

# Troubleshooting Manual

## Parents, carers and guardians

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# For parents/guardians **WITHOUT** a QGrants account

## Register for a QGrants account

1. Go to <https://www.qld.gov.au/recreation/sports/funding/fairplay/apply> 'Applying for a FairPlay voucher'.

The screenshot shows the Queensland Government website. At the top left is the Queensland Government logo and name. To the right are links for 'Contact us' and a search bar. Below this is a navigation menu with links for 'For Queenslanders', 'Business and industry', and 'Government employees'. A blue breadcrumb trail reads: 'Queensland Government home > For Queenslanders > Recreation, sport and arts > Sport > Funding and grants > FairPlay vouchers > Applying for a FairPlay voucher'. A 'Print' icon is visible in the top right of the main content area.

### FairPlay vouchers

- > Applying for a FairPlay voucher
- > Using your FairPlay voucher
- > Find an activity provider
- > Terms and conditions for applications
- > Activity providers
- > Referral agents
- > Using QGrants for FairPlay vouchers

## Applying for a FairPlay voucher

**Round 1 is now closed for applications.** If you received a voucher, make sure you present it to a [registered activity provider](#) by 13 November 2019.

Parents, carers or guardians can apply for a voucher valued up to \$150 for their child, which can be used towards membership, registration or participation fees with [registered activity providers](#).

There is a limit of 1 voucher per child per calendar year.

FairPlay vouchers replaces the Get Started Vouchers program. If your child received a Get Started voucher in January 2019, you cannot apply for a FairPlay voucher until January 2020.

### Key dates

- 16 October 2019 – Round 1 closed
- 13 November 2019 – Vouchers expire and must have been presented to an activity provider
- January 2020 – Round 2 open

### 1. Check if your child is eligible

You can apply if your child:

- is a Queensland resident aged from 5 to 17 years (inclusive)
- did not receive a Get Started voucher this year
- either:
  - holds, or whose parent, carer or guardian holds, a valid Department of Human Services [Health Care Card](#) or [Pensioner Concession Card](#) with the child's name on it, or
  - is identified by a [registered referral agent](#), who can assist families in genuine financial need to access FairPlay vouchers.

## 2. Check if your child is eligible

The screenshot shows the Queensland Government website. At the top, there is a navigation bar with the Queensland Government logo, 'Contact us', and a search box. Below this is a breadcrumb trail: 'Queensland Government home > For Queenslanders > Recreation, sport and arts > Sport > Funding and grants > FairPlay vouchers > Applying for a FairPlay voucher'. A left-hand menu lists various options under 'FairPlay vouchers', with 'Applying for a FairPlay voucher' selected. The main content area is titled 'Applying for a FairPlay voucher' and includes a 'Print' button. A prominent message states: 'Round 1 is now closed for applications. If you received a voucher, make sure you present it to a [registered activity provider](#) by 13 November 2019.' Below this, it explains that parents, carers, or guardians can apply for a voucher valued up to \$150 for their child, which can be used towards membership, registration, or participation fees with [registered activity providers](#). It also notes a limit of 1 voucher per child per calendar year and that FairPlay vouchers replace the Get Started Vouchers program. A 'Key dates' section lists: '16 October 2019 - Round 1 closed', '13 November 2019 - Vouchers expire and must have been presented to an activity provider', and 'January 2020 - Round 2 open'. A red box highlights the section '1. Check if your child is eligible'. Under this heading, it states 'You can apply if your child:' followed by a bulleted list: '• is a Queensland resident aged from 5 to 17 years (inclusive)', '• did not receive a Get Started voucher this year', and '• either:'. The 'either' list includes: '• holds, or whose parent, carer or guardian holds, a valid Department of Human Services [Health Care Card](#) or [Pensioner Concession Card](#) with the child's name on it, or' and '• is identified by a [registered referral agent](#), who can assist families in genuine financial need to access FairPlay vouchers.'

## 3. Make sure your activity is available and you have read the terms and conditions.

This screenshot shows the continuation of the 'Applying for a FairPlay voucher' page. A red box highlights the section '2. Make sure your activity is available'. Below this, it instructs users to 'Search the [activity provider directory](#) to check that:' followed by a bulleted list: '• your chosen activity is listed' and '• there is a registered provider near you.' A light blue box contains the text: 'You should only apply for a voucher if it can be used with a [registered activity provider](#) by 13 November 2019.' Below this, another red box highlights the section '3. Read the terms and conditions'. Under this heading, it says 'Read and understand the FairPlay voucher application [terms and conditions](#).'

4. Access the QGrants online system if your child is eligible.

#### 4. Access the QGrants online system

You will need a QGrants account to apply - [create an account](#) if you don't have one. [Watch the video](#) to find out how to easily create your QGrants account.

If you have previously applied for a Get Started voucher, you can use the same QGrants account.

Watch the video to find out how you can apply for a FairPlay voucher when the round is open.



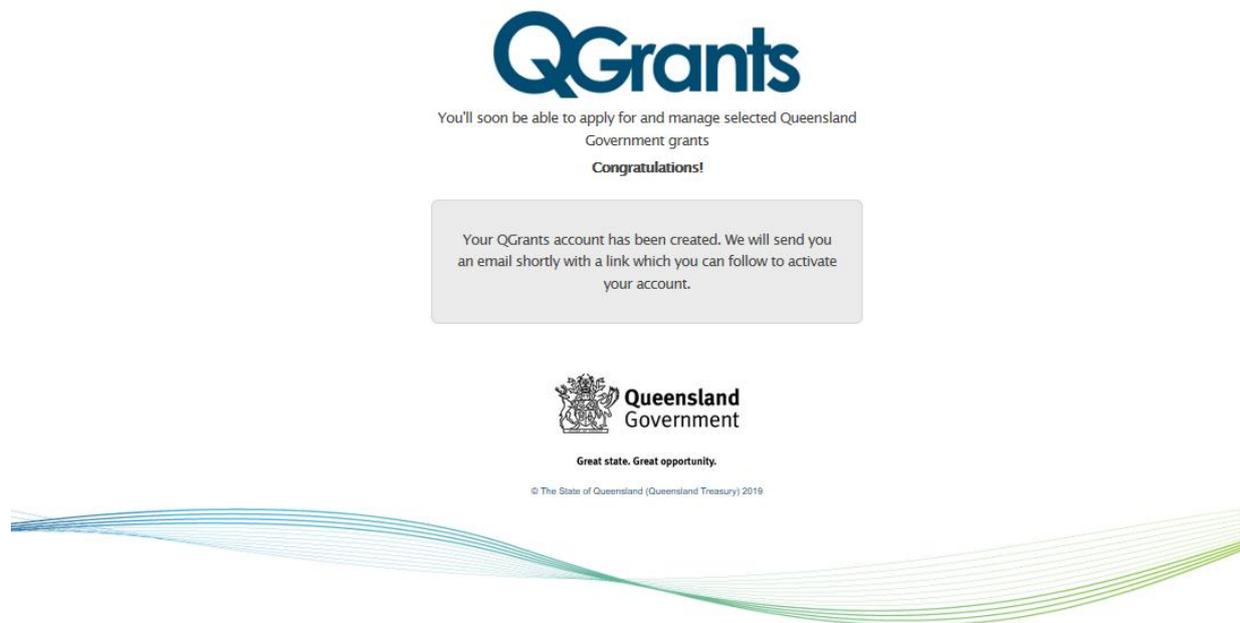
5. Click on the link to register:

[https://ggrants.osr.qld.gov.au/QG\\_REGISTER\(bD1IbiZjPTQwMA==\)/Registration.htm?program=B4B52F0074421ED586F89836ACF05816](https://ggrants.osr.qld.gov.au/QG_REGISTER(bD1IbiZjPTQwMA==)/Registration.htm?program=B4B52F0074421ED586F89836ACF05816)

The registration form for QGrants. At the top is the 'QGrants' logo. Below it is the text: 'Please register below so that you can start to apply for and manage selected Queensland Government grants'. The form fields are: 'Given name', 'Surname', 'Email address', 'Re-enter email address', 'Password' (with a note: 'Password must be 8 - 20 chars and contain at least one number'), and 'Re-enter password'. There is a checkbox for 'I'm not a robot' and a reCAPTCHA logo. At the bottom is a blue 'Register' button. Below the form is the Queensland Government logo and the slogan 'Great state. Great opportunity.'

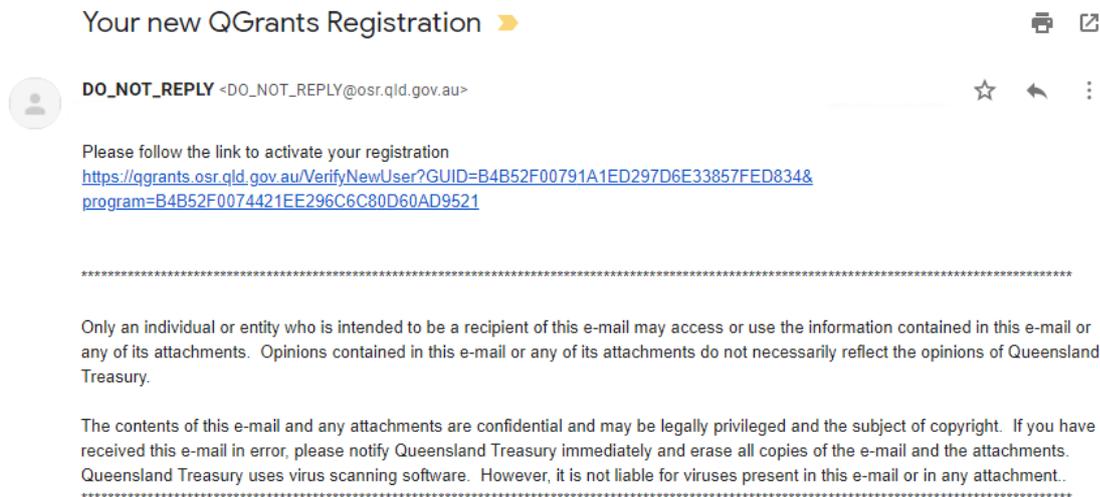
6. Complete personal details

- 6.1. If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail
- 6.2. When creating a password for QGrants, choose one that you can remember – passwords must be between 8 and 20 characters with a combination of numbers and letters
- 6.3. Tick the box 'I am not a robot'.
- 6.4. Create your account by clicking 'Register'
- 6.5. The below message will appear when your QGrants account has been created.

