

**FairPlay**  
vouchers

**Troubleshooting  
Manual**  
**Activity Providers**



**Queensland  
Government**

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

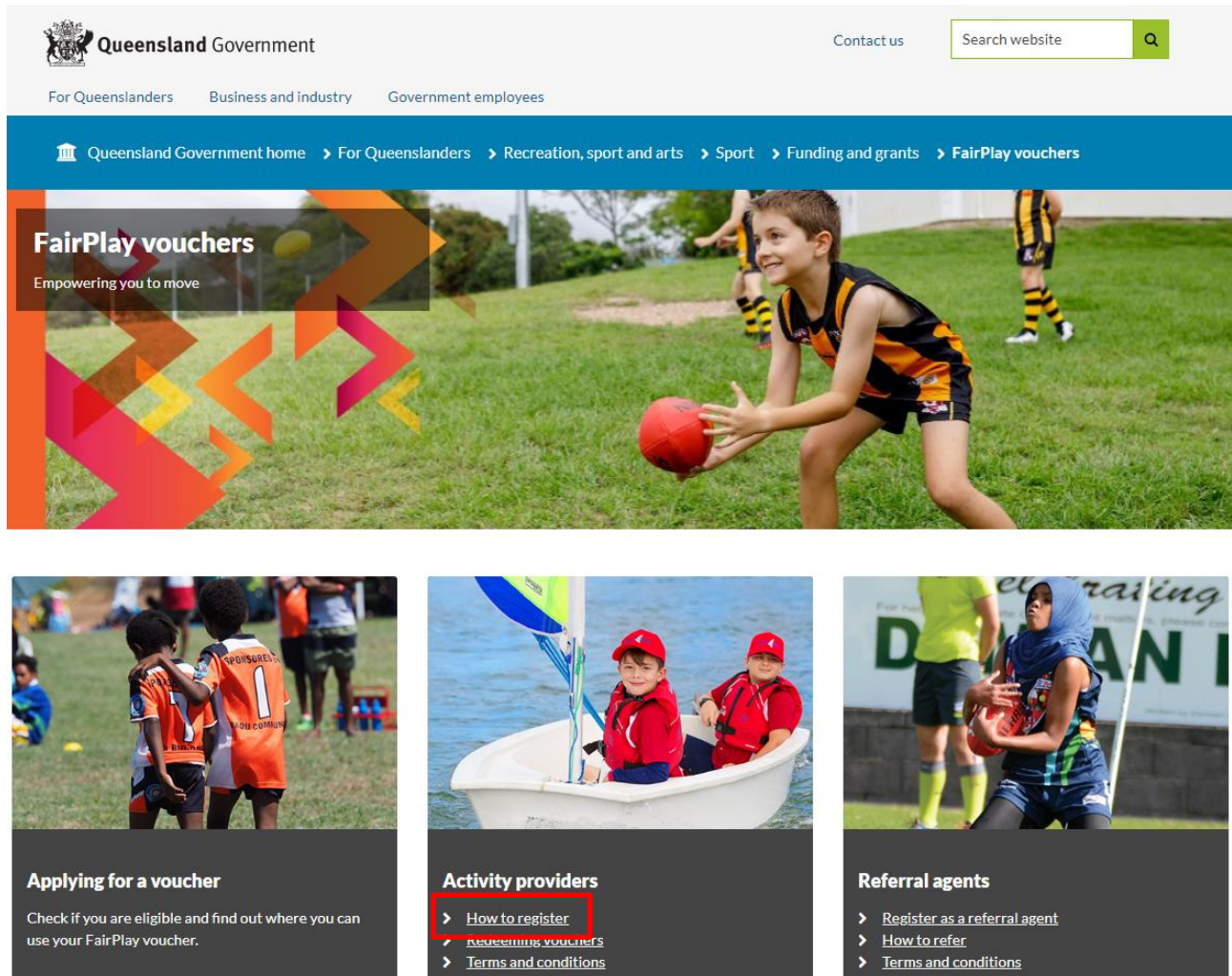
## Contents

Register an individual account .....	3
Complete the Business Registration .....	7
Complete Activity Provider Application .....	11
Redeem a voucher .....	15
Changing club account details .....	18
Changing details on the registered activity provider list.....	18
Adding a new user to redeem vouchers .....	20
The person responsible for redeeming vouchers has left the organisation and you cannot access the account.....	23
Changing bank account details .....	23
Changing login email address .....	25
Further enquiries.....	25

Updated: 11/07/2023

## Register an individual account

1. Access the website at <https://www.qld.gov.au/recreation/sports/funding/fairplay>
2. Click on 'How to register' under Activity Providers



Queensland Government

Contact us Search website

For Queenslanders Business and industry Government employees

Queensland Government home > For Queenslanders > Recreation, sport and arts > Sport > Funding and grants > FairPlay vouchers

### FairPlay vouchers

Empowering you to move

#### Applying for a voucher

Check if you are eligible and find out where you can use your FairPlay voucher.

