

The logo for SwimStart features the word "SwimStart" in a bold, white, sans-serif font. The text is set against a background of overlapping, colorful geometric shapes in shades of red, blue, green, and cyan.

SwimStart

Troubleshooting Manual

Parents, carers, guardians



**Queensland
Government**

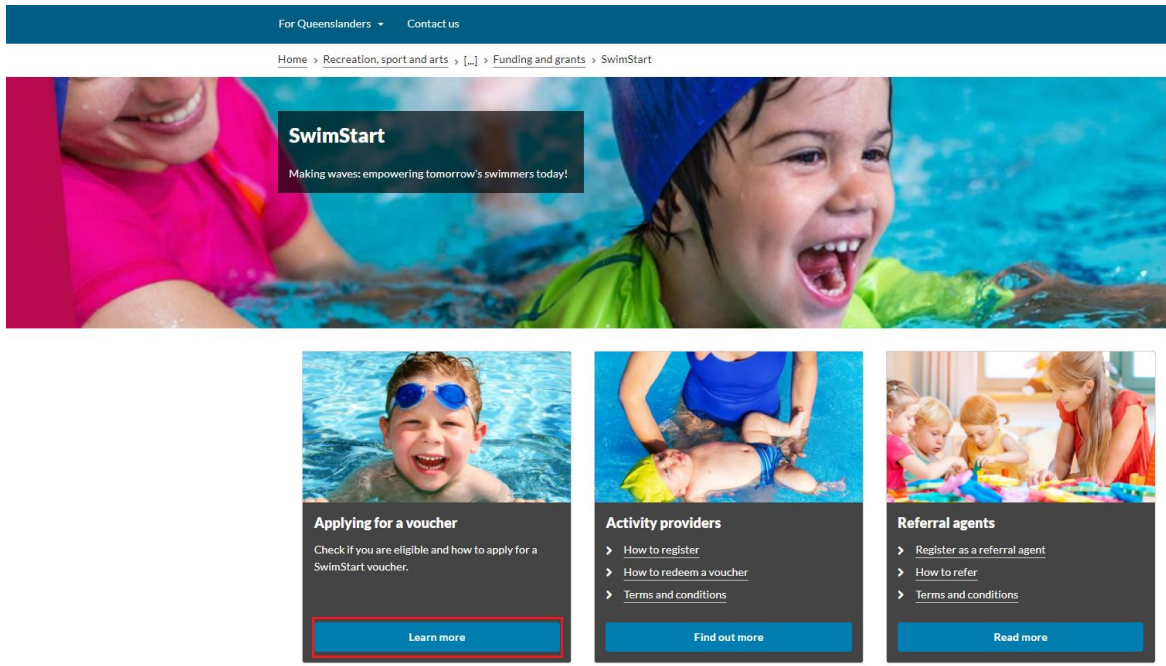
Click on the link below to go to the relevant section:

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Register an Individual Account

1. Go to SwimStart website www.qld.gov.au/SwimStart



2. Confirm the child/young person is [eligible](#)
3. [Register](#) for an Enquire account
 - The account must be in the parents, carers guardian name (not the child's name)
 - (Registering for an Enquire account is only required once, for example, those people that registered for an Enquire account for FairPlay vouchers can use this same account login)
4. If you already have an Enquire [login](#) please go to '[Apply for a Voucher](#)'.

5. 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.

6. 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 includes 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.

7. 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.

8. 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.

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 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.dtis.qld.gov.au/site-information/privacy> and will operate from the time it is posted.