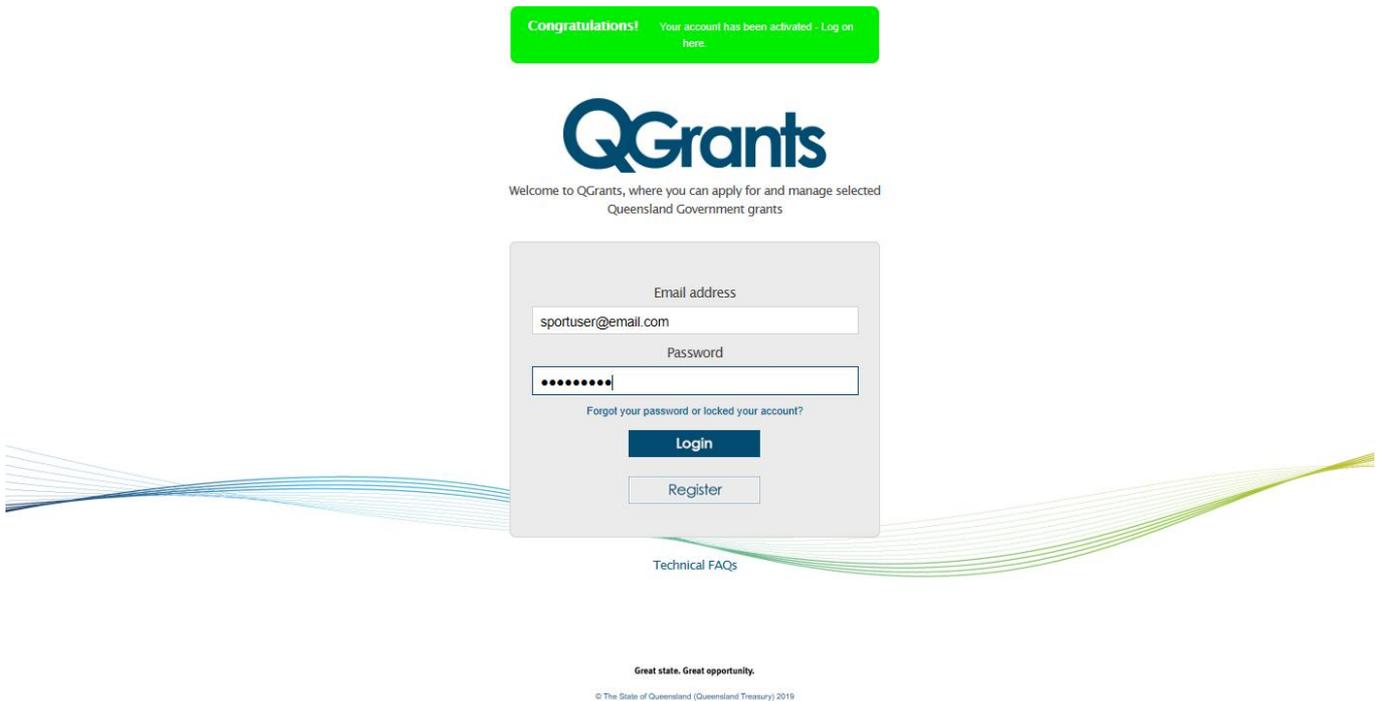


7. Activate your account

- 7.1. You will receive an email within approximately 15 minutes (depending on web traffic at the time) containing a validation link
- 7.2. Open email and click on the link to validate your account



7.3. Enter your email address and password, and click 'Login'.



## **Possible Technical Issues**

### **What kind of device and browser are you using?**

- If the QGrants site is not being displayed, check you are using a browser from the following approved and tested list (please note: earlier versions of the below should support the QGrants site but have not been as thoroughly tested):
  - Google Chrome (Windows, Android and Mac OS X)
  - Mozilla Firefox (Windows and Apple OS X)
  - Microsoft Internet Explorer 8, 9, 10, 11 (Windows)
  - Safari 7.0.4 (Apple iOS 7.1.1)
- QGrants may work on Linux or Ubuntu operating systems but this has not been tested and is not supported.

### **I am unable to view the QGrants website? Due to compatibility view and rendering errors.**

- If there is a compatibility view error:
  - Select 'Tools' in the command bar at the top of the browser (or if this does not appear, click Alt and T)
  - Select 'Compatibility View Settings'
  - In the box under 'Add this website' type 'qld.gov.au' and click 'Add'
  - Click 'close'
- A rendering error message is an error with internet explorer, in this case please download Google Chrome at <https://www.google.com/intl/en/chrome/> and use this browser to log into the QGrants account.

## **User Errors**

### **Have you entered your email address correctly?**

- Check the email address has been entered correctly. If the email address used to register with was incorrect, you will not receive a validation email and will be unable to login into the QGrants account. Create a new QGrants account with the correct email.

### **Are you entering a password with the required number of characters and numbers?**

- Enter a password which is at least eight characters long and a combination of numbers and letters.

### **Have you activated your account by clicking on the validation link?**

- You will receive a message that the 'user account is locked' if they attempt to login prior to receiving the validation email and activating their account.
- You should receive the validation email within 15 minutes of registering your account. If there is a high number of system users at the time there may be a delay in receiving the email due to the number of email servers it has to pass through. If you have not received the validation email, you should check your junk mail. (See Possible Technical Issues – Have you checked your junk mail for the validation email).

### **Are you clicking on the most current validation link sent?**

- Each time you choose a new password, including when you register for the first time, a validation link will be sent to the registered email address. If the validation link is delayed and you complete this part of the process again, make sure you are clicking on the correct validation link.
- Validation links are only valid for **24 hours**. If you register one day and then try to activate the account the next day, the validation link will not work. Please delete any previous validation links and go through the 'reset password' process under Quick links at <https://qgrants.osr.qld.gov.au/portal>.

## **Possible Technical Issues**

### **Are you using an Education Queensland email address?**

- The Education Queensland email filter is not releasing the validation email. Please use another email address.

### **Have you checked your junk mail for the validation email?**

- You should check that do\_not\_reply@osr.qld.gov.au is part of your whitelist (not considered spam). Try the following instructions located at <http://sci.scientific-direct.net/wl.html>

## 8. Enter Name details

- 8.1. Name details will pre-populate based on the name of the account
- 8.2. Check your details are correct
- 8.3. Click 'Next' to continue

The screenshot shows the QGrants account registration interface. At the top, the account name is 'Garry Sparty / 1010770268'. A progress bar indicates the current step is '1 Account Details', with other steps being '2 Street Address', '3 Mailing Address', '4 Contact Details', '5 Relationships', and '6 Summary'. Below the progress bar, there are navigation buttons: '< Back', 'Next >', and 'Exit'. A red error icon and the text 'Complete registration of your account' are visible. The main section is titled 'Name Details' and contains a 'Title' dropdown menu, a 'First Name' text box with 'Garry' entered, and a 'Last Name' text box with 'Sparty' entered. To the right, there is a 'Help' section titled 'Account details' with three bullet points: 'Enter your personal details in the fields provided.', 'Check that your details are correct.', and 'Press 'next' to continue.'. At the bottom, there are more navigation buttons: '< Back', 'Next >', and 'Exit'. The QGrants logo and the slogan 'Great state. Great opportunity.' are at the very bottom.

## User Errors

The account needs to be in the name of the parent/guardian so they can accept the terms and conditions.

- Parent/guardian should enter their name in this stage of the process. It is the account holder who 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 select the "Accounts" tab when they next log into their account and edit the Account details.
- If the parent/guardian enters the incorrect name on the account only, they can log back into their QGrants account at any time, click on the 'Accounts' tab and enter the correct name.
- Once a voucher application is complete, the parent/guardian **will not** be able to update the name of the child or young person on the voucher.

## 9. Enter address details

- 9.1. Enter your residential address details including house number, street name, suburb and postcode (fields with an \* are required) not a PO Box
- 9.2. If an incorrect or incomplete address is entered, a list of possible addresses will appear – select your suburb, street and house number
- 9.3. Check your details are correct
- 9.4. Click 'Next' to continue

Account : Garry Sparty / 1010770268 Exit

1 Account Details 2 **Street Address** 3 Mailing Address 4 Contact Details 5 Relationships 6 Summary

< Back Next > Exit

### Street Address

\* Address 1:   
Address 2:   
\* Town/Suburb:  Postcode:  \* State: QLD

< Back Next > Exit

### Help

#### Address details

- Enter your residential address details including house number, street name, town/suburb and postcode. Fields with an \* need to be completed.
- If an incorrect or incomplete address is entered a list of possible addresses will appear. Select your suburb, street and house number.
- Check that your details are correct.
- Press 'next' to continue.

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## 10. Enter contact details

- 10.1. Please provide at least one contact phone number and your email address
- 10.2. Check your details are correct
- 10.3. Click 'Next' to continue

Account : Garry Sparty / 1010770268 Exit

1 Account Details 2 Street Address 3 Mailing Address 4 **Contact Details** 5 Relationships 6 Summary

< Back Next > Exit

### Contact Details

Telephone Number:   
Mobile Phone Number:   
Fax:   
Email: sportsuser@email.com   
Website:

< Back Next > Exit

### Help

#### Contact details

- Please provide at least one contact phone number and your email address.
- Check that your details are correct.
- Press 'next' to continue.

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## 11. Enter Mailing Address

- 11.1. Please provide a mailing address if it is different to your street address – may be a PO Box
- 11.2. Check your details are correct
- 11.3. Click 'Next' to continue

Account : Garry Sporty / 1010770268 Exit

1 Account Details   2 Street Address   **3 Mailing Address**   4 Contact Details   5 Relationships   6 Summary

< Back   Next >   Exit

### Mailing Address

\* Address 1:

Address 2:

\* Town/Suburb:    Postcode:    \* State:

< Back   Next >   Exit

#### Help

##### Mailing Address details

- Enter your mailing address, if it is different to your residential address details including house number, street name, town/suburb and postcode. Fields with an \* need to be completed.
- If an incorrect or incomplete address is entered a list of possible addresses will appear. Select your suburb, street and house number.
- Check that your details are correct.
- Press 'next' to continue.

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## 12. Check account summary details

- 12.1. This is a summary screen of your account details
- 12.2. Please check your details are correct before proceeding
- 12.3. If any details are incorrect click 'back' to amend as necessary
- 12.4. Click 'Next' to continue

Account : Garry Sporty / 1010770268 Exit

1 Account Details   2 Street Address   3 Mailing Address   4 Contact Details   5 Relationships   **6 Summary**

< Back   Save   Exit

### Account Details

Account Number:

Name:

Address:

< Back   Save   Exit

#### Help

##### Summary

- This is a summary screen of your account details.
- Please check that your details are correct before proceeding.
- If any details are incorrect then press 'Back' to amend as necessary.
- Press 'Save' to continue.

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### 13. Account confirmation

13.1. This shows your account has been successfully saved and your account number

13.2. Click 'Exit' and you will return to the account page

Account Confirmation Exit

The account has been successfully saved.  
The account number is:1010770268

Exit

QGrants Great state. Great opportunity. Queensland Government



Welcome, Garry Sporty (sportsuser@email.com)

Logout

- Accounts
- Applications
- Agreements
- ★ Claims and Reports

#### My Accounts

| Account ID | Details                               | Person Responsible | Relationship |
|------------|---------------------------------------|--------------------|--------------|
| 1010770268 | Garry Sporty / BRISBANE CITY QLD 4000 |                    | You          |

#### Help

- Accounts refer to people and organisations involved in grant applications.
- When you register for QGrants, an account is automatically created for you.
- On the Accounts tab you can create, edit and view details of your account and accounts you are linked to (e.g. you can create an account for your organisation/club/company and add additional contact people).

#### New Accounts

After you have completed setting up your own account, you can set up additional accounts.

To create an organisation account, click on the New Account tab and select 'organisation'.

- You will automatically be assigned as the 'Person Responsible' for the account (you do not need to specify anything in the 'relationship' tab).
- Only one organisation account can be registered per ABN

To create a person account, click on the New Account tab and select 'person'.

- You can assign the person account to an organisation account as a contact person in the 'relationship' tab and also specify the role of the contact person.

#### Relationships between Accounts

- between organisation and organisation can be 'sponsor of' or 'sponsored by'
- between person and organisation can be 'is contact person' or 'has contact person'

#### Link to existing Organisation

You can request to be linked to an existing organisation account in the QGrants system as a contact person.

To do this:

- select the **Link to existing Organisation**
- enter either the ABN of the organisation or the QGrants account number if known.
- an email will then be sent to the person responsible of the organisation account for approval.



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## Applying for a voucher

### 1. Account page

- 1.1 Now that you have created your account you will return to your 'my accounts' page
- 1.2 Click on your 'Account ID' number to start the voucher application

**Note:** If you have logged out of QGrants please [login](#) with your email and password.

Welcome, Garry Sporty (sportsuser@email.com) [Logout](#)

Accounts Applications Agreements ★ Claims and Reports

### My Accounts

New Account Refresh Link to existing Organisation Change login ID and Email

| Account ID | Details                               | Person Responsible | Relationship |
|------------|---------------------------------------|--------------------|--------------|
| 1010770268 | Garry Sporty / BRISBANE CITY QLD 4000 |                    | You          |

### Help

- Accounts refer to people and organisations involved in grant applications.
- When you register for QGrants, an account is automatically created for you.
- On the Accounts tab you can create, edit and view details of your account and accounts you are linked to (e.g. you can create an account for your organisation/club/company and add additional contact people).

