

Young Athletes Travel Subsidy

How to Guide and Troubleshooting Manual (Enquire System)

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Hardcopy Application Forms

- The department no longer accepts hardcopy applications.
- If you are having issues applying or using the online Enquire system, please read through this guide for possible solutions.

Possible Technical Issues

Are you using a mobile or tablet device?

The Enquire system is NOT compatible with mobile or tablet devices. Any online applications must be made from a PC.



What kind of browser are you using?

To assist with any queries and to diagnose problems, it may be necessary to confirm what internet browser is being used and its [version number](#). Details on how to do this follow.

Where the Enquire site is not being displayed, first check if you are using a browser from the following list (please note: earlier versions of the below should support the Enquire site but have not been as thoroughly tested):

- Google Chrome (Windows, Android and Mac OS X)
- Mozilla Firefox (Windows and Apple OS X)
- Microsoft Internet Explorer 8, 9, 10, 11 (Windows)
- Safari (Apple iOS 7.1.1).



You are using Internet Explorer



You are using Google Chrome



You are using Mozilla Firefox



You are using Safari

Enquire may work on Linux or Ubuntu operating systems, but this has not been tested and is not supported.

Are you unable to view the Enquire website due to compatibility view and rendering errors?

To see if there is a compatibility view error, do the following:

- select **Tools** at the top of the browser (or if this does not appear, press **Alt** and **T**)
- select **Compatibility View Settings**
- in the box under **Add this website** type in **Enquire.net.au**
- Click **Add**
- Click **Close**.

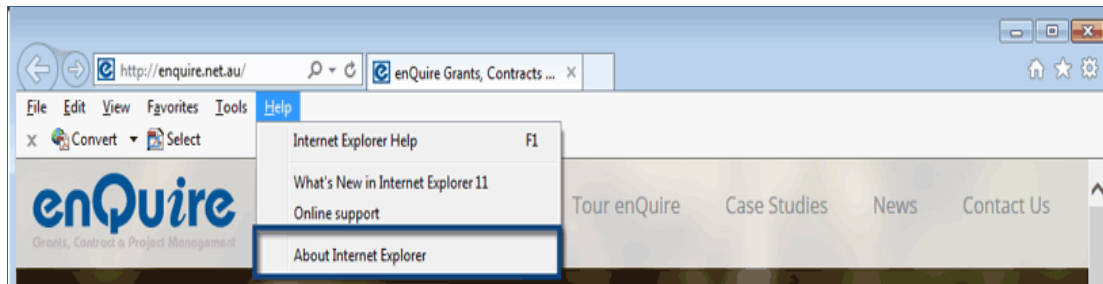
A rendering error message is an error with Internet Explorer. If this occurs, please download Google Chrome at www.google.com/intl/en/chrome/ and use this browser to log into the Enquire account.

To assist with queries and diagnose problems with **performance**, the **internet browser version number may be required**. Follow the instructions below on how to check which version is installed.

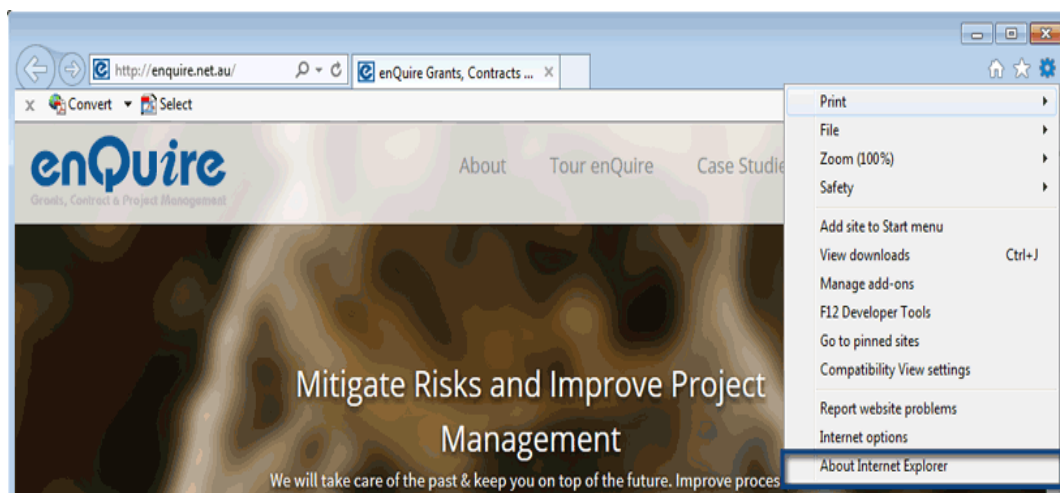
How do I confirm the internet browser version number?

