

The logo for SwimStart is displayed in a white, bold, sans-serif font. It is set against a background of colorful geometric shapes: a large red triangle on the left, a blue triangle on the right, and several smaller triangles in green, cyan, and magenta scattered across the top.

SwimStart

Troubleshooting Manual

Referral Agents



Queensland
Government

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

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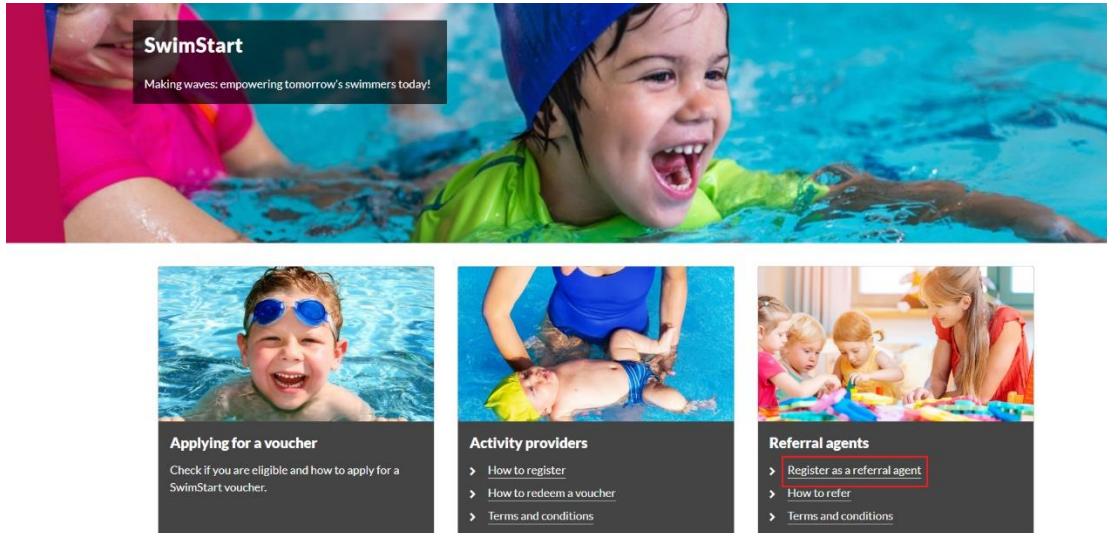
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Register an Individual Account

1. Go to www.qld.gov.au/SwimStart
2. Confirm you are [eligible](#) to become a registered referral agent



3. [Register](#) for an Enquire account (Please ensure you use your **official work email** to register) *(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 ['Complete the Referral Agent Registration'](#)
5. Complete personal details
 - I. 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 image shows a screenshot of the Queensland Government registration form. The form is titled "Queensland Government" and has a "REGISTER" tab selected. The form fields are:

- First Name
- Last Name
- Phone
- Email
- Password
- Confirm Password

At the bottom of the form is a blue button labeled "GET STARTED".

6. Click 'Get Started'.

Errors

What kind of device and browser are you using?

- Enquire can be used on a desktop computer and a mobile phone.
- Where the Enquire site is not being displayed, first check if using a browser from the following list (please note: earlier versions of the below should support the Enquire site but have not been as thoroughly tested):
 - Internet Explorer 11
 - Google Chrome (latest version)
 - Mozilla Firefox (latest version)
 - Microsoft Edge (latest version)
 - Safari (latest version)
- Enquire may work on Linux or Ubuntu operating systems but this has not been tested and is not supported.

Accessibility issues

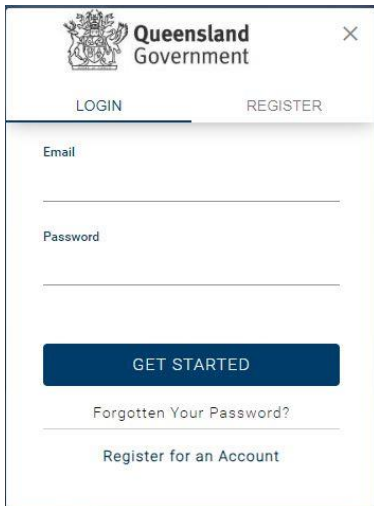
If using adaptive software, Internet Explorer works well.

