

Troubleshooting Manual

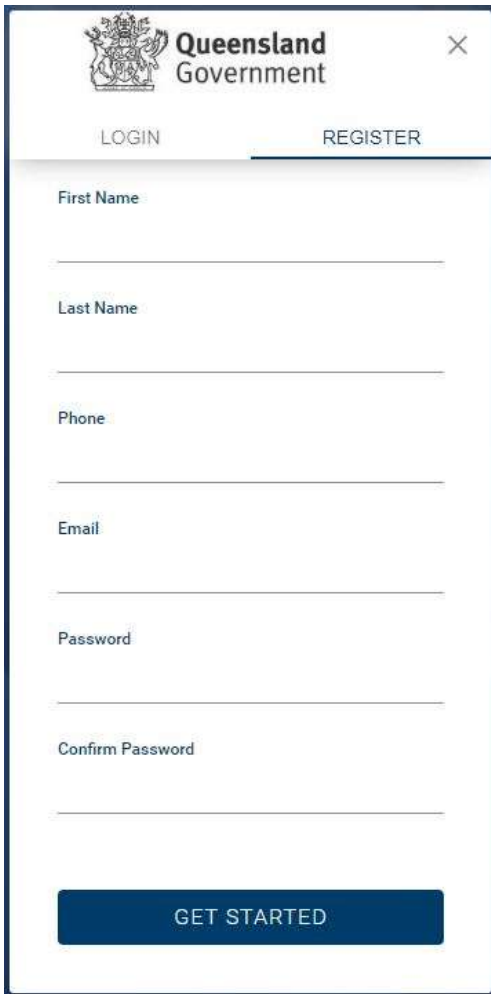
Activity Providers Play On! Sports Vouchers program

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

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Register an account



The screenshot shows a mobile application interface for the Queensland Government. At the top left is the Queensland Government crest and logo. To the right of the logo is the text 'Queensland Government' and a close button (X). Below the logo and text are two tabs: 'LOGIN' and 'REGISTER'. The 'REGISTER' tab is selected and underlined. The form contains several input fields: 'First Name', 'Last Name', 'Phone', 'Email', 'Password', and 'Confirm Password'. Each field has a horizontal line below it for text entry. At the bottom of the form is a dark blue button with the text 'GET STARTED' in white capital letters.

Enter your personal details (not the organisation's details) to register your individual account.

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 a minimum of ten characters and include one number, one uppercase letter and one lowercase letter.

Click 'Get Started'.

User Errors

Have you entered your email address correctly?

- Check your 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?

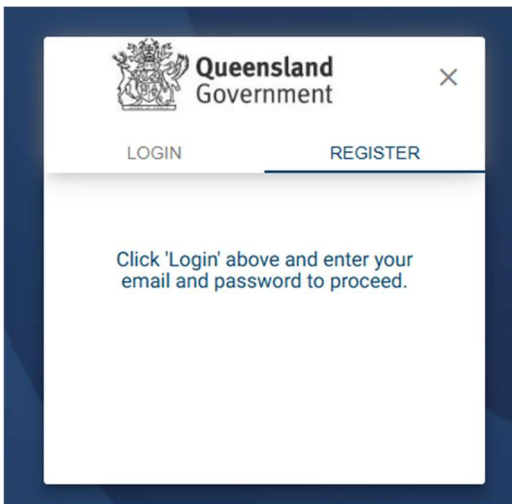
- Check the entered password is at least ten characters long and a combination of numbers and letters including one uppercase letter and one lowercase letter.

Have you entered a phone number?

- You need to enter a phone number so the system can confirm you haven't already got an account.

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.