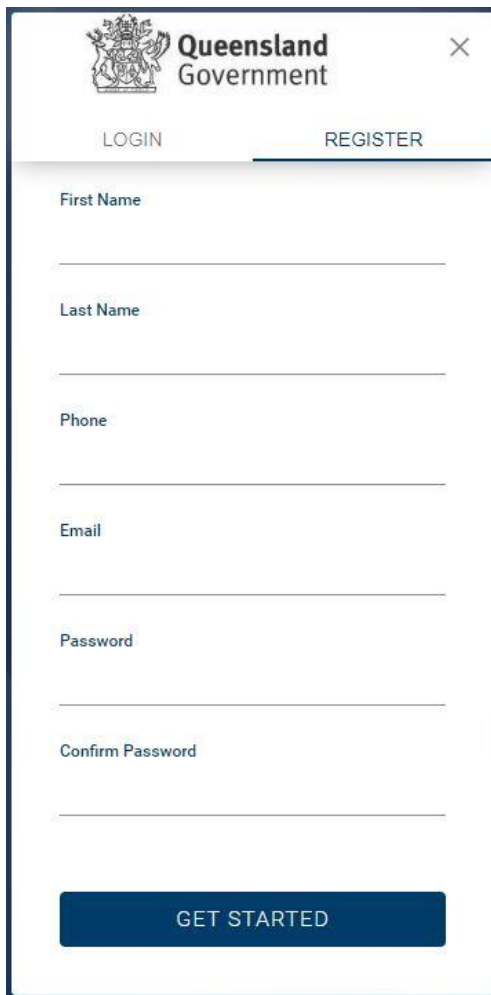
#### Activity providers

- > **How to register**
- > [redeeming vouchers](#)
- > [Terms and conditions](#)

#### Referral agents

- > [Register as a referral agent](#)
- > [How to refer](#)
- > [Terms and conditions](#)

3. Confirm your organisation is eligible and click '[Register your organisation](#)'
4. **Enter your personal details** (not the organisation's details) to register your individual account.
  - I. If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail.
  - II. When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 8 characters and include one number, one uppercase letter and one lowercase letter.
  - III. Click 'Get Started'.



The screenshot shows the Queensland Government registration form. 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' 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 is a dark blue button labeled '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 eight characters long and a combination of numbers and letters.

### Have you entered a phone number?

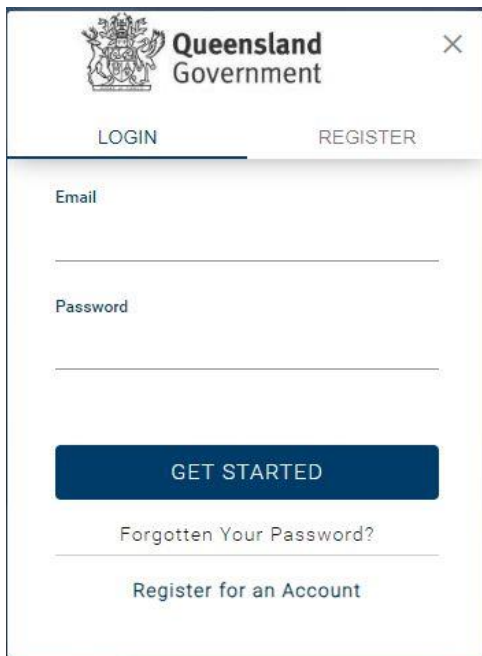
- You need to enter a phone number so the system can confirm you haven't already got an account.