Connecting with the Enquire system

When a program is open, there will be a high demand on the system. If you are unable to connect immediately, try again later.

7. Once registered, click 'Login'

- I. You can log in immediately, 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 a web 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 blue button labeled 'GET STARTED'. At the bottom of the form, there are two links: 'Forgotten Your Password?' and 'Register for an Account'.

User Errors

Have you entered your official work 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 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](#).

8. Complete your User Profile

I. Read and check the Privacy Statement box

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. 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 (IPA).

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.dts.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.

User Errors

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. This type of enquiry will need to be managed by Sport and Recreation.

11. If you are directed to the **Voucher application page**, see [Apply for a voucher](#).

12. If you are on the '**Select Account Type**' screen, click 'Register' under Individual Account. You will be directed to your home page. From the home page you can apply for a voucher, access your User Profile to update your details or see any past vouchers.

Queensland Government Home Published Rounds

Select Account Type

Individual Account
Apply for vouchers
If you are an individual applying for a voucher client 'Register' below to finalise your account.

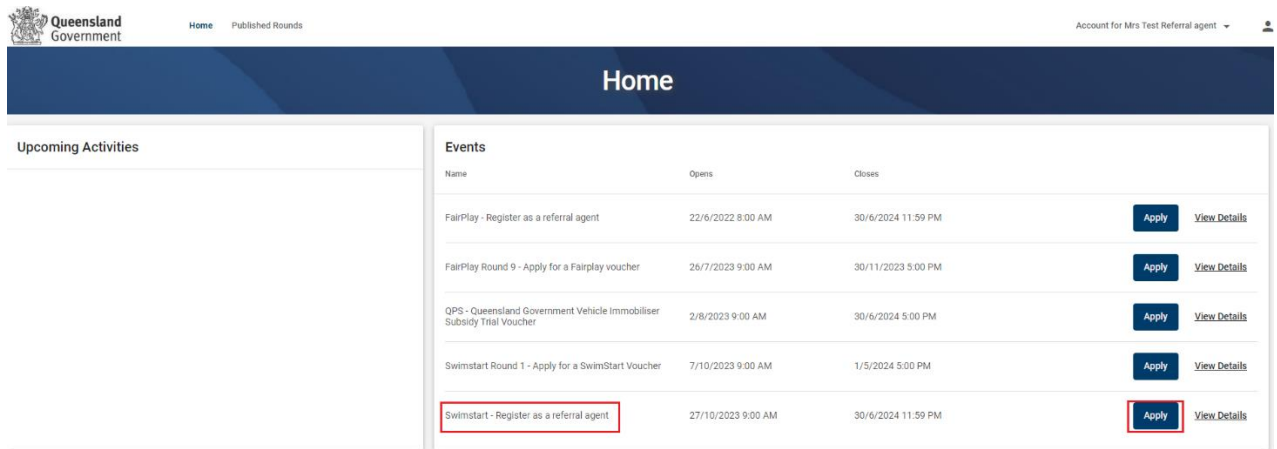
Register

Business Account
Redeem vouchers
If you are an organisation redeeming voucher, click 'register' below.