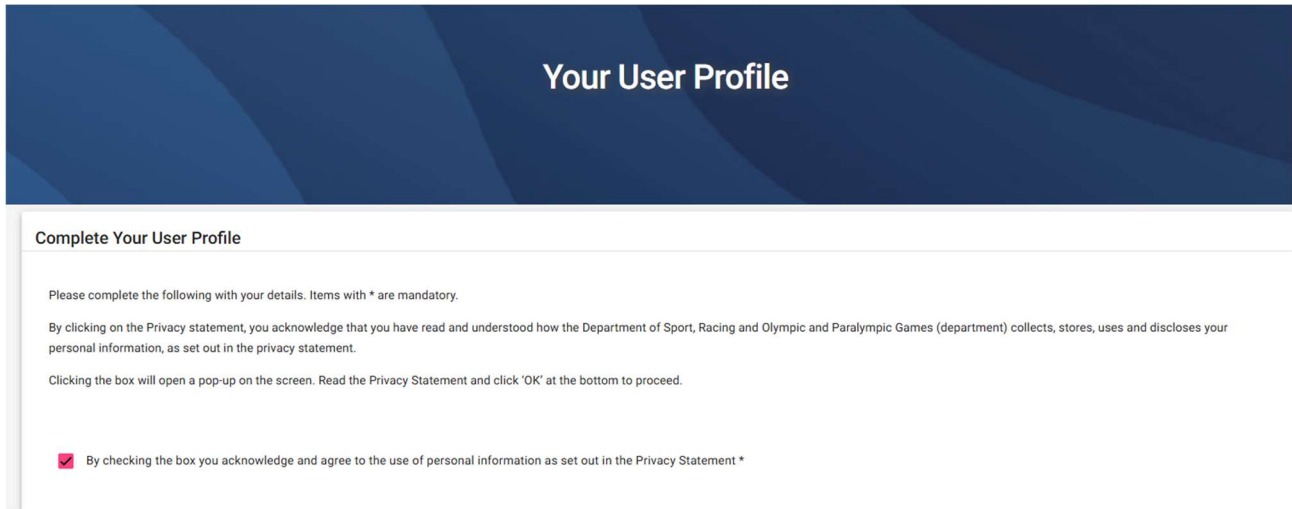


1. Click 'Login'

- 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.

The screenshot shows the login/register form on the Queensland Government website. At the top, there is the Queensland Government logo and a close button (X). Below the logo, there are two tabs: 'LOGIN' and 'REGISTER'. The 'REGISTER' tab is currently selected. Below the tabs, there are two input fields: 'Email' and 'Password'. Below the 'Password' field, there is a blue button labeled 'GET STARTED'. Below the button, there are two links: 'Forgotten Your Password?' and 'Register for an Account'.

2. Complete your User Profile



- Read the Privacy Statement and click 'OK' in the pop-up.

×

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.

Patty-Treat Harris-Blue 17/07/2025

OK

- Complete your details noting only sections marked with * are mandatory.
- If you are entering your address (not mandatory), start typing and suggested addresses will appear. Click the appropriate address.

3. Click 'Save' at the bottom to proceed.

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. *

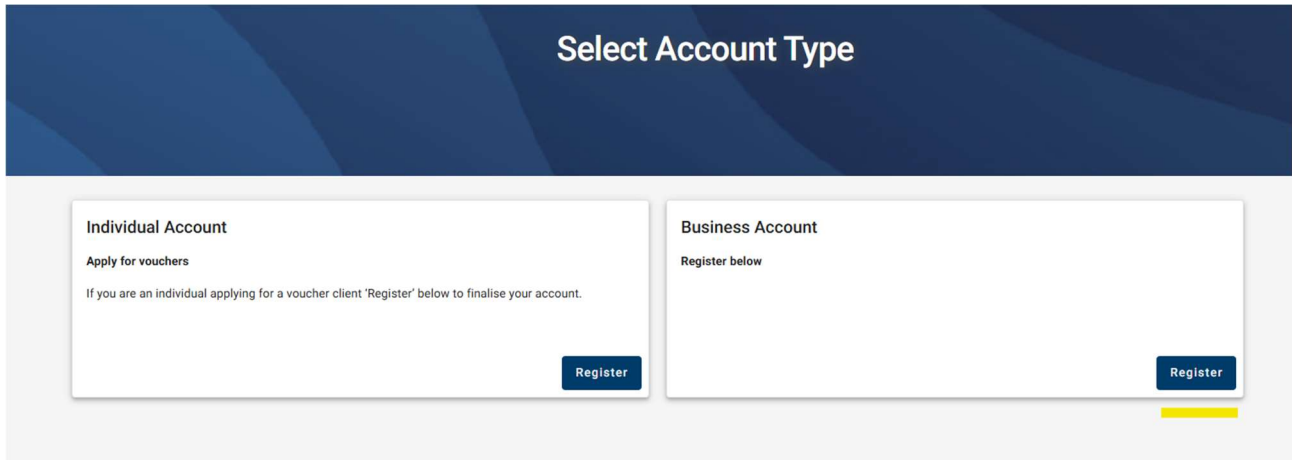
Once you have completed the above click 'Save' on the right to continue.