### 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.

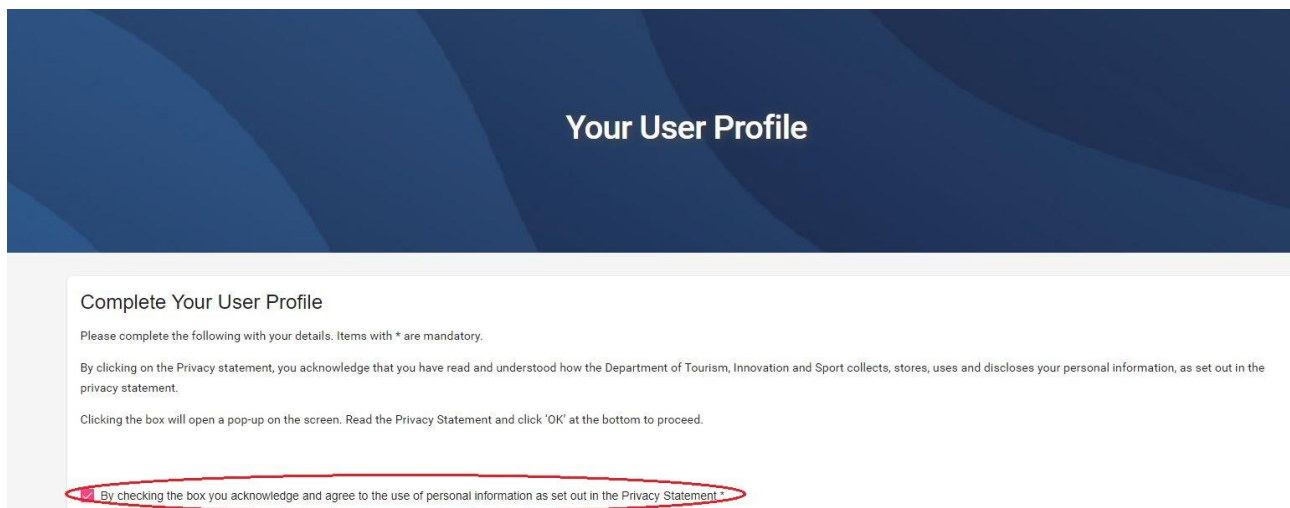
5. Click **'Login'**

- I. 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.



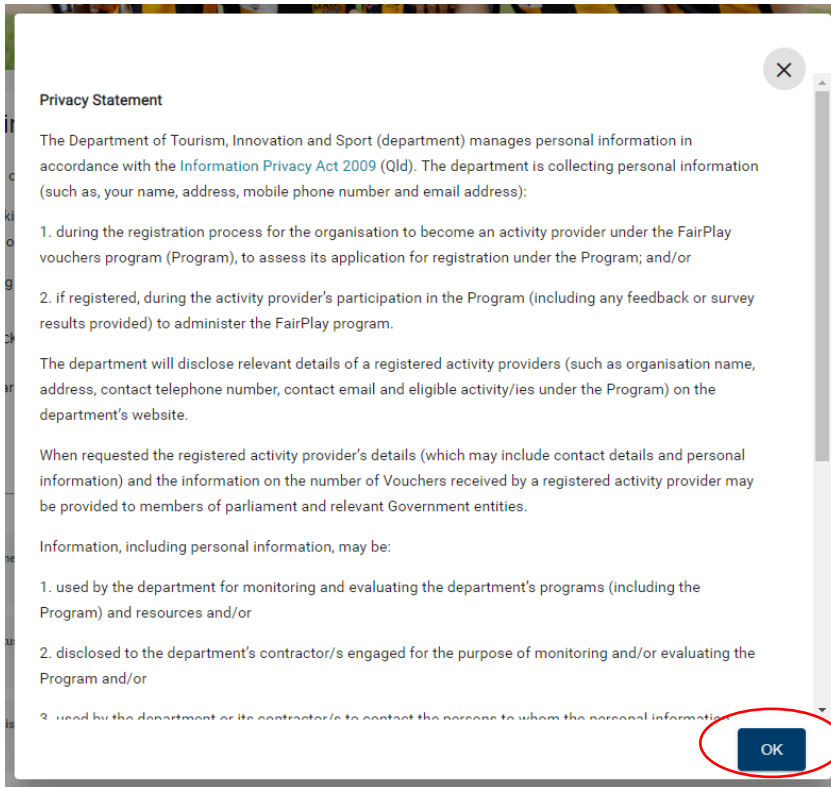
The screenshot shows the Queensland Government login/register interface. At the top left is the Queensland Government crest and logo. To the right is a close button (X). Below the logo are two tabs: 'LOGIN' (active) and 'REGISTER'. The form contains two input fields: 'Email' and 'Password'. Below these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

6. Complete your User Profile



The screenshot shows the 'Your User Profile' completion page. The header is a dark blue banner with the text 'Your User Profile'. Below the banner is a white box with the title 'Complete Your User Profile'. The text inside the box reads: 'Please complete the following with your details. Items with \* are mandatory.' followed by a paragraph about the Privacy Statement. Below this is a red circle around a checkbox and the text: 'By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement \*'.

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



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

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



## Complete the Business Registration

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

Business Account Registration

**Business Registration**

Please complete the following with your organisation's details. Items with \* are mandatory.

By clicking on the Privacy statement, you acknowledge that you have read and understood how the Department of Tourism, Innovation and Sport 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.

Click to open and accept the Privacy Statement \*

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

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

**Privacy Statement**

The Department of Tourism, Innovation and Sport (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.dtis.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.dtis.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.

