



Reactivate and Inactivate Organisation Staff

Grant Recipient Portal Task Card

Portal Access required: Administrator

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.

Note: Administrators are not able to inactivate their own staff record.

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).

Navigating to a Staff Record

Step 1

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

The screenshot displays the Community Grants Hub portal interface. At the top, the Australian Government logo and the Community Grants Hub header are visible. The navigation menu includes links for Home, Grants, Milestones, Applications, Payment Advice, Organisation Profile (highlighted with a red box), Data Exchange, and Training and Support. A notification badge shows 0 notifications, and a Personal Profile link is present. The main content area welcomes the user to the Grant Recipient Portal and displays a grid of tiles. The Organisation Profile tile, which allows users to manage their organisation's details, is highlighted with a red box. Other tiles include Grant Agreements, Grant Activities, Milestones, Applications, Payment Advice, Personal Profile, and Acceptances. A status bar at the bottom indicates the user is currently viewing the Training Group 2022.

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Notifications 0 Personal Profile Logout

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

Acceptances

You are currently viewing: Training Group 2022

Hi GRP. Welcome to the Grant Recipient Portal.

Grant Agreements	Grant Activities	Milestones	Applications
View your organisation's current Grant Agreement details and documents	View your organisation's current Grant Activity details and documents	View your organisation's upcoming, submitted and payment Milestones	View your organisation's Grant Applications

Payment Advice	Organisation Profile	Personal Profile	Acceptances
Search and resend Payment Advices	Manage your organisation's details	Manage your personal details	View and manage Grant Acceptances

4

Step 2

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

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[Personal Profile](#)
[Logout](#)

[Home](#)
[Grants](#)
[Milestones](#)
[Applications](#)
[Payment Advice](#)
[Organisation Profile](#)
[Data Exchange](#)
[Training and Support](#)
[Acceptances](#)

You are currently viewing: **Training Group 2022**

You are here: [Home](#) / [Organisation Profile](#)

Organisation profile menu

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

Organisation details

Organisation details can be updated if you are an Administrator

[Update](#)

Organisation ID: 4-GXVAVJL	Organisation name: Training Group 2022	Legal name: Training Group 2022
ABN: 39729461841	Business address: L 6 15 Bowes PI PHILLIP ACT 2606	Phone: 02 6287 9987
General email: traininggroup22@gmail.com	Financial email: traininggroup22@gmail.com	Web address: _____

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 very helpful for identification purposes in various screens and assisting with duplicate contacts.

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



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Personal Profile

Logout

Home

Grants

Milestones

Applications

Payment Advice

Organisation Profile

Data Exchange

Training and Support

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

Step 4

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

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Notifications 0

Personal Profile

Logout

Home

Grants

Milestones

Applications

Payment Advice

Organisation Profile

Data Exchange

Training and Support

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-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

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.

For Active Staff records the Inactivate button is enabled.

For Inactive Staff records the Reactivate button is enabled.

The screenshot shows the 'Staff details' screen with a sidebar menu on the left containing 'Organisation profile menu', 'Organisation details', 'Postal address', 'Staff' (highlighted), 'Bank accounts', and 'Acceptance administration'. The main content area has a header 'You are currently viewing: Training Screen 2022' and a sub-header 'Staff details' with a '* required' note. The 'Staff details' section contains fields for Title (Mr), First name (GRP), Last name (TRN3), Position (Not Specified), Email (uat3dss@dss.fms.gov.au), Phone (02 3232 3232), Status (ACTIVE), and Contact ID (4-GZOLB94). It includes buttons for 'Inactivate', 'Reactivate', and 'Update'. The 'System access' section shows 'System access level: NO ACCESS' and 'System access status: Completed' with an 'Update' button. The 'Contact for Grant Agreements' section has a message about contacting staff and an 'Add Grant Agreement' button. The 'Contact for Grant Activities' section has a similar message and an 'Add Grant Activity' button.