OK

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

Contact Details

Title
Mrs

First Name *
Test 4/255

Last Name *
Parent 6/255

Primary Email
testparent@example.com

Primary Phone Number
1234 5678

Secondary Phone Number 0/255

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**

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

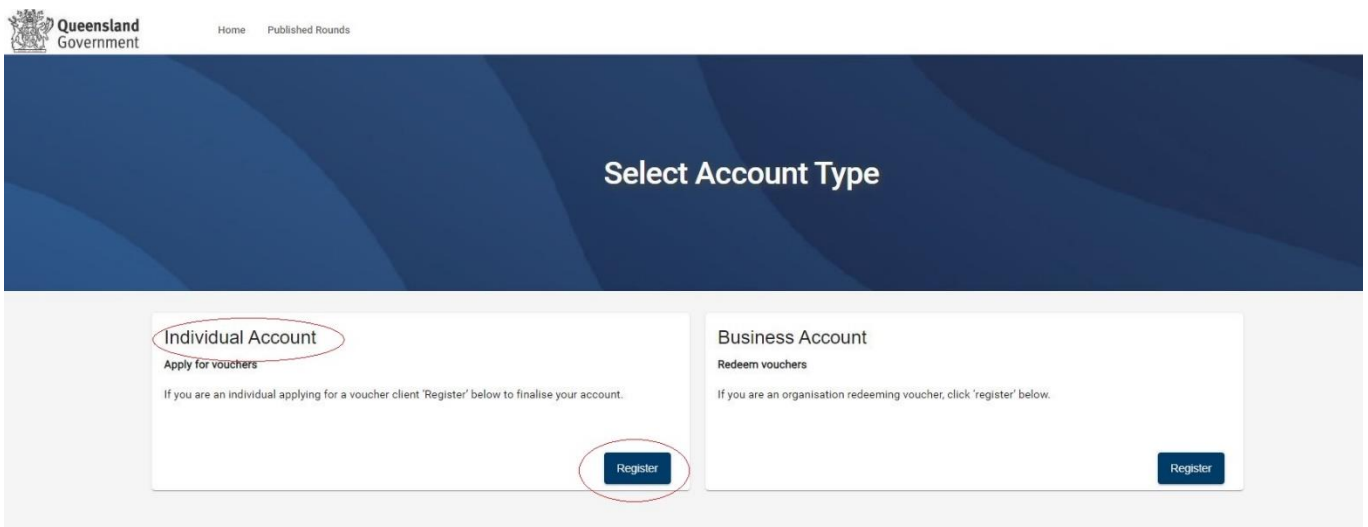
10. Click 'Save' at the bottom to proceed.

Check

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

- The account holder must be over the age of 18 and agree to the terms and conditions. Parent, carers, 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, carer, guardian **will not** be able to update the name of the child or young person on the voucher.

11. On the ‘**Select Account Type**’ screen, click ‘Register’ under Individual Account.



12. 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).

The screenshot shows the 'Home' page of the Queensland Government website. The page features a dark blue header with the 'Home' title. Below the header, there are two main sections: 'Upcoming Activities' on the left and 'Events' on the right. The 'Events' section contains a table with the following data:

Name	Opens	Closes	Apply	View Details
FairPlay - Register as a referral agent	22/6/2022 8:00 AM	30/6/2024 11:59 PM	Apply	View Details
FairPlay Round 9 - Apply for a Fairplay voucher	26/7/2023 9:00 AM	30/11/2023 5:00 PM	Apply	View Details
QPS - Queensland Government Vehicle Immobiliser Subsidy Trial Voucher	2/8/2023 9:00 AM	30/6/2024 5:00 PM	Apply	View Details
Swimstart Round 1 - Apply for a SwimStart Voucher	7/10/2023 9:00 AM	1/5/2024 5:00 PM	Apply	View Details
Swimstart - Register as a referral agent	27/10/2023 9:00 AM	30/6/2024 11:59 PM	Apply	View Details

The 'Swimstart Round 1 - Apply for a SwimStart Voucher' row is highlighted with a red border, and its 'Apply' button is also highlighted with a red border.

Apply for a Voucher

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

The screenshot shows the Queensland Government Home page. The 'Events' table lists various activities with their start and end dates. The 'Swimstart Round 1 - Apply for a SwimStart Voucher' entry is highlighted with a red box, and its 'Apply' button is also highlighted.

Name	Opens	Closes	Apply	View Details
FairPlay - Register as a referral agent	22/6/2023 8:00 AM	30/6/2024 11:59 PM	Apply	View Details
FairPlay Round 9 - Apply for a Fairplay voucher	26/7/2023 9:00 AM	30/11/2023 5:00 PM	Apply	View Details
QPS - Queensland Government Vehicle Immobiliser Subsidy Trial Voucher	2/8/2023 9:00 AM	30/6/2024 5:00 PM	Apply	View Details
Swimstart Round 1 - Apply for a SwimStart Voucher	7/10/2023 9:00 AM	1/5/2024 5:00 PM	Apply	View Details
Swimstart - Register as a referral agent	27/10/2023 9:00 AM	30/6/2024 11:59 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*.