3. 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 \*

Name
Status
Registered for GST
Entity Type Name

4. 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.
5. Complete your organisations details. All questions marked with a (\*) are mandatory.
- I. **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.
  - II. **\*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).
  - III. **\*Primary Email and Phone** should be the best contact for new members to register. This information will be published on the [FairPlay Activity Provider List](#).
  - IV. **\*Primary Address** should be the physical location of your club so that members know where they will be participating.
    - a. 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).
    - b. You will then need to click into the Suburb/City and select the appropriate option.
6. You will be the **Key Contact** for this organisation. Select the appropriate position title for your role.
7. 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.
- I. If the key contact is the accountable officer, select 'Use Key Contact as Accountable Officer'.
  - II. All questions marked with a (\*) are mandatory
  - III. You need to click 'Save Contact' to proceed.



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

<p><b>Key Contact Name</b> Geralt Rivia</p>
---

Key Contact Position Title  
Board Member

### Accountable Officer's Contact Details

The Accountable Officer should be the most senior person within your organisation such as the President 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 \* 0/255

Last Name \* 4/255

Email Address \* 28/255

Primary Phone Number \* 11/255

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.

8. Read and acknowledge the Terms and Conditions.
9. Click 'Save' to exit.

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

Save

10. You will be directed to this page and please click 'Switch' on your business account to register as an activity provider.

[Home](#) [Published Rounds](#)

Switch Account

Individual Account Active  
Account for Mrs Switch

Business Account Active  
Switch

+ Create Account  
Create New Account Create

## Complete Activity Provider Application

1. On the home page click 'Apply' next to Register as an Activity Provider for FairPlay vouchers.

The screenshot shows a 'Home' page with a navigation bar. Below the bar, there are two main sections: 'Upcoming Activities' and 'Events'. The 'Events' section contains a table with columns for 'Name', 'Opens', and 'Closes'. A row is highlighted with a red box, showing 'FairPlay - Register as an Activity Provider' with an 'Opens' date of '22/6/2022 8:00 AM' and a 'Closes' date of '30/6/2024 11:59 PM'. To the right of this row is a blue 'Apply' button, also highlighted with a red box, and a 'View Details' link.

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 Tourism, Innovation and Sport (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 to become an activity provider under the FairPlay vouchers program (Program), to assess its application for registration under the Program, and/or
2. if registered, during the activity provider's participation in the Program (including any feedback or survey results provided) to administer the FairPlay program.

The department will disclose relevant details of a registered activity providers (such as organisation name, address, contact telephone number, contact email and eligible activity/ies under the Program) on the department's website.

When requested the registered activity provider's details (which may include contact details and personal information) and the information on the number of Vouchers received by a registered activity provider 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 FairPlay vouchers 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.dtis.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 [www.qld.gov.au/fairplayvouchers](http://www.qld.gov.au/fairplayvouchers) and will operate from the time it is published.



## 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 [fairplayvouchers@dtis.qld.gov.au](mailto:fairplayvouchers@dtis.qld.gov.au) before you proceed.

To become a registered activity provider, your organisation must meet all of the following criteria:

- a. have a valid and current Australian Business Number (ABN) and be either:
  - i. a sport and active recreation organisation or business, that is delivering an approved Eligible Activity in Queensland and is affiliated with one of the listed [State or National Level Organisations](#), or
  - ii. one of the listed Queensland [State or National level sporting organisations](#); or

- iii. a Queensland not-for-profit sport or recreation organisation, or a not-for-profit community organisation (providing physical activity as a part of its programs), incorporated under the:
    1. *Associations Incorporation Act 1981 (Qld)*,
    2. *Corporations Act 2001 (Commonwealth)*,
    3. *Cooperatives Act 1997 (Qld)*, or
    4. *Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Commonwealth)*; or
  - iv. a P&C Association established under the *Education (General Provisions) Act 2006*; or
  - v. a Queensland State Primary or Secondary School or Queensland Non-State Primary or Secondary School (established under legislation) affiliated with one of the listed State or National Level Organisations, and has a team which competes in community (non-school) events;
- b. provide one or more activities:
    - i. listed in the [eligible activity list](#);
    - ii. delivered in the State of Queensland,
    - iii. provided over a (minimum) series of 8 weeks/sessions,
  - c. have and maintain suitable public liability and team/participant insurance;
  - d. meet the Queensland [Blue Card requirements](#) for persons working with children; and
  - e. ensure that all Eligible Activities are conducted by appropriately qualified persons, including coaches, instructors, referees, managers and first-aid officers (where applicable).
4. Please continue with your application if you meet the eligibility criteria as above and check the box to continue.

