

FairPlay
vouchers

Troubleshooting Manual

Parents, carers, guardians



Queensland
Government

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

Contents

Register an individual account 3
Apply for a voucher 7
Apply for a voucher (through Referral process) 18
Print/Email your FairPlay voucher 18

Updated: 11/07/2023

Register an individual account

1. Go to <https://www.qld.gov.au/recreation/sports/funding/fairplay/apply>
2. Confirm the child/young person is eligible and click '[Register online now](#)'.
3. **Complete personal details**
 - 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.

The screenshot shows a web form for registering an account. At the top left is the Queensland Government logo. Below it are two tabs: 'LOGIN' and 'REGISTER', with 'REGISTER' being the active tab. The form fields are: '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.

4. 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 eight characters long and include at least one number, one uppercase letter and one lowercase letter.

Have you entered a phone number?

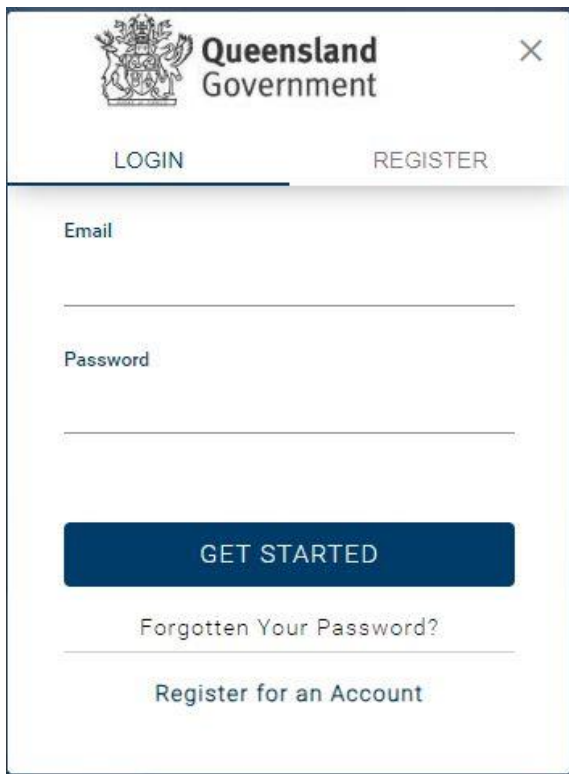
- You need to enter a phone number so the system can confirm you haven't already got an account.

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.

5. Once registered, 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' (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'.

6. Complete your User Profile

- I. Click 'I have read the Privacy Statement', which will open a pop-up on the screen.

Your User Profile

Complete Your User Profile

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 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.

By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement *

II. Read the Privacy Statement and click 'OK' at the bottom to proceed.

X

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 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

OK

III. Complete your details noting only sections marked with * are mandatory.

IV. If you are entering your address (not mandatory), start typing and suggested addresses will appear. Click the appropriate address.

7. Click the box to acknowledge you understand and agree to the Terms & Conditions.

8. 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.

