant Activities, Milestones, Applications, Payment Advice, Organisation Profile (highlighted with a red box), Personal Profile, and Acceptances. Each tile contains a brief description of its function.

Step 2 The **Organisation Profile** screen will display. Select **Staff** from the **Organisation profile menu** to display the organisation's **Staff** screen.



The screenshot shows the 'Organisation Profile' screen. At the top, there is a beta notice and a feedback link. The navigation menu is updated to show 'Organisation Profile' as the active page. A breadcrumb trail indicates 'You are here: Home / Organisation Profile'. On the left, the 'Organisation profile menu' is expanded, with 'Staff' highlighted by a red box. The main content area is titled 'Organisation details' and contains a form with the following information:

Organisation details		
Organisation details can be updated if you are an Administrator		
Organisation ID: 4-GXVAVJL	Organisation name: Training Group 2022	Legal name: Training Group 2022
ABN: 39729461841	Business address: L 6 15 Bowes Pl PHILLIP ACT 2606	Phone: 02 6287 9987
General email: traininggroup22@gmail.com	Financial email: traininggroup22@gmail.com	Web address:

An 'Update' button is located at the top right of the details form.

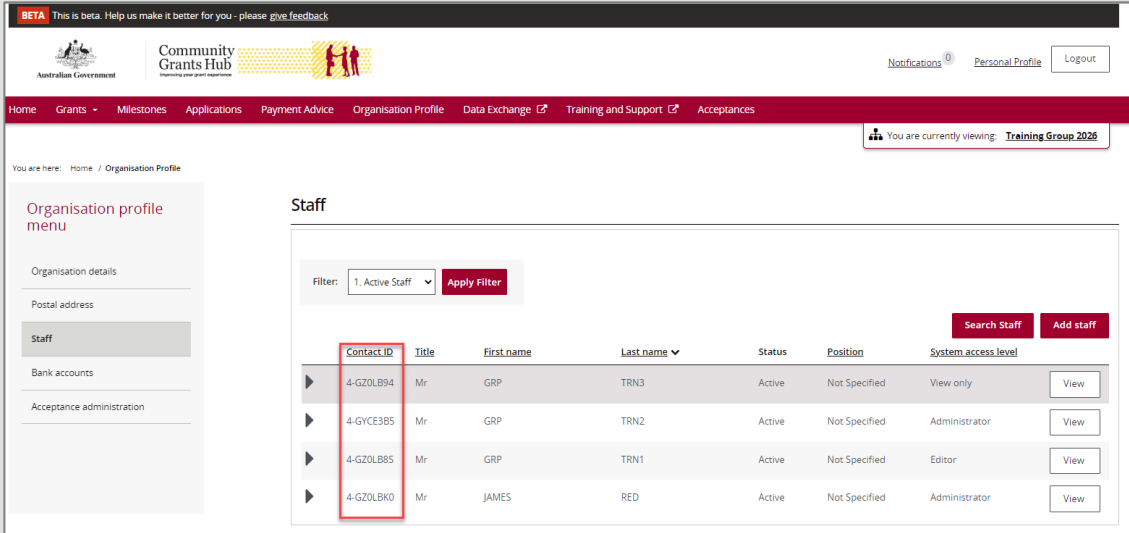
Steps	Actions
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Step 3 The organisation’s **Staff** screen will display. This screen displays ‘Active’ Staff for the organisation by default. The Staff list can be filtered using the **drop-down** menu to choose one of the following:

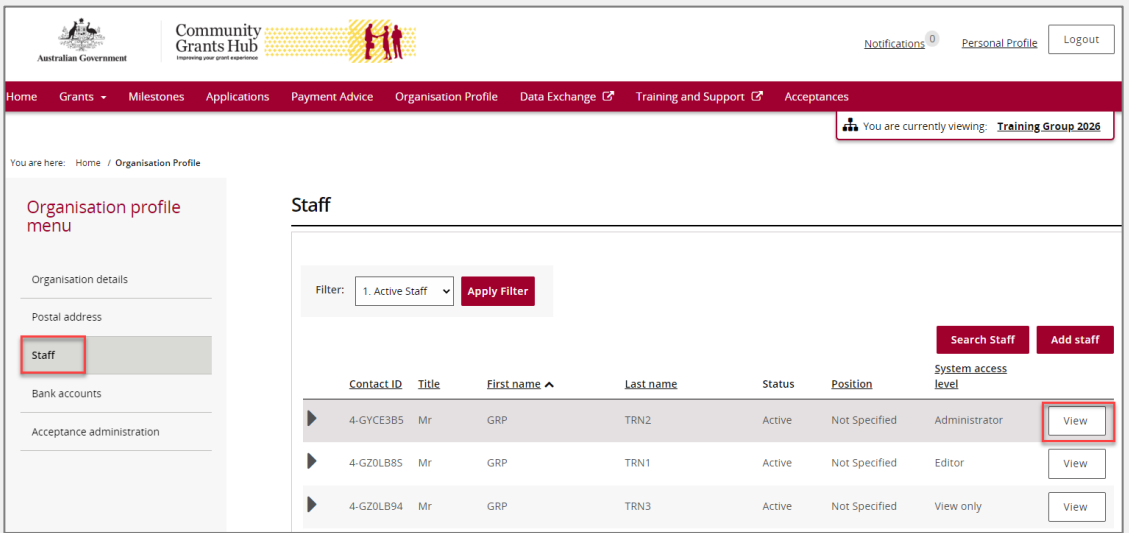
1. ‘Active’ Staff
2. ‘Inactive’ Staff
3. All Staff

Note: All staff records display a unique **Contact ID**. This ID can be helpful for identification purposes in various screens and assisting with duplicate contacts.

You can view the **Contact ID** from the **Staff** screen.



Step 4 To view additional information about an Organisation staff member, select the **View** button next to the staff member.

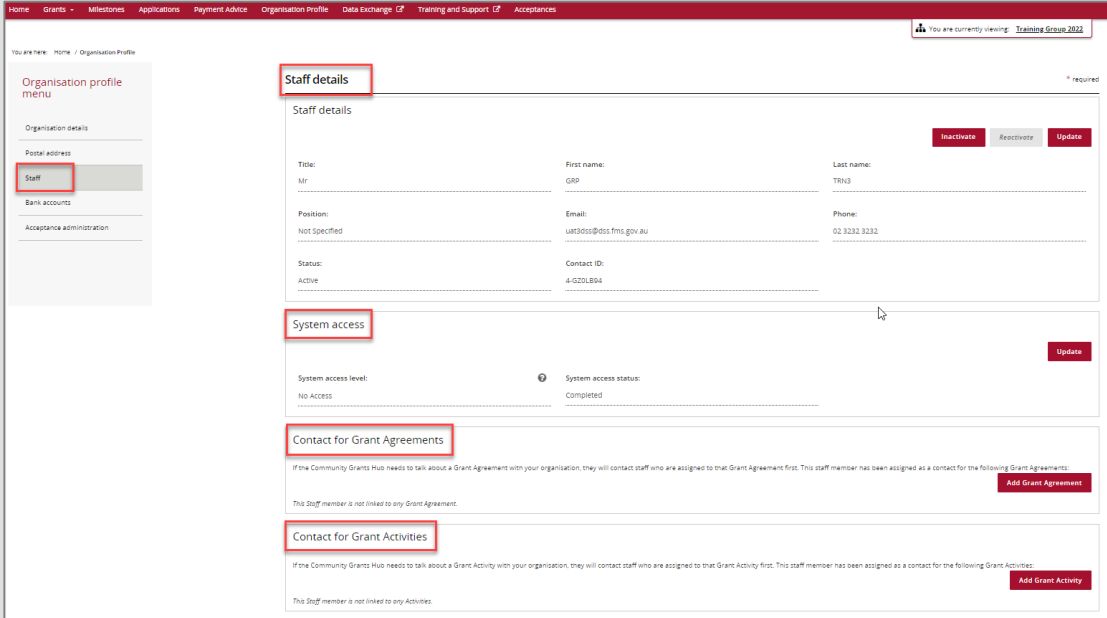


Steps	Actions
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Step 5 The **Staff details** screen will display. This screen has four sections:

- Staff details**
- System access**
- Contact for Grant Agreements**
- Contact for Grant Activities.**

This screen is where you will reactivate or inactivate staff records.



