



# Troubleshooting Manual

## Parents, Carers, Guardians

Click on the link below to go to the relevant section:

## Contents

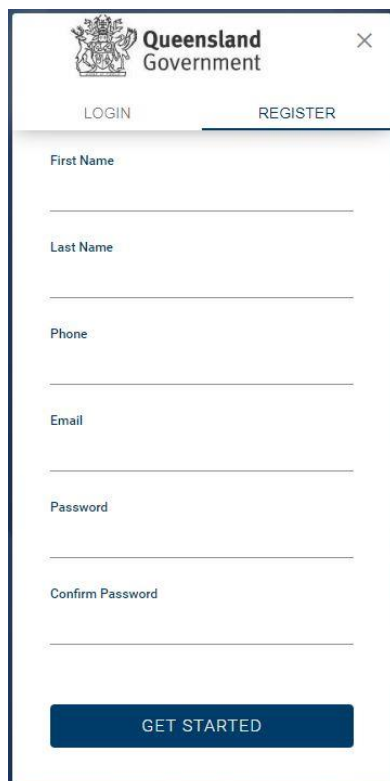
Register an individual account .....	3
Apply for a voucher if you hold a Health Care/ Pension Concession Card .....	10
Apply for a voucher if you hold a Medicare Card .....	19
Apply for a voucher (through Referral process) .....	30
Print/Email your Play On! voucher .....	37

Updated: 30/07/2025

## Register an individual account

Go to <https://www.qld.gov.au/recreation/sports/funding/playon/apply>

1. Confirm the child/young person is eligible and click '[Register online now](#)'.
2. **Complete personal details**
  - If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail.
  - When creating a password for Enquire, choose one that you can remember – passwords must be between 10 and 50 characters and include one number, one UPPERCASE letter and one lowercase letter.



The screenshot shows the 'REGISTER' page of the Queensland Government website. At the top, there is a header with the Queensland Government logo and a close button (X). Below the header, there are two tabs: 'LOGIN' and 'REGISTER', with 'REGISTER' being the active tab. The form contains the following fields: 'First Name', 'Last Name', 'Phone', 'Email', 'Password', and 'Confirm Password'. Each field has a corresponding input line. At the bottom of the form, there is a blue button labeled 'GET STARTED'.

3. Click 'Get Started'.

### **Errors**

#### **Have you entered your email address correctly?**

- Check email address is correct. This is where any correspondence will be sent.

#### **Are you entering a password with the required number of characters and numbers?**

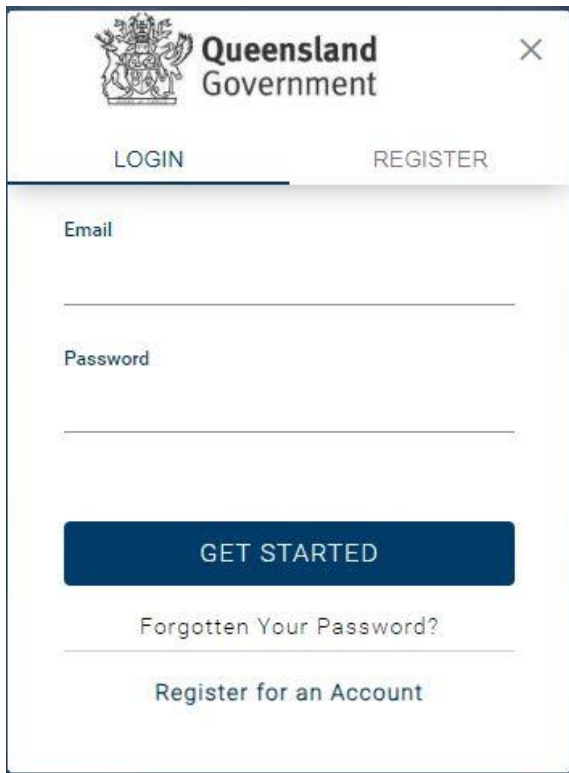
- Check the entered password is at least ten characters long and includes at least one number, one uppercase letter and one lowercase letter.

#### **Email or phone number has already been registered**

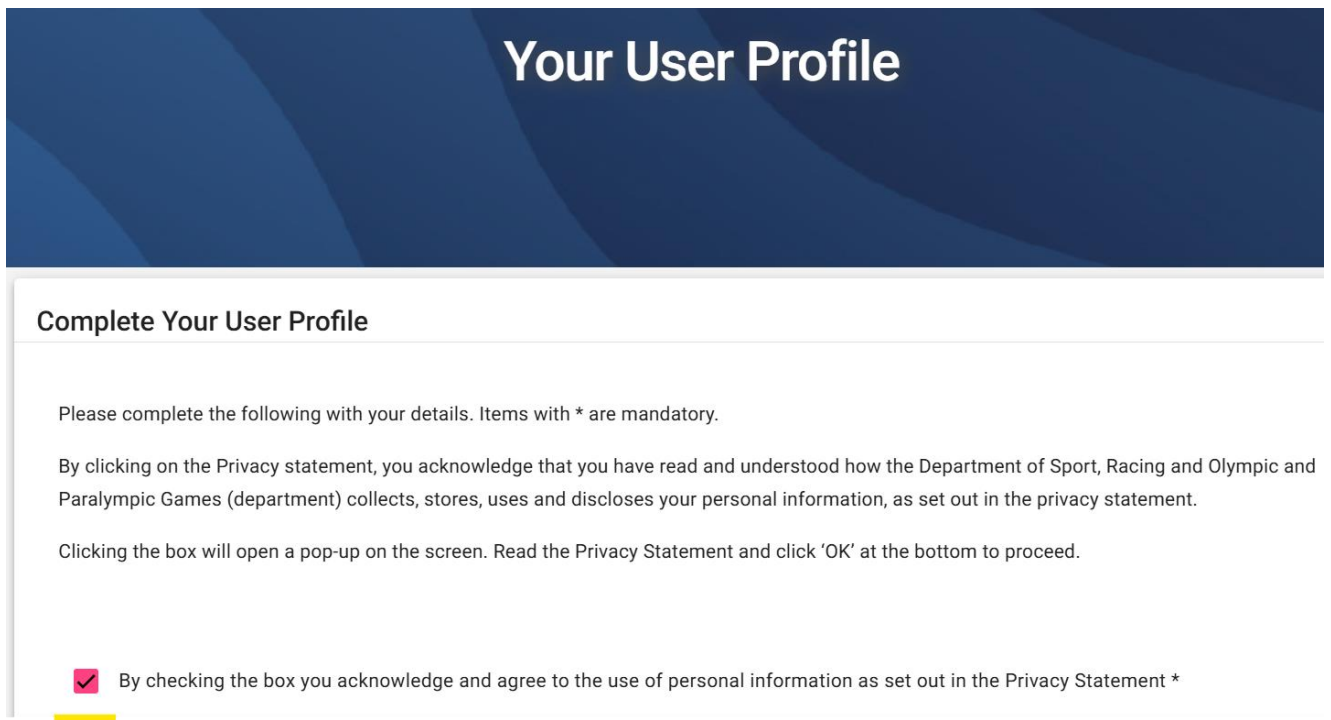
- If the email or phone number has already been used to register an account, you won't be able to register a new account. If you have forgotten your password click 'Forgotten Your Password?' under the login.

4. Once registered, click 'Login'

- You can log in straight away, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.

A screenshot of the Queensland Government login and registration interface. At the top left is the Queensland Government crest and logo. To the right is a close button (X). Below the logo are two tabs: 'LOGIN' (active) and 'REGISTER'. The 'LOGIN' tab shows two input fields for 'Email' and 'Password', followed by a blue 'GET STARTED' button. Below the button are links for 'Forgotten Your Password?' and 'Register for an Account'.

5. Complete your User Profile

A screenshot of the 'Your User Profile' completion form. The header has a dark blue background with the text 'Your User Profile' in white. Below the header, the title 'Complete Your User Profile' is displayed. The form contains the following text: 'Please complete the following with your details. Items with \* are mandatory.'; 'By clicking on the Privacy statement, you acknowledge that you have read and understood how the Department of Sport, Racing and Olympic and Paralympic Games (department) collects, stores, uses and discloses your personal information, as set out in the privacy statement.'; 'Clicking the box will open a pop-up on the screen. Read the Privacy Statement and click 'OK' at the bottom to proceed.'; and a checkbox with a red checkmark icon, followed by the text 'By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement \*'. A yellow bar is visible at the bottom of the form.