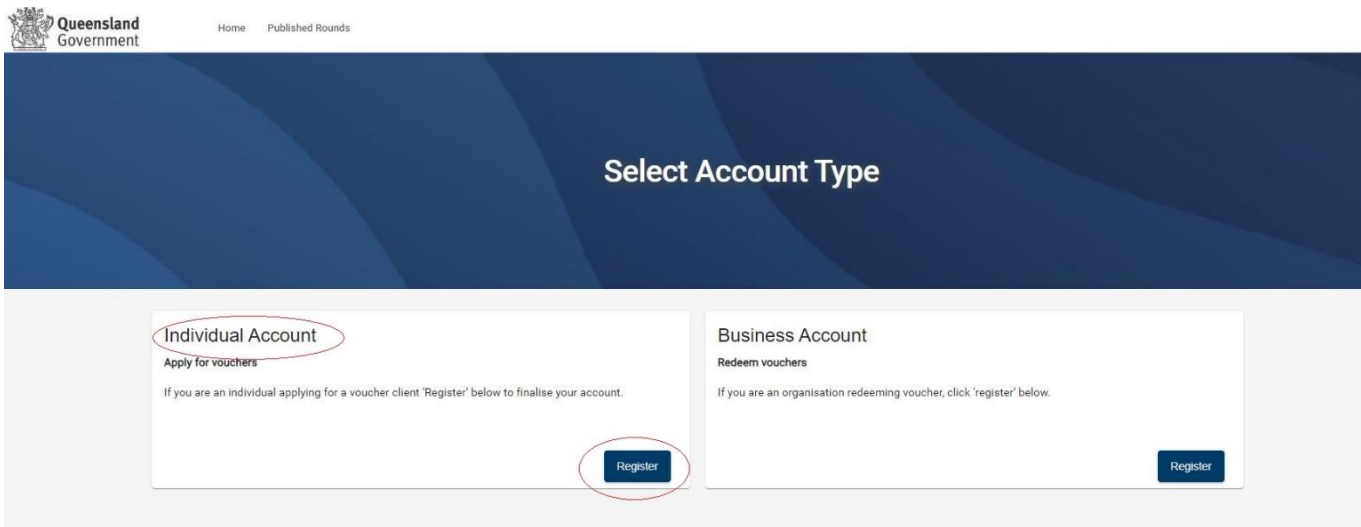
Cancel
Save

Check

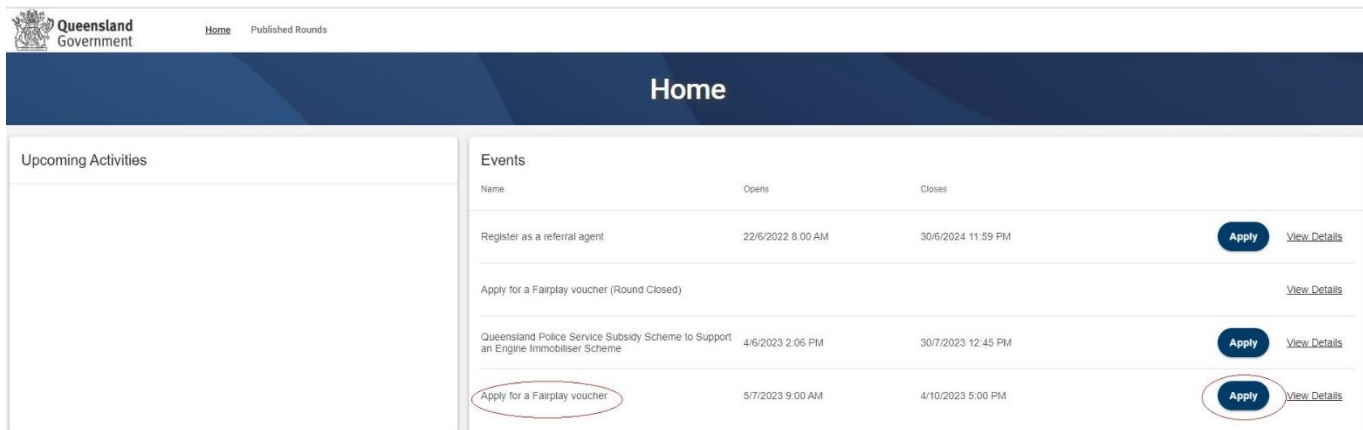
The account needs to be in the name of the parent/guardian to accept the T&Cs.

- 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.
- Click on the person silhouette at the top right of the screen and select 'User Profile'.
- 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.

- 9. If you are directed to the **Voucher application page**, see [Apply for a voucher](#).
- 10. If you are on the **'Select Account Type'** screen, click 'Register' under Individual Account.



- 11. 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).



Apply for a voucher

- When you are logged in and on your home page, click on 'Apply' next to 'Apply for a FairPlay voucher'.

The screenshot shows the Queensland Government Home page. The 'Events' table lists several activities. The 'Apply for a Fairplay voucher' button is circled in red.