#### Organisation Declaration

In order to be eligible as an Activity Provider for FairPlay, an organisation must:

- have a valid and current Australian Business Number (ABN) and be either:
  - a Queensland sport and active recreation organisation or business, that is delivering an approved Eligible Activity in Queensland and is affiliated with one of the listed State or National Level Organisations, or
  - one of the listed Queensland State or National level sporting organisations; or
  - a Queensland not-for-profit sport or recreation organisation, or a not-for-profit community organisation (providing physical activity as a part of its programs), incorporated under the:
    - *Associations Incorporation Act 1981 (Qld)*,
    - *Corporations Act 2001 (Cwth)*,
    - *Cooperatives Act 1997 (Qld)*, or
    - *Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Cwth)*; or
  - a P&C Association established under the *Education (General Provisions) Act 2006*; or
  - a Queensland State Primary or Secondary School or Queensland Non-State Primary or Secondary School (established under legislation) affiliated with one of the listed State or National Level Organisations, and has a team which competes in community (non-school) events;
- and provide one or more activities that are:
  - listed in the [eligible activity list](#),
  - delivered in the State of Queensland,
  - provided over a (minimum) series of 8 weeks/sessions,
- have and maintain suitable public liability and team/participant insurance,
- meet the Queensland Blue Card requirements for persons working with children, and
- 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).

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

Primary Activity \* ▼

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Secondary Activity

- Abseiling
- Acrobatics
- Active Play
- Active Recreation
- Adventure Racing
- Aero Sport - Model Aircraft
- Aerobatics
- Aerobics
- Aerobics - Aqua
- Aikido
- Air Sport

If any other Secondary Activity is not listed please specify: \_\_\_\_\_

0/255

II. If you have entered any **secondary activities**, you will need to list any organisations you are affiliated to for these activities.

6. Enter your organisation’s bank details:

- I. Bank Account Name must be the name of the organisation
- II. Double check your BSB and Account number
- III. You will need to upload a copy of your Bank Statement (no more than three months old) 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.

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 ▼

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Please include me on the mailing list ▼

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8. Access and read the Terms and Conditions by clicking on the link, then tick the check box.
9. Click 'Save' to submit.

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 applying for FairPlay registration to complete this application
- That you have read and agree to the terms and conditions of FairPlay vouchers
- That the information supplied is, to your knowledge, true and correct.

I agree \*

Click 'Save' to submit your registration.

Cancel **Save**

10. You will be returned to the Panel Memberships page. You will see your 'Membership Status' which will be Active once you are approved. You will also receive an email confirming the outcome.

Queenland Government Home Published Rounds Sports Club

Sports Club

Details Contacts Past Events Past Requests Panels

Panel Memberships

Filter

Panel Name	Verification Status	Membership Status
Activity Provider	Unverified	Pending

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

11. 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.
12. 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.

Queenland Government Home Published Rounds Sports Club

Sports Club

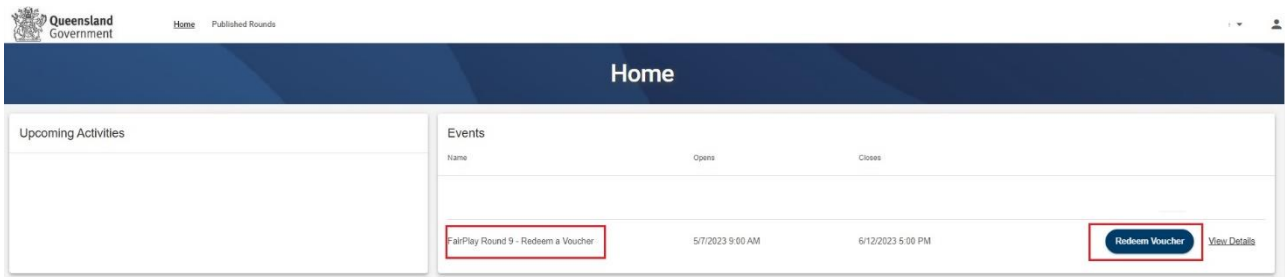
Details Contacts Past Events Past Requests Panels

**Registration will be assessed by the department and the contact will be advised of the outcome within 1-2 weeks.**

**Organisations will not be able to redeem vouchers until the registration has been approved by the department.**

## Redeem a voucher

1. [Login](#) to your account <https://qgrants.osr.qld.gov.au/portal>, click on 'Redeem Voucher'.



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

Organisation Details	Bank Details
<p>Organisation Legal Name Greater Springfield Touch Association Inc</p> <p>Key Contact Name Mr Geralt Rivia</p> <p>Address Line 1 Jim Finimore Oval</p> <p>Address Line 2 Old Toowoomba Rd</p> <p>Suburb / Town One Mile</p> <p>Postcode 4305</p> <p>State Queensland</p> <p><a href="#">Update Organisation or Bank Details</a></p>	<p>BSB 123456</p> <p>Account No 12345678</p> <p>Account Name Springfield Touch</p>

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

3. You must view the Terms and Conditions by clicking on the link before proceeding.
  - I. 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 FairPlay vouchers, and that the information supplied in this submission is, to your knowledge, true and correct.