Register

Complete the Referral Agent Registration

1. When you are logged in and on your home page, click on 'Apply' next to 'SwimStart - Register as a referral agent'.



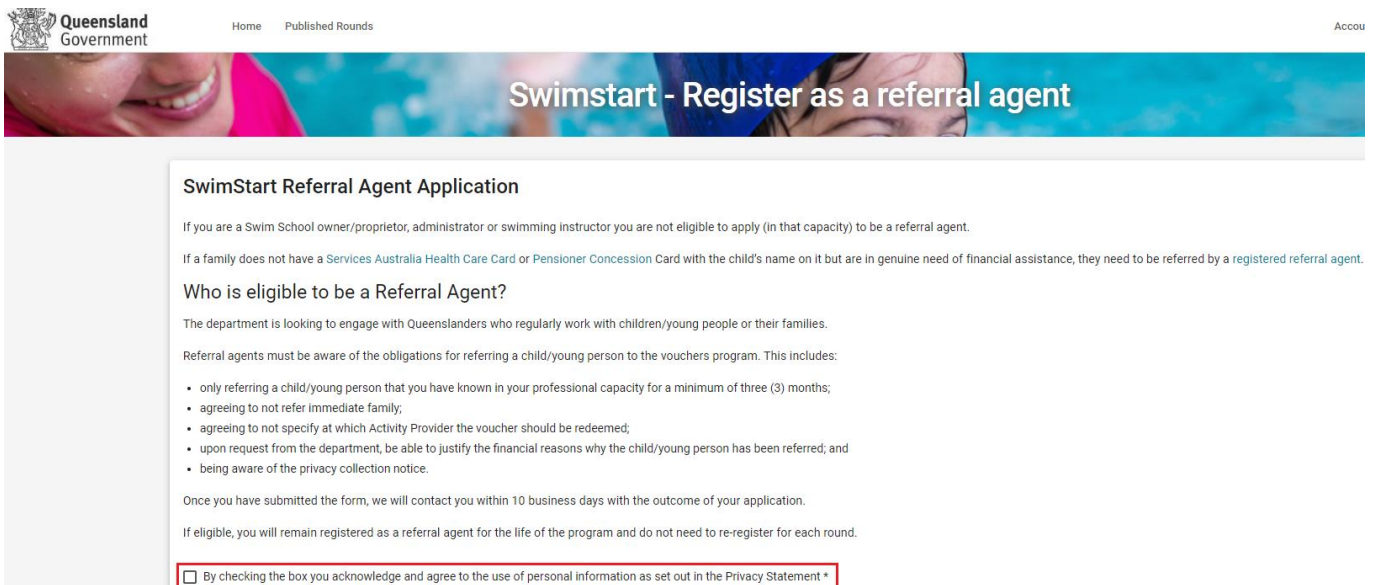
Queensland Government Home Published Rounds Account for Mrs Test Referral agent

Home

Upcoming Activities

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

2. Read the eligibility requirements to be a SwimStart Referral Agent. Check the box to acknowledge the Privacy Statement'.



Queensland Government Home Published Rounds Account

Swimstart - Register as a referral agent

SwimStart Referral Agent Application

If you are a Swim School owner/proprietor, administrator or swimming instructor you are not eligible to apply (in that capacity) to be a referral agent.

If a family does not have a Services Australia Health Care Card or Pensioner Concession Card with the child's name on it but are in genuine need of financial assistance, they need to be referred by a registered referral agent.

Who is eligible to be a Referral Agent?

The department is looking to engage with Queenslanders who regularly work with children/young people or their families.

Referral agents must be aware of the obligations for referring a child/young person to the vouchers program. This includes:

- only referring a child/young person that you have known in your professional capacity for a minimum of three (3) months;
- agreeing to not refer immediate family;
- agreeing to not specify at which Activity Provider the voucher should be redeemed;
- upon request from the department, be able to justify the financial reasons why the child/young person has been referred; and
- being aware of the privacy collection notice.

Once you have submitted the form, we will contact you within 10 business days with the outcome of your application.

If eligible, you will remain registered as a referral agent for the life of the program and do not need to re-register for each round.

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

3. You will need to read the privacy and use of information and click 'OK'

SwimStart Referral Agent Application

If you are a Swim School owner/proprietor, administrator or swimming instructor you are not eligible to apply (in that capacity) to be a referral agent.

X

Privacy and Use of Information

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.dtsi.qld.gov.au/site-information/privacy>.