Example of Active Staff record

This screenshot shows the 'Staff details' screen for an active staff member. The sidebar menu is the same as the previous screenshot. The 'Staff details' section shows fields for Title (Mr), First name (GRP), Last name (TRN1), Position (Not Specified), Email (uat1dss@dss.fms.gov.au), Phone (02 3232 3232), Status (Active), and Contact ID (4-GZOLB85). The 'Inactivate' button is highlighted with a red box, indicating it is enabled for active staff. The 'Reactivate' and 'Update' buttons are also visible.

Example of Inactive Staff record

You are here: Home / Organisation Profile

Organisation profile menu

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

Staff details

* required

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	

Reactivating a Staff Record

Step 6

To reactivate a staff record, from the Staff details screen select **2. 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.

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Notifications 0 Personal Profile Logout

Home Grants Milestones Applications Payment Advice Organisation Profile Data Exchange Training and Support 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: 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
4-GZ0LB85	Mr	GRP	TRN1	Active	Not Specified	Editor	View

Step 7

The list of Inactive Staff will display. Select the **View** button next to the staff member you want to reactivate.

The screenshot shows the 'Staff' section of the Community Grants Hub. On the left is an 'Organisation profile menu' with options like 'Organisation details', 'Postal address', 'Staff' (highlighted with a red box), 'Bank accounts', and 'Acceptance administration'. The main area displays a table of staff members. A filter dropdown is set to '2 Inactive Staff' with an 'Apply Filter' button. The table has columns: Contact ID, Title, First name, Last name, Status, Position, and System access level. One staff member is listed: '4-H4L8T6V Mr FIRST TRAINING Inactive General Manager'. A 'View' button is highlighted in a red box at the end of this row. There are also 'Search Staff' and 'Add staff' buttons.

Step 8

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 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 which are available on the [Portal Training and Support](#) page of the Hub's website.

Staff details * required

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: Inactive Contact ID: 4-H9M66Y5

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-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

Inactivating a Staff Record


Step 9

To inactivate a staff record, from the Staff details screen select **1. 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.



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Personal Profile

Logout

HomeGrants ▾MilestonesApplicationsPayment AdviceOrganisation ProfileData Exchange ↗Training and Support ↗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-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	<div>View</div>
▶ 4-GZ0LB85	Mr	GRP	TRN1	Active	Not Specified	Editor	<div>View</div>
▶ 4-GZ0LB94	Mr	GRP	TRN3	Active	Not Specified	View only	<div>View</div>

Step 10

The list of Active Staff will display. Select the **View** button next to the staff member you want to inactivate.



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Notifications ⁰

Personal Profile

Logout

HomeGrants ▾MilestonesApplicationsPayment AdviceOrganisation ProfileData Exchange ↗Training and Support ↗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-GYCE3B5	Mr	GRP	TRN2	Active	Not Specified	Administrator	<div>View</div>
▶ 4-GZ0LB85	Mr	GRP	TRN1	Active	Not Specified	Editor	<div>View</div>
▶ 4-GZ0LB94	Mr	GRP	TRN3	Active	Not Specified	View only	<div>View</div>

Step 11

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, the **Inactivate** button is 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.

The screenshot displays the 'Staff details' screen in the Community Grants Hub. The page has a dark red header with navigation links: Home, Grants, Milestones, Applications, Payment Advice, Organisation Profile, Data Exchange, Training and Support, and Acceptances. A user notification bar indicates 'You are currently viewing: Training Group 2022'. The left sidebar shows the 'Organisation profile menu' with options: Organisation details, Postal address, Staff (selected), Bank accounts, and Acceptance administration. The main content area is titled 'Staff details' and contains a form with the following fields:

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

At the top right of the form, there are three buttons: **Inactivate** (highlighted with a red box), **Reactivate**, and **Update**. A small asterisk with the text '* required' is located to the right of the 'Staff details' title.

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

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Notifications 0 Personal Profile Logout

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

You are currently viewing: Training Group 2022

You are here: Home / Organisation Profile

Organisation profile menu

Organisation details

Postal address

Staff

Bank accounts

Acceptance administration

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, 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)