I agree \*

Mr Geralt Rivia on 04/01/2022

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  
  
 Required

Type your voucher number above and press Enter to continue.

You can find your redeemed vouchers on the Home page. Remittance advice will be sent to the Key Contact's email address.

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.

Participation Activity ▼

---

Participation Fee (\$) ▼  
Enter the normal membership or participation fee charged for the activity. Fees are to be entered as the full amount that a child/young person is charged for membership and/or participation fees

8. Enter the full membership/participation fee for the child/young person for the season
  - I. Fees are to be entered as the full amount that a child/young person is charged for membership and/or participation fees (not the \$150 voucher amount).
  - II. The voucher redemption amount will automatically populate as the membership/participation fee up to \$150.

Participation Activity ▼

---

Participation Fee (\$) ▼  
Enter the normal membership or participation fee charged for the activity. Fees are to be entered as the full amount that a child/young person is charged for membership and/or participation fees

---

Redemption Amount (\$) ▼  
 0

A voucher can only be redeemed once. You cannot partially redeem a voucher multiple times.



9. If you have more vouchers to redeem, ensure 'Redeem another voucher' is ticked and click 'Redeem'.
- I. If you don't have any more vouchers to redeem, untick 'Redeem another voucher' and click 'Redeem'.

CANCEL **REDEEM**  Redeem another voucher

10. Remittance advice (including voucher numbers) will be sent to the Key Contact's registered email address.

### **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).

### **Possible Technical Issue**

#### **I am unable to view the Terms and Conditions?**

- If you are unable to view the Terms and Conditions, the pop-up blocker on the web browser may be turned on. To view the Terms and Conditions copy and paste the link into a new web browser  
<https://www.qld.gov.au/recreation/sports/funding/fairplay/providers/terms>.

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.

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.**

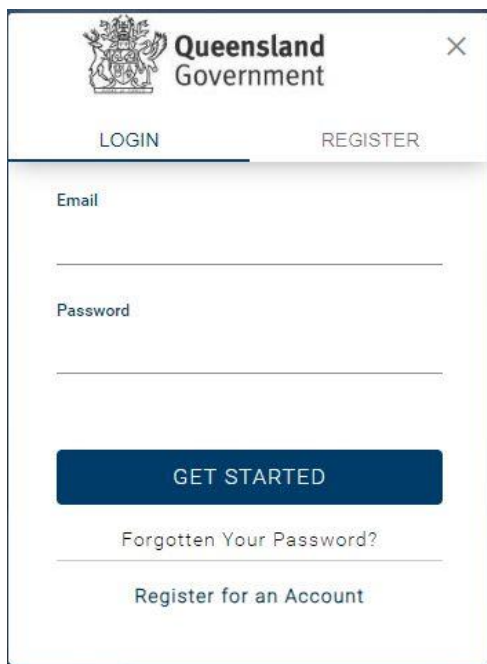
- The key contact should check the club's bank account to confirm if funds have been reimbursed. This can take up to 10 business days.
- The deposit amount should be equal to the total amount on the EFT Remittance advice you received. Note: the EFT Remittance Advice will list the voucher numbers. This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

## Changing club account details

### Changing details on the registered activity provider list

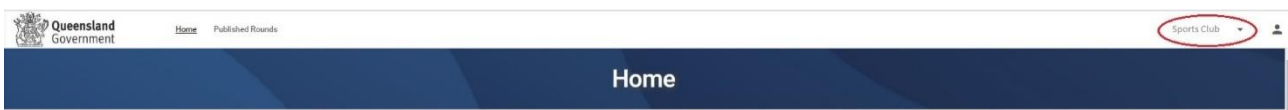
If the organisation details displayed in the list of registered activity providers on our website have changed (trading name, address, phone **and** website address or participation activities) you can update most of the details through your account.

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.

Postal Address	Bank Account
Line 1 400 George Street	<p>If you update these details you will need to send a copy of your organisation's bank statement to <a href="mailto:pdu@dtis.qld.gov.au">pdu@dtis.qld.gov.au</a> for verification. The account name (which must be your organisation's name), BSB and account number need to be visible on the statement, but transaction details can be cut or blurred out.</p> <p>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.</p> <p>You can check the club's verification status by clicking on 'Panels' above.</p>
Line 2	
Suburb/City Brisbane City	
State/Region Queensland	
Postcode/ZIP Code 4000	Bank Account Name
Country Australia	Bank Account BSB
<input type="button" value="Edit"/>	Bank Account No.
	<input type="button" value="Edit"/>