Cancel

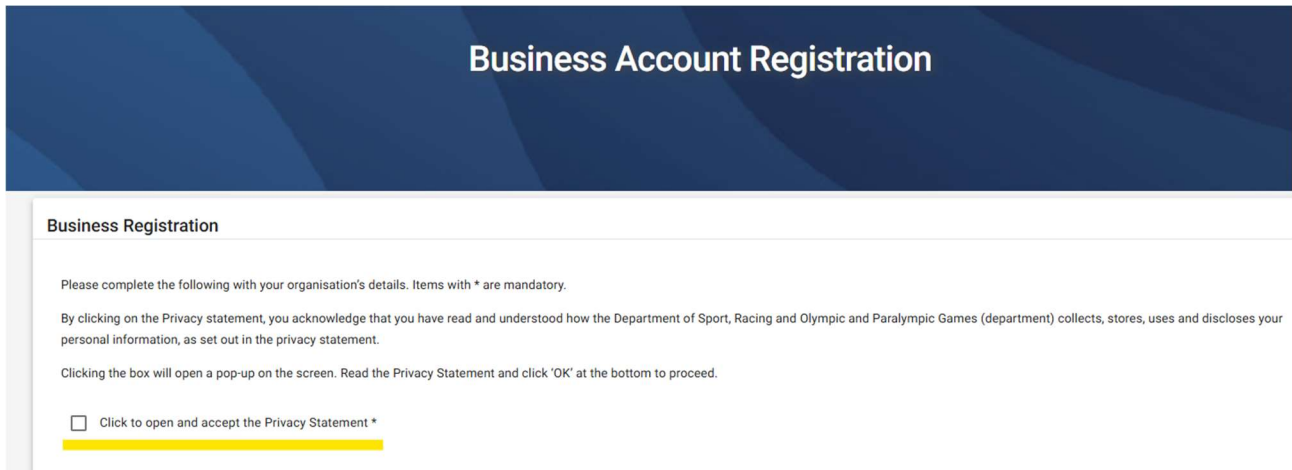
Save

Complete the Business Registration

1. Click Register under Business Account.



2. Click to open and read the Privacy Statement'.



3. You will need to click 'OK' in the pop-up.

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 (such as, your name, address, mobile phone number and email address):

1. during the registration process for the organisation under the Program, and to assess its application for registration under the Program; and/or
2. if registered, during the organisations participation in the Program (including any feedback or survey results provided) to administer the Program.

When requested the registered organisation details (which may include contact details and personal information) and the information on the number of Vouchers received by a registered organisation may be provided to members of parliament and relevant Government entities.

Information, including personal information, may be:

1. used by the department for monitoring and evaluating the department's programs (including the Program) and resources and/or
2. disclosed to the department's contractor/s engaged for the purpose of monitoring and/or evaluating the Program and/or
3. used by the department or its contractor/s to contact the persons to whom the personal information relates, to gather feedback or to participate in a survey on the Program and/or
4. used by the department or its contractor/s for any purpose associated with the administration of the program;

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

The email address you provide as part of the registration or application process will be used by the department and/or the department's contracted service providers in relation to the Program to communicate with you. Dependent on your email service provider this may involve the transfer of your personal information overseas.

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

OK

User Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

4. Enter your organisation's ABN. If you are not sure of your ABN, search your organisation on the [Australian Business Register](#). Your organisation's details will populate into the blue boxes. If this information doesn't look correct, check your ABN.

If you are unsure of your organisation's ABN, you can search for your organisation on the [Australian Business Register](#).

ABN*
Required
Name
Status
Registered for GST
Entity Type Name

5. If your organisation has previously applied for funding through Sport and Recreation, some of your details may populate in this form. Check the details are accurate and update as required.
6. Complete your organisations details. All questions marked with a (*) are mandatory.
 - **Incorporation Number (IA)** can be checked by selecting the magnifying glass to the right of the field which links to the [Office of Fair Trading website](#). Type your organisation name and hit search.
 - ***Business Account Name** should be the name your members/the community recognises, this may be your trading name or a shorthand name (e.g., Westfield Tigers Touch).
 - ***Primary Email and Phone** should be the best contact for new members to register. This information will be published on the [Play On! Sports Vouchers program Activity Provider List](#).
 - ***Primary Address** should be the physical location of your club so that members know where they will be participating.
 - If a street number/name is not sufficient as you operate out of a complex or park start typing and click 'Cannot find your address?' which will allow you to enter the grounds as Line 1 and street address as Line 2 (e.g. Whites Hill Recreation Reserve, 258 Boundary Rd, Camp Hill).

- You will then need to click into the Suburb/City and select the appropriate option.
 - This information will be published on the [Play On! Sports Vouchers program Activity Provider List](#).
7. You will be the **Key Contact** for this organisation. Select the appropriate position title for your role.
8. The **Accountable Officer** should be the most senior person within your organisation such as the President, Chief Executive Officer, Chairperson or Principal. This person would have the authority to execute grant contracts/sign legal documents on your organisation’s behalf.
- If the key contact is the accountable officer, select ‘Use Key Contact as Accountable Officer’.
 - All questions marked with a (*) are mandatory
 - You will need to click ‘Save Contact’ to proceed.

You will be the Key Contact for your organisation. If your organisation is registered under the program you will be able to redeem vouchers and will receive communication regarding the program.

Key Contact Name
Patty-treat Harris-blue

Key Contact Position Title*

Accountable Officer's Contact Details

The Accountable Officer should be the most senior person within your organisation such as the President, Owner or Chief Executive Officer. This person would have the authority to execute grant contracts/sign legal documents on your organisation's behalf.

Complete the details and click 'Save Contact' below.

Use Key Contact as Accountable Officer

Title*

First Name*

Last Name*

Email Address*

Primary Phone Number*

Position Title*

Save Contact

User Errors

Haven't completed all mandatory items.

- Check that all mandatory questions have been completed. Under Accountable Officer you may need to click ‘Save Contact’ before you save the whole form.
- Scroll to the top of the page to check for any error messages.