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To create an **organisation** account, click on the **New Account** tab and select 'organisation'.

- You will automatically be assigned as the 'Person Responsible' for the account (you do not need to specify anything in the 'relationship' tab).
- Only one organisation account can be registered per ABN

To create a **person** account, click on the **New Account** tab and select 'person'.

- You can assign the person account to an organisation account as a contact person in the 'relationship' tab and also specify the role of the contact person.

### Relationships between Accounts

- between **organisation and organisation** can be 'sponsor of' or 'sponsored by'
- between **person and organisation** can be 'is contact person' or 'has contact person'

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You can request to be linked to an existing organisation account in the QGrants system as a contact person.

To do this:

- select the **Link to existing Organisation**
- enter either the ABN of the organisation or the QGrants account number if known.
- an email will then be sent to the person responsible of the organisation account for approval.

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### 2. Applications

- 2.1 Click on the 'Applications' tab
- 2.2 Click 'New Application'
- 2.3 Choose the grant program

Accounts **Applications** Agreements ★ Claims and Reports Payments

- To create a new grant application click on 'New Application' button.
- To redeem a voucher for your organisation click on the 'Redeem Voucher' button.
- To view the details of an application click on the application number

My Applications

New Application Redeem Voucher Refresh

| Status     | Application ... | Grant Program                            | Grant Amo... | Applicant                       | Beneficiary | Voucher No. | Submitted  | view | save |
|------------|-----------------|--|--------------|---------------------------------|-------------|-------------|------------|------|------|
| Draft      | 2000145557      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | PINE RIVERS TRI SPORTS CLUB INC | John Doe    |             | 07.05.2019 | view | save |
| Draft      | 2000145551      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | Riverside Rugby Union Club      | John Doe    |             | 07.02.2019 | view | save |
| Draft      | 2000055570      | Get Started - Round 9 January - May 17   | 0.00         |                                 | John Doe    |             |            | view | save |
| Submitted  | 2000055673      | Get Started Round 10 July - Nov 2017     | 150.00       | Sport 123 Inc                   | John Doe    |             | 23.06.2017 | view | save |
| Submitted  | 2000010317      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010314      | Get Started Round 5 - January-May 2015   | 33.00        | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010311      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 22.04.2015 | view | save |
| Submitted  | 2000010100      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 11.02.2014 | view | save |
| Submitted  | 2000010087      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 06.02.2014 | view | save |
| Submitted  | 2000010085      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000010084      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000009951      | Get Started R1 - Jan-May 2013            | 150.00       | North Lakes Soccer Club         | John Doe    |             | 14.06.2013 | view | save |
| In Process | 2000145613      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | R7HNPWV8    | 23.09.2019 | view | save |
| In Process | 2000145612      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | PB3RA4QE    | 27.08.2019 | view | save |
| In Process | 2000145611      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | GDRN2Y9Z    | 26.08.2019 | view | save |

Accounts **Applications** Agreements ★ Claims and Reports Payments

- To create a new grant application click on 'New Application' button.
- To redeem a voucher for your organisation click on the 'Redeem Voucher' button.
- To view the details of an application click on the application number

My Applications

New Application Redeem Voucher Refresh

| Status     | Application ... | Grant Program                            | Grant Amo... | Applicant                       | Beneficiary | Voucher No. | Submitted  | view | save |
|------------|-----------------|--|--------------|---------------------------------|-------------|-------------|------------|------|------|
| Draft      | 2000145557      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | PINE RIVERS TRI SPORTS CLUB INC | John Doe    |             | 07.05.2019 | view | save |
| Draft      | 2000145551      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | Riverside Rugby Union Club      | John Doe    |             | 07.02.2019 | view | save |
| Draft      | 2000055570      | Get Started - Round 9 January - May 17   | 0.00         |                                 | John Doe    |             |            | view | save |
| Submitted  | 2000055673      | Get Started Round 10 July - Nov 2017     | 150.00       | Sport 123 Inc                   | John Doe    |             | 23.06.2017 | view | save |
| Submitted  | 2000010317      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010314      | Get Started Round 5 - January-May 2015   | 33.00        | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010311      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 22.04.2015 | view | save |
| Submitted  | 2000010100      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 11.02.2014 | view | save |
| Submitted  | 2000010087      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 06.02.2014 | view | save |
| Submitted  | 2000010085      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000010084      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000009951      | Get Started R1 - Jan-May 2013            | 150.00       | North Lakes Soccer Club         | John Doe    |             | 14.06.2013 | view | save |
| In Process | 2000145613      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | R7HNPWV8    | 23.09.2019 | view | save |
| In Process | 2000145612      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | PB3RA4QE    | 27.08.2019 | view | save |
| In Process | 2000145611      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | GDRN2Y9Z    | 26.08.2019 | view | save |

**Choose the grant program**

| Grant Program                          | Agency                                   | Closes     |
|--|--|------------|
| SEQ Back to Work Employer Support      | Employment, Small Business and Training  | 22.09.2020 |
| REGIONAL Back to Work Employer Support | Employment, Small Business and Training  | 22.09.2020 |
| FairPlay Round 1 July-Sept 19          | Department of Housing and Public Works   | 31.12.2019 |
| FairPlay Activity Provider Eligibility | Department of Housing and Public Works   | 31.12.2099 |
| Kindergarten Inclusion Support Scheme  | Early Childhood and Community Engagement | 31.12.2099 |
| SR Get in the Game                     | Department of Housing and Public Works   | 31.12.2019 |
| Pre Prep Kindergarten                  | Early Childhood and Community Engagement | 31.12.2099 |
| EYS Family Support                     | Early Childhood and Community Engagement | 31.12.2099 |
| EYS Child Activities and Groups        | Early Childhood and Community Engagement | 31.12.2099 |
| EYS Early Childhood Education          | Early Childhood and Community Engagement | 31.12.2099 |

OK Cancel

### 3. Privacy and use of information

3.1 Read the 'Privacy and use of information'

3.2 Click 'OK' to continue

The screenshot shows the QGrants application interface. At the top, the program name is 'FairPlay Round 1 July-Sept 19'. A progress bar indicates the current step is 1, 'Account Details'. A modal dialog box titled 'Please note!' is open, displaying the following text:

**Privacy and use of information**

The Department of Housing and Public Works (department) manages personal information in accordance with the Information Privacy Act 2009 (Qld).

The department is collecting personal information 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 (for example, the parent, carer or guardian's name, contact details and signature, the child's name, age and date of birth) will be printed on the voucher (if issued).

Personal information collected may be:

1. 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
2. used by the department for monitoring and evaluating the department's programs (including the Program) and resources and/or
3. disclosed to the department's contractor/s engaged for the purpose of monitoring and/or evaluating the Program.

When requested some personal information will be collated in a statistical format (in a deidentified and aggregate format) and may be given to local government authorities or local Members of Parliament.

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 [hpw.qld.gov.au/aboutus/Pages/privacy.aspx](http://hpw.qld.gov.au/aboutus/Pages/privacy.aspx).

The dialog box has an 'OK' button at the bottom right. In the background, the 'Name Details' form is visible with fields for Title (Mr), First Name (John), and Last Name (Doe). A 'Help' section on the right contains 'Account details' instructions: 'Enter your personal details in the fields provided.', 'Check your details are correct.', and 'Press next to continue.'

### 4. Account Details

4.1 Check your name details are correct

4.2 Click 'Next' to continue

The screenshot shows the QGrants application interface. At the top, the program name is 'FairPlay Round 1 July-Sept 19'. The progress bar indicates the current step is 1, 'Account Details'. The 'Name Details' form is visible with the following fields:

Title: Mr (dropdown menu)  
First Name: John  
Last Name: Doe

Navigation buttons include '< Back', 'Next >', and 'Exit'. A 'Help' section on the right contains 'Account details' instructions: 'Enter your personal details in the fields provided.', 'Check your details are correct.', and 'Press next to continue.'

## 5. Address

5.1 Check that your address details are correct

5.2 Click 'Next' to continue

The screenshot shows the 'Street Address' form in the QGrants system. At the top, the program name is 'FairPlay Round 1 July-Sept 19'. A progress bar indicates the current step is '2 Address', with other steps including '1 Account Details', '3 Contact Details', '4 Account Summary', '5 Health Care Card', '6 Child/Young Person', '7 Questionnaire', '8 Declaration', and '9 Summary'. Below the progress bar are navigation buttons: '< Back', 'Next >', and 'Exit'. The form fields are: 'Address 1' (28 Rosewood St), 'Address 2' (empty), 'Town/Suburb' (BARDON), 'Postcode' (4065), and 'State' (QLD). A 'Help' section on the right titled 'Address details' provides instructions: 'Enter your residential address details including house number, street name, town/suburb and postcode. Fields with an \* need to be completed.', 'If an incorrect or incomplete address is entered a list of possible addresses will appear. Select your suburb, street and house number.', 'Check that your details are correct.', and 'Press 'next' to continue.' Navigation buttons at the bottom of the form are '< Back', 'Next >', and 'Exit'. The QGrants logo and Queensland Government logo are at the bottom.

## 6. Contact Details

6.1 Check that your details are correct – ensure at least one contact phone number and your email address

6.2 Click 'Next' to continue

The screenshot shows the 'Contact Details' form in the QGrants system. At the top, the account name is 'John Doe / 1010034715'. A progress bar indicates the current step is '4 Contact Details', with other steps including '1 Account Details', '2 Street Address', '3 Mailing Address', '5 Relationships', and '6 Summary'. Below the progress bar are navigation buttons: '< Back', 'Next >', and 'Exit'. The form fields are: 'Telephone Number' (0436254358), 'Mobile Phone Number' (empty), 'Fax' (empty), 'Email' (John.Doe@hotmail.com), and 'Website' (empty). A 'Help' section on the right titled 'Contact details' provides instructions: 'Please provide at least one contact phone number and your email address.', 'Check that your details are correct.', and 'Press 'next' to continue.' Navigation buttons at the bottom of the form are '< Back', 'Next >', and 'Exit'. The QGrants logo and Queensland Government logo are at the bottom.

## 7. Account Summary

7.1 Please check your details are correct

7.2 Click 'Next' to continue

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Exit

### Account Details

Account Number: 1010034715  
 Name: John Doe  
 Address: 28 Rosewood St / BARDON QLD 4065

< Back Next > Exit

### Help

#### Account details

- This is a summary screen of your details.
- Please check your details are correct before proceeding.
- If any details are incorrect then press 'back' to amend as necessary.
- Press 'next' to continue.

## 8. Health Care Card - YES

8.1 Select 'Yes' if you have a valid Centrelink Health Care Card or Pensioner Concession Card

8.2 Enter the card number in the space provided

8.3 Read the authorisation statement - You must provide consent to enable the department to verify your details – Click 'Authorise' to give consent

8.4 Click 'Next' to continue

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Draft Save Exit

### Centrelink Health Care Card or Pensioner Concession Card

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




Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.

#### Authority to access Health Care Card/Pensioner Concession Card information

CRN:      Authorised on:

< Back Next > Draft Save Exit

### Help

#### Health Care Card/Pensioner Concession Card

Select 'Yes' if you have a valid Centrelink Health Care Card or Pensioner Concession Card.

If you select yes, a window will pop-up where you can enter your card number in the field provided **without spaces or dashes**.

Please ensure you read the authorisation statement as you must provide consent to enable the department to verify your details.

Select 'Authorise' to provide your consent.

Select 'Next' to continue.

or

#### Referral Agents

If you would like to refer a child/young person for a voucher, please ensure you have reviewed the referral eligibility requirements [here](#) and complete the relevant form to register as a referral agent.

If a referral agent has provided you with this link to apply for a voucher, please select 'no' and complete the referral agent's details.

If you have not received a link from your referral agent, please contact them directly.

Select 'Next' to continue.