- Read the eligibility requirements and the Privacy Statement. Click the privacy statement box acknowledging that you have read the Privacy Statement

The screenshot shows the 'Voucher' application form. The 'To be eligible for a SwimStart voucher' section is highlighted with a red box. The 'Privacy Statement' section is also highlighted with a red box. Below the Privacy Statement, there is a checkbox labeled 'I have read the Privacy Statement *' which is checked.

To be eligible for a SwimStart voucher

- Your residential address is located in Queensland
- Your child is younger than 5 years old
- Have a current and valid Health Care Card or Pensioner Concession Card
- Have a current and valid Medicare Card with the child listed on the card
- You are only eligible for one voucher per financial year
- Only one child per application

Privacy Statement

The Department of Tourism, Innovation and Sport (the department) is collecting your personal information to:

- set up your account on the Sport and Recreation Grant Registration Portal;
- assess your application and eligibility for the Grant and if approved, the level of funding to be provided;
- contact you regarding future grants and programs that may be of interest to you;
- monitor and evaluate current and future programs and resources;
- contact you to seek your further feedback on the Grant or participation that aim to evaluate and/or improve the Grant processes.

Your personal information may be disclosed to:

- the responsible Minister(s) for the Grant
- other Queensland Government Departments who may be involved in the administration of the Grant
- other state or territory government department agencies;
- contractors engaged by the Department to assist in the assessment of the applications and/or undertake evaluations of programs and projects.

The department or the responsible Minister may de-identify your personal information and publish grant recipient information on government websites or in media releases while publicising the outcomes of the grant. Your personal information would not be disclosed to any other person or agency unless the department has your consent, or the department is required to or authorised by law to do so.

Further information on how the department manages personal information can be found at <https://www.dtiis.qld.gov.au/site-information/privacy>.

I have read the Privacy Statement *

- Complete your details noting only sections marked with * are mandatory. You can 'save' throughout your application. Only click 'submit' when your application is complete.
- Child's Home Address**
 - Start typing the address in line 1 and the address should appear in the dropdown list

Child's home address

Line 1*

Select from the list or continue typing to find more results...

- 400 George Street, Sydney NSW, Australia
- 400 George Street, Fitzroy VIC, Australia
- 400 George Street, Windsor NSW, Australia
- 400 George Street, Brisbane City QLD, Australia
- 400 George Street, Waterloo NSW, Australia

Cannot find your address?

Postcode/ZIP Code

Country

5. Child Questionnaire

- Fill out the Questionnaire and select the 'arrow' to continue

Child Questionnaire

Gender*
Nothing to display

Has the child/young person participated in swimming lessons 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 the parent/guardian migrate to Australia? *

Does the child/young person have a disability? *

Were there any barriers to the child participating in water-based activities in the past 12 months? *

- Cost of participation is too expensive
- 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, nobody to participate with, don't know the rules, too competitive)
- No suitable Activity Providers near me
- Psychological factors (e.g. fear, body image)
- Enough physical activity at school/kindergarten
- Disability/illness/injury
- Transport
- Not applicable

Save + Submit
Next arrow

6. Health Care Card or Pensioner Concession Card

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.

- Select 'Card Type'
- Enter the information exactly as written on your card
- Enter the full name of the Primary Cardholder, include the middle initial if shown on the card
- Enter card number without dashes or spaces



7. On 'Card Expiry Date' use the calendar icon placed to the right of the cell to select the date
8. Select the box to verify your authorisation for the department to access/verify you details with Centrelink.
9. Select 'OK' to the Customer Consent Authority

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

Errors

Clicking the (X) in the pop-up Customer Consent Authority

- You need to click 'OK' to acknowledge you have read and understood the Customer Consent Authority. Clicking the exit (X) will not allow you to proceed past the current page.