OK

User Errors

Clicking the X in the pop-up Privacy Statement

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

4. Contact Details

5. When filling out your details, please note fields marked with an * are mandatory

6. If you need to update the contact details that are greyed out, you can do this from your 'home page' under account details

Contact Details

You can update your listed contact details under the account details area on the home page.

First Name	Test
Last Name	Referral agent
Primary Email	testreferralagent@example.com
Primary Phone Number	8794561230

7. Select your position title/role from the drop-down list

What is your professional position title/role? *



8. Select the employer type relevant to your role from the drop-down list

Employer Type *

9. Enter your full organisation name (e.g. if you work for a childcare please enter the child care name in full). *One representative per organisation, per location is recommended to avoid duplication*

Organisation name *

One representative per organisation, per location is recommended to avoid duplication

10. Enter how many children you would like to refer for SwimStart vouchers. This is only for the upcoming round, not an estimate across the year. Please only enter a number relevant to children you have identified as needing a voucher.

How many children would you like to refer for a voucher? *

This should be an exact number of children you have identified, not an estimate. This is only for the upcoming round.

11. Click the box 'I agree' to confirm that you:

- are the person named in the above
- agree to the terms and conditions of registering to become a referral agent found at www.qld.gov.au/recreation/sports/funding/swimstart/referral/terms
- agree to, where you apply for a voucher, comply with the terms and conditions for applying for a voucher found at www.qld.gov.au/recreation/sports/funding/swimstart/apply/terms
- agree to carry out your duties as a referral agent in the overall spirit of the program which is to assist children who can least afford to be active.

By clicking the box below you:

- confirm that you are the person named in the above
- agree to the terms and conditions of registering to become a referral agent found at <https://www.qld.gov.au/recreation/sports/funding/swimstart/referral>
- agree to, where you apply for a voucher, comply with the terms and conditions for applying for a voucher found at <https://www.qld.gov.au/recreation/sports/funding/swimstart/apply/terms>
- agree to carry out your duties as a referral agent in the overall spirit of the program which is to assist children who can least afford to be active.

I agree *

Click 'Save' to submit your registration.

Cancel Save

12. Click 'Save' to submit your registration.

User Errors

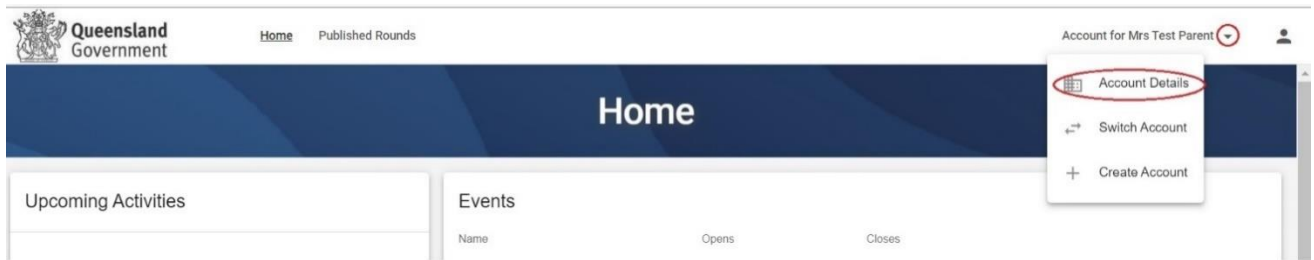
Haven't completed all mandatory items.

- Check that all mandatory questions have been completed.

