Australian Government

Community Grants Hub
Improving your grant experience



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

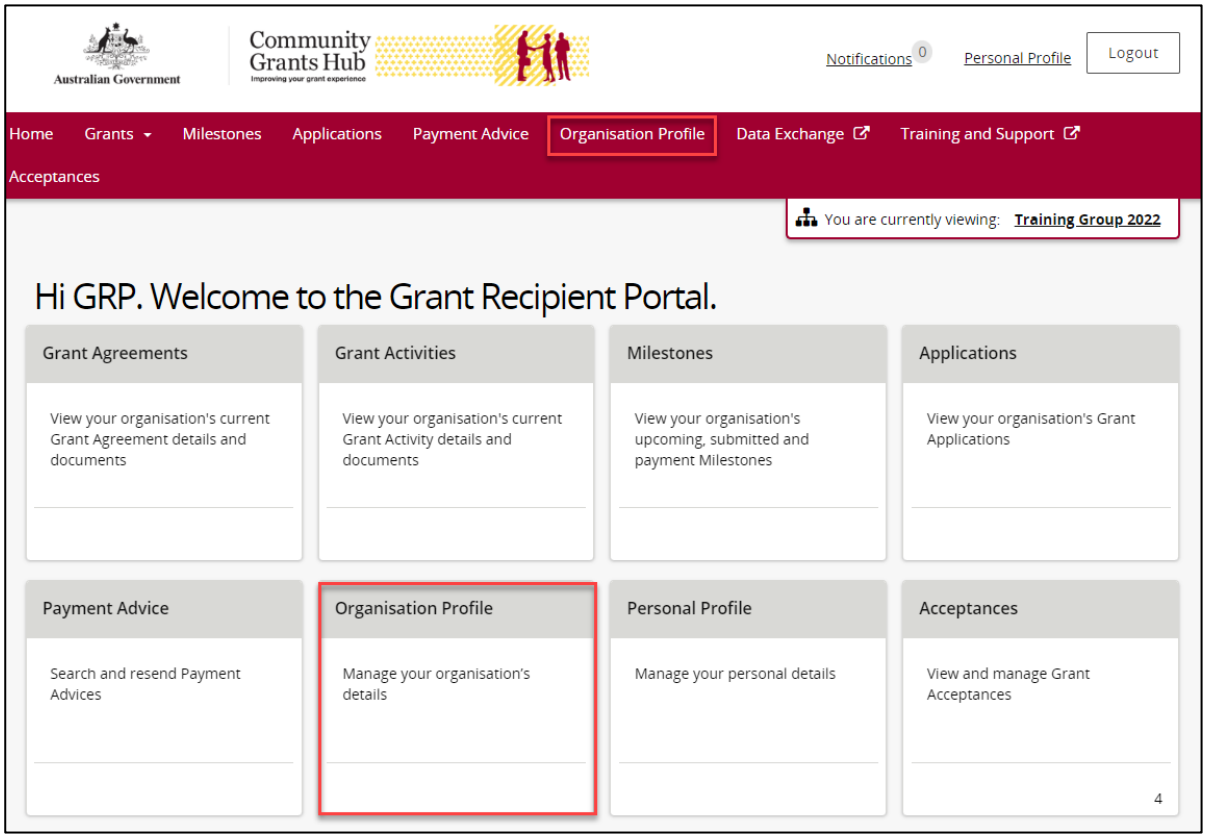
Need help?

What do Active and Inactive Staff mean?