10. You can 'save' your application and then continue by selecting the arrow

11. Medicare Card

To be eligible, the child must have a valid Medicare card as shown below. Only one child to be entered per application



- Applicant Details
- HCC / PCC Details
- Medicare Details
- Submit

Medicare Card

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

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

- Select card colour (green, blue or yellow)
- Enter the child's Medicare card number without dashes or spaces using numbers only (10 number characters, no spaces e.g., 1234567890)
- Card expiry date, use the calendar icon to select the expiry date on your card (must be valid and format mm/yyyy e.g., 04/2026)
- Individual reference number, enter the child's individual reference number as shown on your card (enter the number next to your child's name)
- Individual Name, enter the child's name as shown exactly on your card including the middle initial. If the child's name appears on more than one line, select 'Add line 2'
- Select the child's date of birth from the calendar icon or enter in the format shown (dd/mm/yyyy e.g., 28/04/2020)

Card Colour *
Select Card Type – Green, blue or yellow

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

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

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

Individual Name *
Enter the Child's Name as on your card (Alpha characters) If the child's name appears on more than one line, select 'Add another line'

Add Line 2

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

I authorise the Department of Tourism, Innovation and Sport to access/verify Medicare Card information *

12. Select that you authorise the department to access/verify your Medicare card information

Customer Consent Authority to access/verify Medicare card information

I confirm that I am authorised to provide the personal details presented and I consent to the information provided being checked by the Queensland Government with the document issuer or official record holder via Document Verification Services for the purpose of confirming my identify for the SwimStart Program.

OK

13. Click 'OK' on the customer consent authority

14. Then click the arrow to continue

15. Submit

Before you submit you must view the terms and conditions before proceeding and click the 'I agree' box and then 'Submit'

Submit

Declaration

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

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

By clicking the box below you acknowledge that you have read, understood and agree to the [Terms and Conditions](#) of the program, and the information supplied in th

I agree *

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

Errors



If you do not have a Medicare Card, you will not be able to proceed as you are not eligible for a voucher.

If you do not have a Health Care Card or Pensioner Concession Card and and have not received a link through a registered referral agent, you will not be able to proceed as you are not eligible for a voucher. If you have received an unsuccessful message the reason will be displayed on screen. Further information is available on your '**Home**' page under 'SwimStart Vouchers' on why your voucher is ineligible.

*If you are receiving an ineligible message regarding your valid Medicare card, you will need to submit another application ensuring you are following the instructions on **page 12**.

If you receive another ineligible voucher message after applying for a second voucher you will need to contact [Services Australia](#) or call them on **132 011** to ensure your Medicare card is valid*.

Medicare card expired, lost, damaged or stolen?

- If your card is expired and you are waiting for the physical card to be sent out, it can take four weeks before you receive it. In the meantime, you can view your new card details on your [myGov](#) account and select 'Medicare' and then 'My card'. Please go to the [Services Australia website](#) for detailed instructions.

What format are you entering your Medicare card number?

- Make sure you are entering the Medicare Card number in the correct format **without dashes or spaces** using only 10 number characters, no spaces e.g., 1234567890
- Are you typing your **child's full name**?
- You will need to enter your child's full name including **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.
You can click the month at the top to select the year and month as well. Otherwise, the format is MM/YYYY.

What format are you entering your Healthcare/Pensioner Concession card number?

