



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.

Portal access required: Administrator

Quick Links

[What do Active and Inactive Staff mean?](#)

[Open a Staff Record](#)

[Reactivate a Staff Record](#)

[Inactivate a Staff Record](#)

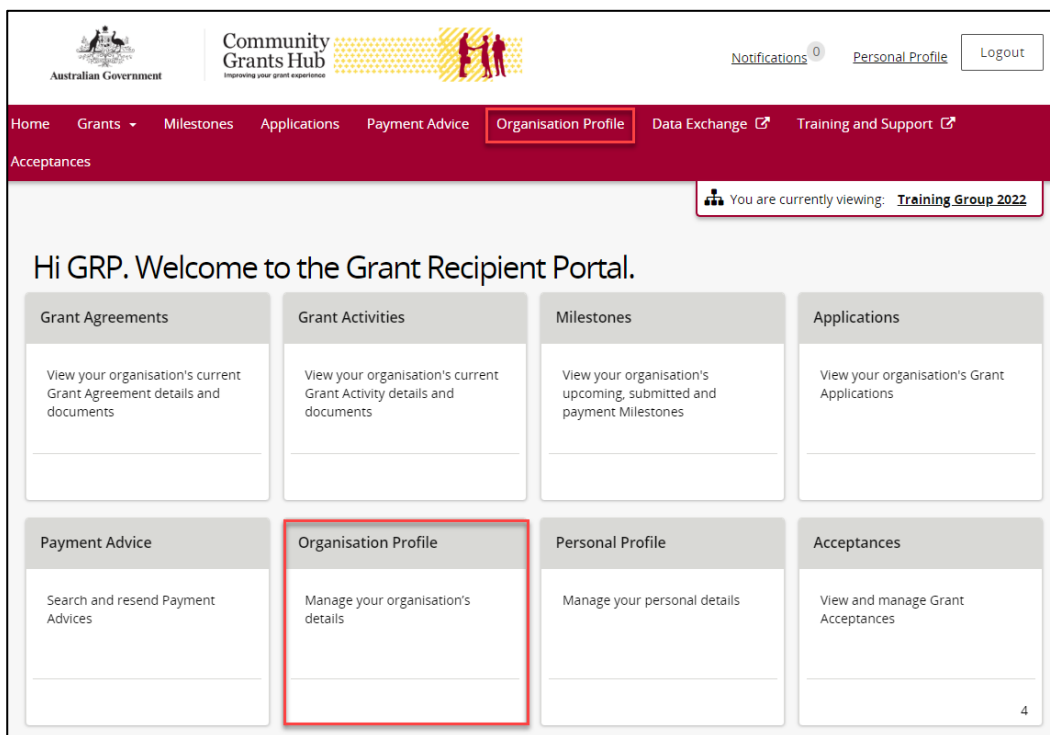
[Need help?](#)

What do Active and Inactive Staff mean?

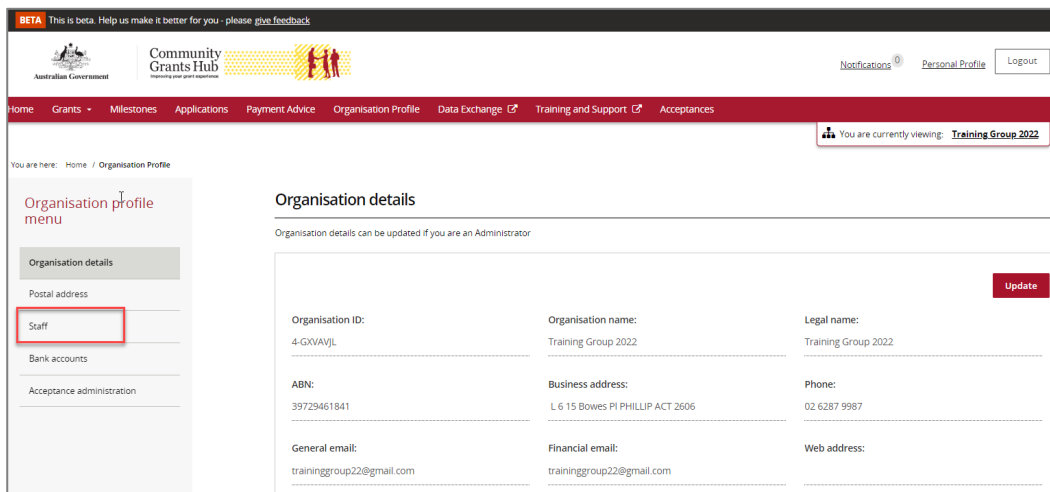
- **Active** staff are current organisation contacts in the Community Grant Hub's Grant Payment System with no end date.
- **Inactive staff** are former organisation contacts who have an end date recorded in the Community Grant Hub's Grant Payment System.
- The Portal will not show the end date.

Open a Staff Record

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



On the Organisation Profile page, select **Staff** from the menu on the left.



The Staff screen opens and shows **Active Staff** by default.