Name	Opens	Closes	Apply	View Details
Register as a referral agent	22/5/2022 9:00 AM	30/6/2024 11:59 PM	Apply	View Details
Apply for a Fairplay voucher (Round Closed)				View Details
Queensland Police Service Subsidy Scheme to Support an Engine Immobiliser Scheme	4/6/2023 2:05 PM	30/7/2023 12:45 PM	Apply	View Details
Apply for a Fairplay voucher	5/7/2023 9:00 AM	4/10/2023 5:00 PM	Apply	View Details

*** If applying with a mobile phone, please flip your phone to landscape mode for the 'Apply' button to appear on the screen*.**

2. User Profile

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

The screenshot shows the 'Apply for a Fairplay voucher' user profile page. The 'I have read the Privacy Statement' checkbox is circled in red.

Apply for a Fairplay voucher

Save Submit

User Profile

Check the details below are correct.

If you need to update any details click here.

Use the < or > arrows at the top of the page to navigate each step and click 'Submit' when your application is complete.

By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement.

I have read the Privacy Statement *

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, your child's name, date of birth, address, mobile phone number, email address) during the application process to assess the child's eligibility for the FairPlay vouchers program (Program) and for (and related to) the child's participation in the Program.

Some of the personal information collected will be printed on the voucher (if issued).

Personal information collected may be:

- used by the department or its contractor/s to contact the parent, carer or guardian or referral agent (under the Program) for the purposes of gathering feedback or participating in a survey on the Program and/or
- used by the department for monitoring and evaluating the department's programs (including the Program) and resources and/or
- disclosed to the department's contractor/s engaged for the purpose of monitoring and/or evaluating the Program and/or
- disclosed to third parties associated with a Referral Agent process (including the Referral Agent or the organisations that the Referral Agent is engaged by), where the Voucher has been provided through the Referral Agent Process.

Deidentified information (that does not contain your personal information) will be collated in a statistical format and may be given to relevant Government entities or local Members of Parliament.

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.

Personal information will not be disclosed to any other third parties without the consent of the person/s to whom the personal information relates (or a parent/carer/guardian where it relates to a child), 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>.

OK

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.

- II. Review your account details to ensure they are correct. If any details need updating, update them by clicking on the link and using the 'Edit' buttons.

Queensland Government Home Published Rounds

Apply for a FairPlay voucher

Save Submit

User Profile

Check the details below are correct.

[If you need to update any details click here.](#)

Use the or arrows at the top of the page to navigate each step and click 'Submit' when your application is complete.

By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement.

I have read the Privacy Statement *

Contact Details

Parent First Name

Parent Last Name

Parent E-Mail Address

Parent Telephone

- III. If your details are correct you can use the arrows at the top of the page to navigate each step. Only click 'Submit' when your application is complete.

Queensland Government Home Published Rounds

Apply for a FairPlay voucher

Save Submit

User Profile

Check the details below are correct.

[If you need to update any details click here.](#)

Use the or arrows at the top of the page to navigate each step and click 'Submit' when your application is complete.

By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement.

I have read the Privacy Statement *

Contact Details

Parent First Name

Parent Last Name

Parent E-Mail Address

Parent Telephone

3. Concession Card Details

To be eligible you/the child must hold a valid Services Australia Health Care Card (HCC) or Pensioner Concession Card (PCC) as shown below. If you/the child does not have a valid Centrelink card, please refer to the department’s [website](#) for more information on program eligibility.

- I. Tick the box to confirm you hold a valid Centrelink Health Care Card or Pensioner Concession Card as per the pictures.

- II. Select the card type (Health Care Card or Pensioner Concession Card).
 - Enter the information exactly as written on your card.
 - Enter the “PRIMARY CARD HOLDER NAME” exactly as it is shown on the top left-hand corner, being the parents name if it’s the parent’s card with the child listed on it, or the child’s name if it’s the child’s card .Include the middle initial/s if applicable.