- Click 'I have read the Privacy Statement', which will open a pop-up on the screen.
- Read the Privacy Statement and click 'OK' at the bottom to proceed.

X

#### Privacy Statement

The Department of Sport, Racing and Olympic and Paralympic Games (department) manages personal information in accordance with the Information [Privacy Act 2009](#) (Qld).

The department is collecting personal information during the account registration process to set up an account in the Sport and Recreation Grant Registration Portal (Portal).

Your personal information will be used by the department in relation to your Portal account, for the purposes of assessing any applications for funding, as part of your involvement in any sport and recreation programs from applications for funding submitted through the Portal. Personal information will also be used to help the department monitor and evaluate current programs and future programs and resources.

The department may use and disclose personal information in the Portal or collected provided as part of an application for funding as outlined in the privacy statement for the relevant sport and recreation funding program.

Your personal information will not be published on the department's website. Your personal information will not be disclosed to any other parties unless authorised or required by law. Further information on how the department manages personal information can be found at <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>.

The Portal will also record persons who have clicked on the link.

The department reserves its right to update the privacy notice for the Portal, the amended policy will be posted to <https://www.sport.qld.gov.au/site-information/privacy> and will operate from the time it is posted.

Terry White 24/07/2025

OK

- Complete your contact details noting only sections marked with \* are mandatory.
- Please read the Terms and Conditions and then click the box to acknowledge you understand and agree to the Terms & Conditions.

Please read the [Privacy, terms and conditions](#).

☒ By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. \*

Once you have completed the above click 'Save' on the right to continue.

Cancel

Save

- Click 'Save' at the bottom to proceed.

## Check

The account needs to be in the name of the parent/guardian to accept the T&Cs.

- The account holder must be over the age of 18 and agree to the terms and conditions. Parent/guardians who incorrectly enter the child or young person's name in this stage of the process can edit their User Profile when they log in.
- Once a voucher application is complete, the parent/guardian **will not** be able to update the name of the child or young person on the voucher.

6. In the '**Select Account Type**' screen, click 'Register' under Individual Account.

7. You will be directed to your home page. From the home page you can apply for a voucher (when a round is open, access your User Profile to update your details or see any past vouchers.

## 8. Read the Privacy and Use of Information and update the Applicant Details.

### Applicant Details

#### To be eligible for a voucher

- **Have a current valid Medicare Card**
- Your residential address is located in Queensland
- Your child is 5 to 17 years of age
- Your child is only eligible for one voucher per financial year
- Only one child per application

### Privacy and Use of Information

The Department of Sport, Racing and Olympic and Paralympic Games (the department) manages personal information in accordance with the Queensland Privacy Principles (QPPs) under *Information Privacy Act 2009* (Qld).

Some personal information, such as your name, position, organisation name, telephone number and email address, will be provided to the department (by you or by the applicant for a voucher) as part of the PlayOn! Sports Vouchers program (program) application process.

Your personal information may be:

- used by the department to monitor and evaluate its programs, including the PlayOn! Sports Vouchers program.
- used by the department or its contractors to contact you to gather feedback or invite you to participate in a survey about the program.

If you choose not to give us your personal information or to not consent to our collection of such information, this may impact your ongoing involvement in the program.

The department takes reasonable steps to ensure that personal information is stored securely and protected from unauthorised access, loss, misuse, or disclosure.

Personal information collected as part of the program will be retained only for as long as necessary to fulfil the purposes outlined in this Privacy Statement or as required by law. After this period, the information will be securely destroyed.

You have the right to request access to or correction of your personal information held by the department. To make a request, please contact the department's Privacy Team at [sportprivacy@sport.qld.gov.au](mailto:sportprivacy@sport.qld.gov.au).


Your personal information will not be disclosed outside Queensland or Australia unless authorised by law or with your consent.

Personal information will not be disclosed to any other third parties without your consent, unless authorised or required by law. Further information on how the department manages personal information, how you can make a complaint about how we handled your personal information and how your complaint will be handled, can be found at <https://www.sport.qld.gov.au/site-information/privacy>.

The department reserves the right to update this privacy notice for ongoing collections at any time. The amended privacy notice will be posted at <https://www.sport.qld.gov.au/sport/funding-programs/play-on> and will take effect from the time it is published.

☒ I have read the Privacy Statement \*

Enter your child's address and if successful, it will state the message below:

 Your address has been successfully verified.

Tick if you are using a Health Care Card (HCC) or Pensioner Concession Card (PCC) or tick no, if you are applying with your Medicare Card:

Are you applying using a Health Care Card or Pensioner Concession Card? \*

☐ Yes ☐ No - I am applying with my Medicare Card

Required

If you select yes – you will be required to enter your HCC or PCC card information in the application form if you do not have a HCC or PCC you will receive the warning below and will not be able to proceed with the application.



If you do not have a Health Care Card or Pensioner Concession Card and have not received the link through a registered referral agent, you will not be able to proceed under this event/application. You may be eligible to apply if you hold a Medicare Card under a separate event/application. Instructions are further below on how to apply with a Medicare Card.

Click 'Home' at the top of the page to leave the application or exit the screen altogether. You will not receive a voucher.

If you are not applying with a HCC or PCC please select "No" as indicated below

Are you applying using a Health Care Card or Pensioner Concession Card? \*

☐ Yes ☐ No - I am applying with my Medicare Card

Required

At the top of the page click Next:



A pop-up will appear, click Next



## Congratulations!

You are eligible for the program, click next to complete your application and secure your voucher.

**Next**

A solid yellow horizontal bar.

## Apply for a voucher if you hold a Health Care/ Pension Concession Card

1. Complete the Application and answer the question about the child. Use the scroll bar on the right to progress through the application.
2. When complete the first page, click the right arrow at the top of the page to proceed.
3. The next stage is the child's Medicare Card Details:

↑

- Application
- Medicare
- HCC/PCC
- Submit

### Medicare Card Details

To be eligible the child must have a valid Medicare Card as shown below. Only one child to be entered below.

medicare

Interim card

1234 56789 1 Medicare Card Number

1 JOHN A CITIZEN Name

Expiry Date: VALID TO: 08/2020

medicare

Interim card

1234 56789 1 Medicare Card Number

1 JOHN A CITIZEN Name

Expiry Date: VALID TO: 31/08/20

medicare

Reciprocal health care

1234 56789 1 Medicare Card Number

1 JOHN A CITIZEN Name

2 JANE A CITIZEN

3 JAMES A CITIZEN

4 JESSICA A CITIZEN

Visitor

Expiry Date: VALID TO: 31/08/20

medicare

Reciprocal health care

1234 56789 1 Medicare Card Number

1 JOHNJOHNJOHNJOHNJOHN Name line 1

LONGNAMEEXAMPLE Name line 2

SHOWNONTHREELINES Name line 3

Name line 4

Expiry Date: VALID TO: 11/2024

4. Tick the box to authorise the Department to access/verify the Medicare Card information:

1. Select Card Type – Green, blue or yellow
2. Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890)
3. Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)
4. Enter the child's name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line'
5. Enter the child's Individual Reference Number as on your card (select the number next to your child's name)
6. Select the child's Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

☐ I authorise the Department of Sport, Racing and Olympic and Paralympic Games to access/verify Medicare Card information \*

## Customer Consent Authority to access/verify Medicare card information

I confirm that I am authorised to provide the personal details presented and I consent to the information provided being checked by the Queensland Government with the document issuer or official record holder via Document Verification Services for the purpose of confirming my child's identity for the PlayOn! Sports Vouchers program.

### COLLECTION NOTICE

This document explains how Department of Sport, Racing and Olympic and Paralympic Games ABN: 49 536 543 548 (**we, us, our**) will collect, use, disclose and store your personal information to verify your identity document(s) using the Attorney-General's Department's Document Verification Service (**DVS**). This will only occur with your express consent.

We are bound by the provisions of the *Information Privacy Act 2009* (Qld) (**IP Act**), including the Queensland Privacy Principles (**QPPs**), and where applicable, the Privacy Act 1988 (Cth) (**Privacy Act**), including the Australian Privacy Principles (**APPs**), as well as the *Identity Verification Services Act 2023* (Cth) (**IVS Act**). Your personal information will be handled in accordance with our obligations under these Acts and principles.

If individuals have any specific needs or require this notice in an alternative format, or if you need assistance due to any special circumstances, please contact us.