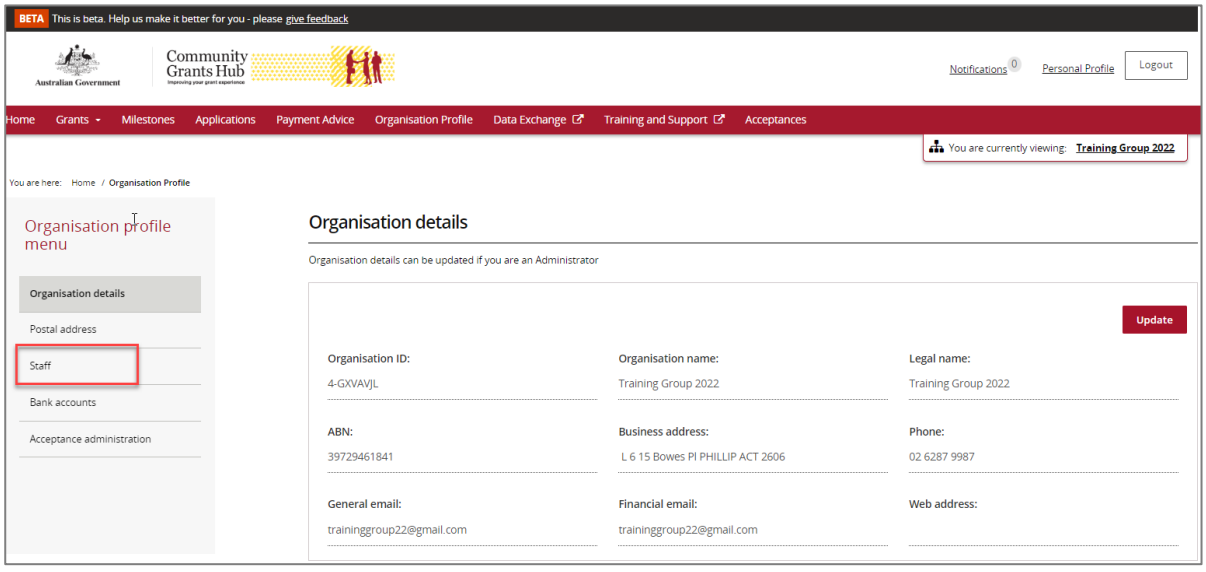
- **Active** staff are current organisation contacts in the Community Grant Hub's Grant Payment System with no end date.
- **Inactive staff** are former organisation contacts who have an end date recorded in the Community Grant Hub's Grant Payment System.
- The Portal will not show the end date.

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.

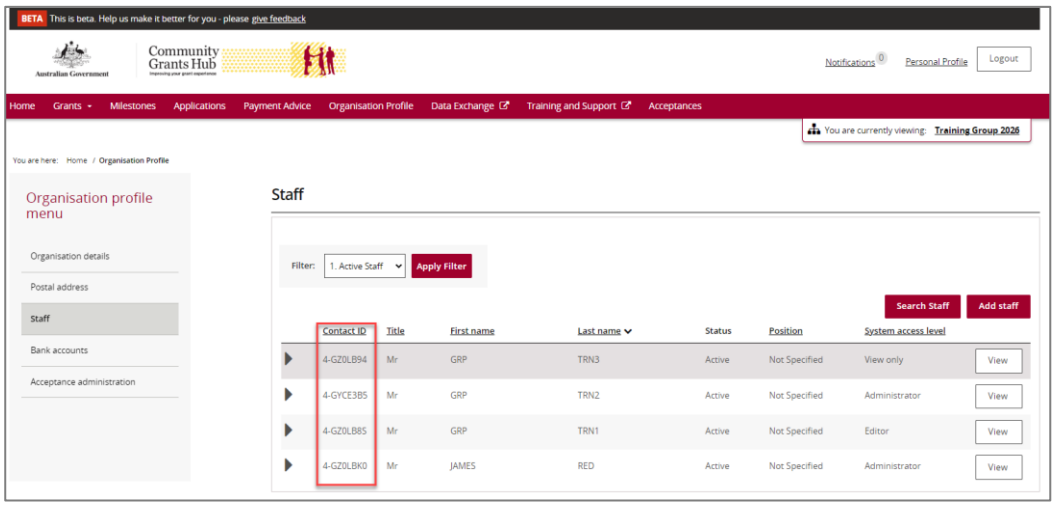


The Staff screen opens and shows **Active Staff** by default.