9. Read and acknowledge the Terms and Conditions.

Please review the [terms and conditions](#) (text will open in a new tab).

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

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

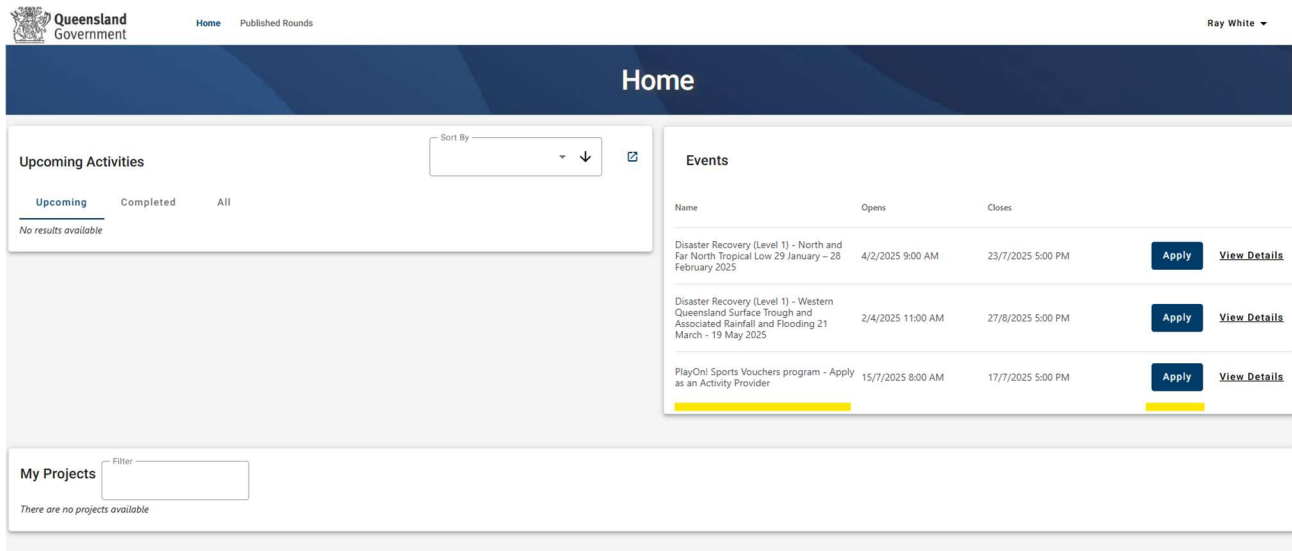
Once you have completed the above click 'Save' on the right to continue.

Save

10. Click 'Save' to exit.

Complete Activity Provider Application

1. On the home page click 'Apply' next to Register as an Activity Provider for Play On! Sports Vouchers program.



2. 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 (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 PlayOn! Sports Vouchers 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. 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.

OK

User Errors

Clicking the X in the pop-up Privacy Statement

- You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

3. Check your organisation meets the eligibility on our [website](#). If you have any concerns or questions, please contact playonvouchers@sport.qld.gov.au before you proceed.

4. Please continue with your application and check the box to continue.

Organisation Declaration

In order to be eligible as an Activity Provider for the PlayOn! Sports Vouchers program, an organisation must:

Meet the eligibility outlined in the PlayOn! Sports Vouchers program Activity provider Terms and Conditions and provide one or more activities that are:

- listed in the eligible activity list (require hyperlink to activity list),
- delivered in the State of Queensland,
- provided over a (minimum) 6 hours,
- have and maintain suitable public liability and team/participant insurance,
- meet the Queensland Blue Card requirements for persons working with children (require hyperlink to Blue Card),
- ensure that any eligible activities are conducted by appropriately qualified persons, including (but not limited to) coaches, instructors, referees, managers and first-aid officers (where applicable), and
- not be publicly named as "institutions that have declined to join the National Redress Scheme". Read further information on the National Redress Scheme.

Note: The Department at any time can request a copy of your organisation's documentation relating to the above to ensure you comply with the eligibility requirements of the PlayOn! Sports Vouchers program.

By checking this box, I hereby declare my organisation meets the eligibility requirements listed above *

5. Select the **primary activity** provided by your organisation from the drop-down list.

- If your organisation provides any additional activities, please check the box next to each activity in the '**Secondary Activity**' list.

Please select the primary activity provided by your organisation. You can then select any additional activities by ticking the boxes under Secondary Activity.

Primary Activity* ▼

Required

Secondary Fairplay Activity

- Abseiling
- Acrobatics
- Adaptive Sports
- Aerobics
- Aerobics - Aqua
- Aikido
- Archery
- Athletics

- If you have entered any **secondary activities**, you will need to list any organisations you are affiliated to for these activities.
- Please answer the mandatory question.

Do you have current programs that children and young people with a disability (physically, neurological) can participate in?

