

FairPlay
vouchers

Troubleshooting Manual

Referral Agents



Queensland
Government

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

Contents

Register an Individual Account 3
Complete the Referral Agent Registration 7
Apply for a Voucher 11
Downloading a Voucher on a Phone (iPhones) 16
Send an Application 20
Print/Email your FairPlay Voucher 21
Withdraw Your Application 23

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](#)'. Complete personal details
 - I. Please ensure you use your **official work email to register**
 - 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 with the Queensland Government. At the top left is the Queensland Government logo. To its right are the words 'Queensland Government' and a close button (X). Below this are two tabs: 'LOGIN' and 'REGISTER', with 'REGISTER' being the active tab. The form contains the following fields: 'First Name', 'Last Name', 'Phone', 'Email', 'Password', and 'Confirm Password'. Each field has a horizontal line for text entry. At the bottom of the form is a dark blue button with the text 'GET STARTED' in white capital letters.

3. Click 'Get Started'.

Errors

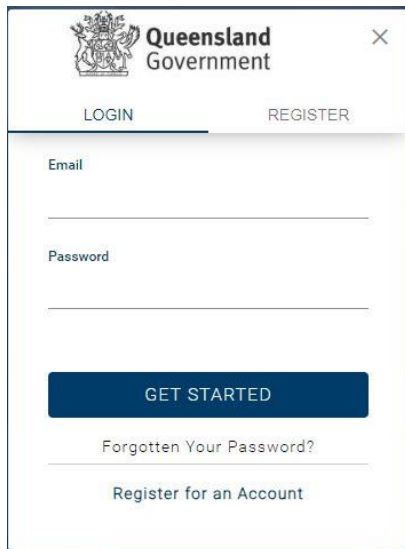
What kind of device and browser are you using?

- Enquire must be used on a desktop computer, not 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.

4. 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 the Queensland Government login and registration interface. At the top left is the Queensland Government logo. To its right are the words 'Queensland Government' and a close button (X). Below this are two tabs: 'LOGIN' (selected) and 'REGISTER'. The form contains two input fields: 'Email' and 'Password'. Below the password field is a blue 'GET STARTED' button. Underneath the button are two links: 'Forgotten Your Password?' and 'Register for an Account'.

User 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 a combination of numbers and letters.

Have you entered a phone number?

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

Email or phone number has already been registered

- If the email or phone number has already been used to register an account, you won't be able to register a new account. If you have forgotten your password click 'Forgotten Your Password?' under the login.

5. 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 \(Qld\)](#). 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.

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

7. 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.

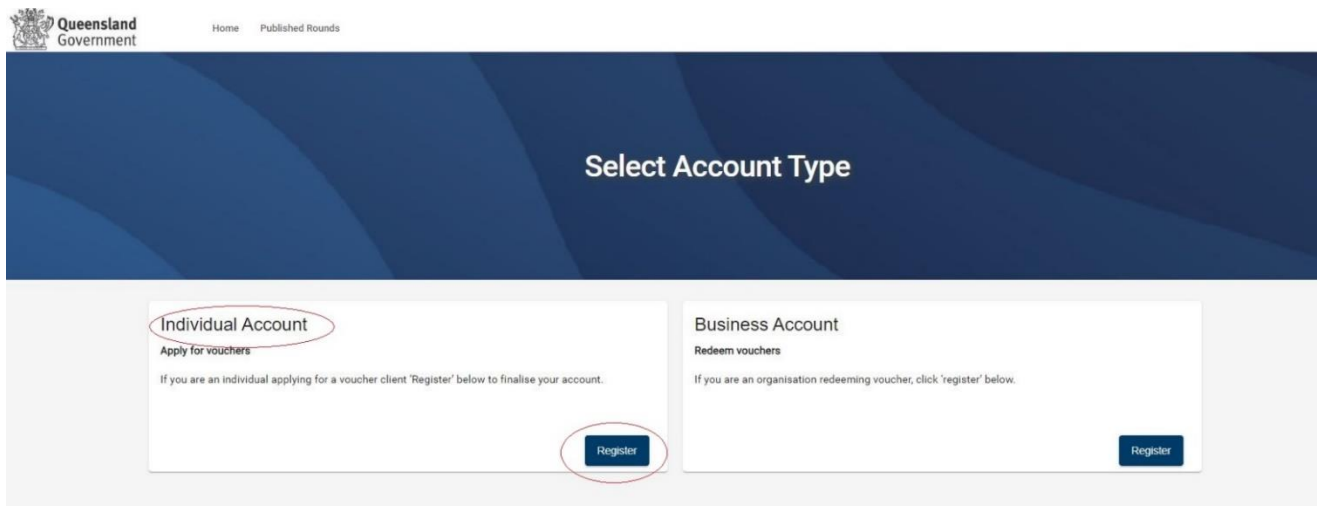
Save

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.