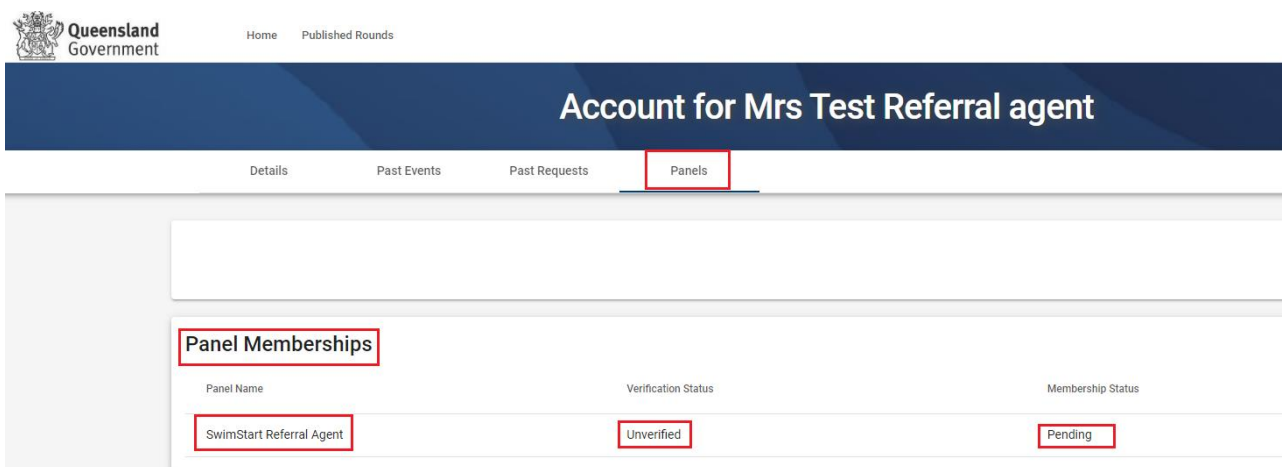
13. You will be returned to the home page.

14. Registration will be assessed by the department, and you will be advised of the outcome within 1-2 weeks.

15. You can check the status of the application by [logging](#) into your personal account and then clicking on your name at the top of the screen and selecting 'Account Details'.



16. If you click 'Panels', you will see your Membership Status. Unverified and Pending means your application is still being assessed. If you are approved the status will be 'Active'. You will also receive an email confirming the outcome.



17. If you are approved as a referral agent, and once a round has opened, you will be allocated vouchers subject to their availability. You will be notified via email and will be able to see vouchers allocated to you on your homepage.
18. You may [apply for a voucher](#) on the families' behalf or [send the application](#) on for them to complete (they will need to register an account).

Apply for a Voucher

1. When you are an approved referral agent and have received your voucher invitations, [login](#) to your Enquire account, and apply for a SwimStart voucher on behalf of families from your home page
2. Click 'Apply' next to 'SwimStart Round - Apply for a SwimStart voucher via a referral agent'. You can also see how many voucher invitations you have received e.g., 2 invitations

Queensland Government Home Published Rounds Account for Mrs Test Referral agent

Home

Upcoming Activities

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 Round 1 - Apply for a Swimstart voucher via a referral agent	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 (DTIS) 2 invitations	7/10/2023 9:00 AM	1/5/2024 5:00 PM	Apply	Send Invitation View Details

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

3. Applicant Details

- I. Read 'To be eligible for a SwimStart voucher via a referral agent'
- II. Read and check the Privacy Statement box

Queensland Government Home Published Rounds Account for Mrs Test Referral agent

Swimstart Round 1 - Apply for a Swimstart voucher via a referral agent (DTIS)

Save Submit

Applicant Details Medicare Details Submit

New Card

To be eligible for a SwimStart voucher via Referral Agent

- Your residential address is located in Queensland
- Your child is younger than 5 years old
- 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.dtis.qld.gov.au/site-information/privacy>.

I have read the Privacy Statement *

III. Enter your details as the referral agent applying on the families behalf

Are you a Referral Agent completing the application form? * ▼

Referral Agent First Name *
Enter the Referral Agents First Name 0/255

Referral Agent Surname *
Enter the Referral Agents Surname 0/255

Referral Agent Organisation Name *
Enter the Referral Agents Organisation Name 0/255

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.

Child's home address

Line 1 * 📍
Start typing to search for an address...