Internet Explorer

- Open Internet Explorer.
- At the top of the Internet Explorer window, select **Help** and then select **About Internet Explorer**. If the **Help** option is unavailable, press **Alt** on your keyboard.



- If you have a more recent version of Internet Explorer, select **Tools** (cog icon) in the top right corner, then select **About Internet Explorer**.



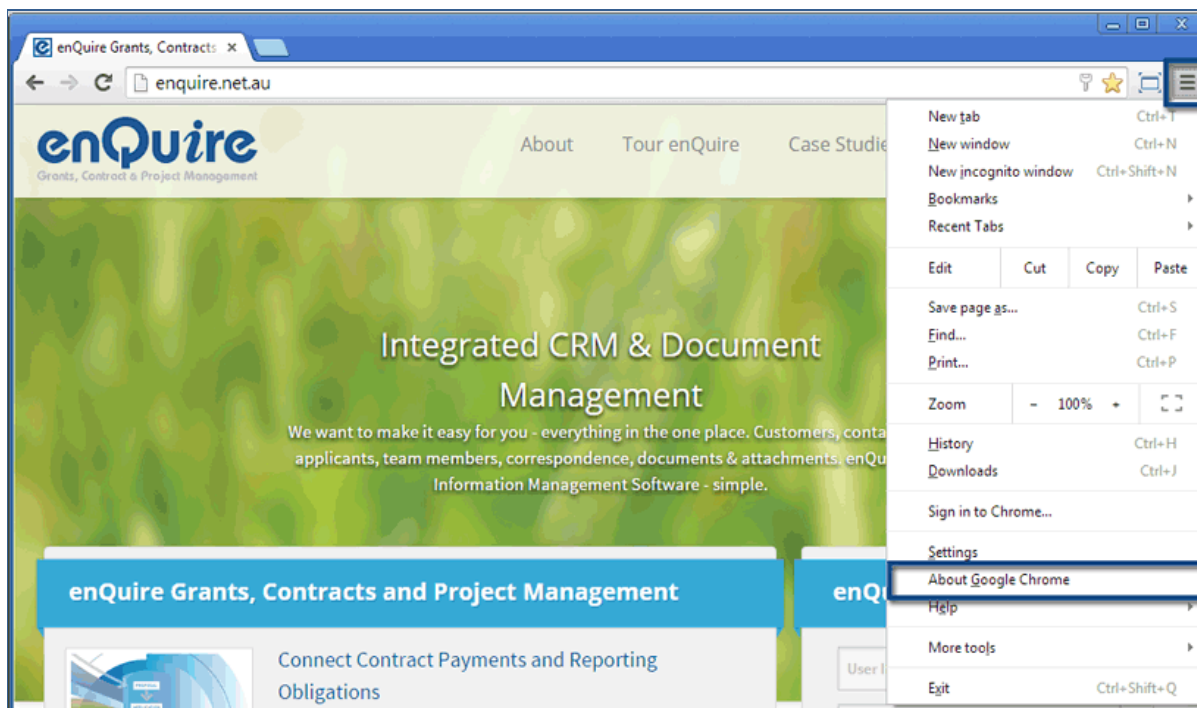
- In the window that appears, the major and update versions will be listed.



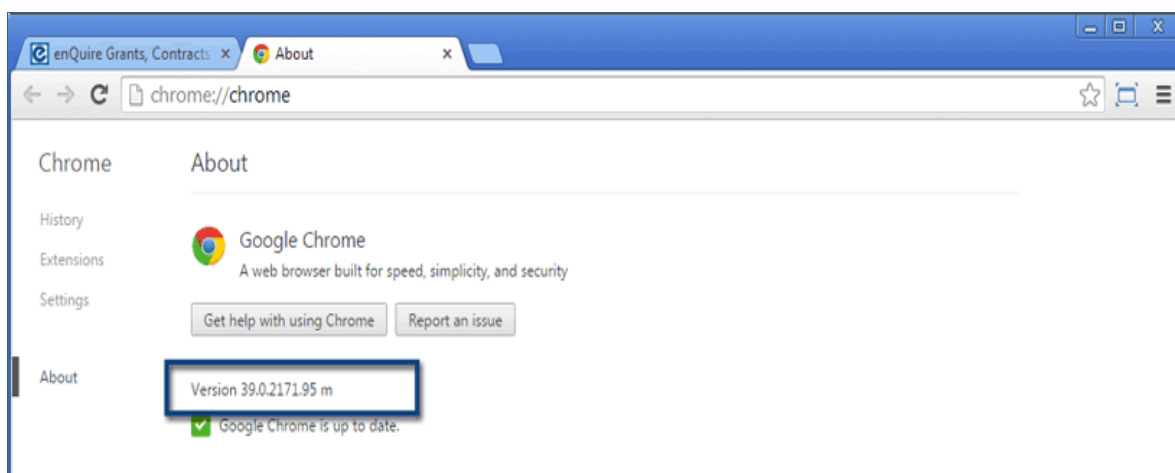
More information is available via the [Microsoft Support Centre](#).