### Why is your personal information being collected?

We collect your personal information for the purpose of verifying your identity in order to provide you with our products, services and offerings, including our:

- PlayOn! Sports Vouchers program

We may also use this information for the following secondary purposes:

- Ensuring your eligibility for the PlayOn! Sports Vouchers program
- Complying with our reporting obligations under the *Identity Verification Services Act 2023* (Cth).

### How will we handle your personal information?

We collect your personal information through our online grant management system.

The information you provide will be sent to the DVS Hub, administered by the Attorney-General's Department, and matched against official records held by the government agency responsible for issuing the identity document (**document issuer**).

The DVS Hub will advise us of whether the information you provide matches official records.

We do store copies of your identity documents after the DVS check is complete. These copies are encrypted and will be retained in accordance with the retention requirements under the *Public Records Act 2023* (Qld).

### How will the Attorney-General's Department handle your personal information?

The DVS Hub facilitates information transfer between us and the document issuer. The DVS Hub itself does not retain any personal information and the Attorney-General's Department cannot view or edit any of the personal information transmitted through the DVS Hub.

The Attorney-General's Department engages a third-party provider as a managed service provider for the DVS, who is required to adhere to the APP requirements and security standards to ensure the use and disclosure of personal information is limited to explicitly defined purposes including:

- a. for the purposes of the contract with the department; and
- b. to comply with any request under section 95C of the Privacy Act.

The Attorney-General's Department is authorised to operate the DVS Hub for the purpose of verifying individual's identities under the IVS Act.

For more information on how the Attorney-General's Department may handle your personal information, see the Attorney-General's Department's 'Privacy Statement – Identity Verification Services' at: <https://www.idmatch.gov.au/resources/privacy-statement-identity-verification-services>.

### How will the document issuer handle your personal information?

Your personal information will be shared by the Attorney General's Department via the DVS Hub with the government agency that issued your identity document to verify it against their official records. These agencies already hold your personal information as part of their official records, in

line with their own privacy policies and legal obligations.

**What happens if you don't provide your personal information?**

You do not have to agree to verify your identity documents through the DVS. However, you will not be able to apply for a voucher online if you choose not to. Instead, you can contact a Referral Agent. Refer to the Department of Sport, Racing and Olympic and Paralympic Games website for details about the Referral Agent process.

**Other disclosures**

Where necessary, we may disclose your personal information to third parties, including:

- DVS Hub to verify your Medicare card details.
- law enforcement agencies in certain circumstances.

**The Attorney-General's Department's verification assistance service**

There may be circumstances in which we will require assistance to verify your identity. If we request assistance from the Attorney-General's Department to verify your identity through the DVS, the Attorney-General's Department will collect your personal information for the purposes of verifying your identity document(s) through the DVS.

The Attorney-General's Department may also disclose your personal information to the relevant document issuer to assist them with verifying your identity documents. This collection is authorised under APP 5.2(c) and section 27 of the IVS Act which permits the collection of your personal information from someone other than yourself when it is authorised under an Australian law.

The Attorney-General's Department will handle your personal information in accordance with their obligations under the Privacy Act.

Where the identity document(s) you require to be verified include information regarding other individuals (such as a Medicare card covering multiple individuals), it will be assumed that you have advised those individuals and obtained their consent to the disclosure. This information will only be used for the purposes of verifying your identity document(s) through the DVS. Any personal information of other individuals will otherwise be managed in the same way as your personal information.

If you don't provide your personal information to the Attorney-General's Department, the Department will be unable to verify your identity document(s).

More information about the verification assistance service is set out in the Attorney-General's Department's Identity Verification Services [Privacy Statement](#).

**Further information**

If you have any further enquiries about how we handle your personal information, how you can access and seek correction of the personal information that we hold about you, and how to raise a privacy complaint, you can communicate with us with additional enquiries following our contact details provided below.

**Contact details**

Email: [SPORTPrivacy@sport.qld.gov.au](mailto:SPORTPrivacy@sport.qld.gov.au)

Telephone: 07 3516 0709

Postal address:

Right to Information Department of Sport, Racing and Olympic and Paralympic Games PO Box 15478 City East QLD 4002

Mr Terry White 24/07/2025


## 5. Enter the child's Medicare card details **exactly** as instructed:

Card Colour\*



Select Card Type – Green, blue or yellow.

Card Number\*

Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890)

0/10

Card Expiry Date\*



Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)

Individual Reference Number\*



Enter the Childs Individual Reference Number as on your card (Select the number next to your child's name)

Individual Name\*

Enter the Childs Name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line'

0/27

**Add Line 2**

Individual Date of Birth\*



Select the Childs Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

Age

Click the right arrow to progress further.



**Submit**



## Health Care/Pensioner Concession Card Section:

### Health Care Card or Pensioner Concession Card

To be eligible you/the child must have a valid Centrelink Health Care Card (HCC) or Pensioner Concession Card (PCC) as shown below.

Only valid Centrelink Health Care Card or Pensioner Concession Card are accepted via this application.

If you / the child does not have a valid Centrelink card, please refer to the department's [website](#) for more information on program eligibility.



- Click to authorise the Department to access/verify Centrelink card information. A pop-up will appear, please read the content and then click OK to proceed.

### Customer Consent Authority to access/verify Centrelink card information.

I authorise:

- the Department of Sport, Racing and Olympic and Paralympic Games to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink concession card status to enable the business to determine if I qualify for a voucher.
- Services Australia (the agency) to provide the results of that enquiry to the Department of Sport, Racing and Olympic and Paralympic Games.

I understand that:

- the agency will disclose personal information to the Department of Sport, Racing and Olympic and Paralympic Games in relation to the concession card type and status to confirm my eligibility for a voucher.
- this consent, once signed, remains valid while I am a customer of the Department of Sport, Racing and Olympic and Paralympic Games unless I withdraw it by contacting the Department of Sport, Racing and Olympic and Paralympic Games or the agency. I can get proof of my circumstances/details from the agency and provide it to the Department of Sport, Racing and Olympic and Paralympic Games so my eligibility for a voucher can be determined.
- if I withdraw my consent or do not alternatively provide proof of my circumstances/details, I may not be eligible for the voucher provided by the Department of Sport, Racing and Olympic and Paralympic Games.

OK

## 7. Enter the Customer Reference Number without dashes or spaces.

- ☒ I authorise the Department of Sport, Racing and Olympic and Paralympic Games to access/verify Centrelink card information. \*

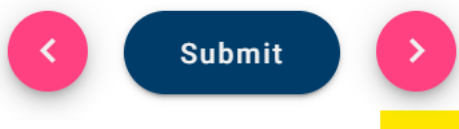
When completing this section

- Enter the card number without dashes or spaces

Customer Reference Number\*

0/10

## 8. At the top, click the right arrow to progress with the application.



## 9. Read the Declaration and tick I agree, if you agree.

### Submit

#### Declaration

You must view the [Terms and Conditions](#) (opens in a new window) before proceeding.

If you are unable to view the [Terms and Conditions](#), you may have to disable the pop-up blocker on your browser.

By clicking the box below you acknowledge that you have read, understood and agree to the Terms and Conditions of the program, and the information supplied in this submission is, to your knowledge, true and correct.

- ☒ I agree \*

After clicking 'I agree', please click 'Submit'

## 10. At the top, click the Submit button to complete the application.



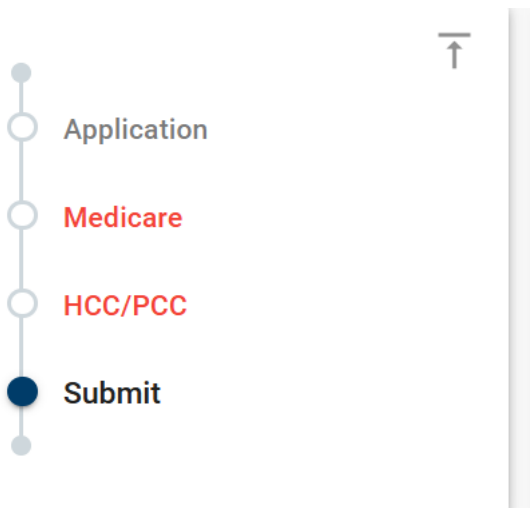
## Troubleshooting Errors

If you have not completed information, after you click submit, a message below will appear:

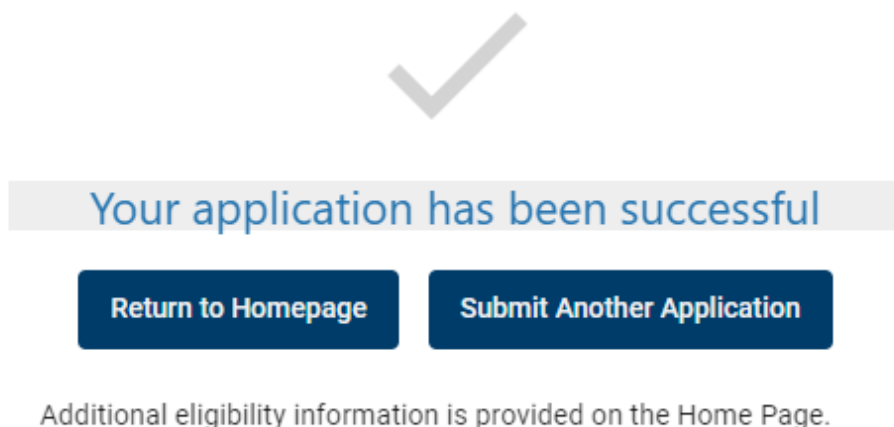


Please check the fields highlighted in red and try again

Please look to the left of the screen to see the highlighted red sections that information is still required. Click on the red section to update/complete and then press Submit.