- Enter card number without dashes or spaces.
- Use the calendar icon on the right to select the expiry date for your card.

← Save + Submit →

Do you have a valid Centrelink Health Care Card or Pensioner Concession Card with the child/young person's name listed or does the child/young person have their own Health Care card?

I have a valid Centrelink card *

When completing this section

- Enter the information exactly as written on your card, include middle initial if shown on the card
- Enter card number without dashes or spaces
- Use the calendar icon placed to the right of the cell to select date

Card Type *

Primary Cardholders Name *

Card Number *

Card Expiry Date *

I authorise the Department of Tourism, Innovation and Sport to access/verify Centrelink card information. *

← Save + Submit →

- III. Tick the 'I authorise' box to confirm that you are authorised to provide the personal details presented and consent to your information being checked with the document issuer or official record holder via third party systems for the purpose of confirming your identity.

✕

Customer Consent Authority to access/verify Centrelink card information.

I authorise:

- the Department Tourism, Innovation and Sport 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 Tourism, Innovation and Sport.

I understand that:

- the agency will disclose personal information to the Department Tourism, Innovation and Sport 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 Tourism, Innovation and Sport unless I withdraw it by contacting the Department Tourism, Innovation and Sport or the agency. I can get proof of my circumstances/details from the agency and provide it to the Department Tourism, Innovation and Sport 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 Tourism, Innovation and Sport.

OK

- IV. Click the right arrow at the top of the screen to proceed.

At this point your application will be saved as a draft and can be access from the home page.



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 as you are not eligible for a voucher.

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

Errors

What format are you entering your number?

- Make sure you are entering the Health Care or Pensioner Concession Card number in the correct format (9 numerals and 1 letter, no spaces, dashes or the letters CRN e.g., 123456789K).

Are you typing your full name?

- You will need to include your middle initial if this is shown on the card.

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 FairPlay. 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.

4. Child/Young Person Details

- I. Enter the child/young person's first and last names.
- II. Use the calendar icon placed to the right of the cell to select their date of birth. Alternatively, you can type it in the format Day, Month and Year.



The age will auto-calculate – only children/young people between the age of 5 and 17 are eligible for the program. Check this is correct and review the date of birth if necessary.

III. Select the gender of the child/young person.

IV. Enter the child/young person’s residential address – eligible participants must reside in Queensland. Start typing and suggested addresses will pop up. Select the correct address or click ‘Cannot find your address?’ and type in each line.

V. Click the right arrow at the top (or bottom) of the screen to proceed.

5. **Questionnaire** (this information is used for reporting purposes only)

I. Select the relevant responses for your child/young person.

II. Click the right arrow at the top of the screen to proceed.

Queensland Government Home Published Rounds

Apply for a FairPlay voucher

Save 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) *

Not enough time/too many commitments
 Motivation factors (e.g. not interested, doesn't like physical activity, lazy, tired)
 Activity related (e.g. not good enough, don't know the rules, nobody to participate with, too competitive)
 Psychological factors (e.g. fear, body image)
 Enough physical activity at school
 Disability/illness/injury
 Not applicable

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

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) *

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

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?

Save Submit

6. Summary and Submit

- I. Review the details provided and confirm they are correct. If any information needs updating, click the left arrow or the relevant section header on the left and update as required.

Queensland Government Home Published Rounds

Apply for a FairPlay voucher

Save Submit

Summary

Please check the provided details displayed below are current and accurate.

If correct, you will need to read and agree to the Terms and Conditions prior to clicking 'Submit' at the top of the page.

Account Details

User Profile
Concession Card Details
Child/Young Person

- II. You must view the Terms and Conditions by clicking on the link before proceeding.
- III. Tick the box to indicate you have read and agree to the terms and conditions and that the information supplied in the application is true and correct.
- IV. Click 'Submit' at the top (or bottom) of the page to submit your application.

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' at the top of the page.



7. Voucher notification

- I. You will be notified on screen if you are successful/unsuccessful in your application.
- II. 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.