8. If you are directed to the **Voucher application page**, see [Apply for a voucher](#).
9. 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.



Complete the Referral Agent Registration

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

Queensland Government Home Published Rounds Account for Mrs Test Parent

Home

Upcoming Activities

Name	Opens	Closes	
Register as a referral agent	22/6/2022 8:00 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 2:06 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

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

Home Published Rounds

Register as a referral agent

Referral Agent Application

If you are a player, parent, coach or club committee member you are not eligible to apply (in that capacity) to be a referral agent.

If a family does not have a Centlink 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 each round.

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

Privacy and Use of Information

The Department of Tourism, Innovation and Sport (department) manages personal information in accordance with the Information Privacy Act 2009 (Qld).

Some personal information for example your name, position, organisation name, telephone number and email address will be provided to the department (by you or by the applicant for a voucher), as part of the FairPlay voucher program (Program) voucher application process.

The department is collecting your personal information during the registration process to be a referral agent under the Program, as part of a voucher application, and/or during your participation in the Program (including any feedback or survey results provided) to assess your application for registration under the Program and to administer the Program.

Information (including personal information) may be:

- 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 purposes of monitoring and/or evaluating the Program and/or
- used by the department or its contractor/s to contact the persons to whom the personal information relates, to gather feedback or to participate in a survey on the Program and/or
- used by the department or its contractor/s to contact your employer or organisation that you are contracted to that is connected with your eligibility to be a Referral Agent, for any purposes associated with the administration of the FairPlay vouchers program;

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

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

[OK](#)

User Errors

Clicking the X in the pop-up Privacy Statement

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

3. Select your position title/role. If nothing on the list applies to you, please select 'Other' and type in your professional role below.

What is your professional position title/role? *

Other

What is your professional position title/role? - Other *

0/255

4. Select the type of employer relevant to your role. If nothing on the list applies to you, please select 'Other' and type in your role below.

Employer *

Other

Employer - Other *

0/255

5. Enter your organisation name (e.g., if you work for QPS enter the station name, if you work for a school, please enter the school name in full).

Organisation name *

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

0/255

6. Enter how many children you would like to refer for 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.

In the current Round, 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

7. Click '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/fairplay/referral/terms
 - 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/fairplay/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/fairplay/terms>
- 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/fairplay/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

8. Click 'Save' to submit your registration.

User Errors

Haven't completed all mandatory items.

- Check that all mandatory questions have been completed. Under Accountable Officer you may need to click 'Save Contact' before you save the whole form.

9. You will be returned to the home page.

From the home page (once approved) you can apply for vouchers, access your User Profile or see any past vouchers.

The screenshot shows the Queensland Government Home page. The top navigation bar includes the Queensland Government logo, 'Home', 'Published Rounds', and 'Account for Mrs Test Parent'. The main content area is titled 'Home' and features two columns: 'Upcoming Activities' and 'Events'. The 'Events' table lists the following:

Name	Opens	Closes	Apply	View Details
Register as a referral agent	22/6/2022 8:00 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 2:06 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

10. 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'.

The screenshot shows the Queensland Government Home page with the account dropdown menu open. The menu options are: 'Account Details', 'Switch Account', and 'Create Account'. The 'Account Details' option is circled in red.

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

The screenshot shows the Queensland Government website interface. At the top left is the Queensland Government logo. The main header area contains the text 'Account for Mrs Test' followed by a redacted name. Below this is a navigation menu with tabs for 'Details', 'Past Events', 'Past Requests', and 'Panels', with 'Panels' being the active tab. The main content area is titled 'Panel Memberships' and includes a 'Filter' input field. Below the filter is a table with the following data:

Panel Name	Verification Status	Membership Status
Referral Agent	Unverified	Pending

At the bottom right of the table, there is a pagination control showing 'Items per page: 20' and '0 of 0' items, along with navigation arrows.