The screenshot shows the 'Staff details' screen for a staff member with the following information:

Title: Mr	First name: GRP	Last name: TRN3
Position: Not Specified	Email: ua3355@dss.fms.gov.au	Phone: 02 3232 3232
Status: Active	Contact ID: 4-GZ0LB94	

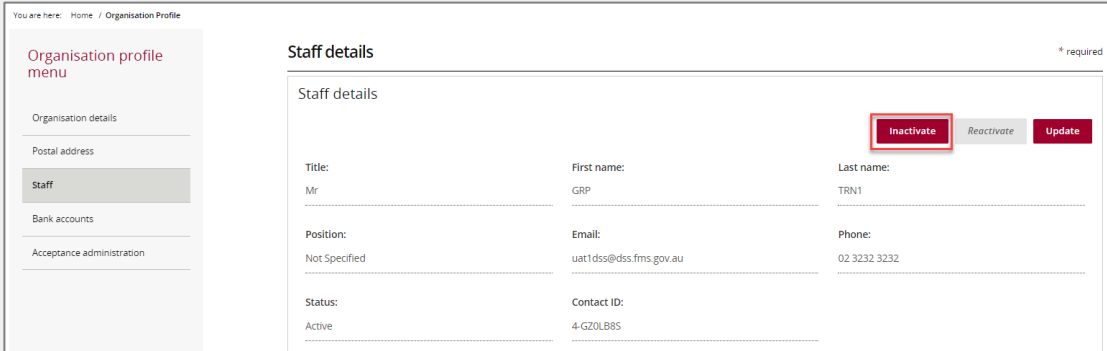
Buttons: Inactivate (disabled), Reactivate (active), Update (active).

System access: System access level: No Access; System access status: Completed. Button: Update (active).

Contact for Grant Agreements: Add Grant Agreement (active).

Contact for Grant Activities: Add Grant Activity (active).

Step 6 For 'Active' Staff records, the **Inactivate** button is enabled.

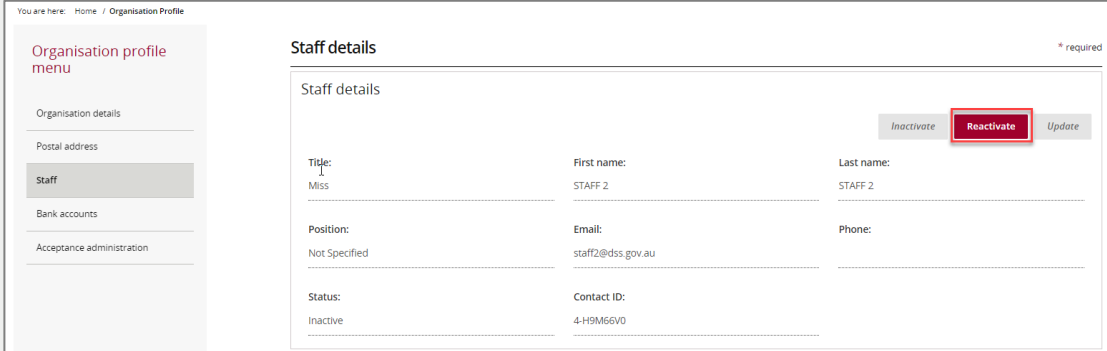


The screenshot shows the 'Staff details' screen for the same staff member, but the 'Inactivate' button is now active (red), and 'Reactivate' and 'Update' are disabled (greyed out).

Title: Mr	First name: GRP	Last name: TRN1
Position: Not Specified	Email: ua11dss@dss.fms.gov.au	Phone: 02 3232 3232
Status: Active	Contact ID: 4-GZ0LB85	

Buttons: Inactivate (active), Reactivate (disabled), Update (disabled).

For 'Inactive' Staff records, the **Reactivate** button is enabled.



The screenshot shows the 'Staff details' screen for an inactive staff member with the following information:

Title: Miss	First name: STAFF 2	Last name: STAFF 2
Position: Not Specified	Email: staff2@dss.gov.au	Phone:
Status: Inactive	Contact ID: 4-H9M66V0	

Buttons: Inactivate (disabled), Reactivate (active), Update (disabled).

Reactivate a Staff Record

Steps Actions

Step 7 To reactivate a staff record from the **Staff** details screen, select **Inactive Staff** from the drop-down menu, and select **Apply Filter** to view 'Inactive' staff for the organisation.

Note: To reactivate a staff record there must be an existing 'Inactive' staff record for the organisation.

The screenshot shows the Community Grants Hub interface. The top navigation bar includes 'Home', 'Grants', 'Milestones', 'Applications', 'Payment Advice', 'Organisation Profile', 'Data Exchange', 'Training and Support', and 'Acceptances'. The current page is 'Staff' for 'Training Group 2026'. On the left is an 'Organisation profile menu' with options like 'Organisation details', 'Postal address', 'Staff', 'Bank accounts', and 'Acceptance administration'. The main 'Staff' section has a filter dropdown set to '2 Inactive Staff' and an 'Apply Filter' button. Below the filter is a table of staff members.