Google Chrome

- Open Google Chrome.
- In the top right corner, select either **Tools** or **Settings** (wrench or menu icon), and then select **About Google Chrome**.



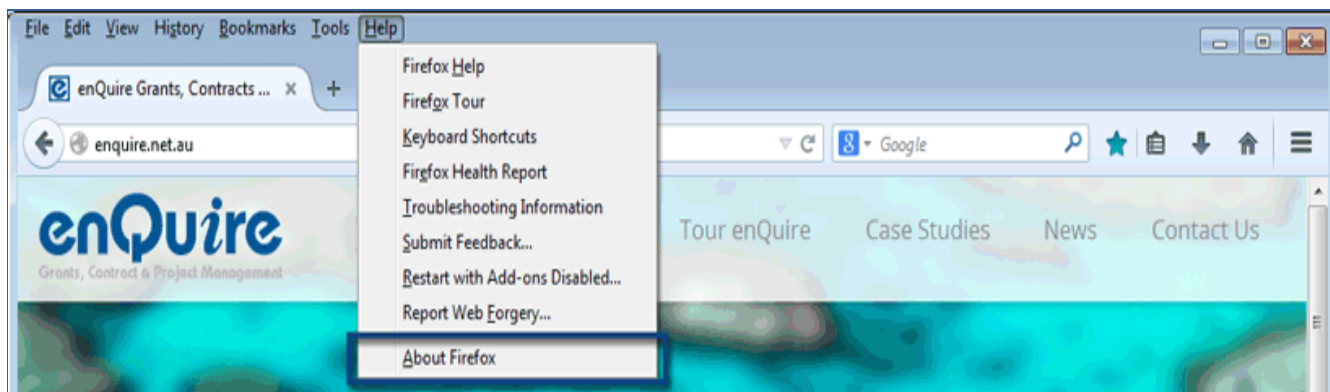
- The version number will appear in a new window or tab.



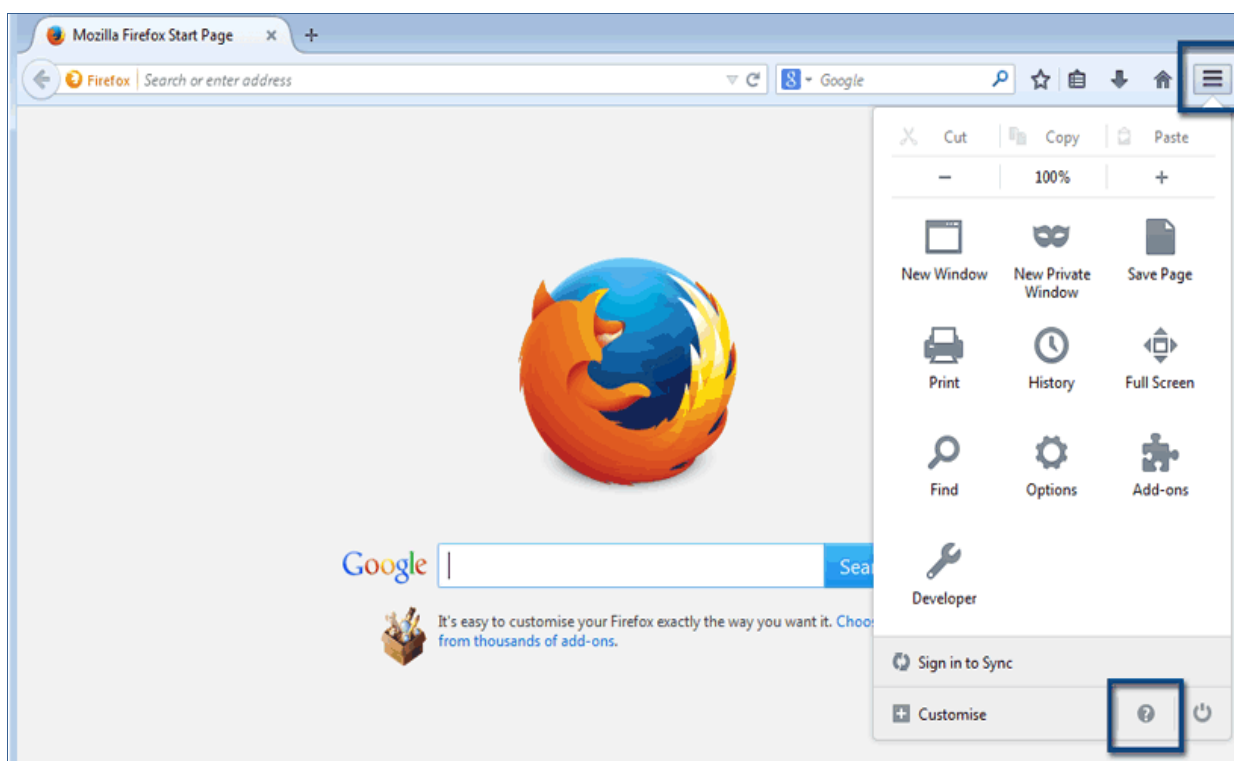
More information is available from the [Google Support Centre](#).