You can use the filter to display:

- Active Staff
- Inactive Staff
- All Staff

Each staff member has a unique **Contact ID**, which can help identify contacts and resolve duplicate contact issues.

BETA This is beta. Help us make it better for you - please [give feedback](#)

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Home Grants + Milestones Applications Payment Advice Organisation Profile Data Exchange ² Training and Support ² Acceptances

You are currently viewing: **Training Group 2026**

You are here: Home / Organisation Profile

Organisation profile menu

- Organisation details
- Postal address
- Staff**
- Bank accounts
- Acceptance administration

Staff

Filter: 1 Active Staff [Apply Filter](#)

[Search Staff](#) [Add staff](#)

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-GZOLB94	Mr	GRP	TRN3	Active	Not Specified	View only	View
4-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	View
4-GZOLB85	Mr	GRP	TRN1	Active	Not Specified	Editor	View
4-GZOLBK0	Mr	JAMES	RED	Active	Not Specified	Administrator	View

Find the staff member and select **View**.

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Staff

Filter: 1 Active Staff [Apply Filter](#)

[Search Staff](#) [Add staff](#)

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	View
4-GZOLB85	Mr	GRP	TRN1	Active	Not Specified	Editor	View
4-GZOLB94	Mr	GRP	TRN3	Active	Not Specified	View only	View

The Staff Details page contains four sections:

- Staff Details
- System Access
- Contact for Grant Agreements
- Contact for Grant Activities

This is where staff records can be reactivated or inactivated.

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Staff details

[Inactivate](#) [Reactivate](#) [Update](#)

Title: Mr First name: GRP Last name: TRN3

Position: Not Specified Email: uac3dss@dis.fims.gov.au Phone: 02 3232 3232

Status: Active Contact ID: 4-GZOLB94

System access

[Update](#)

System access level: No Access System access status: Completed

Contact for Grant Agreements

If the Community Grants Hub needs to talk about a Grant Agreement with your organisation, they will contact staff who are assigned to that Grant Agreement first. This staff member has been assigned as a contact for the following Grant Agreements:

[Add Grant Agreement](#)

This Staff member is not linked to any Grant Agreement.

Contact for Grant Activities

If the Community Grants Hub needs to talk about a Grant Activity with your organisation, they will contact staff who are assigned to that Grant Activity first. This staff member has been assigned as a contact for the following Grant Activities:

[Add Grant Activity](#)

This Staff member is not linked to any Activities.

- If the staff member is Active, the **Inactivate** button is available.
- If the staff member is Inactive, the **Reactivate** button is available.

You are here: Home / Organisation Profile

Organisation profile menu

- Organisation details
- Postal address
- Staff**
- Bank accounts
- Acceptance administration

Staff details * required

Staff details

Inactivate **Reactivate** **Update**

Title: Mr First name: GRP Last name: TRN1

Position: Not Specified Email: uat1dss@dss.fms.gov.au Phone: 02 3232 3232

Status: Active Contact ID: 4-GZ0LB85

You are here: Home / Organisation Profile

Organisation profile menu

- Organisation details
- Postal address
- Staff**
- Bank accounts
- Acceptance administration

Staff details * required

Staff details

Inactivate **Reactivate** **Update**

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

Reactivate a Staff Record

On the Staff screen:

- Select **Inactive Staff** from the filter.
- Select **Apply Filter**.

Note: The staff member must already exist as an inactive record.

Australian Government Community Grants Hub

Notifications Personal Profile Logout

Home Grants Milestones Applications Payment Advice Organisation Profile Data Exchange Training and Support Acceptances

You are currently viewing: Training Group 2026

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Organisation profile menu

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Staff

Filter: 2 Inactive Staff **Apply Filter**

Search Staff **Add staff**

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-GZ0LB94	Mr	GRP	TRN3	Active	Not Specified	View only	View
4-GYCE385	Mr	GRP	TRN2	Active	Not Specified	Administrator	View

Select **View** beside the staff member you want to reactivate.