If your application is successful, it will pop-up on the home page.



Click Return to Homepage or submit another application.

## 11. Voucher notification

- You will be notified on screen if you are successful/unsuccessful in your application.
- If you are successful in obtaining a voucher, you can access a copy of your voucher from the home page.
- All your voucher applications will be listed under the 'Vouchers' heading. Find your eligible voucher and click 'Download' on the right-hand side.

You can print your voucher or email it directly to your chosen activity provider. A PDF file of the voucher will also be sent to the email address you registered with.

### FairPlay Vouchers

Filter								
Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	ND93M4TZ	Billy Joe					<a href="#">Download</a>

Items per page: 20 0 of 0 |< < > >|

- This is a sample of what the Play On! voucher looks like:

Queensland Government

Parent/Carer/Guardian or Referral Agent details

Name: «applicant\_keyContact\_name»

Email address: «applicant\_keyContact\_email»

Child/Young Person details

Name: «ACTIVITY BENEFICIARY»

Date of birth: «CHILD\_DOB»

Age: «CHILD\_AGE»

Terms and conditions

- Redeemable up to the value of \$200 for membership, participation and registration fee only
- Not transferable or redeemable for cash
- This voucher can only be used once and only for the child/young person set out above
- A maximum of one (1) voucher per eligible child or young person per financial year
- The Activity Provider must retain this voucher as part of the redemption process
- The Department of Sport, Racing and Olympic and Paralympic Games manages personal information in accordance with the *Information Privacy Act 2009 (Qld)*. Further information on our privacy practices is available at: <https://www.sport.qld.gov.au/site-information/privacy>
- Full terms and conditions for this program and the use of the voucher are available at <https://www.qld.gov.au/recreation/sports/funding/playon/terms>

Endorsement

By presenting this voucher to an Activity Provider, the parent/carer/guardian agrees to abide by the terms and conditions for use of the voucher (as set out above) and the department's use and disclosure of personal information collected during the application process and as part of the child/young person's participation in the [PlayOn! Sports Vouchers](#) program.

Activity Provider

By accepting this voucher and as a registered Activity Provider, you agree to abide by the Activity Provider terms and conditions of [the PlayOn! Sports Vouchers](#) program as set out in <https://www.qld.gov.au/recreation/sports/funding/playon/providers/terms>

Activity Provider redemption expiry date: 26/06/2026

DELIVERING FOR QUEENSLAND

## **Errors**

### **What format are you entering your Customer Reference Number?**

- Make sure you are entering the Customer Reference Number in the correct format (no dashes, no spaces or the letters CRN).

### **Is the date formatting correctly?**

- Use the calendar on the right to select the expiry date.
- The arrows at the top right of the calendar skip months. You can click the month at the top to select the year and month as well. Otherwise, the format is DD.MM.YYYY or DD/MM/YYYY.

### **Is it a Centrelink Health Care or Pensioner Concession Card?**

- Medicare cards are not a Health Care card.

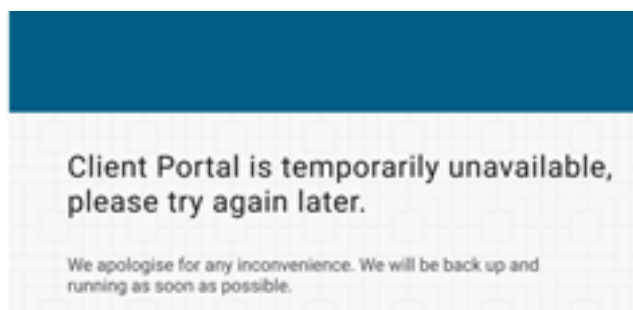
### **Are you entering the number on a DVA Repatriation card?**

- Department of Veteran Affairs (DVA) Repatriation Cards are not eligible under Play On! Sports Vouchers. This card provides specific benefits only to the veteran named on the card: it does not provide benefits to dependents. DVA pensioners can apply through the Department of Veteran Affairs for a Pension Concession Card.

### **If you get an error, that your Centrelink card details are either invalid or expired**

Please call Services Australia to ensure your card is still valid.

If you see the below information that the Client Portal is temporarily unavailable, please try again at a later time.



## Apply for a voucher if you hold a Medicare Card

1. Once logged in, you will be directed to your home page. From the home page you can apply for a voucher (when a round is open, access your User Profile to update your details or see any past vouchers).
2. When you are logged in and on your home page, click on 'Apply' next to 'Apply for a Play On! Sports Vouchers program – Apply for a Voucher'.

**Home**

**Upcoming Activities**

Sort By [dropdown] [icon]

Upcoming Completed All

No results available

**Events**

Name	Opens	Closes	
SwimStart Round 3 - Apply for a voucher	7/7/2025 8:00 AM	24/7/2025 5:00 PM	<a href="#">Apply</a> <a href="#">View Details</a>
PlayOn! Sports Vouchers program - Apply for a Voucher			<a href="#">Apply</a> <a href="#">View Details</a>
PlayOn! Sports Vouchers program - apply as a referral agent	16/7/2025 8:00 AM	25/7/2025 5:00 PM	<a href="#">Apply</a> <a href="#">View Details</a>

3. Read the Privacy and Use of Information and update the Applicant Details.

### Applicant Details

#### To be eligible for a voucher

- Have a current valid Medicare Card
- Your residential address is located in Queensland
- Your child is 5 to 17 years of age
- Your child is only eligible for one voucher per financial year
- Only one child per application

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- used by the department or its contractors to contact you to gather feedback or invite you to participate in a survey about the program.

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The department takes reasonable steps to ensure that personal information is stored securely and protected from unauthorised access, loss, misuse, or disclosure.

Personal information collected as part of the program will be retained only for as long as necessary to fulfil the purposes outlined in this Privacy Statement or as required by law. After this period, the information will be securely destroyed.

You have the right to request access to or correction of your personal information held by the department. To make a request, please contact the department's Privacy Team at [sportprivacy@sport.qld.gov.au](mailto:sportprivacy@sport.qld.gov.au).


Your personal information will not be disclosed outside Queensland or Australia unless authorised by law or with your consent.

Personal information will not be disclosed to any other third parties without your consent, unless authorised or required by law. Further information on how the department manages personal information, how you can make a complaint about how we handled your personal information and how your complaint will be handled, can be found at <https://www.sport.qld.gov.au/site-information/privacy>.

The department reserves the right to update this privacy notice for ongoing collections at any time. The amended privacy notice will be posted at <https://www.sport.qld.gov.au/sport/funding-programs/play-on> and will take effect from the time it is published.

☒ I have read the Privacy Statement \*

Enter your child's address and if successful, it will state the message below:

 Your address has been successfully verified.

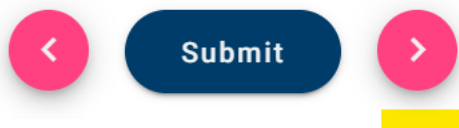
Tick if you are using a Health Care Card (HCC) or Pensioner Concession Card (PCC) or tick no, if you are applying with your Medicare Card:

Are you applying using a Health Care Card or Pensioner Concession Card? \*

☐ Yes ☐ No - I am applying with my Medicare Card

Required

At the top, click the right arrow to progress with the application.



A pop-up will appear:



## Congratulations!

You are eligible for the program, click next to complete your application and secure your voucher.