Mozilla Firefox

- Open Mozilla Firefox.
- At the top of the Firefox window, select **Help** and then select **About Mozilla Firefox**. If the **Help** option is unavailable, press **Alt** on your keyboard.



- If you have a more recent version, open the **menu** in the top right hand corner, and then select the **Help Menu** (question mark icon). You will then need to select **About Mozilla Firefox**.



- In the window that appears, the version number will be listed.



More information is available from the [Mozilla Firefox Support Centre](#).

Safari

- Open Safari.
- Select **Safari**, and then select **About Safari**.



- In the window that appears, the browser version number will be listed. The first number is the major version of Safari, and the number inside the parenthesis is the build number.



Trouble opening the PDF version of the application?

At the end of the application process, you will receive a PDF version of your application, which can be printed or saved if you wish. The details will also remain on the Enquire system which you can access when you log in. There may also be other information provided by PDF in Enquire, such as a Facts Sheet.

Out of date or incompatible PDF reader?

Issues opening a PDF may be due to your PDF reader being incompatible, or out of date. Adobe Reader version 9 or higher is required by Enquire. You can download the latest version of Adobe Reader for free at <http://get.adobe.com/reader/>. Other Windows based PDF readers are not supported.

Is Acrobat JavaScript enabled?

You can check if this is the problem by doing the following:

- Open Adobe Reader from the desktop or start-bar menu
- Click **Edit** and selecting **Preferences**
- 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**
- Re-open the web browser and continue to use Enquire.

Is Adobe Reader set to display PDFs in a web browser?

You can check if this is the problem by doing the following:

- Open Adobe Reader from your desktop or start-bar menu
- Click **Edit** and selecting **Preferences**
- Select **Internet** from the **Categories** and tick the checkbox to **Display in Read Mode** by default
- Click **OK** to close the **Preferences** window
- Close Adobe Reader by clicking **File** and selecting **Exit**
- Re-open the web browser and continue to use Enquire.

Do you have Kapersky Anti-virus software?

If you have Kapersky anti-virus software, a blank page will be displayed when you attempt to open a PDF. Disabling the anti-virus software in this case will not rectify the issue. You will need to download a different browser. For example, if you are using Internet Explorer you should try to log in to your Enquire account using a different browser, such as Google Chrome. You can download Google Chrome for free through the following link:

https://www.google.com/intl/en_au/chrome/browser/desktop/index.html

Adobe Reader

The operation of Adobe Reader is affected by certain 'add-ons'. It is recommended users enable Adobe Reader add-ons for the PDF copy of your application to display and function correctly.

Disabling virus add-on/s in Internet Explorer

Go into the Internet Explorer browser and do the following:

- Select **Tools**, and then **Manage add-ons**
- Select the add-ons that are listed under the **Adobe Systems Incorporated** heading
- Enable the add-on/s by selecting **Enable** (for one add-on), or **Enable all** (for multiple add-ons)
- Select any add-ons that mention **anti-virus** and then select **Disable** (for one add-on) or **Disable all** (for multiple add-ons) and then **Close**.

Disabling virus add-on/s or 'extensions' in Google Chrome

Go into the Google Chrome browser and do the following:

- In the address bar type **chrome://extensions**
- Un-tick **Enabled** next to the anti-virus name (could be multiple entries).

Disabling virus add-on/s in Mozilla Firefox

Go into the Mozilla Firefox browser and do the following:

- In the address bar type **about:addons**
- Go to the **Extensions** tab
- Click the **Disable** button next to the anti-virus name (could be multiple entries).

Still experiencing technical issues during the application process?

If you are still experiencing technical issues during the application process, you should close all windows, **Log Out** and **Exit** out of your Enquire account. If you only **Log Out** it may take you back to where the technical error occurred.

When all else fails?