▼

Please enter the State/National organisation affiliation for each secondary activity provided:

Affiliated with organisation #1	0/255
Affiliated with organisation #2	0/255
Affiliated with organisation #3	0/255
Affiliated with organisation #4	0/255
Affiliated with organisation #5	0/255

6. Enter your organisation’s bank details:

- Bank Account Name must be the name of the organisation
- Review the bank account details displayed below. If are the details are incorrect, update them and upload a bank statement dated within the last 3 months.
- If no details are displayed, enter your organisation’s bank account information below.

Bank Account Details

A) Review the bank account details displayed below. If the details are incorrect, update them and upload a bank statement dated within the last 3 months.

B) If no details are displayed, enter your organisation’s bank account information below. The account must be in the organisation’s name, as this is where PlayOn! Sports Vouchers program funds will be deposited. Please supply a copy of your organisation’s current bank statement (dated within the last 3 months) to verify these details. The statement must clearly display the account name, BSB, and account number. Ensure the account name matches exactly with both the name on your bank statement and the organisation’s legal name as registered on the Australian Business Register.

Bank Account Name*	0/255
BSB*	0/255
Bank Account No.*	0/255
Please enter a valid bank account number. Must contain only numbers including all leading zeros. i.e. 0077834221	0/255
Attach a copy of your current Bank Account Statement *	
Upload Document	

7. Rate the registration process and indicate whether you would like to be included on the mailing list. Any correspondence will be sent to the organisation’s primary email.

Please rate the registration process	▼
Please include me on the mailing list	▼

8. Access and read the Terms and Conditions by clicking on the link, then tick the check box.

Please rate the application process*
Very simple

Please include me on the mailing list*
No

Review the [terms and conditions](#) (text will open in a new tab).
By clicking the box below, you confirm:

- You are authorised by the organisation to complete this application for the PlayOn! Sports Vouchers program
- That you have read and agree to the [terms and conditions](#) of the PlayOn! Sports Vouchers program
- That the information supplied is, to your knowledge, true and correct.

I agree *

Click 'Save' to submit your application.

Cancel Save

9. Click 'Save' to submit.

10. You will be returned to the Panel Memberships page.

Panel Name	Verification Status	Membership Status
Play On Activity Provider	Unverified	Pending

Panel Application has been submitted OK

11. You will see your 'Membership Status' which will be Active once you are approved. You will also receive an email confirming the outcome.

12. From the home page you can redeem vouchers, access your Account Details, Contacts and User Profile to update your details or see any past vouchers.

13. If you have logged out of Enquire, you can check the status of the application by logging back into your personal account at <https://sr-cp.sr-enquire.cloud/login>, clicking on your organisation's name at the top of the screen and selecting Account Details.

If you click 'Panels' you will see your Membership Status which will be *Active* once you are approved. You will also receive an email confirming the outcome.

Organisations will not be able to redeem vouchers until the registration has been approved by the department. You will receive an email from the Department with the outcome of your application.

Redeem a voucher

1. [Login](#) to your account [Client Portal \(sr-enquire.cloud\)](#), click on 'Redeem Voucher'.

The screenshot shows the 'Home' page of the Client Portal. On the left, there's a section for 'Upcoming Activities' with tabs for 'Upcoming', 'Completed', and 'All'. Below this, it says 'No results available'. On the right, there's an 'Events' section with a table. The table has columns for 'Name', 'Opens', and 'Closes'. There are two rows of events, both with 'Apply' and 'View Details' buttons. The third row is highlighted in yellow and contains the text 'PlayOn! Sports Vouchers program Round 1 - Redeem a voucher' with a 'Redeem Voucher - PlayOn!' button and a 'View Details' link.

2. Check your club and bank details are accurate.
 - If any details need updating click 'Update Club or Bank Details' and use the 'Edit' button under the relevant section.

To redeem a voucher:

Please review your organisation's contact and bank details below.

If you need to update these details, please click 'Update Organisation or Bank Details' and scroll down to the edit button under the relevant heading.

Note: only the Key Contact / Account Administrator can update these details.

If you update your organisation's bank details you can still redeem vouchers however payments will not be processed until these details are verified by the Department.

Read and agree to the Terms and Conditions and click 'Save' on the bottom right to continue.

Organisation Details

Organisation Legal Name
TRASH TEST DUMMIES PTY. LTD.

Key Contact Name
Dr Test Dummy

Address Line 1
101 Test Street

Address Line 2

Suburb / Town
Testville

Postcode
5555

State
QLD

[Update Organisation or Bank Details](#)

You must be an account administrator / key contact of the organisation to update these details

Bank Details

BSB
555 555

Account No
987456321

Account Name
Test Dummy Bungee Fund

3. You must view the Terms and Conditions by clicking on the link before proceeding.
 - Tick the box to indicate you have read and agree to the terms and conditions.

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 and agree to the [Terms and Conditions](#) of PlayOn! Sports Vouchers program, and that the information supplied in this submission is, to your knowledge, true and correct.