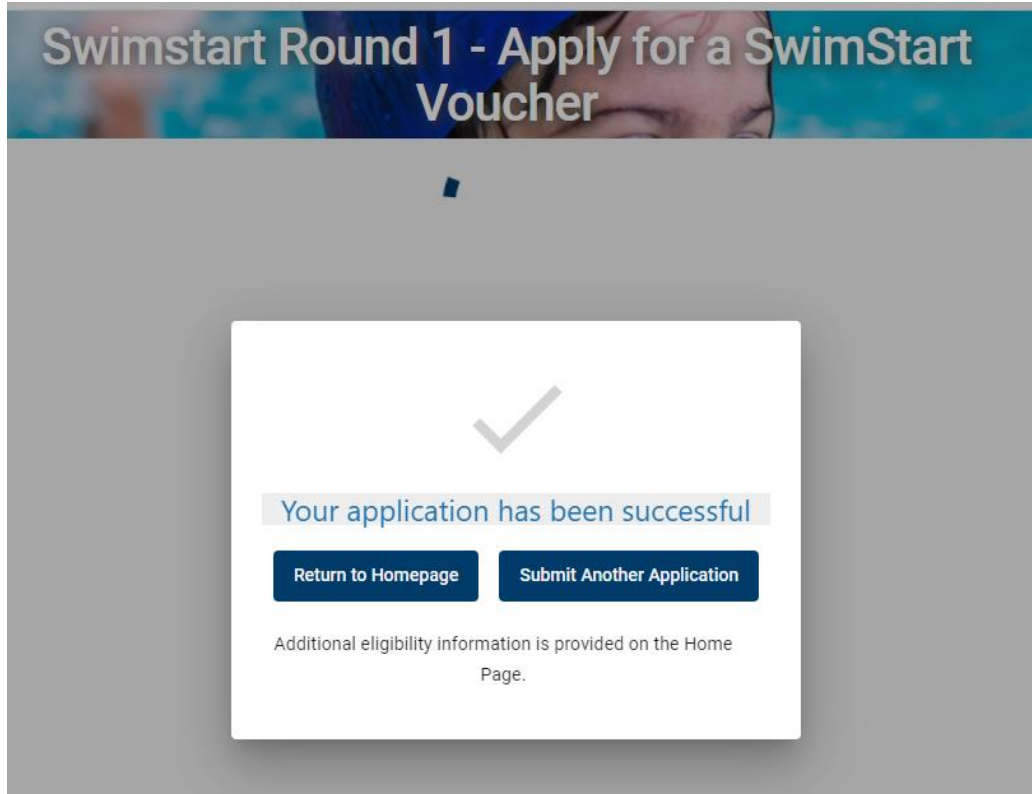
- Make sure you are entering the information exactly as written on your card.
- Enter the full name of the Primary Cardholder, include the middle initial if shown on the card
- Enter card number without dashes or spaces using only (9 numbers and one letter e.g.,123456789A)

Are you entering the number on a Department of Veteran Affairs (DVA) Repatriation card?

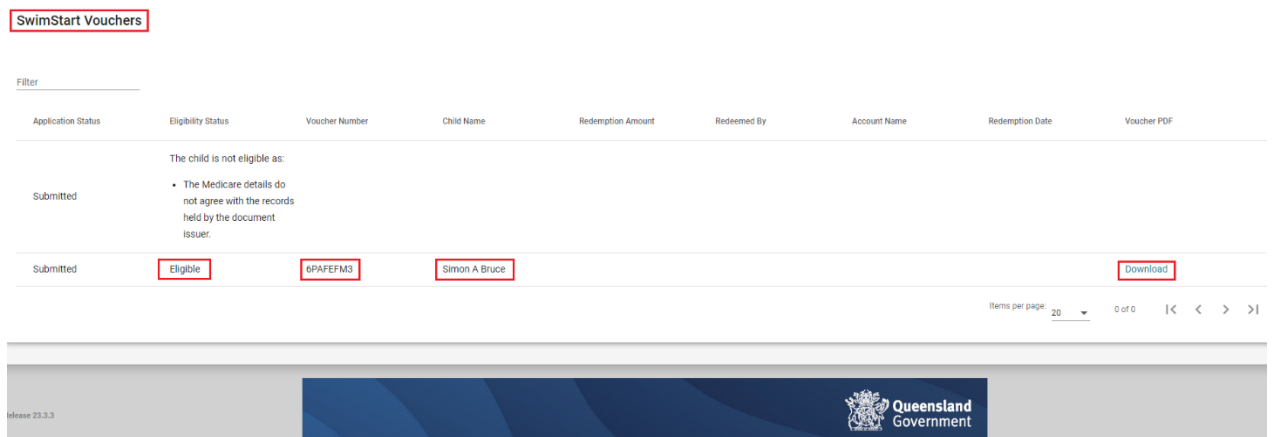
- Please contact the SwimStart vouchers team at swimstartvouchers@dtis.qld.gov.au.