Next

4. Complete the Application and answer the question about the child. Use the scroll bar on the right to progress through the application.

### Application

#### Child/Young Person's Questionnaire

Has the child/young person played club sport before? \*

☐ No ☐ Yes

Child/Young Person Gender\*

Does the child/young person identify as being of Aboriginal and/or Torres Strait Islander descent?\*

Does the child/young person speak a language other than English at home?\*

5. When complete the first page, click the right arrow at the top of the page to proceed.



Submit



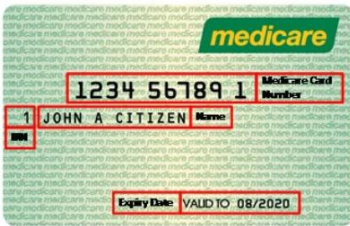
## 6. The next stage is the child's Medicare Card Details:

↑

- Application
- Medicare
- HCC/PCC
- Submit

### Medicare Card Details

To be eligible the child must have a valid Medicare Card as shown below. Only one child to be entered below.

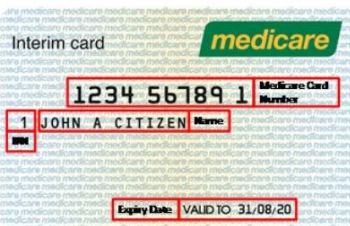


**Standard Medicare Card**

Cardholder Name: JOHN A CITIZEN

Medicare Card Number: 1234 56789 1

Expiry Date: VALID TO 08/2020

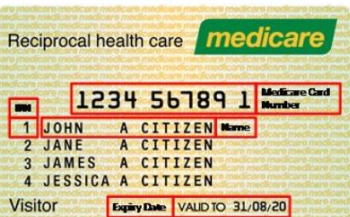


**Interim Card**

Cardholder Name: JOHN A CITIZEN

Medicare Card Number: 1234 56789 1

Expiry Date: VALID TO 31/08/20

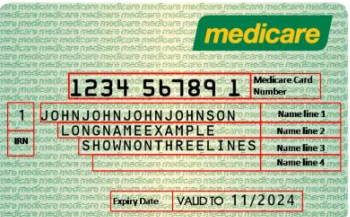


**Reciprocal health care**

Cardholder Name: JOHN A CITIZEN

Medicare Card Number: 1234 56789 1

Expiry Date: VALID TO 31/08/20



**Long Name Card**

Cardholder Name: JOHNJOHNJOHNJOHNSON

Medicare Card Number: 1234 56789 1

Expiry Date: VALID TO 11/2024

## 7. Tick the box to authorise the Department to access/verify the Medicare Card information:

1. Select Card Type – Green, blue or yellow
2. Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890)
3. Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)
4. Enter the child's name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line'
5. Enter the child's Individual Reference Number as on your card (select the number next to your child's name)
6. Select the child's Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

☐ I authorise the Department of Sport, Racing and Olympic and Paralympic Games to access/verify Medicare Card information \*

## Customer Consent Authority to access/verify Medicare card information

I confirm that I am authorised to provide the personal details presented and I consent to the information provided being checked by the Queensland Government with the document issuer or official record holder via Document Verification Services for the purpose of confirming my child's identity for the PlayOn! Sports Vouchers program.

### COLLECTION NOTICE

This document explains how Department of Sport, Racing and Olympic and Paralympic Games ABN: 49 536 543 548 (**we, us, our**) will collect, use, disclose and store your personal information to verify your identity document(s) using the Attorney-General's Department's Document Verification Service (**DVS**). This will only occur with your express consent.

We are bound by the provisions of the *Information Privacy Act 2009* (Qld) (**IP Act**), including the Queensland Privacy Principles (**QPPs**), and where applicable, the Privacy Act 1988 (Cth) (**Privacy Act**), including the Australian Privacy Principles (**APPs**), as well as the *Identity Verification Services Act 2023* (Cth) (**IVS Act**). Your personal information will be handled in accordance with our obligations under these Acts and principles.

If individuals have any specific needs or require this notice in an alternative format, or if you need assistance due to any special circumstances, please contact us.

### Why is your personal information being collected?

We collect your personal information for the purpose of verifying your identity in order to provide you with our products, services and offerings, including our:

- PlayOn! Sports Vouchers program

We may also use this information for the following secondary purposes:

- Ensuring your eligibility for the PlayOn! Sports Vouchers program
- Complying with our reporting obligations under the *Identity Verification Services Act 2023* (Cth).

### How will we handle your personal information?

We collect your personal information through our online grant management system.

The information you provide will be sent to the DVS Hub, administered by the Attorney-General's Department, and matched against official records held by the government agency responsible for issuing the identity document (**document issuer**).

The DVS Hub will advise us of whether the information you provide matches official records.

We do store copies of your identity documents after the DVS check is complete. These copies are encrypted and will be retained in accordance with the retention requirements under the *Public Records Act 2023* (Qld).

### How will the Attorney-General's Department handle your personal information?

The DVS Hub facilitates information transfer between us and the document issuer. The DVS Hub itself does not retain any personal information and the Attorney-General's Department cannot view or edit any of the personal information transmitted through the DVS Hub.

The Attorney-General's Department engages a third-party provider as a managed service provider for the DVS, who is required to adhere to the APP requirements and security standards to ensure the use and disclosure of personal information is limited to explicitly defined purposes including:

- a. for the purposes of the contract with the department; and
- b. to comply with any request under section 95C of the Privacy Act.

The Attorney-General's Department is authorised to operate the DVS Hub for the purpose of verifying individual's identities under the IVS Act.

For more information on how the Attorney-General's Department may handle your personal information, see the Attorney-General's Department's 'Privacy Statement – Identity Verification Services' at: <https://www.idmatch.gov.au/resources/privacy-statement-identity-verification-services>.

### How will the document issuer handle your personal information?

Your personal information will be shared by the Attorney General's Department via the DVS Hub with the government agency that issued your identity document to verify it against their official records. These agencies already hold your personal information as part of their official records, in

line with their own privacy policies and legal obligations.

#### What happens if you don't provide your personal information?

You do not have to agree to verify your identity documents through the DVS. However, you will not be able to apply for a voucher online if you choose not to. Instead, you can contact a Referral Agent. Refer to the Department of Sport, Racing and Olympic and Paralympic Games website for details about the Referral Agent process.

#### Other disclosures

Where necessary, we may disclose your personal information to third parties, including:

- DVS Hub to verify your Medicare card details.
- law enforcement agencies in certain circumstances.

#### The Attorney-General's Department's verification assistance service

There may be circumstances in which we will require assistance to verify your identity. If we request assistance from the Attorney-General's Department to verify your identity through the DVS, the Attorney-General's Department will collect your personal information for the purposes of verifying your identity document(s) through the DVS.

The Attorney-General's Department may also disclose your personal information to the relevant document issuer to assist them with verifying your identity documents. This collection is authorised under APP 5.2(c) and section 27 of the IVS Act which permits the collection of your personal information from someone other than yourself when it is authorised under an Australian law.

The Attorney-General's Department will handle your personal information in accordance with their obligations under the Privacy Act.

Where the identity document(s) you require to be verified include information regarding other individuals (such as a Medicare card covering multiple individuals), it will be assumed that you have advised those individuals and obtained their consent to the disclosure. This information will only be used for the purposes of verifying your identity document(s) through the DVS. Any personal information of other individuals will otherwise be managed in the same way as your personal information.

If you don't provide your personal information to the Attorney-General's Department, the Department will be unable to verify your identity document(s).

More information about the verification assistance service is set out in the Attorney-General's Department's Identity Verification Services [Privacy Statement](#).

#### Further information

If you have any further enquiries about how we handle your personal information, how you can access and seek correction of the personal information that we hold about you, and how to raise a privacy complaint, you can communicate with us with additional enquiries following our contact details provided below.