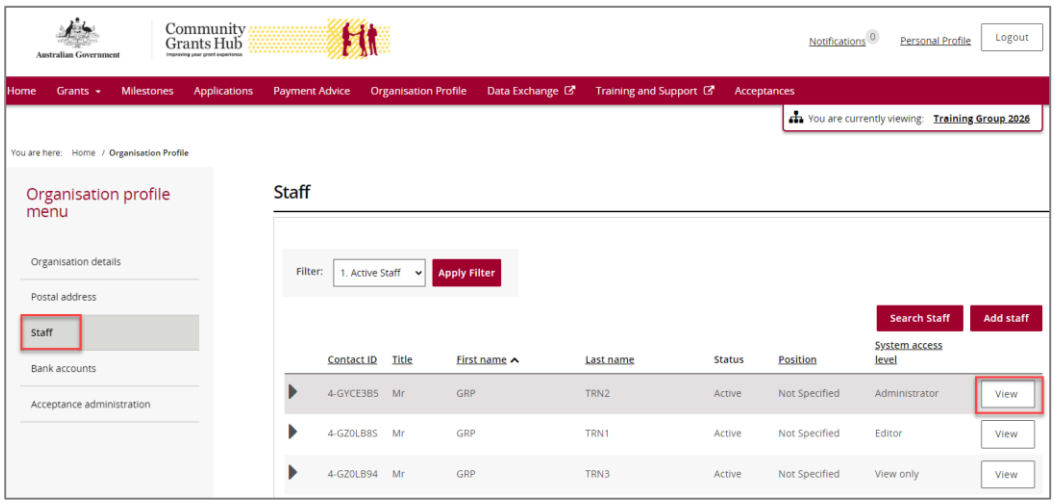
You can use the filter to display:

- Active Staff
- Inactive Staff
- All Staff

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



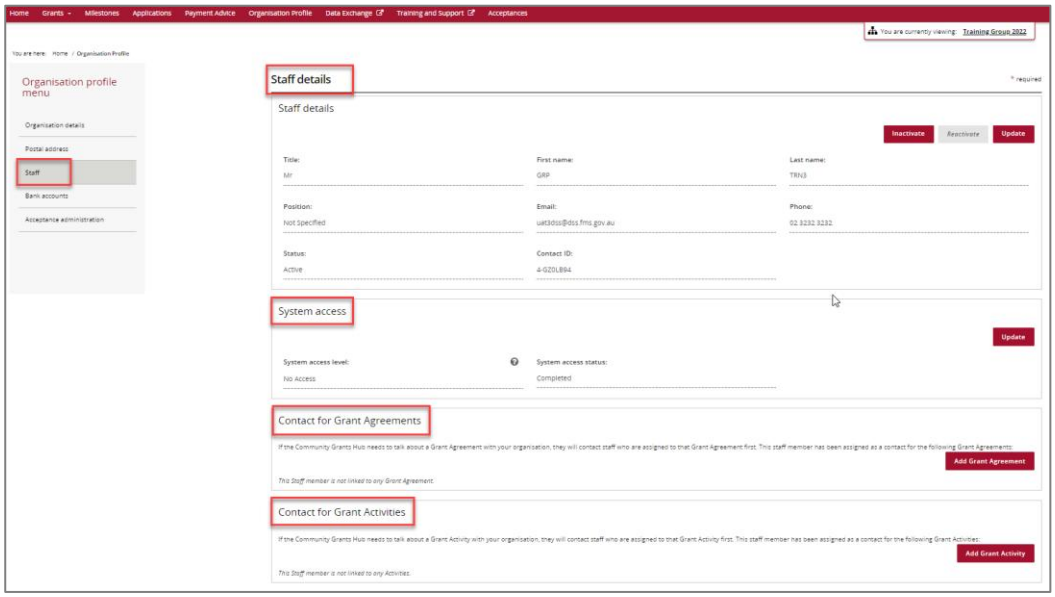
Find the staff member and select **View**.