< Back Next > Draft Save Exit

**Centrelink Health Care Card or does the child/young person have**

Do you have a valid Health Care Card or does the child/young person have



**Authority to access Health Care Card/Pensioner Concession Card Information**

CRN: Authorised on:

< Back Next > Draft Save Exit

**Authority to access Health Care Card/Pensioner Concession Card Information**

NOTE: Medicare card numbers and Customer Reference Numbers for Centrelink payments (including Family Benefit Part A or B) are not valid. Only valid Centrelink Health Care Cards or Centrelink Pensioner Concession Cards are accepted. Audits of cardholders will be undertaken by the department to verify validity.

This consent will be used for the sole purpose of authorising Centrelink to provide information to the Queensland Government to assess your eligibility in relation to concessions or services provided by the Queensland Government.

**Enter your Health Care Card/Pensioner Concession Card**  
 CRN

I authorise:

- the Queensland Government to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service;
- the Australian Government Department of Human Services (the department) to provide the results of that enquiry to the Queensland Government.

I understand that:

- the department will disclose personal information to the Queensland Government including my name, address, payment and concession card type and status to confirm my eligibility for FairPlay Vouchers.
- this consent, once signed, remains valid while I am a Customer of the Queensland Government in receipt of a FairPlay Voucher for a child or young person I am the legal guardian for unless I withdraw it by contacting the Queensland Government or the department.
- I can get proof of my circumstances/details from the department and provide it to the Queensland Government so that my eligibility for a FairPlay 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 a FairPlay Voucher provided by the Queensland Government.

Authorise Reject

Health Care Card/Pensioner Concession Card  
 If you have a valid Centrelink Health Care Card or Pensioner Concession Card, a window will pop-up where you enter your card number in the field provided. Do not use spaces or dashes. Please ensure you read the authorisation statement and provide consent to enable the system to verify your details.  
 Authorise to provide your consent.  
 Next to continue.  
**Agents**  
 If you would like to refer a child/young person for a FairPlay Voucher, please ensure you have reviewed the eligibility requirements here and complete the referral form to register as a referral agent.  
 If a referral agent has provided you with this link to apply for a voucher, please select 'no' and complete the referral agent's details.  
 If you have not received a link from your referral agent, please contact them directly.  
 Select 'Next' to continue.

**User Errors**

**What format are you entering your number? Do not include any dashes, spaces or the letters CRN at the beginning.**

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

**Is it a Centrelink Health Care or Pensioner Concession Card?**

- Medicare cards are not a Health Care card.

**Are you clicking your mouse in the white box?**

- Make sure you are clicking in the white box to enter the Health Care or Pensioner Concession Card number. Some clients, due to their computer monitor colour settings, may not be able to easily identify this.

**Are you entering the number on a DVA Repatriation card?**

- Department of Veteran Affairs (DVA) Repatriation Cards are not eligible under FairPlay. This card provides specific benefits only to the veteran named on the card: it does not provide benefits to dependents. DVA pensioners can apply through the Department of Veteran Affairs for a Pension Concession Card.

## 9. Health Care Card – NO, using referral agent

9.1 Select 'No' if you have been provided with a link by a registered referral agent. You cannot apply unless you **use the link provided** to you.

QGrants
Exit

---

Program Name FairPlay Round 1 July-Sept 19

1 2 3 4 5 6 7 8 9

< Back Next > Draft Save Exit

### Centrelink Health Care Card or Pensioner Concession Card

Do you have a valid Health Care Card or Pensioner Concession Card with the child/young person's **name listed** or does the child/young person have their own Health Care Card? No



**Health Care Card**

QUEENSLAND  
CUSTOMER NAME  
CUSTOMER ADDRESS  
Expires 21 JAN 201X

PARTNER NAME  
ON 111-111-111A

DEPENDENT 1  
DEPENDENT 2  
DEPENDENT 3  
DEPENDENT 4  
DEPENDENT 5  
CARD START 22 JAN 201X

*Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.*



**medicare**

1234 56789 1

1 JOHN A CITIZEN  
2 JANE A CITIZEN  
3 JAMES A CITIZEN  
4 JESSICA A CITIZEN  
VALUE TO 08/2023

< Back Next > Draft Save Exit

#### Help

**Health Care Card/Pensioner Concession Card**

Select 'Yes' if you have a valid Centrelink Health Care Card or Pensioner Concession Card.

If you select yes, a window will pop-up where you can enter your card number in the field provided without spaces or dashes.

Please ensure you read the authorisation statement as you must provide consent to enable the department to verify your details.

Select 'Authorise' to provide your consent.

Select 'Next' to continue.

or

**Referral Agents**

If you would like to refer a child/young person for a voucher, please ensure you have reviewed the referral eligibility requirements [here](#) and complete the relevant form to register as a referral agent.

If a referral agent has provided you with this link to apply for a voucher, please select 'no' and complete the referral agent's details.

If you have not received a link from your referral agent, please contact them directly.

Select 'Next' to continue.

- 9.2 You must provide the details of the referral agent who provided you with the link, completing all fields
- 9.3 Select the position title of your referral agent from the drop down list - If you cannot find their role title in the list, select 'other'.
- 9.4 Click 'Next' to continue

## 10. If you do not have a Health Care Card or Pensioner Concession Card and have not been provided with a link to apply through a registered referral agent

- 10.1 You can return to the form by clicking 'Back', or
- 10.2 Select 'Exit' to leave the application. You will not receive a voucher.

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 **Health Care Card** 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Draft Save Exit

### Centrelink Health Care Card or Pensioner Concession Card

**Do you have a valid Health Care Card or Pensioner Concession Card or does the child/young person have their own Health Care Card or Pensioner Concession Card?**




Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.

#### Help

**Health Care Card/Pensioner Concession Card**

Select 'Yes' if you have a valid Centrelink Health Care Card or Pensioner Concession Card.

If you select yes, a window will pop-up where you can enter your card number in the field provided without spaces or dashes.

Please ensure you read the authorisation statement as you must provide consent to enable the department to verify your details.

Select 'Authorise' to provide your consent.

Select 'Next' to continue.

or

**Referral Agents**

If you would like to refer a child/young person for a voucher, please ensure you have reviewed the referral eligibility requirements [here](#) and complete the relevant form to register as a referral agent.

If a referral agent has provided you with this link to apply for a voucher, please select 'no' and complete the referral agent's details.

If you have not received a link from your referral agent, please contact them directly.

Select 'Next' to continue.

< Back Next > Draft Save Exit

## 11. Enter child/young person's details

- 11.1 Enter the child/young person's name
- 11.2 Select the gender of the child/young person
- 11.3 Select their date of birth - use the calendar icon placed to the right of the cell
- 11.4 Enter the child/young person's current age – only children/young people between the age of 5 and 17 are eligible for the program.
- 11.5 Enter the suburb and state – eligible participants must reside in Queensland
- 11.6 Select 'Yes'/'No' to the question “has your child participated in sport or recreation before?”
- 11.7 Click 'Next' to continue

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 **Child/Young Person** 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Draft Save Exit

### Child/Young Person details

**Please complete this section with the child/young person's details, not your own**

First Name

Middle Name\*  \*if applicable

Surname

Gender

Date of Birth  eg 01.02.2001  Age\*  \*as at the time of application

Town/Suburb

State

Has the child/young person played club sport before?

Is the child/young person an Aboriginal and/or Torres Straight Islander?

Is the child/young person from a non-English speaking background?

Does the child/young person have a disability?

< Back Next > Draft Save Exit

**Help**

**NOTE:** There is a limit of one voucher per child/young person per calendar year. (e.g. if a child received a voucher in Get Started Round 13 in February 2019, they would not be eligible for another voucher in FairPlay until Round 2 2020).

**Child/Young person details**

Enter the child/young person's details in the fields provided.

When entering the child/young person's date of birth, please either select the calendar icon in the field and chose the date, or enter it as dd.mm.yyyy

Enter the child/young person's current age. Only children/young people between the age of 5 – 17 (inclusive) are eligible for the program.

Enter the town/suburb and state. Eligible participants must reside in Queensland.

Use the drop down menus for last four questions.

Select 'Next' to continue.




## 12. Enter child/young person's details - complete the questions

12.1 Answer each question

12.2 Click 'Next' to continue

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Draft Save Exit

### Child/Young Person details

Please complete this section with the child/young person's details, not your own

First Name

Middle Name\*  \*if applicable

Surname

Gender

Date of Birth   Age\*  \*as at the time of application

Town/Suburb

State

Has the child/young person played club sport before?

Is the child/young person an Aboriginal and/or Torres Strait Islander?

Is the child/young person from a non-English speaking background?

Does the child/young person have a disability?

< Back Next > Draft Save Exit

#### Help

NOTE: There is a limit of one voucher per child/young person per calendar year. (e.g. if a child received a voucher in Get Started Round 13 in February 2019, they would not be eligible for another voucher in FairPlay until Round 2 2020).

#### Child/Young person details

Enter the child/young person's details in the fields provided.

When entering the child/young person's date of birth, please either select the calendar icon in the field and chose the date, or enter it as dd.mm.yyyy

Enter the child/young person's current age. Only children/young people between the age of 5 – 17 (inclusive) are eligible for the program.

Enter the town/suburb and state. Eligible participants must reside in Queensland.

Use the drop down menus for last four questions. Select 'Next' to continue.

QGrants Queensland Government

< Back Next > Draft Save Exit

### User Errors

#### Are you clicking your mouse in the white box or right next to the text?

- Check you are entering the details in the white box provided. Some clients, due to their computer monitor colour settings, may not be able to identify this and will try clicking right next to 'first name' or 'date of birth' in the grey space and will be unable to entering any text.

#### Are you using the calendar to enter the date of birth?

- Use the calendar  at the right hand side to select the date of birth to ensure the date of birth is in the correct format. If you experience difficulties you may enter the date of birth in the format DD.MM.YYYY

## User Errors

### My child wants to become a member of another activity provider, do I need to let the department know?

- FairPlay vouchers can be redeemed at any FairPlay registered activity provider. If the parent/guardian has presented the voucher to an activity provider and the child changes their mind, they will need to speak to the activity provider directly.
  - If the voucher has not been claimed by the activity provider, they can ask the activity provider to destroy the voucher and the parent/guardian can print off another copy of the voucher to present to another FairPlay registered activity provider.
  - If the activity provider has already claimed the voucher, the activity provider may be willing to transfer the funds to another FairPlay registered activity provider less any costs incurred e.g. insurance, administration.
- Department of Housing & Public Works (Sport & Recreation) is only responsible for the issuing

## 13. Questionnaire

13.1 Please select the required responses relating to the child/young person

13.2 **Question A** – Please indicate if the child/young person participated in any physical activities.

13.3 **Question B** – Please indicate if there were any barriers to the child/young person participating in any physical activity

13.4 **Question C** – Please indicate if there were any barriers to the parent/carer that prevented the child/young person participating in any physical activity.\*Note\* If you select 'Other', please specify in the field provided

13.5 Click 'Next' to continue

Program Name: FairPlay Round 1 July-Sept 19 Exit

1 2 3 4 5 6 7 8 9

Account Details Address Contact Details Account Summary Health Care Card Child/Young Person Questionnaire Declaration Summary

< Back Next > Draft Save Exit

### Child/Young Person Participation Information

**Question A.**  
During the past 12 months, did the child/young person participate in any physical activities for sport, exercise or recreation outside of school hours?

**Question B.**  
Were there any main barriers to the child/young person participating in more physical activity (than indicated above) over the past 12 months? (select all that apply)

- Motivation factors (e.g. not interested, lazy, tired, time pressures)
- Psychological factors (e.g. fear, body image)
- Enough activity at school
- Activity related (e.g. not good enough, don't know the rules, nobody to participate with, too competitive)
- Disability/illness/injury
- Not applicable
- Other – please specify

Please specify here:

**Question C.**  
Were there any barriers for you/your spouse as parents/carers to enable the child/young person participating in more physical activity over the past 12 months? (select all that apply)

- Time and priority factors
- Caring for kids/or others
- Transport factors
- Money factors
- Accessibility factors
- Safety related
- Disability/illness/injury
- Other – please specify

Please specify here:

< Back Next > Draft Save Exit

### Help

**Questionnaire**  
Please select the required responses relating to the child/young person.

**Question A**  
Please indicate if the child/young person participated in any activities for sport, exercise or recreation outside of school hours.