If you are still experiencing issues using Enquire, please email SRSGrants@npsr.qld.gov.au, providing the following information:

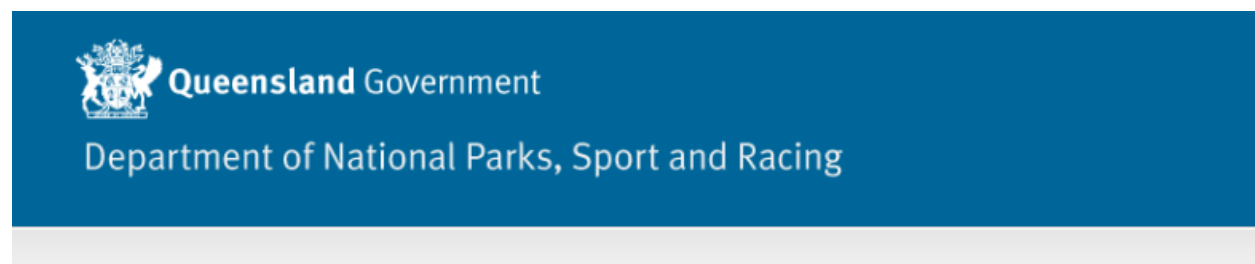
- The operating system you are using (i.e., Windows XP, Windows 7, Mac OS X, etc.)
- The browser and it's version (click on **Help** > **About** in most browsers)
- Which anti-virus (if any) you are using
- Time at which the error occurred
- If you are having issues with any other websites
- Any error messages you have encountered (please include a screenshot if possible).

Applying

To do an online application for the Young Athletes Travel Subsidy (YATS), you will need to set up an account in the Enquire system.

How do I create an Enquire account?

- Open Enquire in your compatible web browser by clicking the following link:
<http://www.enquire.net.au/portal/applicant/srs/individualRegister.htm>
- Complete the registration details (note if your account is already registered you will not be able to re-register. Please [reset your password](#) if unknown).



Please enter your account details

Details

*Title:

*First Name:

Middle Name:

*Last Name:

*Gender:

*Date Of Birth:

*Mobile:

Phone:

*Email:

*Password:

*Confirm Password:

Physical Address

*Line 1:

Line 2:

*Suburb:

*State:

*Post Code:

Country:

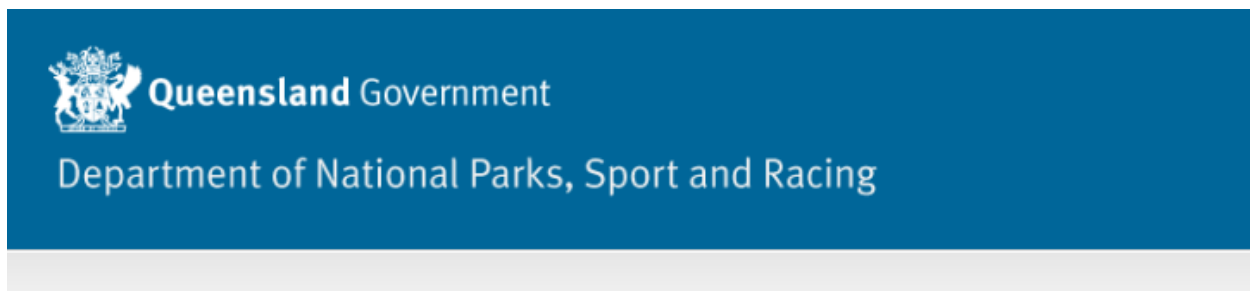
- You must review and agree to the **Terms and Conditions** by ticking the box, and then click 'Register'.

☐ I agree to the [Terms & Conditions](#)

Submit



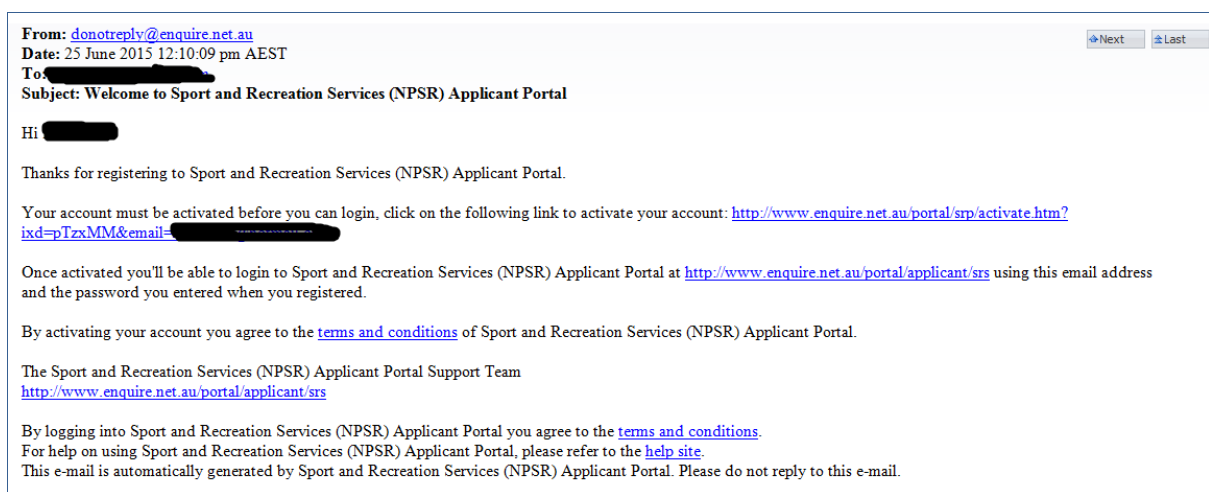
- An email with an activation link will be sent to your email address.