Queensland Government

Home Published Rounds Account for I

Home

Upcoming Activities

Name	Opens	Closes
Register as a referral agent		
Apply for a FairPlay voucher		

Vouchers

Filter

Application Status	Eligibility Status	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible						Download

Downloading a voucher on a phone (iPhones)

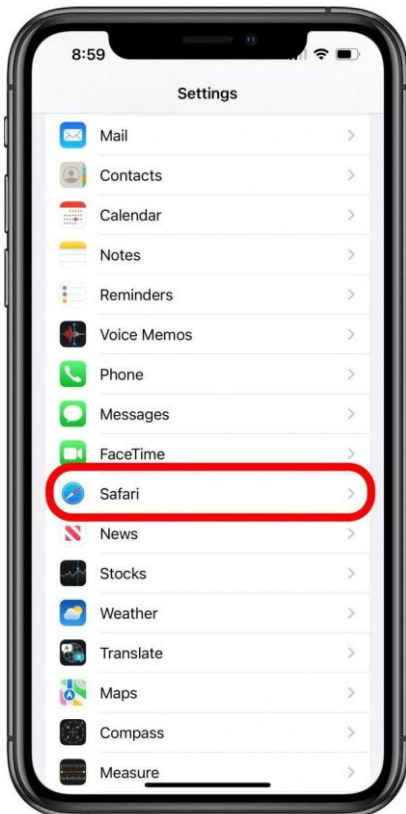
Before trying to download a voucher (using an iPhone), please ensure you turn off your pop-up blocker. If this is turned on, it will not allow you to download.

Please see the instructions to do this below:

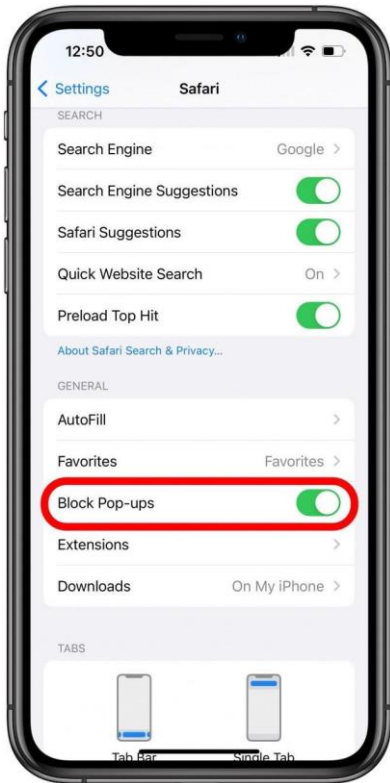
1. Open Settings.



2. Scroll down to Safari and tap it.

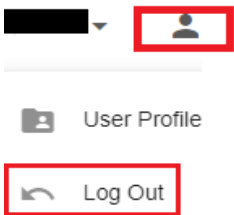


3. Scroll down under General until you find Block Pop-ups. If the toggle is green, tap the Block Pop-ups toggle to turn off pop-up blocker on Safari.



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 fairplayvouchers@dtis.qld.gov.au. Please include the following:
 - parent/guardian's name
 - parent/guardian's email
 - child/young person's name
 - voucher number.

Already have a voucher for the child/young person.

- If you apply for a voucher and input the incorrect details you can ask for these to be changed.
- If you complete another application (creating a duplicate voucher), please email fairplayvouchers@dtis.qld.gov.au with the details of which voucher is incorrect. This voucher will be made ineligible. Please include the following in your email:
 - parent/guardian name
 - parent/guardian email
 - contact phone number
 - child's name
 - voucher numbers.

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.

[BACK](#)

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.
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. On your home page you will see 'Apply for a voucher – Referral Agent'.
6. Click 'Apply' on the right.
7. [Complete the application](#) from step two above ([page 6](#)).
8. 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.

Print/Email your FairPlay 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.

- The following can be used as a guide to assist the client:
 - 'Eligible – the client 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.