**Question B**  
Please indicate if there were any barriers to the child/young person participating in any physical activity over the last 12 months.

- Note: if you select 'Other', please specify in the field provided.

**Question C**  
Please indicate if there were any barriers to for the parent/carer that prevented the child/young person participating in physical activity over the last 12 months.

- Note: if you select 'Other', please specify in the field provided.

Select 'Next' to continue.

## 14. Declaration

- 14.1 You must view the 'Terms and Conditions' by clicking on the link before proceeding
- 14.2 Checking the box indicates you have read the guidelines and the information supplied in this application is true and correct
- 14.3 Click 'Next' to continue

Program Name: FairPlay Round 1 July-Sept 19

Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

Back Next Draft Save Exit

### Declaration

[Click to read terms and conditions](#)  
 I have read the guidelines relating to grant funding. The information supplied in this submission is, to my knowledge, true and correct.

### Help

#### Declaration

You must view the Terms and Conditions by clicking on the link before proceeding. The Terms and Conditions will open in another window.

If you are unable to view the Terms and Conditions, the pop-up blocker on the web browser may be turned on. If you are using a desktop browser, you may right click the information bar and select 'download' or copy and paste the link into the new web browser to view the Terms and Conditions.

Selecting the box indicates you have read the guidelines and that the information supplied in this application is true and correct.

Select 'Next' to continue.

Back Next Draft Save Exit

QGrants Queensland Government

## 15. Check the application summary

- 15.1 Check your details are correct – the 'beneficiary' will list the parent/guardian details
- 15.2 Click 'Submit' to proceed

Document No. 2000145613  
 Program Name: FairPlay Round 1 July-Sept 19  
 Voucher No. R7HNPWV8

Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

Back Exit

### Summary

Department of Housing and Public Works  
 FairPlay Round 1 July-Sept 19  
 Accounts involved with this submission

|             |                            |                      |                                  |
|-------------|----------------------------|----------------------|----------------------------------|
| Beneficiary | John Doe / BARDON QLD 4065 | John.Doe@hotmail.com | 28 Rosewood St / BARDON QLD 4065 |
|-------------|----------------------------|----------------------|----------------------------------|

#### Submission Details

|                              |            |
|------------------------------|------------|
| First Name                   | Harry      |
| Middle Name (if applicable)  | Judd       |
| Surname                      | King       |
| Date of Birth                | 28.09.2008 |
| Age (at time of application) | 10         |
| Town/Suburb                  | Bardon     |
| State                        | Queensland |

Back Exit

### Help

#### Summary

Check that your details are correct.

The 'Beneficiary' will list the parent/guardian details.

Select 'Submit' to proceed.

If you are eligible you will receive a voucher. A printed copy of the voucher must be presented at the club the child/young person wishes to join.

You can save a copy of the voucher on your computer to print at a later date. Alternatively, you can login to the QGrants home page using your email and password.

Select 'Exit' to return to the home screen.

QGrants

## 16. Voucher notification

- 16.1 If you are successful in obtaining a voucher, an image of the voucher will immediately appear on your screen that you can 'save' or download – a pdf file of the voucher will also be sent to the email address you registered with and a copy will be stored in your QGrants account
- 16.2 A printed copy of the voucher must be presented at the activity provider the child/young person wishes to join prior to the voucher expiry date
- 16.3 Click on 'Exit' to leave QGrants

OSRQLDSRS\_FP\_PAR\_VOUCHER.pdf 1 / 1

Thank you for your Application to the grant program FairPlay Round 1 July-Sept 19 Exit

### FairPlay vouchers

**Congratulations on your successful voucher application**  
(Please provide to a registered Activity Provider by the expiry date)

**Voucher Number:** NSAS400

|                             |            |
|-----------------------------|------------|
| <b>Date of issue:</b>       | 01/11/2019 |
| <b>Voucher expiry date:</b> | 12/09/2019 |

| Parent/Carer/Guardian/Referral Agent details |                      |
|--|----------------------|
| <b>Name:</b>                                 | John Doe             |
| <b>Email address:</b>                        | John.Doe@hotmail.com |

| Child/Young Person details |            |
|----------------------------|------------|
| <b>Name:</b>               | Harry Doe  |
| <b>Date of birth:</b>      | 01/10/2009 |
| <b>Age:</b>                | 10         |

**Terms and conditions**

- Redeemable up to the value of \$150 for membership/registration and participation fees only and is not redeemable
- This voucher can only be used once and only for the child/young person set out above
- A maximum of one (1) voucher per eligible child or young person per calendar year.
- The Activity Provider must retain this voucher as part of the redemption process.
- The Department of Housing and Public Works manages personal information in accordance with the Information Privacy Act 2009 (Qld). Further information on our privacy practices is available at: <https://www.qld.gov.au/about-us/Pages/privacy>
- Full terms & conditions of the FairPlay Vouchers program are available at: <https://dhl.gov.au/recreation/sports/funding/fairplay/terms>

**Endorsement**

By presenting this voucher to an Activity Provider, the parent/carer/guardian agrees to abide by the terms and conditions of use for the voucher (as set out above) and the department's use and disclosure of personal information collected during the application process and as part of the child's participation in the FairPlay Vouchers program as set out at: <https://dhl.gov.au/recreation/sports/funding/fairplay/terms>

Application number is 2000145640  
Please save a copy of the form for your own records.

**NOTE: It may take up to a minute for the form to appear.**

You can also download a copy by clicking [here](#),  
or view/download a copy from the QGrants portal under 'My Applications' - for Application PDFs or, 'My Agreements', under the claim link for Claim PDFs.

A copy has been emailed to you.

## **Possible Technical Issues**

### **Voucher is not being displayed**

- Adobe Reader version 9 or higher is required by QGrants 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 loading please check that you have Acrobat JavaScript enabled:
  - Open Adobe Reader from the desktop or start-bar menu
  - Click Edit and select Preferences from the menu
  - Select JavaScript from the Categories and tick the checkbox to Enable Acrobat JavaScript
  - Click OK to close the Preferences window
  - Close Adobe Reader by clicking File and selecting Exit from the menu
  - Re-open the web browser and continue using QGrants.
- You should also ensure that Adobe Reader is set to display PDFs in a web browser:
  - Open Adobe Reader from your desktop or start-bar menu
  - Click Edit and select Preferences from the menu
  - Select Internet from the Categories and tick the checkbox to Display PDF in browser
  - Click 'OK' to close the Preferences window
  - Close Adobe Reader by clicking File and selecting Exit from the menu
  - Re-open the web browser and continue using QGrants.

### **Kapersky Anti-virus software**

- If you use Kapersky anti-virus software, a blank page will be displayed when you attempt to open the pdf. Disabling the anti-virus software in this case will not rectify the issue. Download a different browser e.g. if you are using internet explorer, download Google Chrome. You should then log into your QGrants account using the new browser. You can download an alternative browser for free:  
[https://www.google.com/intl/en\\_uk/chrome/browser/](https://www.google.com/intl/en_uk/chrome/browser/)  
<http://windows.microsoft.com/en-au/internet-explorer/download-ie>

### **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).

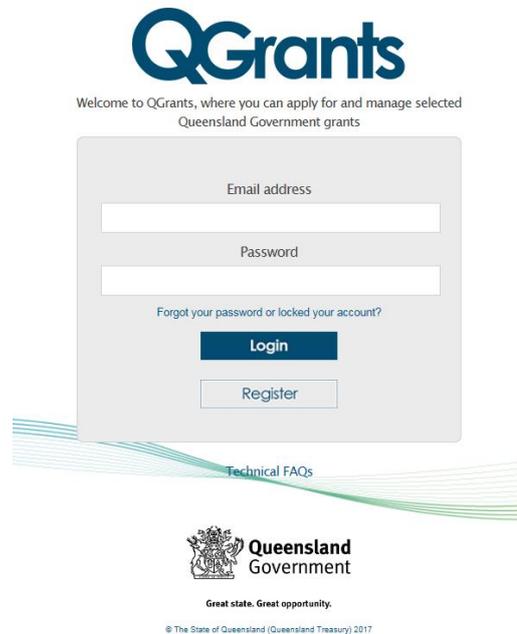
### **Clients experiencing technical issues during the voucher application process**

- If you are experiencing a technical issue during the application process, you should close all windows, "Log Out" and "Exit" out of your QGrants account. If you only "Log Out" it may take you back to where the technical error occurred.

[\*\*BACK\*\*](#)

## For parents/guardians **WITH** a QGrants account

1. Go to <https://www.qld.gov.au/recreation/sports/funding/fairplay/apply> and check if your child is eligible
2. If eligible while a round is open, [login](#) to QGrants with your email and password.
3. Enter email and password and 'login'



The image shows a screenshot of the QGrants login page. At the top, the 'QGrants' logo is displayed in a large, blue, sans-serif font. Below the logo, a welcome message reads: 'Welcome to QGrants, where you can apply for and manage selected Queensland Government grants'. The main content is a light gray rectangular box containing a login form. The form has two input fields: 'Email address' and 'Password'. Below these fields is a link that says 'Forgot your password or locked your account?'. There are two buttons: a dark blue 'Login' button and a light gray 'Register' button. Below the login form, there is a link for 'Technical FAQs' with a decorative graphic of green and blue lines. At the bottom of the page, the Queensland Government logo is shown, followed by the text 'Queensland Government' and the slogan 'Great state. Great opportunity.'. A small copyright notice at the very bottom reads '© The State of Queensland (Queensland Treasury) 2017'.

## **User Errors**

### **Have you entered your email address correctly?**

- Check you have entered your email address correctly. If the email address used to register with was incorrect, you will not receive a validation email and will be unable to login into your QGrants account. You will need to create a new QGrants account using the correct email address.

### **Are you entering a password with the required number of characters and numbers?**

- Ensure you entered a password which is at least eight characters long and a combination of numbers and letters.

### **Have you activated your account by clicking on the validation link?**

- You will be unable to log into your QGrants account if you attempt to login prior to receiving the validation email and activating your account.
- You should receive a validation email within 15 minutes of registering your account. If there is a high number of system users at that time there may be a delay in receiving the email due to the number of email servers it has to pass through (please note SRS has no control over this). If you have not received the validation email, you should check their junk mail.

### **Are you clicking on the most current validation link sent?**

- Each time you choose a new password, including when you register for the first time, a validation link will be sent to the registered email address. If the validation link is delayed and you completes this part of the process again, make sure you are clicking on the correct validation link.
- Validation links are only valid for 24 hours. If you register one day and then try to activate your account the next day, the validation link will not work. Please delete any previous validation links and go through the 'reset password' process under Quick links:

<https://qgrants.osr.qld.gov.au/portal>.

## Possible Technical Issues

### What kind of browser are you using?

- If you have an issue where the QGrants site is not being displayed, first check if you are using a browser from the following list:
  - Google Chrome (Windows, Android and Mac OS X)
  - Mozilla Firefox (Windows and Apple OS X)
  - Microsoft Internet Explorer 8, 9, 10, 11 (Windows)
  - Safari 7.0.4 (Apple iOS 7.1.1)
- QGrants may work on Linux or Ubuntu operating systems but this has not been tested and is not supported.

### Have you checked your junk mail for the validation email?

- You should check that do\_not\_reply@osr.qld.gov.au is part of your *whitelist* (not considered spam). Follow the instructions located at <http://sci.scientific-direct.net/wl.html>.

### I am unable to view the QGrants website? – compatibility view and rendering errors

- If there is a compatibility view error, try the following steps:
  - Select 'Tools' in the top right hand corner of the browser (or if this does not appear, right click mouse in the grey space and tick 'Command bar')
  - Select 'Compatibility View Settings'
  - In the box under 'Add this website' type 'qld.gov.au' and click 'Add'
  - Click 'close'
- A rendering error message is an error with internet explorer, in this instance, download Google Chrome at <https://www.google.com/intl/en/chrome/> and use this browser to log into the QGrants account.