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

- When you are logged in and on your home page, click 'Apply' next to 'Referral agent – voucher application'.

The screenshot shows the Queensland Government Home page. The 'Events' section contains a table with the following data:

Name	Opens	Closes	Apply	View Details
Register as a referral agent	22/6/2022 8:00 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*.**

User Profile

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

The screenshot shows the 'User Profile' page. The left sidebar has a vertical list of options: User Profile (selected), Concession Card Details, Child/Young Person Details, and Questionnaire. The main content area includes the following text:

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 *

The screenshot shows a 'Privacy Statement' pop-up window. The text inside the window reads:

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>.

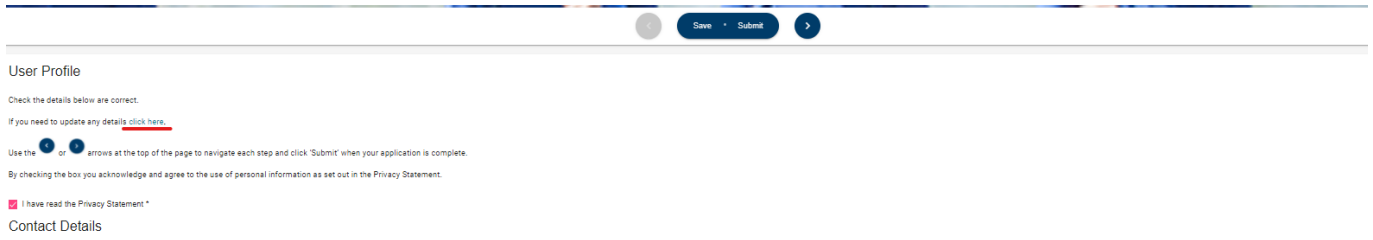
The 'OK' button at the bottom right of the pop-up is circled in red.

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.

- 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.



Save Submit >

User Profile

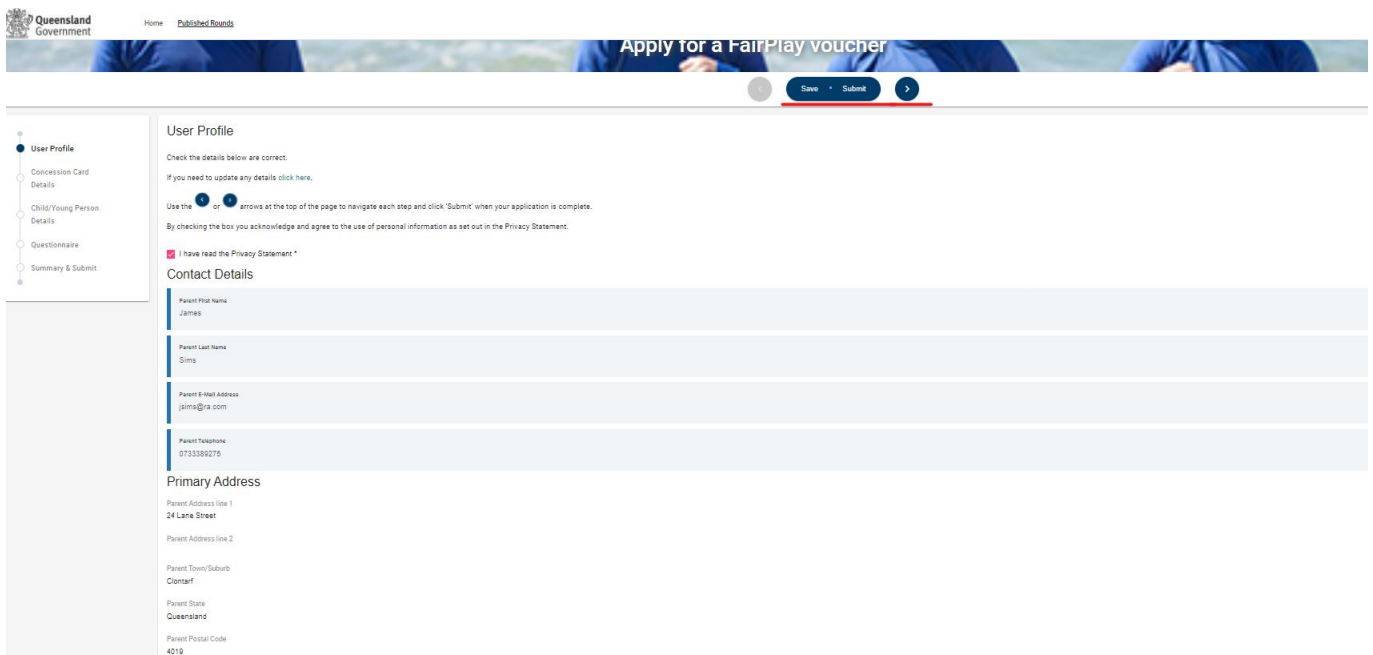
Check the details below are correct.
If you need to update any details [click here](#).