Thank you for registering with Sport and Recreation Services Grants Portal.

Please check your email to activate your account.

- The activation link must be clicked for you to activate your account and log into Enquire.



Note: Once you have registered, select the **Log In** option when you next use Enquire.

Account Log In or Registration Issues

Have you entered your email address correctly?

Check your email address was entered correctly. If the email address used to register with was incorrect, you will not receive a validation email and will be unable to log in to your Enquire account.

If you think you entered an incorrect email when first registering, please email SRSGrants@npsr.qld.gov.au for further assistance.

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

Check the entered password is at least eight characters long, and uses a combination of numbers and letters.

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

You will be unable to log in to your Enquire account if you attempt to log in prior to receiving the validation email and activating your account.

You should receive your validation email within 15 minutes of registering your account. If there are 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. **Please note:** Sport and Recreation Services has no control over this.

If you have not received the validation email, please check your junk mail.

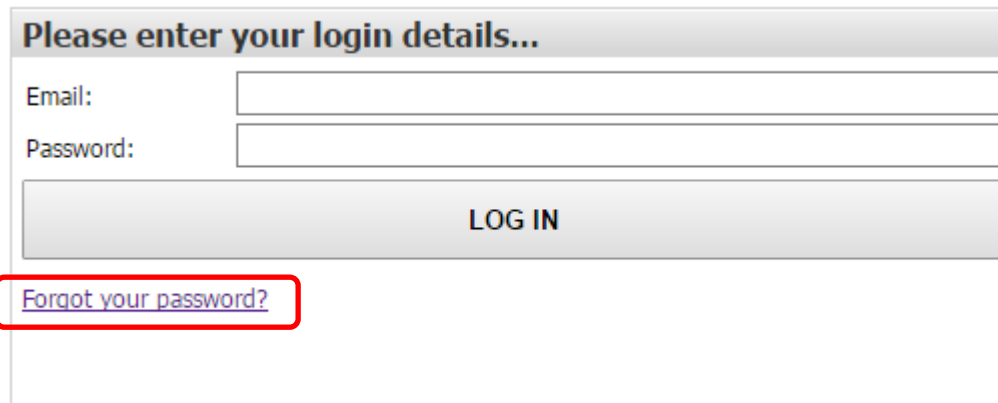
Some email addresses will not be work. For example, if you are registering with a work email and your employer's IT security blocks the email. In this situation, you should try and re-register using another email address.

If the validation email has still not been received after an hour, please email SRSGrants@npsr.qld.gov.au for further assistance.

Forgotten your password

If you have forgotten your password, you can generate a new one yourself.

1. Select the **Forgot your password?** link under the log in area of [Enquire](#).

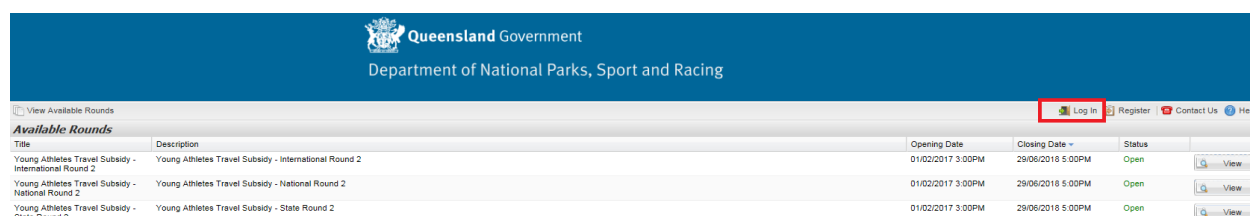


The image shows a login form with a grey header bar containing the text "Please enter your login details...". Below the header, there are two input fields: "Email:" and "Password:". Below these fields is a grey button labeled "LOG IN". At the bottom of the form, there is a link that says "Forgot your password?". The link is highlighted with a red rectangular box.