#### Contact details

Email: [SPORTPrivacy@sport.qld.gov.au](mailto:SPORTPrivacy@sport.qld.gov.au)

Telephone: 07 3516 0709

Postal address:

Right to Information Department of Sport, Racing and Olympic and Paralympic Games PO Box 15478 City East QLD 4002

Mr Terry White 24/07/2025

OK

- Enter the Medicare Card details relating to the child.
  - Select Card Colour
  - Enter the child's Medicare Card number without dashes or spaces using 10 number characters and no spaces – for example, 1234567890
  - Card Expiry Date, use the calendar icon to select the expiry date on your card (must be format mm/yyyy – for example, 04/2026)
  - Individual reference number, enter the child's individual reference number as shown on your card next to your child's name
  - Individual name, enter the child's name as exactly as it appears on your Medicare card. If the child's name appears on more than one line, select 'Add another line'
  - Select the child's date of birth from the calendar or enter in the format shown (dd/mm/yyyy – for example, 28/04/2020)

**Note:** You will have 5 attempts to verify your details for Medicare. After the 5 attempts, you will be unable to validate these details for 20 minutes. This is a security measure whereby you are temporarily locked out. The applicant will receive an ineligible message "Medicare details do not agree with the records held by the document issuer" each time they make an attempt. If you attempt within the 20 minutes of the lock out, the 20 minutes will restart.

Card Colour\*

▼

Select Card Type – Green, blue or yellow.

Card Number\*

▼

Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890) 0/10

Card Expiry Date\*

📅

Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)

Individual Reference Number\*

▼

Enter the Childs Individual Reference Number as on your card (Select the number next to your child's name)

Individual Name\*

▼

Enter the Childs Name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line' 0/27

Add Line 2

Individual Date of Birth\*

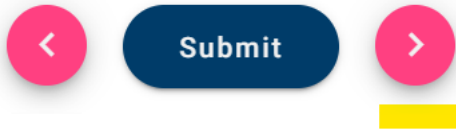
📅

Select the Childs Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

Age

▼

Click the right arrow to progress further.



Tick the declaration, if you agree. Then click submit.

## Submit

### Declaration

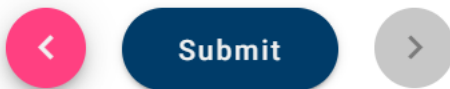
You must view the [Terms and Conditions](#) (opens in a new window) before proceeding.

If you are unable to view the [Terms and Conditions](#), you may have to disable the pop-up blocker on your browser.

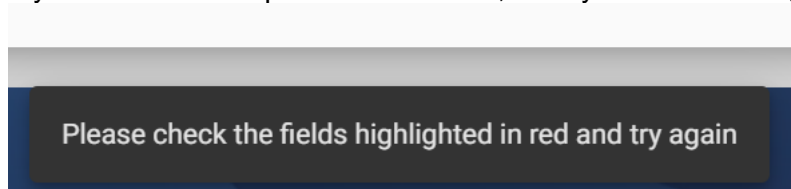
By clicking the box below you acknowledge that you have read, understood and agree to the Terms and Conditions of the program, and the information supplied in this submission is, to your knowledge, true and correct.

☒ I agree \*

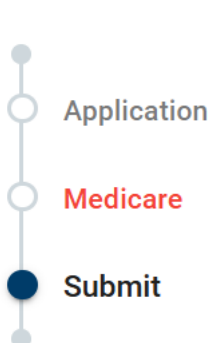
After clicking 'I agree', please click 'Submit'



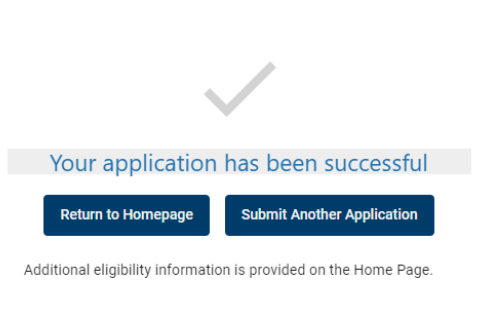
If you have not completed information, after you click submit, a message below will appear:



Please look to the left of the screen to see the highlighted red sections that information is still required. Click on the red section to update/complete and then press Submit.



If your application is successful it will pop-up on the home page.



- Click Return to Homepage or submit Another Application.

## 12. Voucher notification

- You will be notified on screen if you are successful/unsuccessful in your application.
- If you are successful in obtaining a voucher, you can access a copy of your voucher from the home page.
- All your voucher applications will be listed under the 'Vouchers' heading. Find your eligible voucher and click 'Download' on the right-hand side.

You can print your voucher or email it directly to your chosen activity provider. A PDF file of the voucher will also be sent to the email address you registered with.

### FairPlay Vouchers

Filter								
Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	ND93M4TZ	Billy Joe					<a href="#">Download</a>

Items per page: 20 0 of 0 |< < > >|

- This is a sample of what the Play On! voucher looks like:

Queensland Government

# PLAY ON!

## SPORTS VOUCHERS

Parent/Carer/Guardian or Referral Agent details	
Name:	«applicant_keyContact_name»
Email address:	«applicant_keyContact_email»
Child/Young Person details	
Name:	«ACTIVITY BENEFICIARY»
Date of birth:	«CHILD_DOB»
Age:	«CHILD_AGE»

**Terms and conditions**

- Redeemable up to the value of \$200 for membership, participation and registration fee only
- Not transferable or redeemable for cash
- This voucher can only be used once and only for the child/young person set out above
- A maximum of one (1) voucher per eligible child or young person per financial year
- The Activity Provider must retain this voucher as part of the redemption process
- The Department of Sport, Racing and Olympic and Paralympic Games manages personal information in accordance with the *Information Privacy Act 2009 (Qld)*. Further information on our privacy practices is available at: <https://www.sport.qld.gov.au/site-information/privacy>
- Full terms and conditions for this program and the use of the voucher are available at <https://www.qld.gov.au/recreation/sports/funding/playon/terms>

**Endorsement**

By presenting this voucher to an Activity Provider, the parent/carer/guardian agrees to abide by the terms and conditions for use of the voucher (as set out above) and the department's use and disclosure of personal information collected during the application process and as part of the child/young person's participation in the [PlayOn! Sports Vouchers](#) program.

**Activity Provider**

By accepting this voucher and as a registered Activity Provider, you agree to abide by the Activity Provider terms and conditions of [the PlayOn! Sports Vouchers](#) program as set out in <https://www.qld.gov.au/recreation/sports/funding/playon/providers/terms>

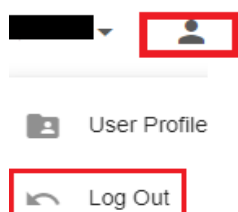
**Activity Provider redemption expiry date:** 26/06/2026

If you see that the Client Portal is temporarily unavailable, please try again at a later time.

Click **'Home'** at the top of the page to leave the application or exit the screen altogether.

**8.** If you are **unsuccessful** in obtaining a voucher the reasons will be displayed. Further information may be available on the home page under the 'Voucher' heading.

You can **'Log out'** of Enquire or **exit the browser**.



**Errors****The child/young person's details on the voucher are incorrect.**

- If the parent/guardian applies for a voucher and inputs the incorrect details e.g., parent's name instead of the child or young person, please email [playonvouchers@sport.qld.gov.au](mailto:playonvouchers@sport.qld.gov.au). Please include the following:
  - parent/guardian's name
  - parent/guardian's email
  - child/young person's name
  - child/young person's date of birth
  - voucher number.

**Possible Technical Issues****Voucher is not being displayed**

- Adobe Reader version 9 or higher is required by Enquire and can be downloaded for free at <http://get.adobe.com/reader/>. Other Windows based PDF readers are not supported.
- If the voucher is not downloading, you may need to use a different browser.

**Adobe Reader**

- The operation of Adobe Reader is affected by certain 'add-ons'. It is recommended users enable Adobe Reader add-ons, for vouchers to display and function correctly.
- **Disabling add-on in Internet explorer**
  - From the Tools menu, select Manage Add-ons, then select Enable or Disable Add-ons.
  - Highlight the Adobe add-ons and select Enable. Click OK.
  - Highlight any add-ons that mention 'anti-virus' and select Disable. Click OK.
- **Disabling add-on or 'extensions' in Google Chrome**
  - In the address bar type 'chrome://extensions'.
  - Un-tick 'Enabled' next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Safari**
  - In the help menu select 'Installed Plug-ins'
  - Click the 'Disable' button next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Firefox**
  - In the address bar type 'about: addons'.
  - Click the 'Disable' button next to the anti-virus name (could be multiple entries).

**Technical issues during the voucher application process**

- If you experience a technical issue during the application process try another browser, if possible and try to clear your cache.

## Apply for a voucher (through Referral process)

1. If you have been nominated for a voucher through a registered referral agent, they will email you an invitation to apply. You will not be able to apply unless you have received the email from the registered referral agent.

Hello,

You have been invited to apply for a voucher by Mr Test User 4.