Line 2


Suburb/City

State/Region

Postcode/ZIP Code

Country ▼

V. Fill out the Questionnaire (this information is used for reporting purposes only). Select the relevant responses for the child/young person, noting fields marked with an * is mandatory


Home
Published Rounds

◀
Save * Submit
▶

Gender *
Enter the gender of the child

Has the child 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
▶

VI. Click the right arrow at the top or the bottom of the screen to proceed.

4. Medicare Card

I. To be eligible the child must have a valid Medicare card. Only one child to be entered per voucher invitation

Queensland Government Home Published Rounds Account for Mrs Test Referral agent

Swimstart Round 1 - Apply for a Swimstart voucher via a referral agent (DTIS)

Save Submit

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

II. Fill in the Medicare card details, noting fields marked with an * are mandatory

III. Select the 'Card Colour' by using the drop-down list

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

V. Use the calendar icon to select the card expiry date (must be valid and format mm/yyyy e.g., 04/2026)

VI. Select the child's individual reference number from the drop-down list (enter the number next to the child's name)

Queensland Government Home Published Rounds Account for Mrs Test Referral agent

Save Submit

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 *

Save Submit

- VII. Enter the child's name as shown exactly on the card including their 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)
- VIII. Check the box that you authorise the department to verify Medicare card information
- IX. Click 'OK' on the Customer Consent Authority

- X. Select the arrow at the top or the bottom to continue

5. Submit

- I. Review the terms and conditions and click 'I agree'

- II. Click 'Submit' to complete your application

6. Voucher notification

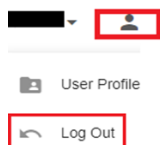
- I. You will be notified on screen if you are successful/unsuccessful in your application.

- 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 '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 activity provider. A pdf file of the voucher will also be sent to the email address you registered with.

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	The child is not eligible as: • The Medicare details do not agree with the records held by the document issuer.							
Submitted	Eligible	SPAFEFMS	Simon A Bruce					Download

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

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



User Errors

The applicant reports an ineligible voucher for a child/young person

- If the parent, carer, guardian applies for a voucher after you have applied for an eligible voucher on their behalf or through the voucher link, the status of the voucher will be ineligible.
- If you have applied on the families behalf, please [login](#) to your Enquire account and send them a copy of the voucher.
- If they have applied through a voucher link you sent them, please advise the parent, carer, guardian to reprint or save the voucher to use at their chosen SwimStart activity provider.
- Please follow instructions on how to ['Print/Email your SwimStart Voucher'](#)

Possible Technical Issues

Voucher is not being displayed

- 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).

Clients experiencing technical issues during the voucher application process

- If a client experiences a technical issue during the application process, they should close all windows and try another browser, if possible.

Send an Invitation

- When you are logged into [Enquire](#) and on your home page, click 'Send Invitation' next to 'SwimStart Round – Apply for a SwimStart voucher via a referral agent'. You will need to send one invitation per child.

The screenshot shows the 'Home' page of the SwimStart Referral Agents portal. The page has a dark blue header with the Queensland Government logo and 'Home Published Rounds' on the left, and 'Account for Mrs Test Referral agent' on the right. Below the header is a 'Home' section with two main panels: 'Upcoming Activities' (which is currently empty) and 'Events'. The 'Events' panel contains a table with the following data:

Name	Opens	Closes	Buttons
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 Round 1 - Apply for a Swimstart voucher via a referral agent	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 (DTIS) 1 invitation	7/10/2023 9:00 AM	1/5/2024 5:00 PM	Apply Send Invitation View Details

- Enter your reference (this may be the child's name, the family name or some other way for you to know who you have sent the application to).
- Enter the email address of the parent, carer or guardian

The screenshot shows the 'Send an Invitation' form. The form has a white background and a dark blue header. The text reads: 'Your Reference' is used for your information only. The 'Email Address' is where the invitation will be sent. Below this is the title 'Send an Invitation'. There are two input fields: 'Your Reference' and 'Email Address'. Below the fields are two buttons: 'Cancel' and 'Send Invitation'. The 'Send Invitation' button is highlighted with a red box.

- Click 'Send Invitation'
- A list of all invitations you have sent this round will show below the application button on your home page
 - You can resend invitations or redirect them by clicking 'Resend Invitation' and entering a reference and email address.