Use the 1 or 2 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

- 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 Bonds

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 1 or 2 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
James

Parent Last Name
Sims

Parent E-Mail Address
james@ra.com

Parent Telephone
0733389275

Primary Address

Parent Address line 1
24 Lane Street

Parent Address line 2

Parent Town/Suburb
Clontarf

Parent State
Queensland

Parent Postal Code
4019

2. 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.

Apply for a FairPlay voucher

Child/Young Person Details

There is a limit of one voucher per child/young person per calendar year. If a child receives a voucher in the January round, they would not be eligible for another voucher until January the following year, even if the voucher was not used.

Child First name *

Child Middle name

Child Surname *

Child DOB (dd/mm/yyyy) *

MAY 2022

1

2 3 4 5 6 7 8

9 10 11 12 13 14 15

16 17 18 19 20 21 22

23 24 25 26 27 28 29

30 31

Save Submit

- 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.

Gender *

Child/Young Person's address

Line 1 *

Start typing to search for an address...

Line 2

Town/Suburb

State of residence

Postcode

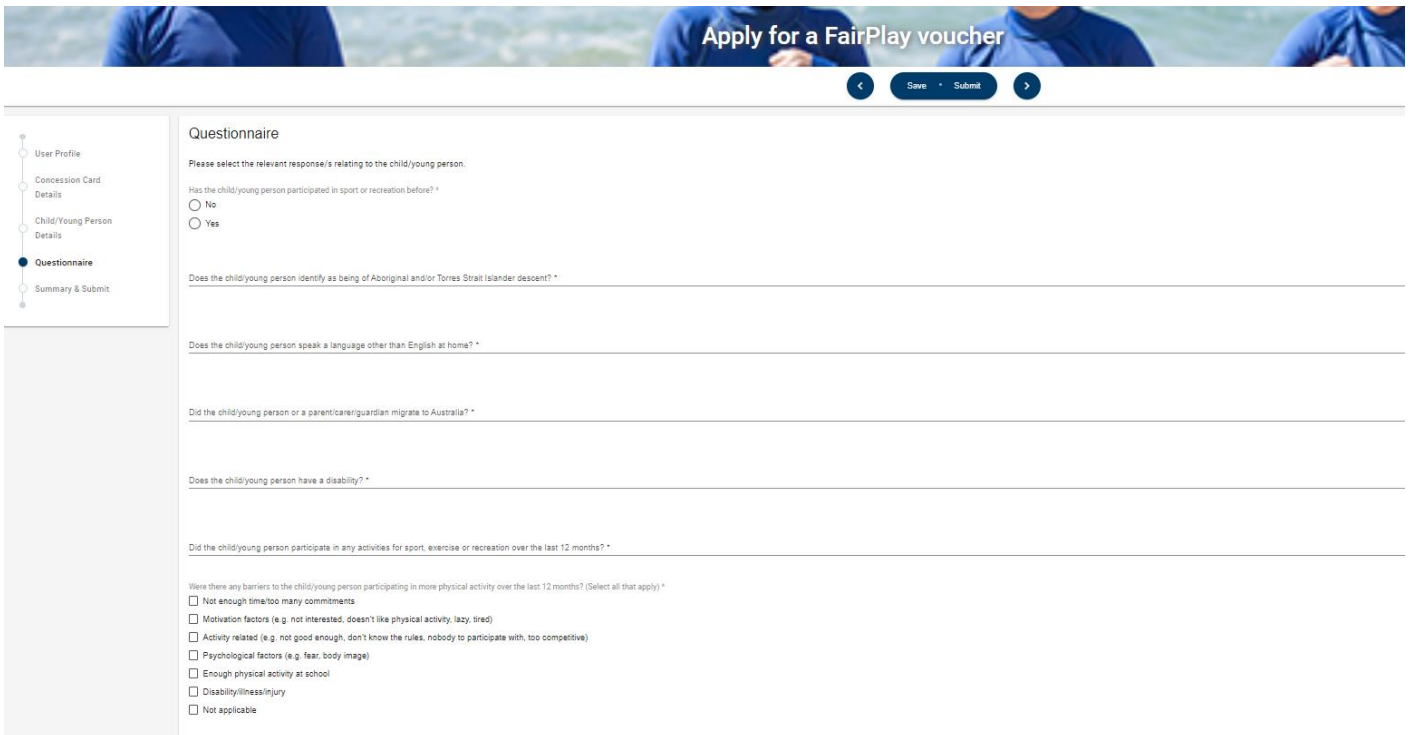
Country