### Are you using an Education Queensland email address?

- The Education Queensland email filter is not releasing the validation email. Please use another email address.

## 1. Account page

### 1.1. Your account page will appear after you login

QGrants  
Welcome, Garry Sparty (sportsuser@email.com) Logout

Accounts Applications Agreements Claims and Reports

#### My Accounts

New Account Refresh Link to existing Organisation Change login ID and Email

| Account ID | Details                               | Person Responsible | Relationship |
|------------|---------------------------------------|--------------------|--------------|
| 1010770268 | Garry Sparty / BRISBANE CITY QLD 4000 |                    | You          |

#### Help

- Accounts refer to people and organisations involved in grant applications.
- When you register for QGrants, an account is automatically created for you.
- On the Accounts tab you can create, edit and view details of your account and accounts you are linked to (e.g. you can create an account for your organisation/club/company and add additional contact people).

#### New Accounts

After you have completed setting up your own account, you can set up additional accounts.

To create an **organisation** account, click on the **New Account** tab and select 'organisation'.

- You will automatically be assigned as the 'Person Responsible' for the account (you do not need to specify anything in the 'relationship' tab).
- Only one organisation account can be registered per ABN.

To create a **person** account, click on the **New Account** tab and select 'person'.

- You can assign the person account to an organisation account as a contact person in the 'relationship' tab and also specify the role of the contact person.

#### Relationships between Accounts

- between **organisation and organisation** can be 'sponsor of' or 'sponsored by'
- between **person and organisation** can be 'is contact person' or 'has contact person'

#### Link to existing Organisation

You can request to be linked to an existing organisation account in the QGrants system as a contact person.

To do this:

- select the **Link to existing Organisation**
- enter either the ABN of the organisation or the QGrants account number if known.
- an email will then be sent to the person responsible of the organisation account for approval.

QGrants Great state. Great opportunity. Queensland Government

## 2. Applying for a voucher

2.1. To apply for a voucher click on the 'Applications' tab

2.2. Then select 'New Application'



Welcome, John Doe (john.doe@hotmail.com)

Logout

Accounts **Applications** Agreements ★ Claims and Reports Payments

- To create a new grant application click on 'New Application' button.
- To redeem a voucher for your organisation click on the 'Redeem Voucher' button.
- To view the details of an application click on the application number

### My Applications

New Application Redeem Voucher Refresh

| Status     | Application ... | Grant Program                            | Grant Amo... | Applicant                       | Beneficiary | Voucher No. | Submitted  | view | save |
|------------|-----------------|--|--------------|---------------------------------|-------------|-------------|------------|------|------|
| Draft      | 2000145557      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | PINE RIVERS TRI SPORTS CLUB INC | John Doe    |             | 07.05.2019 | view | save |
| Draft      | 2000145551      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | Riverside Rugby Union Club      | John Doe    |             | 07.02.2019 | view | save |
| Draft      | 2000055570      | Get Started - Round 9 January - May 17   | 0.00         |                                 | John Doe    |             |            | view | save |
| Submitted  | 2000055673      | Get Started Round 10 July - Nov 2017     | 150.00       | Sport 123 Inc                   | John Doe    |             | 23.06.2017 | view | save |
| Submitted  | 2000010317      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010314      | Get Started Round 5 - January-May 2015   | 33.00        | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010311      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 22.04.2015 | view | save |
| Submitted  | 2000010100      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 11.02.2014 | view | save |
| Submitted  | 2000010087      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 06.02.2014 | view | save |
| Submitted  | 2000010085      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000010084      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000009951      | Get Started R1 - Jan-May 2013            | 150.00       | North Lakes Soccer Club         | John Doe    |             | 14.06.2013 | view | save |
| In Process | 2000145613      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | R7HNPVW8    | 23.09.2019 | view | save |
| In Process | 2000145612      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | PB3RA4QE    | 27.08.2019 | view | save |
| In Process | 2000145611      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | GDRN2Y9Z    | 26.08.2019 | view | save |



Queensland Government

## 3. Applications – choose the grant program

3.1. Select the grant program

3.2. Click 'OK' to continue

Accounts **Applications** Agreements ★ Claims and Reports Payments

- To create a new grant application click on 'New Application' button.
- To redeem a voucher for your organisation click on the 'Redeem Voucher' button.
- To view the details of an application click on the application number

### My Applications

New Application Redeem Voucher Refresh

#### Choose the grant program

| Grant Program                          | Agency                                   | Closes     |
|--|--|------------|
| SEQ Back to Work Employer Support      | Employment, Small Business and Training  | 22.09.2020 |
| REGIONAL Back to Work Employer Support | Employment, Small Business and Training  | 22.09.2020 |
| FairPlay Round 1 July-Sept 19          | Department of Housing and Public Works   | 31.12.2019 |
| FairPlay Activity Provider Eligibility | Department of Housing and Public Works   | 31.12.2019 |
| Kindergarten Inclusion Support Scheme  | Early Childhood and Community Engagement | 31.12.2019 |
| SR Get in the Game                     | Department of Housing and Public Works   | 31.12.2019 |
| Pre Prep Kindergarten                  | Early Childhood and Community Engagement | 31.12.2019 |
| EYS Family Support                     | Early Childhood and Community Engagement | 31.12.2019 |
| EYS Child Activities and Groups        | Early Childhood and Community Engagement | 31.12.2019 |
| EYS Early Childhood Education          | Early Childhood and Community Engagement | 31.12.2019 |

OK Cancel

| Status     | Application ... | Grant Program                            | Grant Amo... | Applicant                       | Beneficiary | Voucher No. | Submitted  | view | save |
|------------|-----------------|--|--------------|---------------------------------|-------------|-------------|------------|------|------|
| Draft      | 2000145557      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | PINE RIVERS TRI SPORTS CLUB INC | John Doe    |             | 07.05.2019 | view | save |
| Draft      | 2000145551      | Get Started Vouchers Round 13 Feb-May 19 | 150.00       | Riverside Rugby Union Club      | John Doe    |             | 07.02.2019 | view | save |
| Draft      | 2000055570      | Get Started - Round 9 January - May 17   | 0.00         |                                 | John Doe    |             |            | view | save |
| Submitted  | 2000055673      | Get Started Round 10 July - Nov 2017     | 150.00       | Sport 123 Inc                   | John Doe    |             | 23.06.2017 | view | save |
| Submitted  | 2000010317      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010314      | Get Started Round 5 - January-May 2015   | 33.00        | Deception Bay AFL               | John Doe    |             | 23.04.2015 | view | save |
| Submitted  | 2000010311      | Get Started Round 5 - January-May 2015   | 150.00       | Deception Bay AFL               | John Doe    |             | 22.04.2015 | view | save |
| Submitted  | 2000010100      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 11.02.2014 | view | save |
| Submitted  | 2000010087      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 06.02.2014 | view | save |
| Submitted  | 2000010085      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000010084      | Get Started - Round 3 - Feb-May 2014     | 150.00       |                                 | John Doe    |             | 05.02.2014 | view | save |
| Submitted  | 2000009951      | Get Started R1 - Jan-May 2013            | 150.00       | North Lakes Soccer Club         | John Doe    |             | 14.06.2013 | view | save |
| In Process | 2000145613      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | R7HNPVW8    | 23.09.2019 | view | save |
| In Process | 2000145612      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | PB3RA4QE    | 27.08.2019 | view | save |
| In Process | 2000145611      | FairPlay Round 1 July-Sept 19            | 150.00       |                                 | John Doe    | GDRN2Y9Z    | 26.08.2019 | view | save |



Queensland Government

## 4. Privacy and use of information

- 4.1. Read the 'Privacy and use of information'
- 4.2. Click 'Next' to continue

The screenshot shows the QGrants application interface. At the top, the program name is 'FairPlay Round 1 July-Sept 19'. A progress bar indicates the current step is 1, 'Account Details'. A modal dialog box titled 'Please note!' is open, displaying the following text:

**Privacy and use of information**

The Department of Housing and Public Works (department) manages personal information in accordance with the Information Privacy Act 2009 (Iid).

The department is collecting personal information 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 (for example, the parent, carer or guardian's name, contact details and signature, the child's name, age and date of birth) will be printed on the voucher (if issued).

Personal information collected may be:

1. 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
2. used by the department for monitoring and evaluating the department's programs (including the Program) and resources and/or
3. disclosed to the department's contractor/s engaged for the purpose of monitoring and/or evaluating the Program.

When requested some personal information will be collated in a statistical format (in a deidentified and aggregate format) and may be given to local government authorities or local Members of Parliament.

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 [hpw.qld.gov.au/aboutus/Pages/privacy.aspx](http://hpw.qld.gov.au/aboutus/Pages/privacy.aspx).

The dialog box has an 'OK' button at the bottom right. In the background, the 'Name Details' form is visible with fields for Title (Mr), First Name (John), and Last Name (Doe). There are 'Back', 'Next', and 'Exit' buttons. A 'Help' section on the right contains 'Account details' instructions.

## 5. Account details

- 5.1. The details on this screen will be pre-populated with your name
- 5.2. Check your details are correct
- 5.3. Click 'Next' to continue

The screenshot shows the QGrants application interface. At the top, the program name is 'FairPlay Round 1 July-Sept 19'. The progress bar indicates the current step is 1, 'Account Details'. The 'Name Details' form is pre-populated with the following information:

Title: Mr  
First Name: John  
Last Name: Doe

There are 'Back', 'Next', and 'Exit' buttons. A 'Help' section on the right contains 'Account details' instructions:

- Enter your personal details in the fields provided.
- Check your details are correct.
- Press 'next' to continue.

The QGrants logo and Queensland Government logo are visible at the bottom.

## User Errors

The account needs to be in the name of the parent/guardian so they can accept the terms and conditions.

- The parent/carer/guardian should ensure they enter their name in this stage of the process. It is the account holder who must be over the age of 18 and agree to the terms and conditions. Parents/carers/guardians who incorrectly enter the child or young person's name in this stage of the process can select the "Accounts" tab when you next log into your account and edit the Account details.

## 6. Address details

- 6.1. The details on this screen will be pre-populated with your address
- 6.2. Check your details are correct
- 6.3. Click 'Next' to continue

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Exit

### Street Address

\* Address 1: 20 Rosewood St  
Address 2:  
\* Town/Suburb: BARDON Postcode: 4065 \* State: QLD

### Help

#### Address details

- Enter your residential address details including house number, street name, town/suburb and postcode. Fields with an \* need to be completed.
- If an incorrect or incomplete address is entered a list of possible addresses will appear. Select your suburb, street and house number.
- Check that your details are correct.
- Press 'next' to continue.

< Back Next > Exit

QGrants Queensland Government

## 7. Contact details

- 7.1. The details on this screen will be pre-populated with your contact details
- 7.2. Check your details are correct
- 7.3. Click 'Next' to continue

QGrants

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 **Contact Details** 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Exit

### Contact Details

Telephone Number:

Mobile Phone Number:

Fax:

Email:  

Website:

< Back Next > Exit

**Help**

**Contact details**

- Please provide at least one contact phone number and your email address.
- Check your details are correct.
- Press 'next' to continue.

QGrants 

## 8. Check account summary details

- 8.1. This is a summary screen of your details
- 8.2. Please check your details are correct before proceeding
- 8.3. If any details are incorrect click 'back' to amend as necessary
- 8.4. Click 'Next' to continue

QGrants

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 **Account Summary** 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Exit

### Account Details

Account Number:

Name:

Address:

< Back Next > Exit

**Help**

**Account details**

- This is a summary screen of your details.
- Please check your details are correct before proceeding.
- If any details are incorrect then press 'back' to amend as necessary.
- Press 'next' to continue.