I agree *

Dr Test Dummy on 31/07/2025

CANCEL **SAVE**

4. Click 'Save' to proceed.

5. Enter the voucher number and press 'Enter'. The voucher details will appear below.

Redeem Voucher

Voucher Number*

Press Enter to continue

Type your 8 character voucher number above and press Enter to continue. The child/young person's details will populate.

You can find your redeemed vouchers on the Home page. The remittance advice will be sent to the primary email address listed on the business account.

CANCEL

6. Check the voucher details (child's name) to confirm you are redeeming the correct voucher.
7. Select the participation activity from the drop-down.
8. Enter the full membership/participation fee for the child/young person for the season
 - Fees are to be entered as the full amount that a child/young person is charged for membership and/or participation fees (not the \$200 voucher amount).
 - The voucher redemption amount will automatically populate as the membership/participation fee up to \$200.

Voucher for Elmo G Snuffleupagus

1. Review the voucher details to confirm you are redeeming the correct voucher.
2. Select the participation activity from the drop-down.
3. Enter the total participation fee for the child/young person. This should be the normal membership or participation fee, including any ongoing costs charged for the activity such as umpiring/refereeing fees, grounds fees, lights fees etc.
4. The redemption amount will auto-calculate. This is what your organisation will be paid.
5. Click 'Redeem' at the bottom of the screen to finalise your claim.

Once you have redeemed a voucher the participating activity and fee will auto-populate based on the previous voucher. Try to group similar activities/ages together to make redeeming vouchers easier.

You can find your redeemed vouchers on the Home page. The remittance advice will be sent to the primary email address listed on the business account.

<p>Applicant Name Dr Test Dummy</p> <p>Child Name Elmo G Snuffleupagus</p> <p>Date of Birth 11/06/2014</p> <p>Age 11</p> <p>Gender Female</p> <p>Suburb Lakes Creek</p> <p>State Queensland</p> <p>Has the Child played club sport before? No</p>	<p>Participation Activity* ▼</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p>Participation Fee (\$)*</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div> <p style="font-size: x-small;">Enter the total membership and/or participation fees that a child/young person is charged to participate.</p> <p>Redemption Amount (\$)*</p> <div style="border: 1px solid #ccc; padding: 2px;">0</div> <p style="font-size: x-small;">A voucher can only be redeemed once. You cannot partially redeem a voucher multiple times.</p> <p>Redemption Date 31/07/2025</p> <p>Redeemed By Dr Test Dummy</p>
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Redeem another voucher (untick if you only want to redeem one voucher)

CANCEL **REDEEM**

9. If you have more vouchers to redeem, ensure 'Redeem another voucher' is ticked and click 'Redeem'.
 - If you don't have any more vouchers to redeem, untick 'Redeem another voucher' and click 'Redeem'.
10. Remittance advice (including voucher numbers) will be sent to the Primary Email address.

When you have redeemed all vouchers, click 'Home' at the top of the page to return to the home page. Here you can view successfully redeemed vouchers.

Upcoming Activities

Sort By [v] [down arrow] [share icon]

Upcoming Completed All

No results available

Events

Name	Opens	Closes	Apply	View Details
Disaster Recovery (Level 1) - Western Queensland Surface Trough and Associated Rainfall and Flooding 21 March - 19 May 2025	2/4/2025 11:00 AM	27/8/2025 5:00 PM	Apply	View Details
Disaster Recovery (Infrastructure) - North and Far North Tropical Low 29 January - 28 February 2025	24/7/2025 11:00 AM	23/10/2025 5:00 PM	Apply	View Details
PlayOn! Sports Vouchers program Round 1 - Redeem a voucher			Redeem Voucher - PlayOn!	View Details

PlayOn! Sports Vouchers program

Filter [input field]

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	JNNZZV07	Elmo G Snuffeupagus	120.00	Dr Test Dummy	TRASH TEST DUMMIES	31/7/2025 10:36 AM	Download

Organisations will receive reimbursement within 10 business days – the application number will appear as the reference number on the bank statement.

Possible Issue

Our organisation redeemed a voucher and it hasn't been paid.

- The key contact should check the club's bank account to confirm if funds have been reimbursed. This can take up to 10 business days.
- The deposit amount should be equal to the total amount on the EFT Remittance advice you received. Note: the EFT Remittance Advice will list the voucher numbers. This can be used to reconcile payments.

User Errors

I can't update my organisation's details?

- Only the Key Contact will be able to update details. If the Edit button is greyed out for you, you aren't the key contact. Please contact them to update any details.
- Click your business name at the top of the screen and select 'Account Details'. You can then click on the 'Contacts' tab to check who the Key Contact for your organisation is.

What does invalid or ineligible voucher number mean?