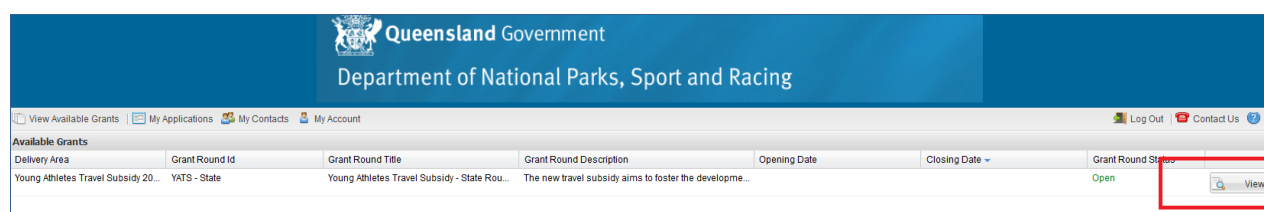
2. Then enter **either** your user identification (id), *or* email address and select **Continue**.
3. An email will be sent to your email address with your user id and temporary password. You will be prompted to change this password the next time you log in to Enquire.

How to apply for the Young Athletes Travel Subsidy using Enquire

- Visit the website at <http://www.qld.gov.au/youth/sport-recreation-leisure/young-athletes-travel-subsidy/index.html> and read about the grant to determine if you meet the eligibility requirements.
- If eligible to apply, log in to the Enquire grants system with your registered email and password (see how to create an account in this manual – refer to table of contents).



- Select the correct grant listed under **View Available Grants** tab if you have not directly entered the application.



- Click on **Begin Application**.

Instructions on completing the application form

- Ensure you read the 'Instructions on using this form' section before beginning.

Young Athletes Travel Subsidy Application Form

Department of National Parks, Sport and Racing

Young Athletes Travel Subsidy

Instructions on using this form

Note: The enquire system is NOT compatible with mobile or tablet devices. Any online applications must be made from a PC. Please refer to the [How to Guide and Troubleshooting Manual](#) as well as the [travel subsidy web page](#) to assist with issues in applying.

Before starting the application for the athlete/official, you will need to have details of the following:

- event title
- athlete/official's personal details
- name, email, telephone number of the regional, state or national manager or coach who can certify attendance at the event
- bank account details of where the funds will be paid.

In each section, add information by clicking in boxes or on icons. Icons are small pictures usually in the bottom right hand corner of each section. When you place your mouse over an icon, a help box will pop up to tell you what that icon does.

To add or edit information, click on the pencil icon (on right hand side). This will open a box so you can write or paste in your response. The add icon will sometimes open a window that will allow you to add information to set fields.

You can save and exit this form at any time but you will need to log back in to make changes. Only submit the application when finished. You cannot change the application once submitted.

If the information entered is outside the travel subsidy criteria, an error message to review the information or that you are not eligible to apply will appear.

You will be notified of the application outcome by email within 10 weeks.

If the athlete/official is approved funding, you will also be notified and the payment will be transferred to the nominated bank account.

Conditions of application

- Read the **Conditions of Application** section to ensure you are eligible for the program.
- Click the links to view the program information on the **website** and **Terms and Conditions** with the conditions of application.

Conditions of application

A parent/guardian must complete the application on behalf of the athlete/official. The parent/guardian must be over the age of 18.

In the enQUIRE system, the parent/guardian is referred to as the 'Delivery Agent'. Any references to the 'applicant' refers to the young athlete/official.

Click here to view the [website](#) and [Terms and Conditions](#). If you do not meet the eligibility requirements and wish to contact the department to discuss, please email srsgrants@npsr.qld.gov.au

Section 1 –Eligibility Questions

- Read the program fact sheet and conditions to ensure you are eligible for the program.
- Calculate the distance travelled by clicking on the relevant link.
- Click the edit icon to complete the section details.

Section 1 - Eligibility questions

If the athlete/official travelled to the event by road please [click here](#) to calculate the distance travelled one way.

If the athlete/official travelled to the event by air or rail please [click here](#) to calculate the distance travelled one way.

The distance must have been at least 250km one way from the place of residence

Eligibility (YATS)

I confirm my child was younger than 18 when they attended the event:

I confirm my child has been a Queensland resident for at least 12 months at the time of attending the event:

Please enter the kilometers travelled one way to the event (must have travelled 250km or further one way from their place of residence):

Did your child attend an eligible event in the last six months (funding will not be provided prior to attending the eligible event)?

Has your child received funding for this tier in the last 2 calendar years from the Young Athletes Travel Subsidy?



- Complete the relevant questions to determine if you meet the eligibility criteria for the grant.