QGrants 

## 9. Health Care Card – YES

9.1. Select 'Yes' if you have a valid Centrelink Health Care Card or Pensioner Concession Card.

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Program Name FairPlay Round 1 July-Sept 19

Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Draft Save Exit

### Centrelink Health Care Card or Pensioner Concession Card

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



Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.

### Authority to access Health Care Card/Pensioner Concession Card information

CRN: Authorised on:

< Back Next > Draft Save Exit

### Help

#### Health Care Card/Pensioner Concession Card

Select 'Yes' if you have a valid Centrelink Health Care Card or Pensioner Concession Card.

If you select yes, a window will pop-up where you can enter your card number in the field provided without spaces or dashes.

Please ensure you read the authorisation statement as you must provide consent to enable the department to verify your details.

Select 'Authorise' to provide your consent.

Select 'Next' to continue.

or

#### Referral Agents

If you would like to refer a child/young person for a voucher, please ensure you have reviewed the referral eligibility requirements here and complete the relevant form to register as a referral agent.

If a referral agent has provided you with this link to apply for a voucher, please select 'no' and complete the referral agent's details.

If you have not received a link from your referral agent, please contact them directly.

Select 'Next' to continue.

9.2. Enter the card number in the space provided.

9.3. Read the authorisation statement - You must provide consent to enable the department to verify your details – Click 'Authorise' to give consent

9.4. Click 'Next' to continue

QGrants

Program Name FairPlay Round 1 July-Sept 19

Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Draft Save Exit

### Centrelink Health Care Card or Pensioner Concession Card

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



Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.

### Authority to access Health Care Card/Pensioner Concession Card Information

NOTE: Medicare card numbers and Customer Reference Numbers for Centrelink payments (including Family Benefit Part A or B) are not valid. Only valid Centrelink Health Care Cards or Centrelink Pensioner Concession Cards are accepted. Audits of cardholders will be undertaken by the department to verify validity.

This consent will be used for the sole purpose of authorising Centrelink to provide information to the Queensland Government to assess your eligibility in relation to concessions or services provided by the Queensland Government.

Enter your Health Care Card/Pensioner Concession Card CRN

I authorise:

- the Queensland Government to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink customer details and concession card status to enable the business to determine if I qualify for a concession, rebate or service.
- the Australian Government, Department of Human Services (the department) to provide the results of that enquiry to the Queensland Government.

I understand that:

- the department will disclose personal information to the Queensland Government including my name, address, payment and concession card type and status to confirm my eligibility for FairPlay Vouchers.
- this consent, once signed, remains valid while I am a Customer of the Queensland Government in receipt of a FairPlay Voucher for a child or young person I am the legal guardian for unless I withdraw it by contacting the Queensland Government or the department.
- I can get proof of my circumstances/details from the department and provide it to the Queensland Government so that my eligibility for a FairPlay 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 a FairPlay Voucher provided by the Queensland Government.

CRN: Authorised on:

< Back Next > Draft Save Exit

## User Errors

**What format are you entering your number? Do not include any dashes, spaces or the letters CRN at the beginning.**

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

**Is it a Centrelink Health Care or Pensioner Concession Card?**

- Medicare cards are not a Health Care card.

**Are you clicking your mouse in the white box?**

- Make sure you are clicking in the white box to enter their Health Care or Pensioner Concession Card number. Some clients, due to their computer monitor colour settings, may not be able to easily identify this.

**Are you entering the number on a DVA Repatriation card?**

- Department of Veteran Affairs (DVA) Repatriation Cards are not eligible under FairPlay. This card provides specific benefits only to the veteran named on the card: it does not provide benefits to dependents. DVA pensioners can apply through the Department of Veteran Affairs for a Pension Concession Card.

## 10. Health Care Card – NO, using referral agent

10.1. Select 'No' if you have been provided with a link by a registered referral agent. You cannot apply unless you **use the link provided** to you.

Program Name FairPlay Round 1 July-Sept 19 Exit

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 **Health Care Card** 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

< Back Next > Draft Save Exit

### Centrelink Health Care Card or Pensioner Concession Card

Do you have a valid Health Care Card or Pensioner Concession Card with the child/young person's **name listed** or does the child/young person have their own Health Care Card? No



QUEENSLAND Health Care Card

Expires 31 JAN 201X



QUEENSLAND Pensioner Concession Card

Expires 31 AUG 201X



1234 56789 I

1 JOHN A CITIZEN  
2 JANE A CITIZEN  
3 JAMES A CITIZEN  
4 JESSICA A CITIZEN

VALID TO 08/05/20

Use of the Medicare card image is for demonstrative purposes only and is not an endorsement from the Commonwealth.

< Back Next > Draft Save Exit

### Help

#### Health Care Card/Pensioner Concession Card

Select 'Yes' if you have a valid Centrelink Health Care Card or Pensioner Concession Card.

If you select yes, a window will pop-up where you can enter your card number in the field provided **without spaces or dashes**.

Please ensure you read the authorisation statement as you must provide consent to enable the department to verify your details.

Select 'Authorise' to provide your consent.

Select 'Next' to continue.

or

#### Referral Agents

If you would like to refer a child/young person for a voucher, please ensure you have reviewed the referral eligibility requirements [here](#) and complete the relevant form to register as a referral agent.

If a referral agent has provided you with this link to apply for a voucher, please select 'no' and complete the referral agent's details.

If you have not received a link from your referral agent, please contact them directly.

Select 'Next' to continue.

10.2. You must provide the details for referral agent who provided you with the link, completing all fields

10.3. Select the position title of your referral agent from the drop down list.

- 10.4. If you cannot find their role title in the list, select 'other'.
- 10.5. Click 'Next' to continue

**11. If you do not have a Health Care Card or Pensioner Concession Card and have not been provided with a link to apply through a registered referral agent**

- 11.1. You can return to the form by clicking 'Back', or
- 11.2. Select 'Exit' to leave the application. You will not receive a voucher.

The screenshot shows the 'Health Care Card' step of the application process. A pop-up window titled 'Exit Application?' is open, asking the user if they have a valid Health Care Card or Pensioner Concession Card. The pop-up text reads: 'If you do not hold a valid Health Care Card/Pensioner Concession Card with the child/young person's name listed, you are not eligible for a voucher. Press 'Back' to return to your application or 'Exit' to leave the application.' The background shows a progress bar with steps 1-9, and a 'Help' section on the right with instructions for cardholders and referral agents.

**12. Enter child/young person's details**

- 12.1. Enter the child/young person's name
- 12.2. Select the gender of the child/young person from the drop down box
- 12.3. Use the calendar icon which appears right of the "Date of Birth" cell when selected to choose their date of birth
- 12.4. Enter the child/young person's current age – only children/young people between the age of 5 and 17 are eligible for the program
- 12.5. Enter the town or suburb where the young person/child resides
- 12.6. Select the state from the drop down box – eligible participants must reside in Queensland
- 12.7. Answer the question "Has your child played activity provider sport before?" by selecting "Yes" or "No" from the drop down box
- 12.8. Click 'Next' to continue



< Back Next > Draft Save Exit

Child/Young Person details

Help

Please complete this section with the child/young person's details, not your own

First Name

Middle Name\*  \*if applicable

Surname

Gender

Date of Birth   Age\*  \*as at the time of application

Town/Suburb

State

Has the child/young person played club sport before?

Is the child/young person an Aboriginal and/or Torres Straight Islander?

Is the child/young person from a non-English speaking background?

Does the child/young person have a disability?

< Back Next > Draft Save Exit

NOTE: There is a limit of one voucher per child/young person per calendar year. (e.g. if a child received a voucher in Get Started Round 13 in February 2019, they would not be eligible for another voucher in FairPlay until Round 2 2020).

Child/Young person details

Enter the child/young person's details in the fields provided.

When entering the child/young person's date of birth, please either select the calendar icon in the field and chose the date, or enter it as dd.mm.yyyy

Enter the child/young person's current age. Only children/young people between the age of 5 – 17 (inclusive) are eligible for the program.

Enter the town/suburb and state. Eligible participants must reside in Queensland.

Use the drop down menus for last four questions.

Select 'Next' to continue.

User Errors

Are you clicking your mouse in the white box or right next to the text?

- Ensure you are entering the details in the white box provided. Some clients, due to their computer monitor colour settings, may not be able to identify this and will try clicking right next to 'first name' or 'date of birth' in the grey space and will be unable to enter any text.

Are you using the calendar to enter the date of birth?

- Use the calendar  at the right hand side to select the date of birth to ensure the date of birth is in the correct format.

13. Enter child/young person's details - complete the questions

- 13.1. Answer each question
- 13.2. Click 'Next' to continue



< Back Next > Draft Save Exit

Child/Young Person details

Help

Please complete this section with the child/young person's details, not your own

First Name

Middle Name\*  \*if applicable

Surname

Gender

Date of Birth   Age\*  \*as at the time of application

Town/Suburb

State

Has the child/young person played club sport before?

Is the child/young person an Aboriginal and/or Torres Straight Islander?

Is the child/young person from a non-English speaking background?

Does the child/young person have a disability?

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NOTE: There is a limit of one voucher per child/young person per calendar year. (e.g. if a child received a voucher in Get Started Round 13 in February 2019, they would not be eligible for another voucher in FairPlay until Round 2 2020).

Child/Young person details

Enter the child/young person's details in the fields provided.

When entering the child/young person's date of birth, please either select the calendar icon in the field and chose the date, or enter it as dd.mm.yyyy

Enter the child/young person's current age. Only children/young people between the age of 5 – 17 (inclusive) are eligible for the program.

Enter the town/suburb and state. Eligible participants must reside in Queensland.

Use the drop down menus for last four questions.

Select 'Next' to continue.

< Back Next > Draft Save Exit

## User Errors

### My child wants to become a member of another activity provider, do I need to let the department know?

- FairPlay Vouchers can be redeemed at any FairPlay registered activity provider. If the parent/guardian has presented the voucher to an activity provider and the child changes their mind, they will need to speak to the activity provider directly.
  - If the voucher has not been claimed by the activity provider, they can ask the activity provider to destroy the voucher and the parent/guardian can print off another copy of the voucher to present to another FairPlay registered activity provider
  - If the activity provider has already claimed the voucher, the activity provider may be willing to transfer the funds to another FairPlay registered activity provider less any costs incurred e.g. insurance, administration.
- Please be advised that Sport and Recreation is only responsible for the issuing and reimbursement of vouchers.

## 14. Questionnaire

- 14.1. Please select the required responses relating to the child/young person
- 14.2. Question A – Please indicate if the child/young person participated in any physical activities.
- 14.3. Question B – Please indicate if there were any barriers to the child/young person participating in any physical activity
- 14.4. Question C – Please indicate if there were any barriers to the parent/carer that prevented the child/young person participating in any physical activity.\*Note\* If you select 'Other', please specify in the field provided
- 14.5. Click 'Next' to continue

Program Name FairPlay Round 1 July-Sept 19 Exit

1 2 3 4 5 6 7 8 9  
Account Details Address Contact Details Account Summary Health Care Card Child/Young Person Questionnaire Declaration Summary

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### Child/Young Person Participation Information

**Question A.**  
During the past 12 months, did the child/young person participate in any physical activities for sport, exercise or recreation outside of school hours?

**Question B.**  
Were there any main barriers to the child/young person participating in more physical activity (than indicated above) over the past 12 months? (select all that apply)

- Motivation factors (e.g. not interested, lazy, tired, time pressures)
- Psychological factors (e.g. fear, body image)
- Enough activity at school
- Activity related (e.g. not good enough, don't know the rules, nobody to participate with, too competitive)
- Disability/illness/injury
- Not applicable
- Other – please specify

Please specify here:

**Question C.**  
Were there any barriers for you/your spouse as parents/carers to enable the child/young person participating in more physical activity over the past 12 months? (select all that apply)

- Time and priority factors
- Caring for kids/other others
- Transport factors
- Money factors
- Accessibility factors
- Safety related
- Disability/illness/injury
- Other – please specify

Please specify here:

### Help

**Questionnaire**  
Please select the required responses relating to the child/young person.

**Question A**  
Please indicate if the child/young person participated in any activities for sport, exercise or recreation outside of school hours.