Save Submit

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

1. Select the relevant responses for the child/young person.

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



Apply for a FairPlay voucher

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/care/guardian migrate to Australia? *

Does the child/young person have a disability? *

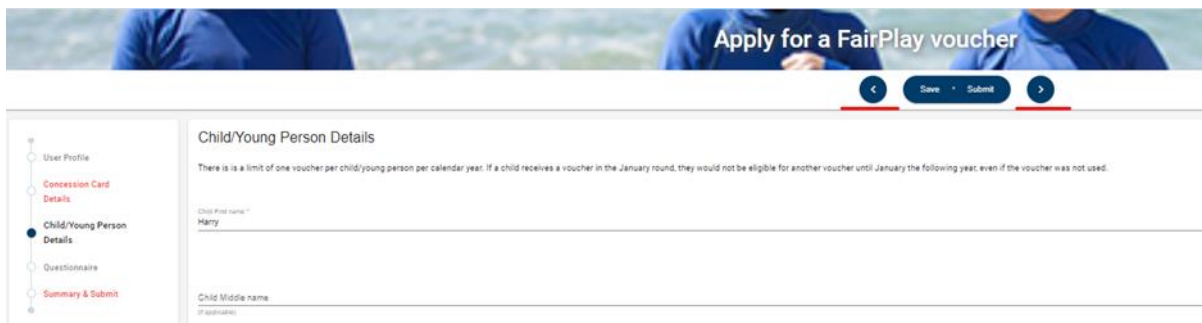
Did the child/young person participate in any activities for sport, exercise or recreation over the last 12 months? *

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

4. Summary and Submit

- 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.



Apply for a FairPlay voucher

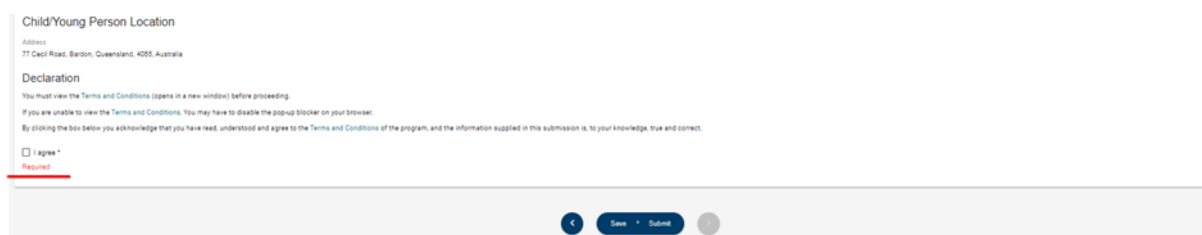
Child/Young Person Details

There is a limit of one voucher per child/young person per calendar year. If a child receives a voucher in the January round, they would not be eligible for another voucher until January the following year, even if the voucher was not used.

Child First name *
Harry

Child Middle name
(if applicable)

- You must view the Terms and Conditions by clicking on the link before proceeding
- Tick the box to indicate you have read and agree to the terms and conditions and that the information supplied in the application is true and correct.