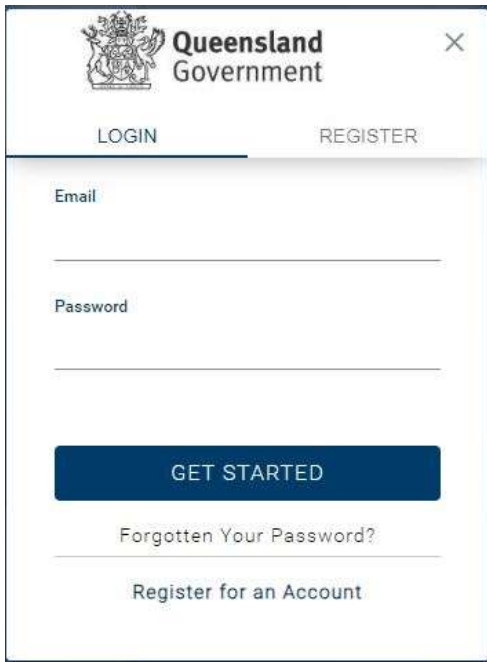
- Check you have entered the correct voucher numbers/letters.
- Check the voucher is still valid (for the current round and within the expiry date).

Changing club account details

Changing details on the registered activity provider list

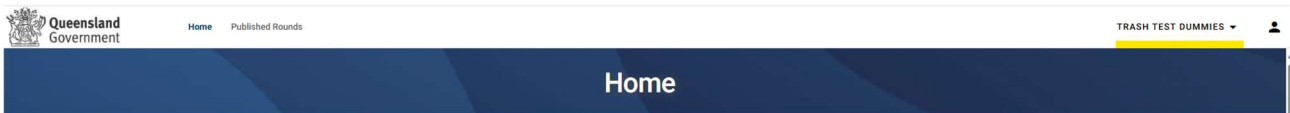
If the organisation details displayed in the list of registered activity providers on our website have changed (trading name, address, phone **and** website address or participation activities) you can update most of the details through your account.

1. [Log in](#) to your account.



The screenshot shows a login/register form for the Queensland Government. At the top left is the Queensland Government logo and name. To the right is a close button (X). Below the logo are two tabs: 'LOGIN' (selected) and 'REGISTER'. The form contains two input fields: 'Email' and 'Password'. Below these fields is a large blue button labeled 'GET STARTED'. Underneath the button are two links: 'Forgotten Your Password?' and 'Register for an Account'.

2. Click on your organisation name at the top right of the page and select 'Account Details'.



3. Your details are listed here, you can use the 'Edit' button at the bottom of each section to update the relevant details.

Details	Contacts	Past Events	Past Requests
<p>Business Account Registration</p> <p>ABN 91610560711</p> <p>Name TRASH TEST DUMMIES PTY. LTD.</p> <p>Status Active</p> <p>Registered for GST Yes</p> <p>ABN Status Active</p> <p>Entity Type Name Australian Private Company</p> <p>ACN 610560711</p> <p>Incorporation Number</p> <p>Incorporation Date</p> <p>Business Account Name TRASH TEST DUMMIES</p> <p>Primary Email Trash.Test@101.com</p> <p>Secondary Email</p> <p>Primary Phone 0413 555 555</p> <p>Secondary Phone</p> <p>Website</p> <p>Entity Non-Government Organisation</p> <p>Type of Organisation Sport and Recreation</p> <p>Month of the Organisation AGM February</p> <p>State or National Affiliated Organisation Not applicable</p> <p>Affiliation Organisation</p> <p>Edit</p>	<p>Address</p> <p>Line 1 101 Test Street</p> <p>Line 2</p> <p>Suburb/City Testville</p> <p>State/Region QLD</p> <p>Postcode/ZIP Code 5555</p> <p>Country Australia</p> <p>Edit</p>	<p>Postal Address</p> <p>Line 1 101 Test Street</p> <p>Line 2</p> <p>Suburb/City Testville</p> <p>State/Region QLD</p> <p>Postcode/ZIP Code 5555</p> <p>Country Australia</p> <p>Edit</p>	

Bank Account (Business Account only)

If you update these details you will need to send a copy of your organisation's current bank statement (dated within the last 3 months) for PlayOn! Sports Vouchers program or SwimStart to playon@sport.qld.gov.au for verification. The statement must clearly display the account name, BSB, and account number. Ensure the account name matches exactly with both the name on your bank statement and the organisation's legal name as registered on the Australian Business Register. Transaction details can be cut or blurred out.

You can still redeem vouchers however payments will not be processed until the bank statement is received and the organisation's details are verified by the Department.

You can check the organisations verification status by clicking on 'Panels' above.

Bank Account Name

Bank Account BSB

Bank Account No.

[Edit](#)

4. Click 'Save' when you have updated the details.

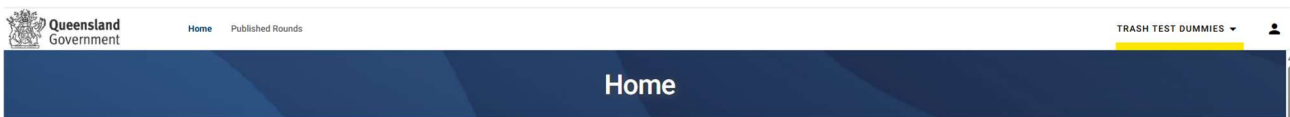
These changes will be reflected online when the list is next updated.