**Question B**  
Please indicate if there were any barriers to the child/young person participating in any physical activity over the last 12 months.

- Note: if you select 'Other', please specify in the field provided.

**Question C**  
Please indicate if there were any barriers to the parent/carer that prevented the child/young person participating in physical activity over the last 12 months.

- Note: if you select 'Other', please specify in the field provided.

Select 'Next' to continue.

< Back Next > Draft Save Exit

## 15. Declaration

- 15.1. You must view the 'Terms and Conditions' by clicking on the link before proceeding
- 15.2. Clicking the box indicates you have read the guidelines and the information supplied in this application is true and correct
- 15.3. Click 'Next' to continue

Program Name FairPlay Round 1 July-Sept 19

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

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### Declaration

Click to read terms and conditions  
 I have read the guidelines relating to grant funding. The information supplied in this submission is, to my knowledge, true and correct.

< Back Next > Draft Save Exit

### Help

#### Declaration

You must view the Terms and Conditions by clicking on the link before proceeding. The Terms and Conditions will open in another window.

If you are unable to view the Terms and Conditions, the pop-up blocker on the web browser may be turned on. If you are using a desktop browser, you may right click the information bar and select 'download' or copy and paste the link into the new web browser to view the Terms and Conditions.

Selecting the box indicates you have read the guidelines and that the information supplied in this application is true and correct.

Select 'Next' to continue.

QGrants Queensland Government

## 16. Check the application summary

- 16.1. Check your details are correct – the 'Beneficiary' will list the parent/guardian details
- 16.2. Click 'Submit' to proceed

Document No. 2000145813  
Program Name FairPlay Round 1 July-Sept 19  
Voucher No. R7HNIPWV6

1 Account Details 2 Address 3 Contact Details 4 Account Summary 5 Health Care Card 6 Child/Young Person 7 Questionnaire 8 Declaration 9 Summary

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### Summary

Department of Housing and Public Works  
FairPlay Round 1 July-Sept 19  
Accounts involved with this submission

|             |                            |                      |                                  |
|-------------|----------------------------|----------------------|----------------------------------|
| Beneficiary | John Doe / BARDON QLD 4065 | John.Doe@hotmail.com | 28 Rosewood St / BARDON QLD 4065 |
|-------------|----------------------------|----------------------|----------------------------------|

#### Submission Details

|                              |            |
|------------------------------|------------|
| First Name                   | Harry      |
| Middle Name (if applicable)  | Judd       |
| Surname                      | King       |
| Date of Birth                | 28.09.2008 |
| Age (at time of application) | 10         |
| Town/Suburb                  | Bardon     |
| State                        | Queensland |

< Back Exit

### Help

#### Summary

Check that your details are correct.

The 'Beneficiary' will list the parent/guardian details.

Select 'Submit' to proceed.

If you are eligible you will receive a voucher. A printed copy of the voucher must be presented at the club the child/young person wishes to join.

You can save a copy of the voucher on your computer to print at a later date. Alternatively, you can login to the QGrants home page using your email and password.

Select 'Exit' to return to the home screen.

QGrants Queensland Government

## 17. Voucher notification

- 17.1. If you are successful in obtaining a voucher, an image of the voucher will appear that you can save or download – a pdf file of the voucher will also be sent to the email address you registered with and a copy will be stored in your QGrants account
- 17.2. A printed copy of the voucher must be presented at the activity provider the child/young person wishes to join
- 17.3. Click 'Exit' to leave QGrants

OSRQLDSRS\_FP\_PAR\_VOUCHER.pdf 1 / 1

Thank you for your Application to the grant program FairPlay Round 1 July-Sept 19 Exit

### FairPlay vouchers

**Congratulations on your successful voucher application**  
(Please provide to a registered Activity Provider by the expiry date)

|   |                      |
|---|----------------------|
| <b>Voucher Number:</b>                              | 2000145640           |
| <b>Date of issue:</b>                               | 01/11/2019           |
| <b>Voucher expiry date:</b>                         | 12/09/2019           |
| <b>Parent/Carer/Guardian/Referral Agent details</b> |                      |
| <b>Name:</b>  | John Doe             |
| <b>Email address:</b>                               | John.Doe@hotmail.com |
| <b>Child/Young Person details</b>                   |                      |
| <b>Name:</b>  | Harry Doe            |
| <b>Date of birth:</b>                               | 01/10/2009           |
| <b>Age:</b>   | 10                   |

**Terms and conditions**

- Redeemable up to the value of \$150 for membership/registration and participation fees only and is not redeemable
- This voucher can only be used once and only for the child/young person set out above
- A maximum of one (1) voucher per eligible child or young person per calendar year
- The Activity Provider must retain this voucher as part of the redemption process
- The Department of Housing and Public Works manages personal information in accordance with the Information Privacy Act 2009 (Qld). Further information on our privacy practices is available at: <https://www.qld.gov.au/about-us/Pages/privacy>
- Full terms & conditions of the FairPlay Vouchers program are available at: <https://qld.gov.au/recreation/sports/funding/fairplay/terms>

**Endorsement**

By presenting this voucher to an Activity Provider, the parent/carer/guardian agrees to abide by the terms and conditions of use for the voucher (as set out above) and the department's use and disclosure of personal information collected during the application process and as part of the child's participation in the FairPlay Vouchers program as set out at: <https://qld.gov.au/recreation/sports/funding/fairplay/terms>

Application number is 2000145640  
Please save a copy of the form for your own records.

NOTE: It may take up to a minute for the form to appear.

You can also download a copy by clicking [here](#),  
or view/download a copy from the QGrants portal under  
'My Applications' - for Application PDFs or,  
'My Agreements', under the claim link for Claim PDFs.

A copy has been emailed to you.

## **Possible Technical Issues**

### **Voucher is not being displayed**

- Adobe Reader version 9 or higher is required by QGrants 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 loading check you have Acrobat JavaScript enabled:
  - Open Adobe Reader from the desktop or start-bar menu
  - Click Edit and select Preferences from the menu
  - Select JavaScript from the Categories and tick the checkbox to Enable Acrobat JavaScript
  - Click OK to close the Preferences window
  - Close Adobe Reader by clicking File and selecting Exit from the menu
  - Re-open the web browser and continue using QGrants.
- You should also ensure that Adobe Reader is set to display PDFs in a web browser:
  - Open Adobe Reader from your desktop or start-bar menu
  - Click Edit and select Preferences from the menu
  - Select Internet from the Categories and tick the checkbox to Display PDF in browser
  - Click 'OK' to close the Preferences window
  - Close Adobe Reader by clicking File and selecting Exit from the menu
  - Re-open the web browser and continue using QGrants.

### **Kapersky Anti-virus software**

- If you use Kapersky anti-virus software, a blank page will be displayed when you attempt to open the pdf. Disabling the anti-virus software in this case will not rectify the issue. Please download a different browser e.g. if you are using internet explorer, please download Google Chrome. You should then log into your QGrants account using the new browser. You can download the browser for free:  
[https://www.google.com/intl/en\\_uk/chrome/browser/](https://www.google.com/intl/en_uk/chrome/browser/)  
<http://windows.microsoft.com/en-au/internet-explorer/download-ie>

### **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**
  4. In the help menu select 'Installed Plug-ins'.
  5. Click the 'Disable' button next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Firefox**
  6. In the address bar type 'about:addons'.
  7. Click the 'Disable' button next to the anti-virus name (could be multiple entries).

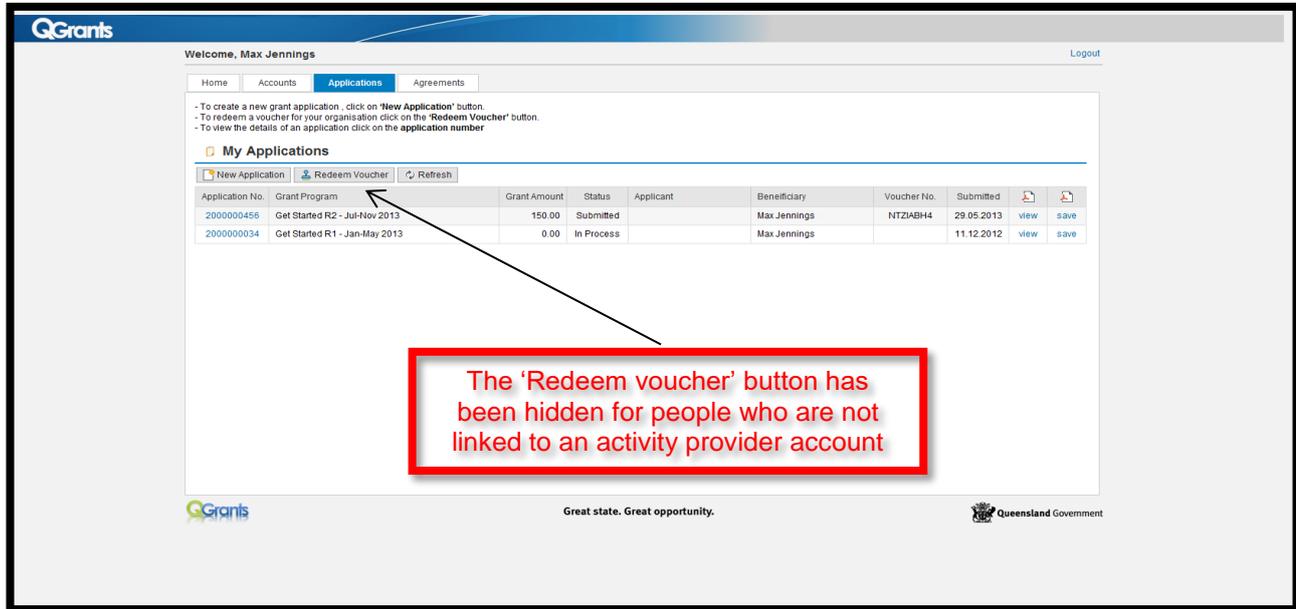
### **Clients experiencing technical issues during the voucher application process**

- If you experience a technical issue during the application process, you should close all windows, "Log Out" and "Exit" out of your QGrants account. If you only "Log Out" it may take you back to where the technical error occurred.

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## How to print a FairPlay voucher

1. You can print a copy of your voucher at any time by logging into your QGrants account at <https://qgrants.osr.qld.gov.au/portal>
2. Click on the 'Applications' tab
3. Click on the 'View' link at the right side of the application
4. Hover your mouse over the pdf, right click and click 'Print'



Welcome, Max Jennings Logout

Home Accounts **Applications** Agreements

- To create a new grant application, click on 'New Application' button.  
- To redeem a voucher for your organisation click on the 'Redeem Voucher' button.  
- To view the details of an application click on the application number

### My Applications

New Application Redeem Voucher Refresh

| Application No. | Grant Program                 | Grant Amount | Status     | Applicant | Beneficiary  | Voucher No. | Submitted  | view | save |
|-----------------|-------------------------------|--------------|------------|-----------|--------------|-------------|------------|------|------|
| 2000000456      | Get Started R2 - Jul-Nov 2013 | 150.00       | Submitted  |           | Max Jennings | NTZ1ABH4    | 29.05.2013 | view | save |
| 2000000034      | Get Started R1 - Jan-May 2013 | 0.00         | In Process |           | Max Jennings |             | 11.12.2012 | view | save |

The 'Redeem voucher' button has been hidden for people who are not linked to an activity provider account

Great state. Great opportunity. Queensland Government

### User Errors

#### I can't redeem my voucher?

- Once you are successful in obtaining a voucher, print the voucher and take it to the activity provider the child/young person wishes to join.
- You can then 'Logout' and 'Exit' QGrants.

### 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:
  - 'Submitted' – you have 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
  - 'Approved' or 'Agreement Created' – the voucher has been redeemed by the activity provider

Please check the details under the 'Grant Program' to ensure you are printing off the voucher for the correct round.

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