Child/Young Person Location

Address
77 Cecil Road, Barton, Queensland, 4055, Australia

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 *

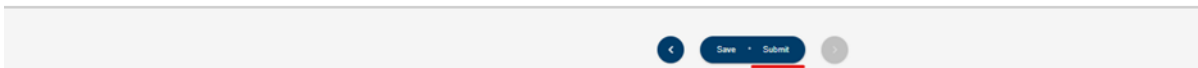
Required

IV. Click 'Submit' at the top or bottom of the page to submit your application.

Declaration

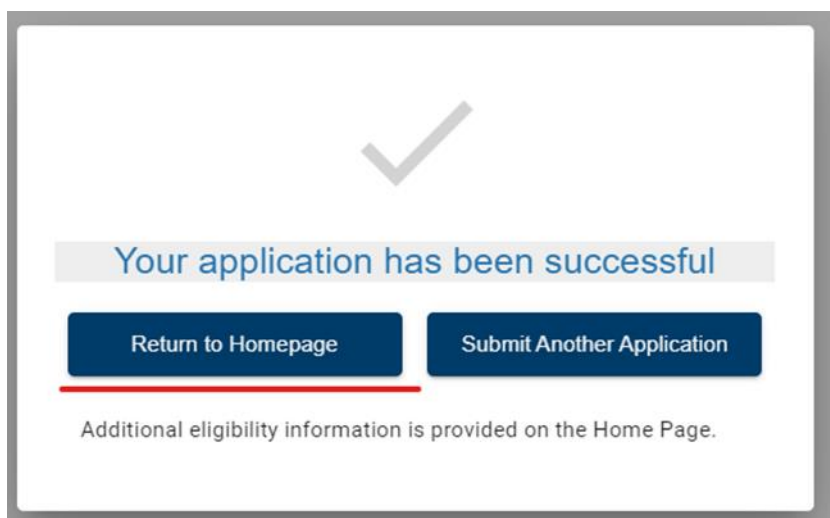
You must view the Terms and Conditions (opens in a new window) before proceeding.
 If you are unable to view the Terms and Conditions, You may have to disable the pop-up blocker on your browser.
 By clicking the box below you acknowledge that you have read, understood and agree to the Terms and Conditions 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.



5. 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 'Voucher' 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.

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)

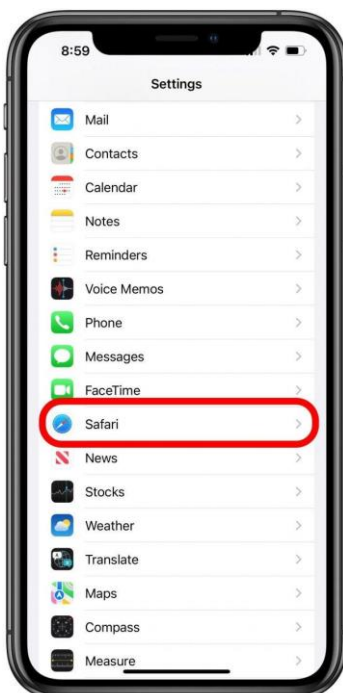
Before trying to download a voucher (using an iPhone), please ensure you turn off your pop-up blocker. If this is turned on, it will not allow you to download.

Please see the instructions to do this below:

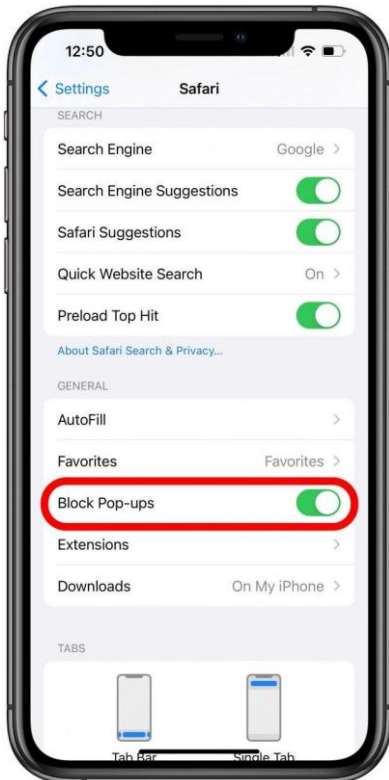
1. Open Settings.



Scroll down to Safari and tap it.



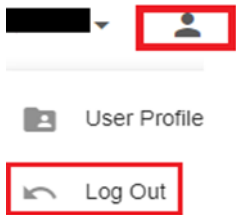
2. Scroll down under General until you find Block Pop-ups. If the toggle is green, tap the Block Pop-ups toggle to turn off pop-up blocker on Safari.





- III. 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.