If you do not have an Enquire account to apply for a voucher, you will first need to register an account.

Applicants should ensure the following prior to starting the application:

1. You can complete the application in one sitting.
2. You know your login details to your Enquire account. If you do not already have an Enquire account, you will first need to register an account.
3. You know the details of your referral agent.

Click the link to register and/or apply for a voucher:

<https://sr-cp.config-sr-enquire.cloud/invitation/2c652960-86da-43c0-a5a4-e086848c6205>

Once you have submitted your application and providing the program eligibility criteria is met, you can access your voucher from your "Home" page. Find the relevant voucher and click 'Download' on the right-hand side.

If you have any queries please contact:

PlayOn! Sports Vouchers program - [playonvouchers@sport.qld.gov.au](mailto:playonvouchers@sport.qld.gov.au)

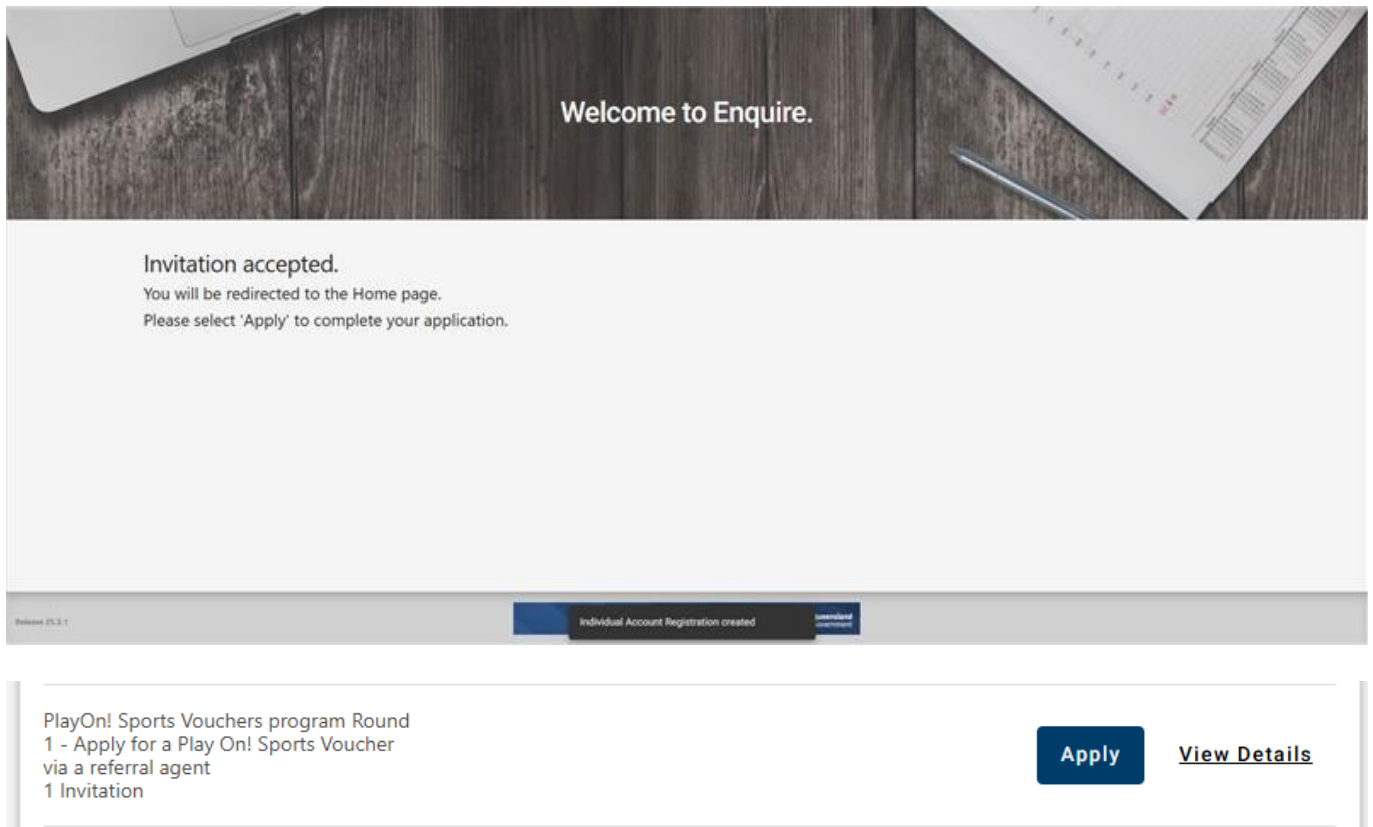
SwimStart - [swimstartvouchers@sport.qld.gov.au](mailto:swimstartvouchers@sport.qld.gov.au)

Kind regards



This e-mail is automatically generated by Enquire. Please do not reply to this e-mail.

2. Follow the instructions to [register an account](#).
3. Click the link in the email from your referral agent.
4. ['Log in' to Enquire](#).
5. In the Home page you will see – Play On! Round 1 – Apply for a Play On! voucher via a referral agent



6. If you have multiple children/young people who have been nominated for a voucher, you will need to click the link in each individual email sent to you in order to complete the application.
- Check the box to acknowledge and agree to the use of personal information set out in the Privacy Statement, if you agree.

- Click to open and read the Privacy Statement'. You will need to click 'OK' in the pop-up.

#### Privacy and Use of Information

The Department of Sport, Racing and Olympic and Paralympic Games (the department) manages personal information in accordance with the Queensland Privacy Principles (QPPs) under *Information Privacy Act 2009* (Qld).

Some personal information, such as your name, position, organisation name, telephone number and email address, will be provided to the department (by you or by the applicant for a voucher) as part of the PlayOn! Sports Vouchers program (program) application process.

Your personal information may be:

- used by the department to monitor and evaluate its programs, including the PlayOn! Sports Vouchers program.
- disclosed to contractors engaged by the department to assist with monitoring, evaluating, or administering the program. These contractors are required to comply with strict confidentiality and privacy obligations under the QPPs.
- used by the department or its contractors to contact you to gather feedback or invite you to participate in a survey about the program.

If you choose not to give us your personal information or to not consent to our collection of such information, this may impact your ongoing involvement in the program.

The department takes reasonable steps to ensure that personal information is stored securely and protected from unauthorised access, loss, misuse, or disclosure.

Personal information collected as part of the program will be retained only for as long as necessary to fulfil the purposes outlined in this Privacy Statement or as required by law. After this period, the information will be securely destroyed.

You have the right to request access to or correction of your personal information held by the department. To make a request, please contact the department's Privacy Team at [sportprivacy@sport.qld.gov.au](mailto:sportprivacy@sport.qld.gov.au).

Your personal information will not be disclosed outside Queensland or Australia unless authorised by law or with your consent.

Personal information will not be disclosed to any other third parties without your consent, unless authorised or required by law. Further information on how the department manages personal information, how you can make a complaint about how we handled your personal information and how your complaint will be handled, can be found at <https://www.sport.qld.gov.au/site-information/privacy>.

The department reserves the right to update this privacy notice for ongoing collections at any time. The amended privacy notice will be posted at <https://www.sport.qld.gov.au/sport/funding-programs/play-on> and will take effect from the time it is published.

Mr Test User 4 29/07/2025

OK

- Use the drop down on the right hand side to answer No, if you are a Referral Agent completing the application form.
- Enter the Referral Agents details.

Are you a Referral Agent completing the application form?
Yes

Please enter the details of the parent/guardian for whom you are completing an application for a voucher.

Parent/Carer/Guardian First Name\*
0/255

Parent/Carer/Guardian Surname\*
0/255

Parent/Carer/Guardian Email Address
0/255

Parent/Carer/Guardian Town/Suburb\*
0/255

Parent/Carer/Guardian State\*

- Click on the right arrow to proceed with the application.

<
Save
Submit
>

- Enter the child/young person's details of who will be receiving the voucher.

**Play On! Sports vouchers program Round 1 - Apply for a Play On! Sports Voucher via a referral agent**

< Submit >

User Profile  
● Child/Young Person Details  
○ Questionnaire  
○ Submit

### Child/Young Person Details

There is a limit of one voucher per child/young person per calendar year. If a child receives a voucher in the January round, they would not be eligible for another voucher until January the following year, even if the voucher was not used.

Child First Name\*  
Test 4/255

Child Middle Name initial 0/255

Child Surname\*  
Child10 7/255

Child DOB (dd/mm/yyyy)\*  
12/05/2017

Use the calendar icon placed to the right of the cell to select the select their date of birth.