16. 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 the below message will appear. You can access a copy of your voucher by clicking 'Return to Homepage' or you can 'Submit Another Application'.

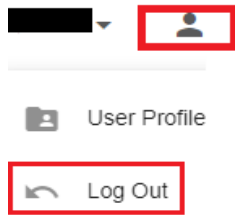


- All your voucher applications will be listed under the 'SwimStart Vouchers' heading. Find your eligible voucher and click 'Download' on the right-hand side.



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

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



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.

Downloading a voucher on a phone (iPhones)

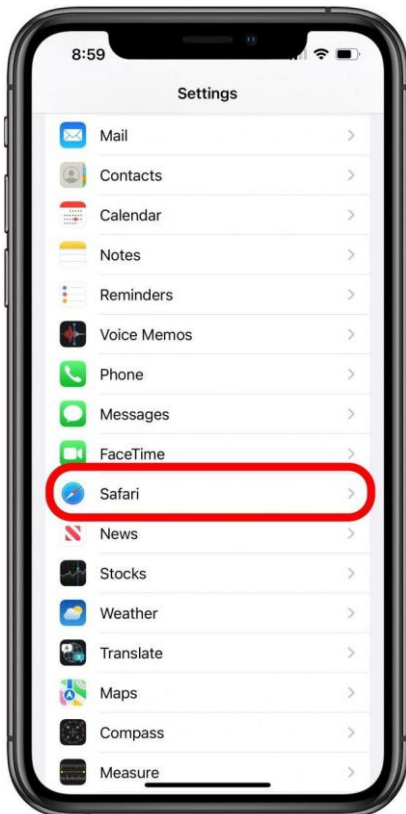
Before trying to download a voucher (using an iPhone), please ensure you turn off your pop-up blocker. If this is turned on, it will not allow you to download.

Please see the instructions to do this below:

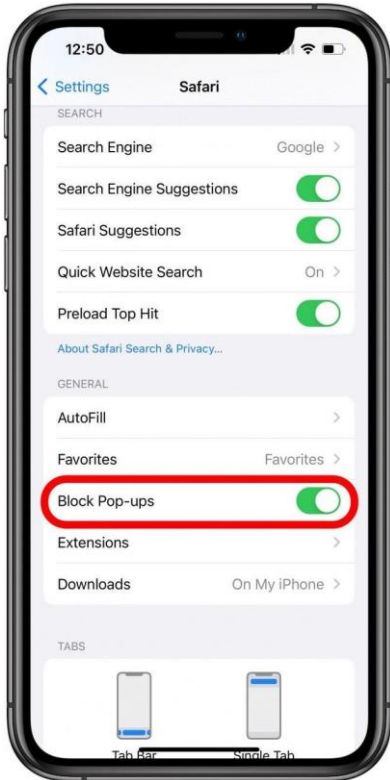
1. Open Settings.



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.



Apply for a Voucher (through Referral Agent 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 (example below) from the registered referral agent.

Hello,

You have been invited to apply for a voucher by \${NAME}.

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

Applicants should ensure the following prior to starting the application:

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

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

[\\${INVITATION LINK}](#)

All applications must be submitted before the following dates:

SwimStart - 1 May 2024

Queensland Government Vehicle Immobiliser Subsidy Trial - 1 May 2024.

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

If you have any queries please contact:

SwimStart - Swimstartvouchers@dtis.qld.gov.au.

Queensland Government Vehicle Immobiliser Subsidy Trial: VehicleImmobiliserSubsidyTrial@police.qld.gov.au