User Errors

The applicant reports a duplicate voucher for a child/young person

- If the parent/guardian applies for a voucher and inputs the incorrect details and subsequently completes the application process a second time (creating a duplicate voucher), please confirm with the parent/guardian which voucher they will present at the club. Place their details on the database and advise the voucher/application number to be retained and the one that should be made ineligible. Please include the following:
 - parent/guardian name
 - parent/guardian email
 - contact phone number
 - child's name
 - voucher numbers.

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 Application

1. When you are logged in and on your home page, click 'Send Invitation' next to 'Referral agent – voucher application'. You will need to send each application separately.

Upcoming Activities	Name	Opens	Closes
	Apply for a FairPlay voucher		Apply View Details
	Apply for a FairPlay voucher via a referral agent 49 Invitations		Apply Send Invitation View Details

2. 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).
3. Enter the email address of the recipient

'Your Reference' is used for your information only.

The 'Email Address' is where the invitation will be sent.

Send an Invitation

Your Reference

Email Address

4. Click 'Send Invitation'.

'Your Reference' is used for your information only.

The 'Email Address' is where the invitation will be sent.

Send an Invitation

Your Reference

Email Address

5. A list of all invitations you have sent this round will show below the application button.

5.1. You can resend invitations or redirect them by clicking 'Resend Invitation' and entering a reference and email address.

✉ Referred Invitations

Reference	Email	Invitation Status	Resend
scott cook	scook@org.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 FairPlay Voucher

1. You can print a copy of your voucher at any time by logging into your [Enquire](#) account.



**Queensland
Government**

×

LOGIN
REGISTER

Email

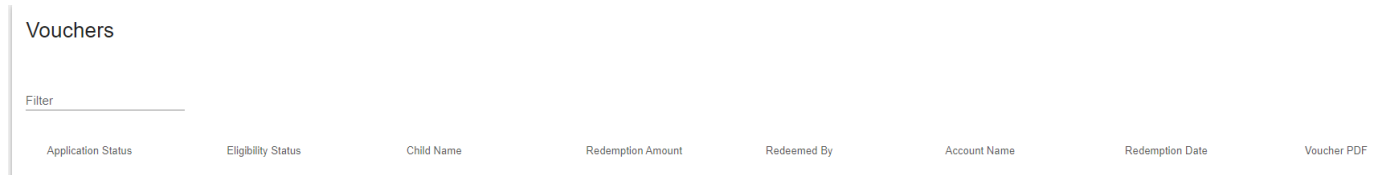
Password

[GET STARTED](#)

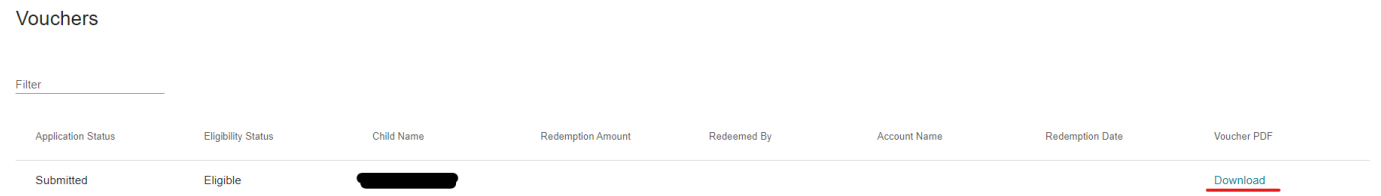
[Forgotten Your Password?](#)

[Register for an Account](#)

- 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.



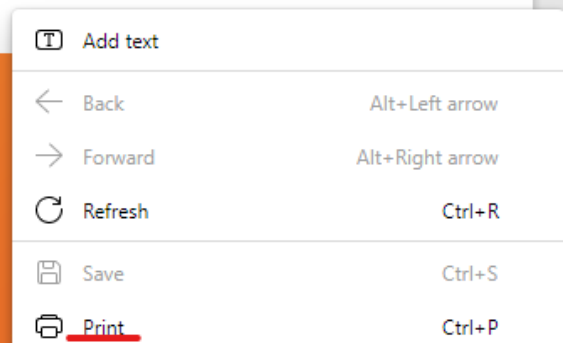
- Click 'Download' on the right-hand side.



- Open the voucher.



- Hover your mouse over the pdf, right click and click 'Print'



- To email your voucher, right click, 'Save As' to your computer and then attach it to your email.

User Errors

I can't redeem my voucher

- When successful in obtaining a voucher, you don't 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

My vouchers have a different status or the status has changed, what does that mean?

- 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.

Withdraw Your Application

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