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-GZ0LB94	Mr	GRP	TRN3	Active	Not Specified	View only	<input type="button" value="View"/>
4-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	<input type="button" value="View"/>
4-GZ0LB85	Mr	GRP	TRN1	Active	Not Specified	Editor	<input type="button" value="View"/>

Step 8 The list of 'Inactive' staff will display. Select the **View** button next to the staff member you wish to reactivate.

This screenshot is similar to the previous one, but the filter dropdown is still set to '2 Inactive Staff'. The table now displays only one staff member with an 'Inactive' status. The 'View' button for this staff member is highlighted with a red box.

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-H4LBT6V	Mr	FIRST	TRAINING	Inactive	General Manager		<input type="button" value="View"/>

Steps	Actions
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Step 9

The **Staff details** screen will display. This screen has four sections:

1. **Staff details**
2. **System access**
3. **Contact for Grant Agreements**
4. **Contact for Grant Activities.**

As this contact is 'Inactive', only the **Reactivate** button will be enabled.

Select the **Reactivate** button to update the Staff record as an 'Active' contact for the organisation.

Note: Reactivating staff at this level does not re-establish any prior relationships to Agreements or Activities in the Portal.

For further details refer to the [Update Grant Agreement Contacts task card](#), and [Update Grant Activity Contacts task card](#).

Staff details * required

Staff details

Inactivate **Reactivate** Update

Title:	First name:	Last name:
Master	STAFF 2	STAFF 2
Position:	Email:	Phone:
Not Specified	staff 2@dss.gov.au	
Status:	Contact ID:	
Inactive	4-H9M66Y5	

Step 10

Your contact is now 'Active' and listed in the organisation's 'Active' Staff list.

Staff

Filter: 1 Active Staff **Apply Filter**

Search Staff **Add staff**

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-GZ0LB85	Mr	GRP	TRN1	Active	Not Specified	Editor	View
4-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	View
4-GZ0LB94	Mr	GRP	TRN3	Active	Not Specified	No Access	View
4-H9M66Y5	Master	STAFF 2	STAFF 2	Active	Not Specified	No Access	View

Inactivate a Staff Record

Steps Actions

Step 11 To inactivate a staff record from the **Staff** details screen, select **Active Staff** from the drop-down menu, and select **Apply Filter** to view 'Active' contacts for the organisation.

Note: To inactivate a staff record there must be an existing 'Active' staff record for the organisation.

The screenshot shows the 'Staff' page in the Community Grants Hub. The 'Organisation profile menu' on the left has 'Staff' highlighted. The main content area shows a filter dropdown set to '1. Active Staff' and an 'Apply Filter' button. Below the filter is a table of staff members with columns for Contact ID, Title, First name, Last name, Status, Position, and System access level. The table contains three rows of data.

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	View
4-GZ0LB85	Mr	GRP	TRN1	Active	Not Specified	Editor	View
4-GZ0LB94	Mr	GRP	TRN3	Active	Not Specified	View only	View

Step 12 The list of 'Active' Staff will display. Select the **View** button next to the staff member you wish to inactivate.

The screenshot shows the 'Staff' page in the Community Grants Hub. The 'Organisation profile menu' on the left has 'Staff' highlighted. The main content area shows a filter dropdown set to '1. Active Staff' and an 'Apply Filter' button. Below the filter is a table of staff members with columns for Contact ID, Title, First name, Last name, Status, Position, and System access level. The table contains three rows of data. The 'View' button next to the first staff member (Contact ID 4-GYCE3B5) is highlighted.

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	View
4-GZ0LB85	Mr	GRP	TRN1	Active	Not Specified	Editor	View
4-GZ0LB94	Mr	GRP	TRN3	Active	Not Specified	View only	View

Steps	Actions
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Step 13 The **Staff details** screen will display. This screen has four sections:

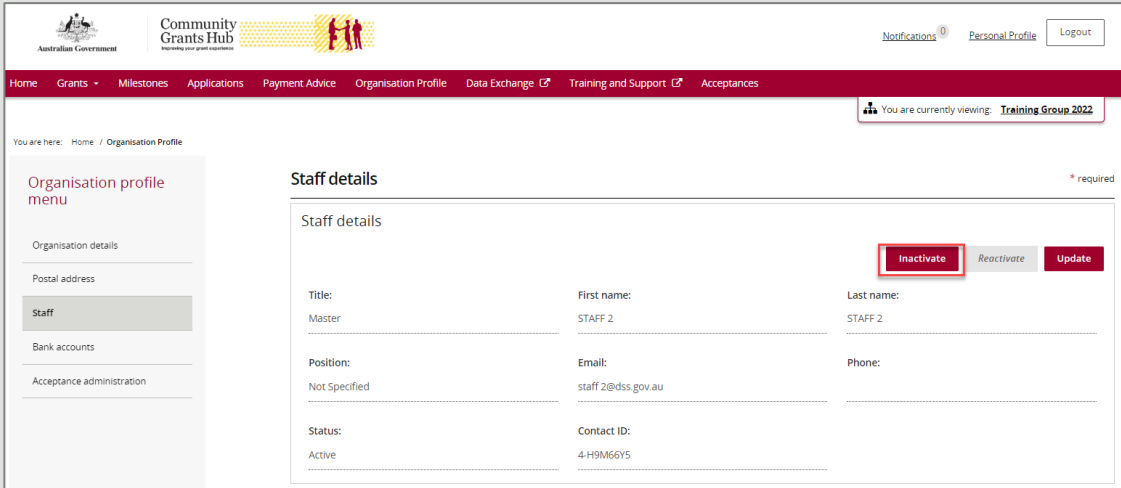
- Staff details**
- System access**
- Contact for Grant Agreements**
- Contact for Grant Activities.**

As this contact is 'Active', only the **Inactivate** button will be enabled.

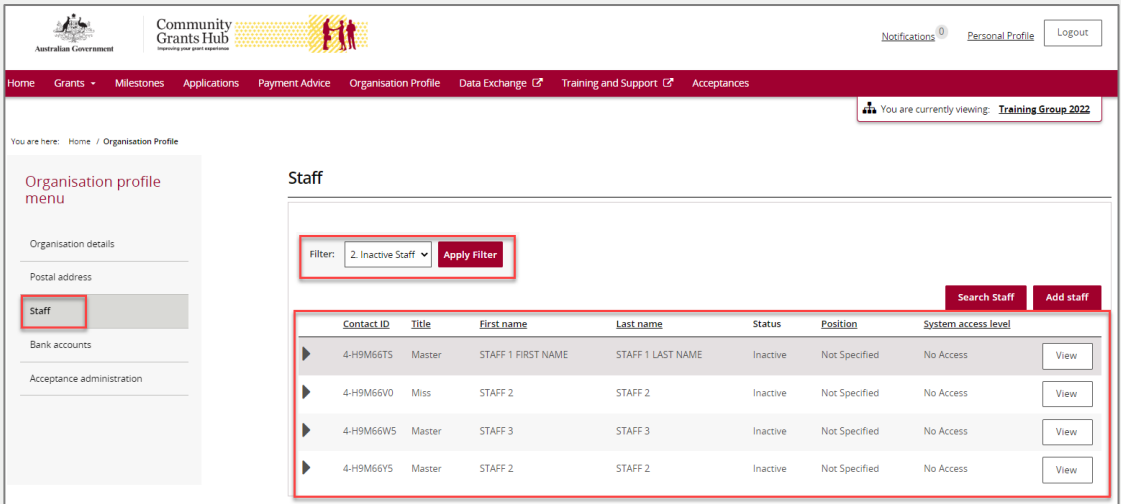
Select the **Inactivate** button to update the Staff record as an 'Inactive' contact for the organisation.

Note:

- A staff record cannot be inactivated if it is the Primary Contact for a current Agreement, Program Schedule, or Activity until another Primary Contact is assigned.
- If the staff record has a 'requested' access status, it also cannot be inactivated, and an error message will appear. Please contact the [Portal Helpdesk](#) for assistance with this error.



Step 14 Your contact is now Inactive and listed in the Organisation's Inactive Staff list.



Contact ID	Title	First name	Last name	Status	Position	System access level	
4-H9M66T5	Master	STAFF 1 FIRST NAME	STAFF 1 LAST NAME	Inactive	Not Specified	No Access	View
4-H9M66V0	Miss	STAFF 2	STAFF 2	Inactive	Not Specified	No Access	View
4-H9M66W5	Master	STAFF 3	STAFF 3	Inactive	Not Specified	No Access	View
4-H9M66Y5	Master	STAFF 2	STAFF 2	Inactive	Not Specified	No Access	View

Need help?

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