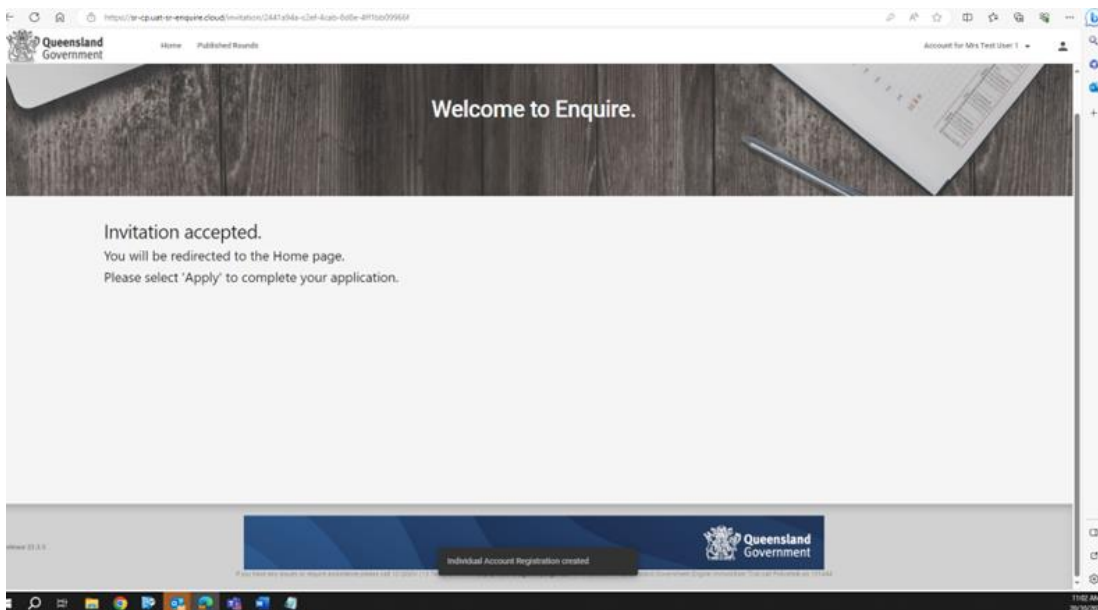
Kind regards



Queensland
Government

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

2. Follow the instructions to [register an account](#).
3. Click the invitation link in the email received from your referral agent.
4. 'Log in' to Enquire and you will receive 'invitation accepted' and then directed to your home page



5. On your home page you will see 'SwimStart Round – Apply for a SwimStart voucher via a referral agent'.

The screenshot shows the Queensland Government Home page. On the left is the 'Upcoming Activities' section, which is currently empty. On the right is the 'Events' section, which contains a table with the following data:

Name	Opens	Closes	Apply	View Details
FairPlay - Register as a referral agent	22/6/2022 8:00 AM	30/6/2024 11:59 PM	Apply	View Details
QPS - Queensland Government Vehicle Immobiliser Subsidy Trial Voucher	2/6/2023 9:00 AM	30/6/2024 5:00 PM	Apply	View Details
Swimstart Round 1 - Apply for a SwimStart Voucher	7/10/2023 9:00 AM	1/5/2024 5:00 PM	Apply	View Details
Swimstart Round 1 - Apply for a SwimStart voucher via a referral agent 1 invitation	7/10/2023 9:00 AM	1/5/2024 5:00 PM	Apply	View Details
Swimstart - Register as a referral agent	17/10/2023 9:00 AM	30/6/2024 11:59 PM	Apply	View Details

6. Click 'Apply' on the right hand side
7. [Complete the application](#) – (Please note you will only need a valid Medicare card to complete your application). All fields marked with an * are mandatory

- Ensure you have your referral agent's details

Are you a Referral Agent completing the application form? *

Referral Agent First Name *

Referral Agent Surname *

Referral Agent Organisation Name *

8. Fill out your child's details and questionnaire
9. Complete the Medicare card details and 'Submit'
10. If the child/young person is eligible you will receive a 'Successful Voucher'
11. If you have multiple children/young people who have been nominated for a voucher, you will need to click the invitation link in each individual email sent to you in order to complete the application.
12. If you have any issues with your invitation links, please contact your referral agent directly

Print/Email your SwimStart Voucher

1. You can print a copy of your voucher at any time by logging into your [Enquire account](#).
2. Under the 'SwimStart Vouchers' heading, find the relevant voucher for your child/young person. 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

Redeeming your voucher

- When successful in obtaining a voucher, please present your voucher (email or printed copy) to a registered [SwimStart 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.

Possible Technical Issues

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

- The following can be used as a guide to assist:
 - Eligible – you have been successful in applying for a voucher
 - Ineligible – the child or young person does not meet the program criteria. The reasons will be displayed in 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.