Adding a new user to redeem vouchers

An organisation may have multiple people linked to the account to redeem vouchers. The key contact will need to:

1. [Log in](#) to your account.

2. Click on your organisation name at the top right of the page and select 'Account Details'.



3. Click 'Contacts'.

Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	Dr Test Dummy	0412 345 678	test.dummy@101.com	Account Administrator		Founder	Yes	Yes

4. This screen will display all contacts related to your organisation.

5. Click 'Create Contact'.

Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	Dr Test Dummy	0412 345 678	test.dummy@101.com	Account Administrator		Founder	Yes	Yes

6. Enter the new contact's first name, last name and email address.

7. Selecting 'Send Invitation' will prompt you to select an appropriate role from a drop-down list.

Create Contact

First Name* 0/200

Last Name* 0/200

Email 0/200

Send Invitation

Cancel

- *General User - can view organisation details.*
- *Account Administrator - can edit organisation details, manage contacts and redeem vouchers.*

Create Contact

First Name* 4/200

Last Name* 5/200

Email 19/200

Send Invitation

An invitation to connect this contact to the organisation will be sent to the above email address.

Select a role for the new contact

Account Administrator - Access to all records, able to participate in tasks across the entire Account, with additional permissions to manage account information and user access & roles.

General User - Access to all records, able to participate in tasks across the entire Account

Cancel

8. Click 'Save'.

Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	Dr Test Dummy	0412 345 678	test.dummy@101.com	Account Administrator		Founder	Yes	Yes
Invited	Test Dummy		testdummy@gmail.com		Sent - 31/7/2025 10:49 AM			

The recipient will need to check their email and click the link in the email to register/log in. When they log in, they will be asked to confirm they would like to be linked to the organisation. Click 'Yes'.

They will then be connected to the organisation's account and able to redeem vouchers.

Possible Technical Issue

Email was not received

- Under 'Account Details', 'Contacts', check that the email entered is correct. If it is not correct, click the three dots to the far right of the contact's name and select 'View', then 'Edit'. Update the email and click 'Save'.
- You can resend the invitation by clicking 'Revoke', then clicking the three dots to the far right of the contact's name and selecting 'Invite'. You will need to confirm the address and Role in Account prior to inviting.

The person responsible for redeeming vouchers has left the organisation and you cannot access the account.

If the person responsible for redeeming vouchers is no longer contactable, follow the steps below to register an individual account for the new contact.

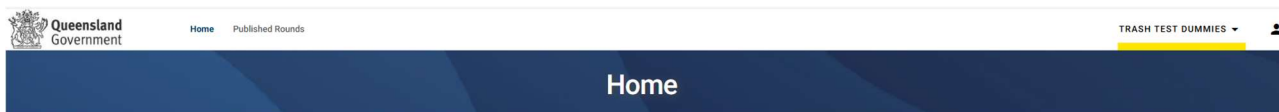
1. Check your organisation is [registered](#) by searching the list of registered Activity Providers.
2. If the organisation is registered, you will need to [register an individual account](#) (see instructions above).
3. Once you have an individual account, *complete the [Account officer change request form](#) and email to srsgportal@sport.qld.gov.au.*
4. *If the organisation is not registered, following the instructions to register an individual account, complete the business registration and complete the activity provider application.*

As the new contact person, you will have access to the bank account details, be able to redeem vouchers and add new users for the organisation. You will receive an email notification once your new account is linked.

Changing bank account details

Each organisation may only have one bank account listed.

1. [Log in](#) to your account.
2. *Click on your organisation name at the top right of the page and select 'Account Details'.*



Your details are listed here, you can use the 'Edit' button at the bottom of each section to update the relevant details.

Bank Account (Business Account only)

If you update these details you will need to send a copy of your organisation's current bank statement (dated within the last 3 months) for PlayOn! Sports Vouchers program or SwimStart to playon@sport.qld.gov.au for verification. The statement must clearly display the account name, BSB, and account number. Ensure the account name matches exactly with both the name on your bank statement and the organisation's legal name as registered on the Australian Business Register. Transaction details can be cut or blurred out.

You can still redeem vouchers however payments will not be processed until the bank statement is received and the organisation's details are verified by the Department.

You can check the organisations verification status by clicking on 'Panels' above.

Bank Account Name

Bank Account BSB

Bank Account No.

Edit

3. Click 'Save' when you have updated the details.

You will need to send a copy of your bank statement (from the last three months) to playon@sport.qld.gov.au to confirm these details. The account name, BSB and account number will need to be visible on the statement but transaction details can be cut or blurred out.

Note: If you change your organisation's bank details you can still redeem vouchers however payments will not be processed until the bank statement is received and the organisation's details verified by the Department.

Further enquiries

For any questions, contact 13 QGOV (13 7468) or playonvouchers@sport.qld.gov.au