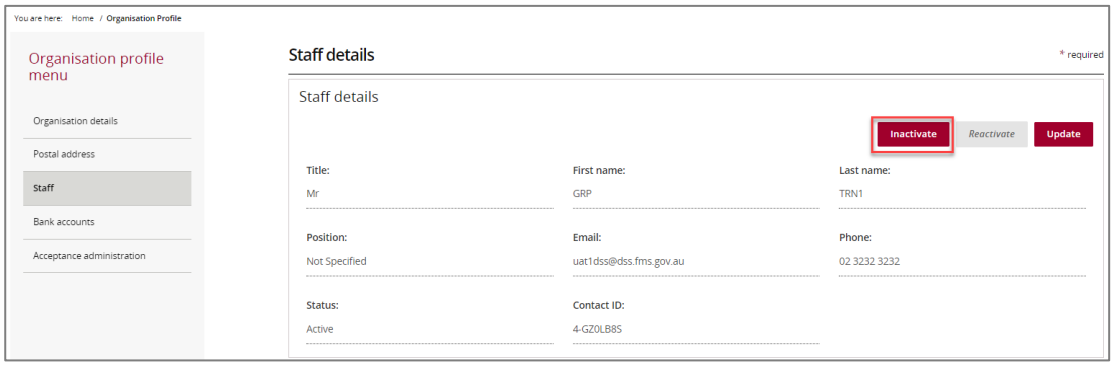
The Staff Details page contains four sections:

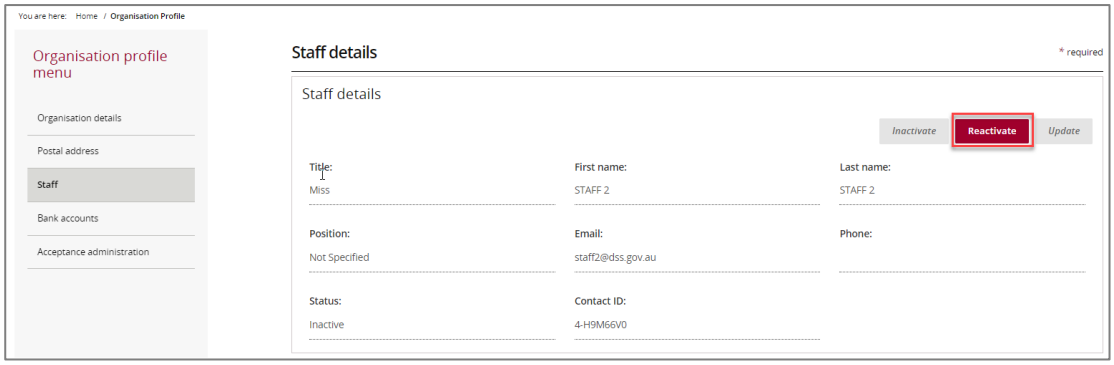
- Staff Details
- System Access
- Contact for Grant Agreements
- Contact for Grant Activities

This is where staff records can be reactivated or inactivated.