Swimstart Round 1 - Apply for a Swimstart voucher via a referral agent (DTIS) 7/10/2023 9:00 AM 1/5/2024 5:00 PM [Apply](#) [View Details](#)

Referred Invitations

Reference	Email	Invitation Status	Resend
Test Parent	testparent2@example.com	Sent	Resend Invitation

5.2. Each invitation may only be used once, so if you send an invitation to a new email address, only one of the recipients will be able to use it.

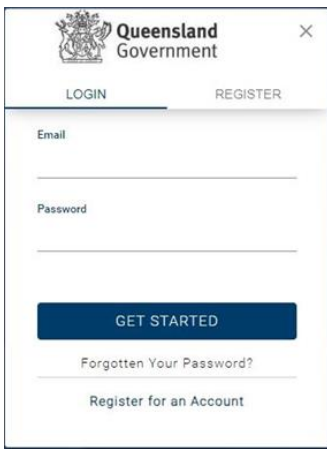
6. When an invitation has been accepted, the Invitation Status will change to 'Used'.

Referred Invitations

Reference	Email	Invitation Status	Resend
scott cook	scook@org.com	Sent	Resend Invitation

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. You can filter vouchers (search for a specific voucher) by typing the child/young person's name.

SwimStart Vouchers

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
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3. Click 'Download' on the right-hand side

SwimStart Vouchers

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	6PAFEFM3	Simon A Bruce					Download

4. Open the voucher, hover your mouse over the PDF, right click and click '**Print**'

5. To email your voucher, save the PDF to your computer and then attach it to your email.

User Errors

I can't redeem my voucher

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

Downloading a Voucher on a Phone (iPhones)

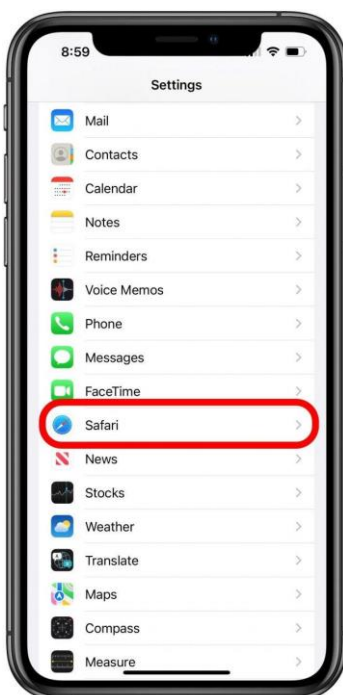
Before trying to download a voucher (using an iPhone), please ensure you turn off your pop-up blocker. If this is turned on, it will not allow you to download.

Please see the instructions to do this below:

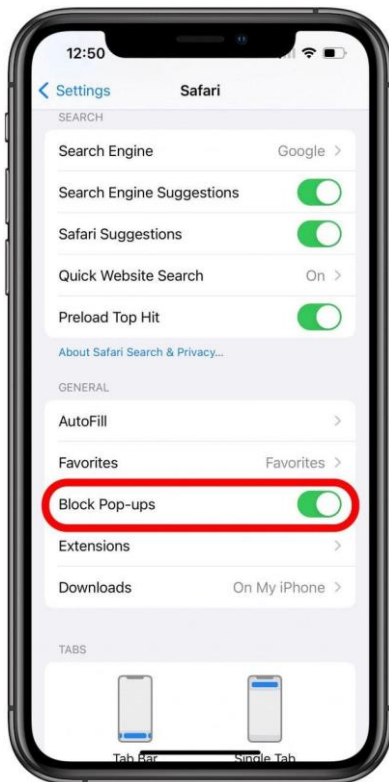
1. Open Settings.



Scroll down to Safari and tap it.



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.



Withdraw Your Application

If you no longer wish to be a registered referral agent, or submitted the application in error, please email swimstart@dtis.qld.gov.au confirming you wish you withdraw the application.