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

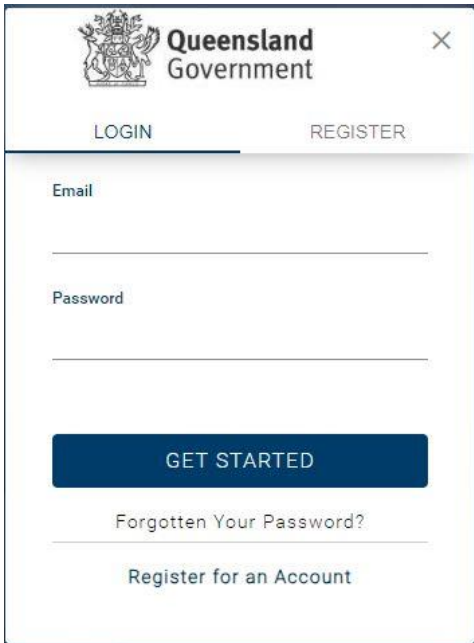
Postal Address	Bank Account
Line 1 400 George Street 	<p>If you update these details you will need to send a copy of your organisation's bank statement to <a href="mailto:pdu@dtis.qld.gov.au">pdu@dtis.qld.gov.au</a> for verification. The account name (which must be your organisation's name), BSB and account number need to be visible on the statement, but transaction details can be cut or blurred out.</p> <p>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.</p> <p>You can check the club's verification status by clicking on 'Panels' above.</p>
Line 2	
Suburb/City Brisbane City	
State/Region Queensland	
Postcode/ZIP Code 4000	Bank Account Name
Country Australia	Bank Account BSB
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	Bank Account No.
	<input type="button" value="Edit"/>

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

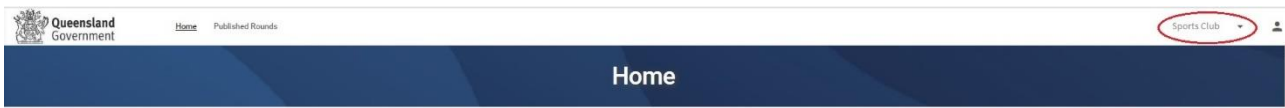
## Adding a new user to redeem vouchers

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

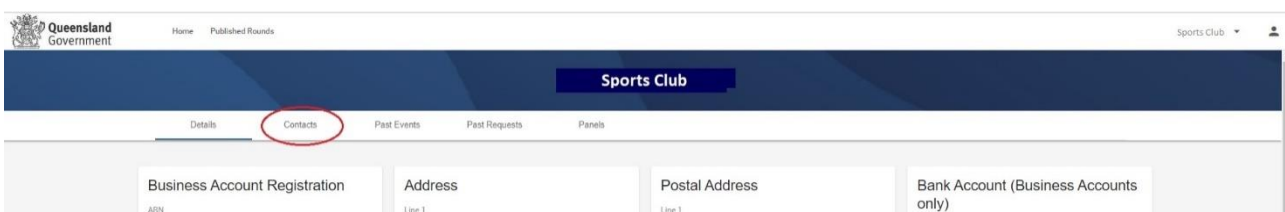
1. [Log in](#) to your account.



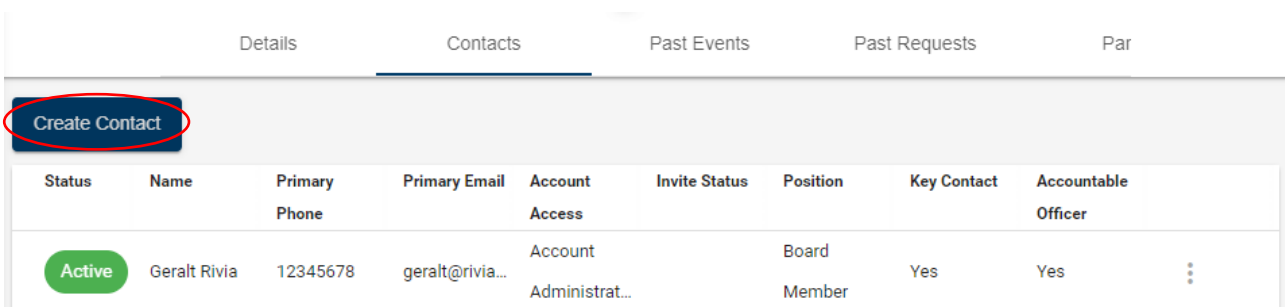
2. Click on your organisation name at the top right of the page and select 'Account Details'.