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



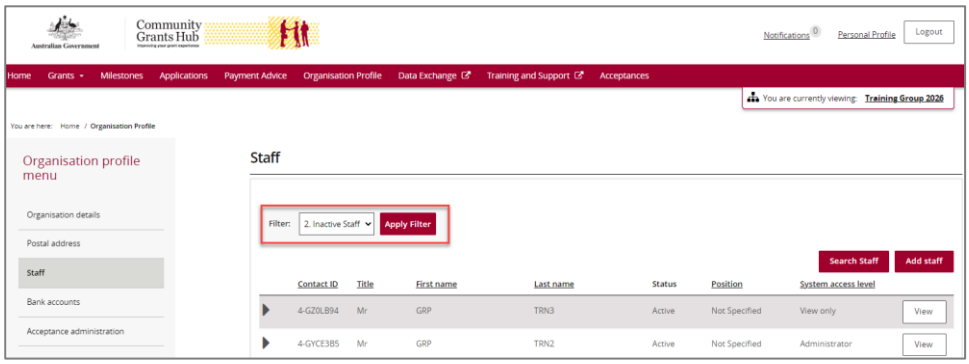


Reactivate a Staff Record

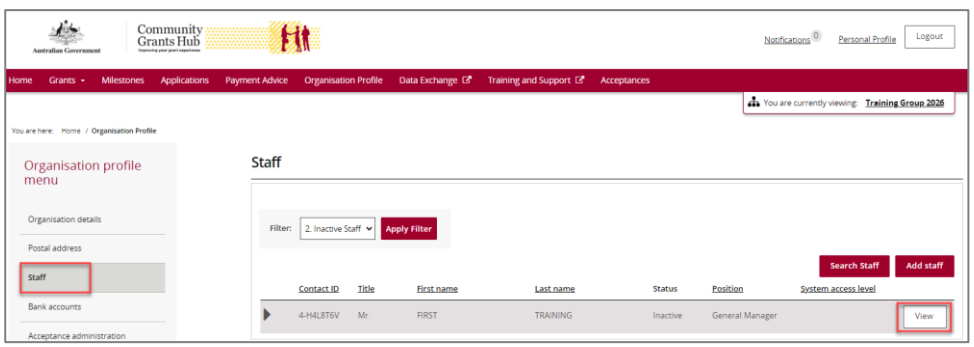
On the Staff screen:

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

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



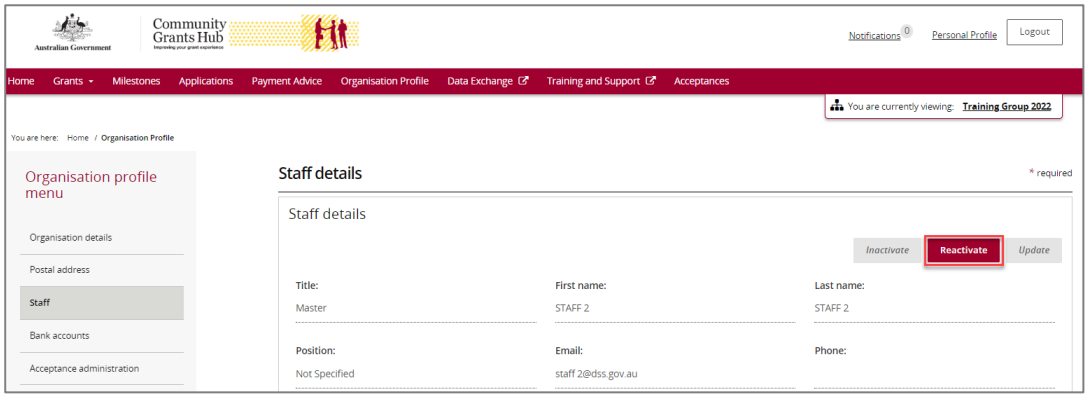
Select **View** beside the staff member you want to reactivate.