Age  
8

Gender\*  
Male

- Enter the child/young person's address.

### Child/Young Person's Address

Line 1\* Line 2

Start typing to search for an address...

Town/Suburb\* State of residence\*

Postcode\* Country\*

- Click the right arrow to progress.

< Save • Submit >

- Complete the Questionnaire. Noting only the questions with an \* are mandatory.

User Profile  
○ Child/Young Person Details  
● Questionnaire  
○ Submit

### Questionnaire

Please select the relevant response/s relating to the child/young person.

Has the child/young person participated in sport or recreation before? \* ☐ No ☐ Yes

Does the child/young person identify as being of Aboriginal and/or Torres Strait Islander descent?\*

Does the child/young person speak a language other than English at home?\*

Did the child/young person or a parent/carer/guardian migrate to Australia?\*

Does the child/young person have a disability?\*

Did the child/young person participate in any activities for sport, exercise or recreation over the last 12 months?\*

Were there any barriers to the child/young person participating in more physical activity over the last 12 months? (Select all that apply) \*

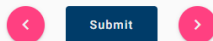
- ☐ Activity related (e.g. not good enough, don't know the rules, nobody to participate with, too competitive)
- ☐ Cost of participation is too expensive
- ☐ Disability/illness/injury
- ☐ Enough physical activity at school/Kindergarten
- ☐ Motivation factors (e.g. not interested, doesn't like physical activity, lazy, tired)
- ☐ No suitable Activity providers near me
- ☐ Not enough time/too many commitments
- ☐ Psychological factors (e.g. fear, body image)

Were there any barriers to the parent/carer/guardian that prevented the child/young person participating in more physical activity over the last 12 months? (Select all that apply) \*

- ☐ Caring commitments for children/or others
- ☐ Lack of flexible activities or options of activities/places
- ☐ Not enough time/too many commitments
- ☐ Parent/carer disability/illness/injury
- ☐ Safety related
- ☐ Too expensive
- ☐ Transport factors (can't get there/too far)
- ☐ Work commitments

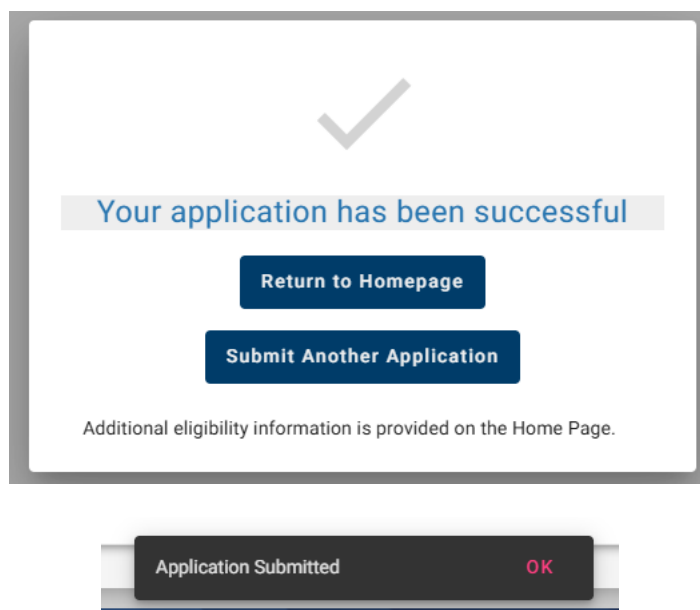
Were there any additional barriers to the parent/carer/guardian that prevented the child/young person participating in more physical activity over the last 12 months?

0/255



- Once your application is complete, read the terms and conditions and if agree, click submit.

- A pop-up message will appear if your application for a voucher has been successful or deemed ineligible.



If your application is successful, it will pop-up on the home page.

- Click Return to Homepage or submit Another Application.
- On your home page, you can scroll to the bottom to see all your voucher applications and you can download the voucher/s. In addition, your voucher/s will be emailed to your registered email address.

#### FairPlay Vouchers

Filter								
Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	ND93M4TZ	Billy Joe					<a href="#">Download</a>

Items per page: 20 0 of 0 |< < > >|

- This is a sample of what the Play On! voucher looks like:

Queensland Government

# PLAY ON!

## SPORTS VOUCHERS

Parent/Carer/Guardian or Referral Agent details	
Name:	«applicant_keyContact_name»
Email address:	«applicant_keyContact_email»
Child/Young Person details	
Name:	«ACTIVITY BENEFICIARY»
Date of birth:	«CHILD_DOB»
Age:	«CHILD_AGE»

**Terms and conditions**

- Redeemable up to the value of \$200 for membership, participation and registration fee only
- Not transferable or redeemable for cash
- This voucher can only be used once and only for the child/young person set out above
- A maximum of one (1) voucher per eligible child or young person per financial year
- The Activity Provider must retain this voucher as part of the redemption process
- The Department of Sport, Racing and Olympic and Paralympic Games manages personal information in accordance with the [Information Privacy Act 2009 \(Qld\)](https://www.sport.qld.gov.au/site-information/privacy). Further information on our privacy practices is available at: <https://www.sport.qld.gov.au/site-information/privacy>
- Full terms and conditions for this program and the use of the voucher are available at <https://www.qld.gov.au/recreation/sports/funding/playon/terms>

**Endorsement**

By presenting this voucher to an Activity Provider, the parent/carer/guardian agrees to abide by the terms and conditions for use of the voucher (as set out above) and the department's use and disclosure of personal information collected during the application process and as part of the child/young person's participation in the [PlayOn! Sports Vouchers](#) program.

**Activity Provider**

By accepting this voucher and as a registered Activity Provider, you agree to abide by the Activity Provider terms and conditions of the [PlayOn! Sports Vouchers](#) program as set out in <https://www.qld.gov.au/recreation/sports/funding/playon/providers/terms>

Activity Provider redemption expiry date:
26/06/2026

## 7. Voucher notification

- You will be notified on screen if you are successful/unsuccessful in your application.
- If you are **successful** in obtaining a voucher, you can access a copy of your voucher from the home page.
- All your voucher applications will be listed under the 'Vouchers' heading. Find your eligible voucher and click 'Download' on the right-hand side.
- You can print your voucher or email it directly to your chosen activity provider. A PDF file of the voucher will also be sent to the email address you registered with.

Filter

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	ND93M4TZ	Billy Joe					<a href="#">Download</a>

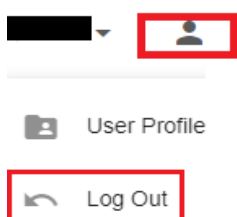
Items per page: 20 0 of 0 |< < > >|

- If you are **unsuccessful** in obtaining a voucher the reasons will be displayed. Further information may be available on the home page under the 'Voucher' heading.

**Errors****The child/young person's details on the voucher are incorrect.**

- If the parent/guardian applies for a voucher and inputs the incorrect details e.g., parent's name instead of the child or young person, please email [playonvouchers@sport.qld.gov.au](mailto:playonvouchers@sport.qld.gov.au). Please include the following:
  - parent/guardian's name
  - parent/guardian's email
  - child/young person's name
  - child/young person's date of birth
  - voucher number.

You can **'Log out'** of Enquire or **exit the browser**.

**Print/Email your Play On! voucher**

1. You can print a copy of your voucher at any time by logging into your [Enquire account](#).
2. Under the Vouchers heading, find the relevant voucher. You can filter vouchers (search for a specific voucher) by typing the child/young person's name.
3. Click 'Download' on the right-hand side.
4. Open the voucher.
5. Hover your mouse over the PDF, right click and click 'Print'
6. To email your voucher, right click, 'Save As' to your computer and then attach it to your email.

**Errors****Can't redeem your voucher.**

- When successful in obtaining a voucher, you do not need to redeem this online, just present the voucher to the activity provider.
- You can do this by printing your voucher and taking it to the activity provider the child/young person wishes to join or emailing it directly to them.
- You can then exit Enquire.

### **Possible Technical Issues**

#### **Vouchers have a different status, or the status has changed.**

- 'Eligible – the child or young person has been successful in applying for a voucher
- 'Draft' – the application for a voucher is incomplete
- 'Ineligible' – the child or young person does not meet the program criteria. The reasons will be displayed below the status.

#### **How do I know if the activity provider has redeemed my voucher?**

- When a club has redeemed your voucher, the amount it has been redeemed for, the activity provider's name and the redemption date will show next to the voucher on your home page.