3. Click 'Contacts'.

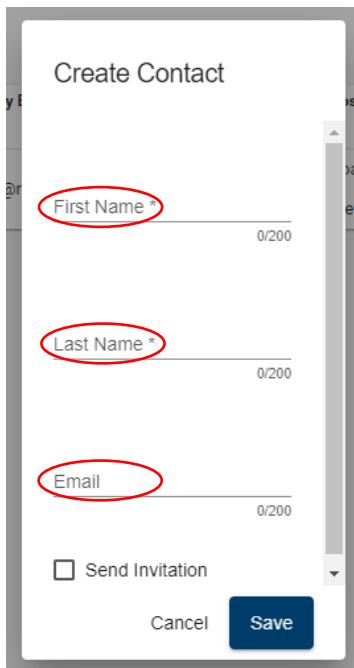


4. This screen will display all contacts related to your organisation.
5. Click 'Create Contact'.



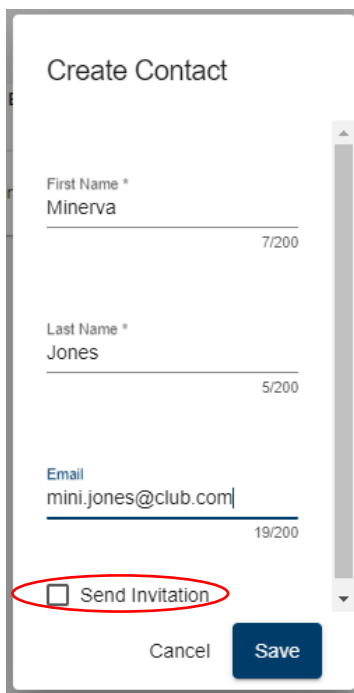
Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	Geralt Rivia	12345678	geralt@rivia...	Account Administrat...		Board Member	Yes	Yes

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



The screenshot shows the 'Create Contact' form with three input fields: 'First Name \*', 'Last Name \*', and 'Email'. Each field is highlighted with a red circle. The 'Send Invitation' checkbox is unchecked. The 'Save' button is highlighted in blue.

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



The screenshot shows the 'Create Contact' form with the following details: 'First Name \*' is 'Minerva' (7/200), 'Last Name \*' is 'Jones' (5/200), and 'Email' is 'mini.jones@club.com' (19/200). The 'Send Invitation' checkbox is highlighted with a red circle and is checked. The 'Save' button is highlighted in blue.

- I. **Standard User** can view organisation details and redeem vouchers.
- II. **Accountable Officer** can edit organisation details, manage contacts and redeem vouchers.

**Create Contact**

First Name \*  
Minerva 7/200

Last Name \*  
Jones 5/200

Email  
mini.jones@club.com 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

- Standard User has access to view Business Account details, and can submit forms and claims
- Account Administrator has full access to manage this Business Accounts details, Users and submit forms

Role in Account \*  
Standard User

Cancel Save

8. Click **'Save'**.

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 [Primary Contact Change Request Form](#) and email to [srsqrportal@dtis.qld.gov.au](mailto:srsqrportal@dtis.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 ([pages 2](#) to 13).

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

If you update these details you will need to send a copy of your organisation's bank statement to [pdu@dtis.qld.gov.au](mailto:pdu@dtis.qld.gov.au) for verification. The account name (which must be your organisation's name), BSB and account number need to be visible on the statement, but 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 club's verification status by clicking on 'Panels' above.

Bank Account Name \* 0/255

Bank Account BSB 0/255

Bank Account No. \* 0/40

Please enter a valid bank account number. Must contain only numbers including all leading zeros. i.e. 0077654221

Cancel Save

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 [PDU@dtis.qld.gov.au](mailto:PDU@dtis.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.



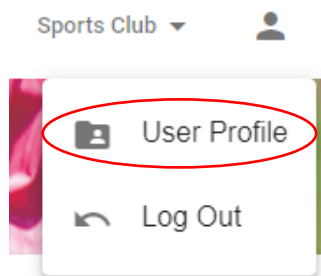
## Changing login email address

Your login email is where you will receive all correspondence regarding FairPlay vouchers. If you no longer have access to this email you will need to change your login email by doing the following:

1. [Log in](#) to your account.
2. Click on the  in the top right corner.



3. Click 'User Profile'.



4. Click 'Update Email' next to Primary Email (you can also change your password from this screen).
5. Check the current Primary Email is the email you want to change.
6. Enter your **new** email.
7. Enter your **current** password to confirm you are authorised to update this email.
8. Click 'Save'.

### Update Primary Email Address

Please enter a new primary email address and confirm with your current password.

Current Primary Email  
jbard@club.com  
This is your current primary email address.

**New Primary Email**  
Enter your new primary email address.

**Current Password**  
Enter your current password.

9. Next time you log in you will need to use your new email and the same password.

## Further enquiries

For any questions, contact 13 QGOV (13 7468) or [fairplayvouchers@dtis.qld.gov.au](mailto:fairplayvouchers@dtis.qld.gov.au).