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Staff

Filter: 2 Inactive Staff **Apply Filter**

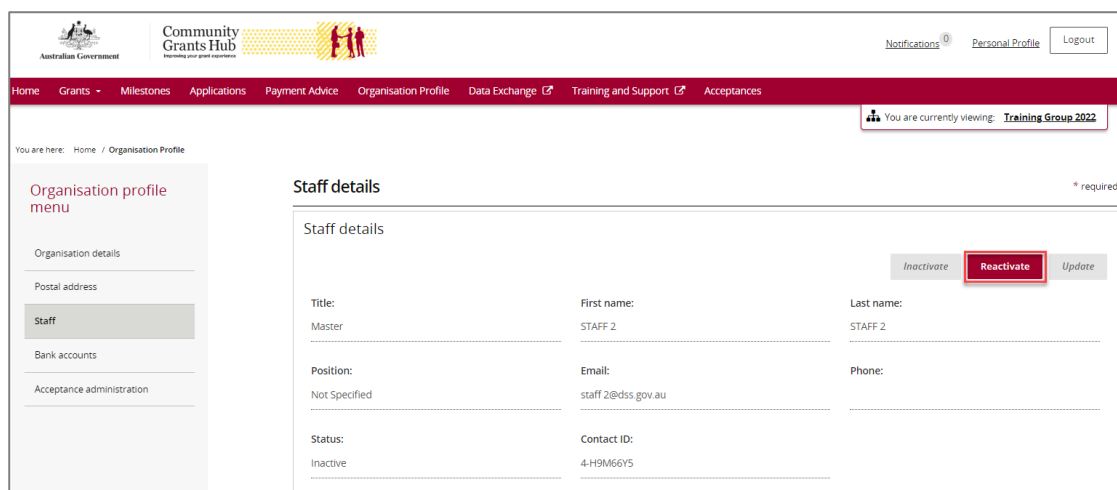
Search Staff **Add staff**

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-H4L8T6V	Mr	FIRST	TRAINING	Inactive	General Manager		View

On the Staff Details page, select **Reactivate**.

Important:

- Reactivating a staff member does not automatically restore their previous Grant Agreement or Grant Activity contact roles.
- These relationships must be updated separately if required.



Community Grants Hub

Notifications 0 Personal Profile Logout

Home Grants - Milestones Applications Payment Advice Organisation Profile Data Exchange Training and Support Acceptances

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Staff details * required

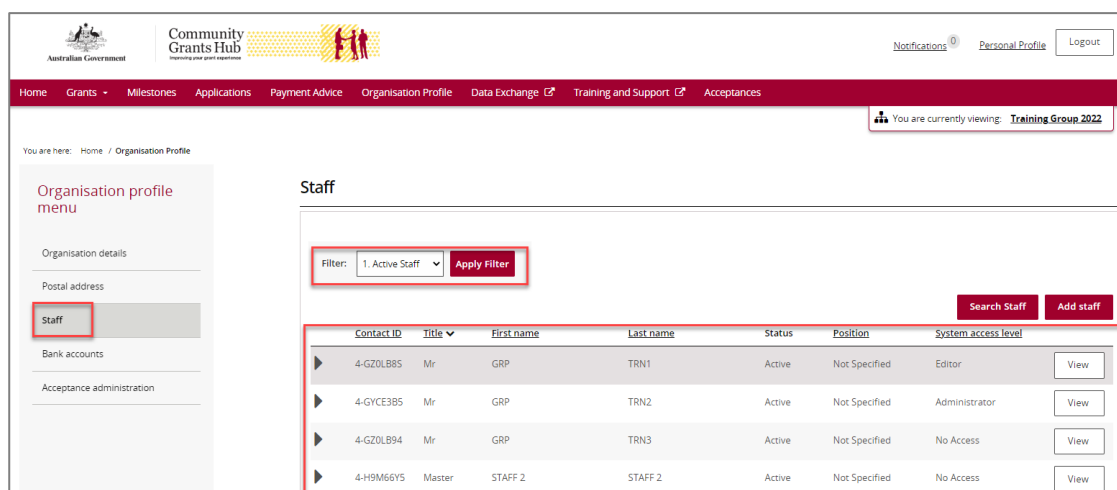
Inactivate **Reactivate** Update

Title: Master First name: STAFF 2 Last name: STAFF 2

Position: Not Specified Email: staff.2@dss.gov.au Phone:

Status: Inactive Contact ID: 4-H9M66Y5

The staff member now appears in the **Active Staff** list.



Community Grants Hub

Notifications 0 Personal Profile Logout

Home Grants - Milestones Applications Payment Advice Organisation Profile Data Exchange Training and Support Acceptances

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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-GYCE385	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

On the Staff screen:

- Select **Active Staff** from the filter.
- Select **Apply Filter**.

Note: The staff member must already exist as an active record.

Organisation profile menu

Organisation details

Postal address

Staff

Bank accounts

Acceptance administration

Staff

Filter: 1. Active Staff **Apply Filter**

Search Staff **Add staff**

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

View

Select **View** beside the staff member you want to inactivate.

Organisation profile menu

Organisation details

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Staff

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Staff

Filter: 1. Active Staff **Apply Filter**

Search Staff **Add staff**

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

View

On the Staff Details page, select **Inactivate**.

You cannot inactivate a staff member if:

- They are the Primary Contact for a current Agreement, Program Schedule, or Activity.

In this situation, a new Primary Contact must be assigned first.

- They have a system access status of **Requested**.

In this situation, contact the Portal Helpdesk.

Organisation profile menu

Organisation details

Postal address

Staff

Bank accounts

Acceptance administration

Staff details

Inactivate **Reactivate** **Update**

Title: Master

First name: STAFF 2

Last name: STAFF 2

Position: Not Specified

Email: staff.2@dss.gov.au

Phone:

Status: Active

Contact ID: 4-H9M66Y5

The staff member now appears in the **Inactive Staff** list.



Community Grants Hub

Improving your grant experience



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Staff

Filter:

2. Inactive Staff

Apply Filter

Search Staff

Add staff

Contact ID	Title	First name	Last name	Status	Position	System access level	
4-H9M66TS	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.