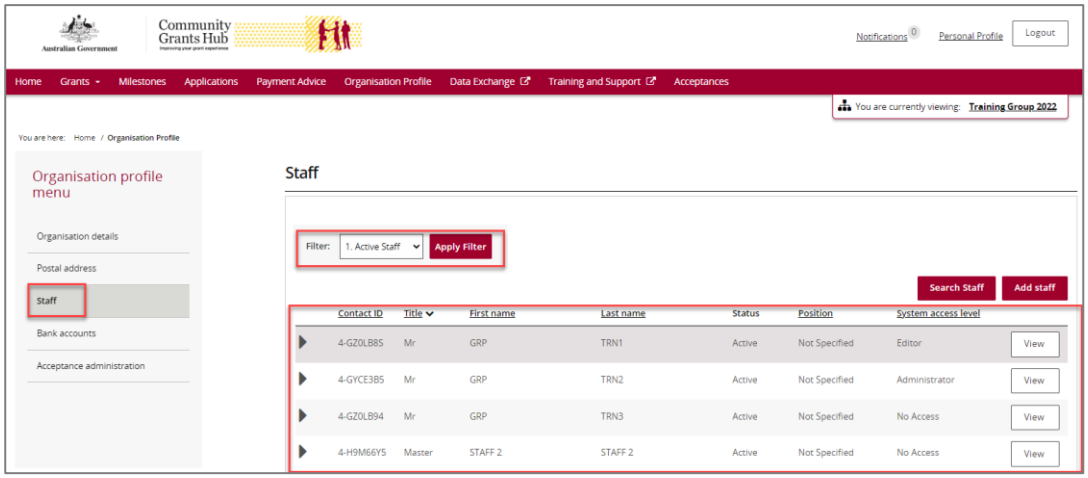
On the Staff Details page, select **Reactivate**.

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.



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

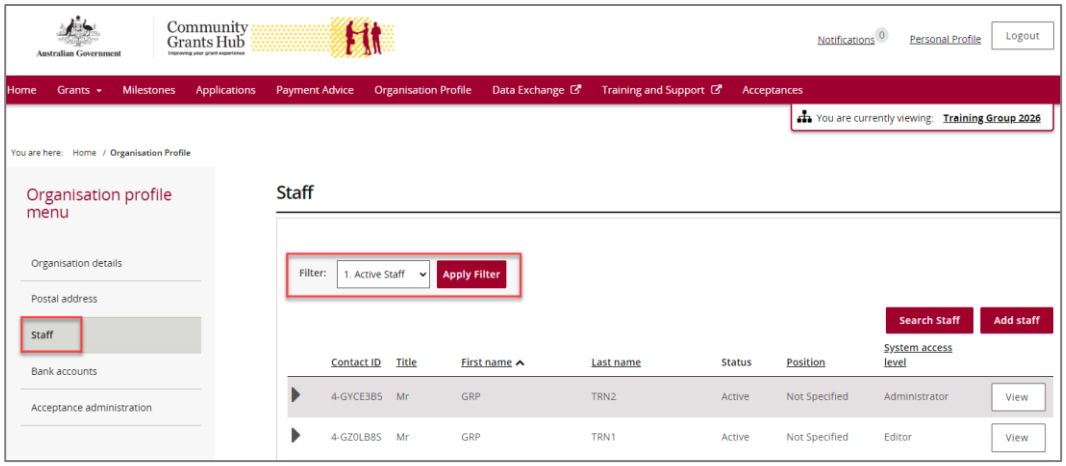


Inactivate a Staff Record

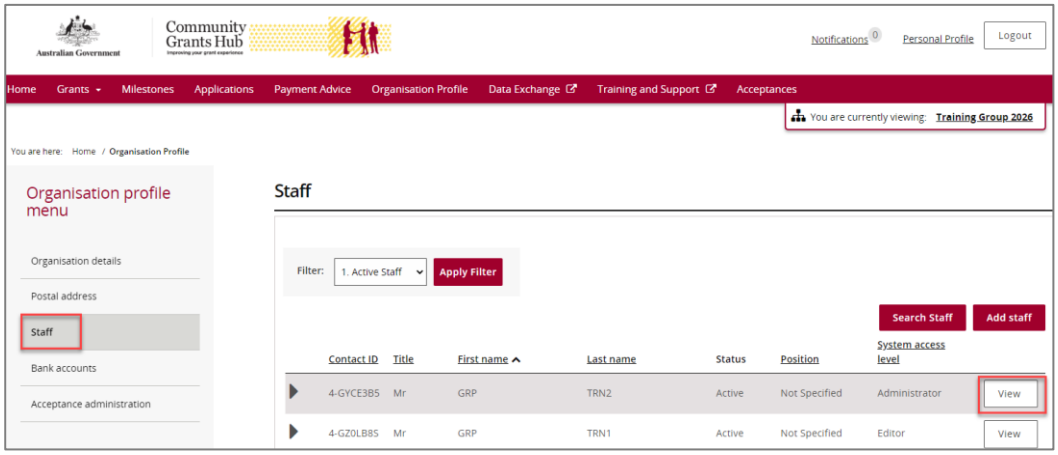
On the Staff screen:

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

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



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



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

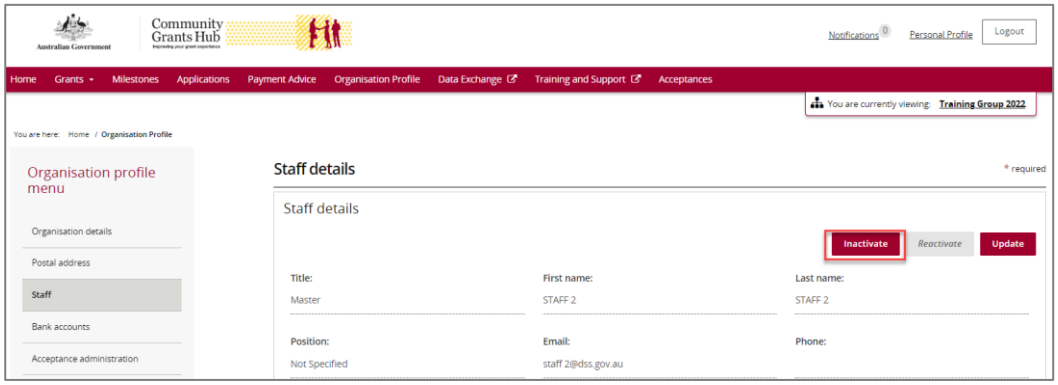
You cannot inactivate a staff member if:

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

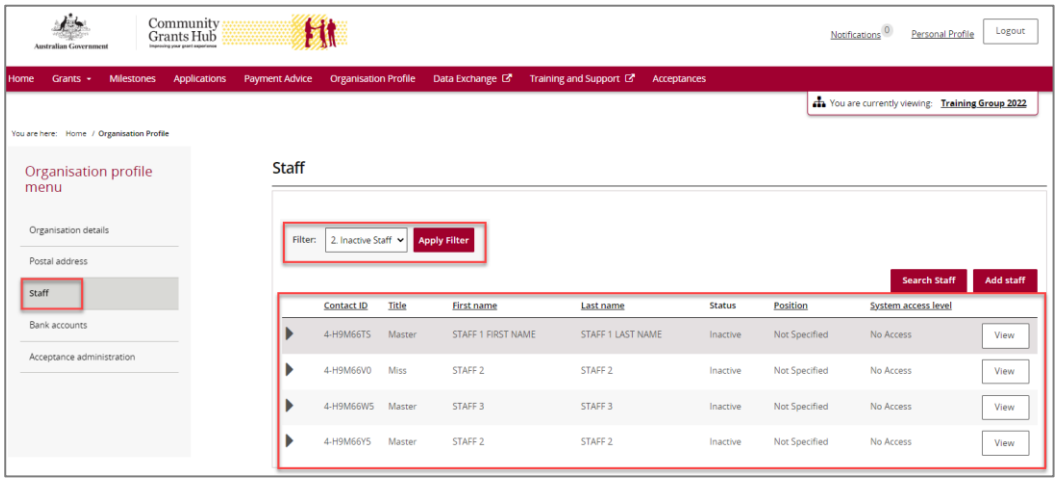
In this situation, a new Primary Contact must be assigned first.

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

In this situation, contact the Portal Helpdesk.



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



Need help?

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