Eligibility (YATS)

***I confirm my child was younger than 18 when they attended the event**
This field is required

☐ Yes
☐ No (You are NOT eligible to apply for this program, please cancel your application)

***I confirm my child has been a Queensland resident for at least 12 months at the time of attending the event**
This field is required

☐ Yes
☐ No (You are NOT eligible to apply for this program, please cancel your application)

***Please enter the kilometers travelled one way to the event (must have travelled 250km or further one way from their place of residence)**
To confirm the distance you travelled please click on the hyperlinks provided in Section 1
The minimum value for this field is 250

***Did your child attend an eligible event in the last six months (funding will not be provided prior to attending the eligible event)?**
Please check the event is on the department's events list. See [Young Athletes Assistance Travel Scheme events list](#)
This field is required

☐ Yes
☐ No (You are NOT eligible to apply for this program, please cancel your application)

***Has your child received funding for this tier in the last 2 calendar years from the Young Athletes Travel Subsidy?**
Athletes/officials are only eligible to receive the travel subsidy for one eligible event at each tier (State, National, International), once every two calendar years
This field is required

☐ Yes
☐ No

- You **MUST** meet the eligibility criteria to continue the application.
- Click 'Save' once completed.
- If **YOU DO NOT** meet the eligibility criteria then click 'Cancel' and exit the application.
- You can contact the department by emailing SRSGrants@npsr.qld.gov.au with any queries regarding eligibility.

View Available Grants | My Applications | My Contacts | My Account

Grant Application

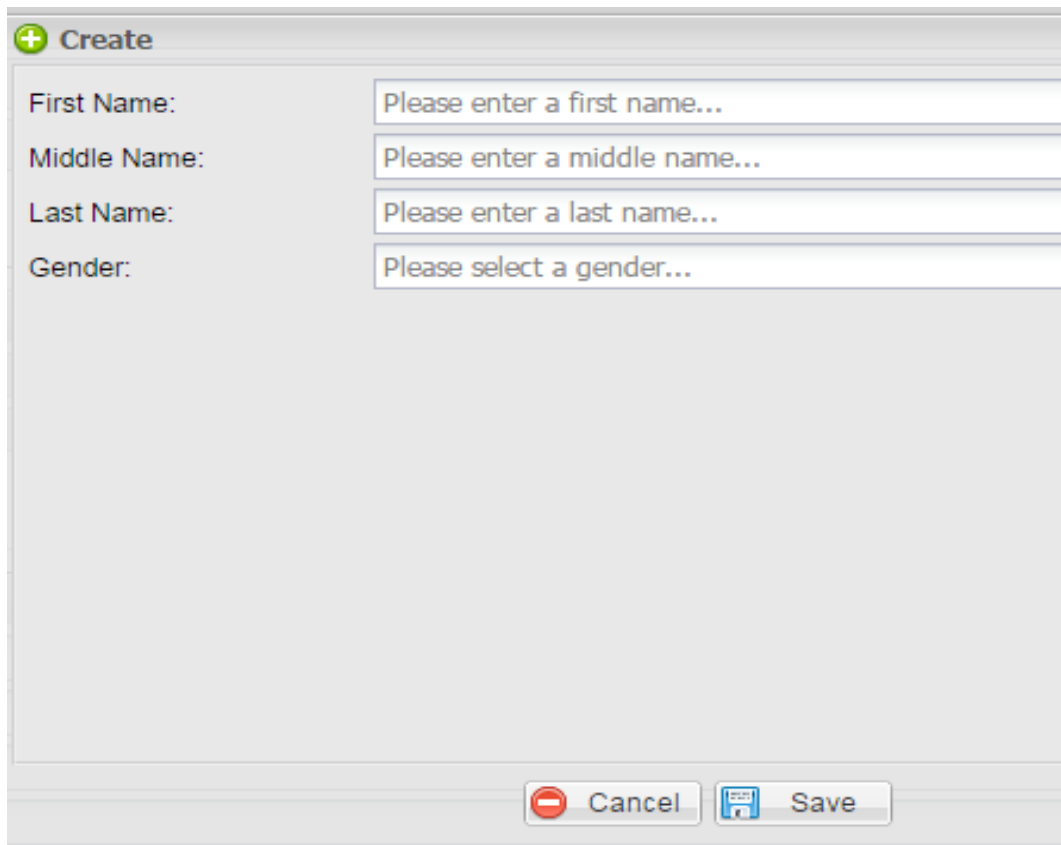
Young Athletes Travel Subsidy Application Form

- If **YOU DO** meet the eligibility criteria, select the button to indicate this, and click **Save** to continue the application.

Section 3 – Personal details

Athlete/Official details

- Complete the 'Athlete/Official details' – these should be the details of the child who has attended the event.

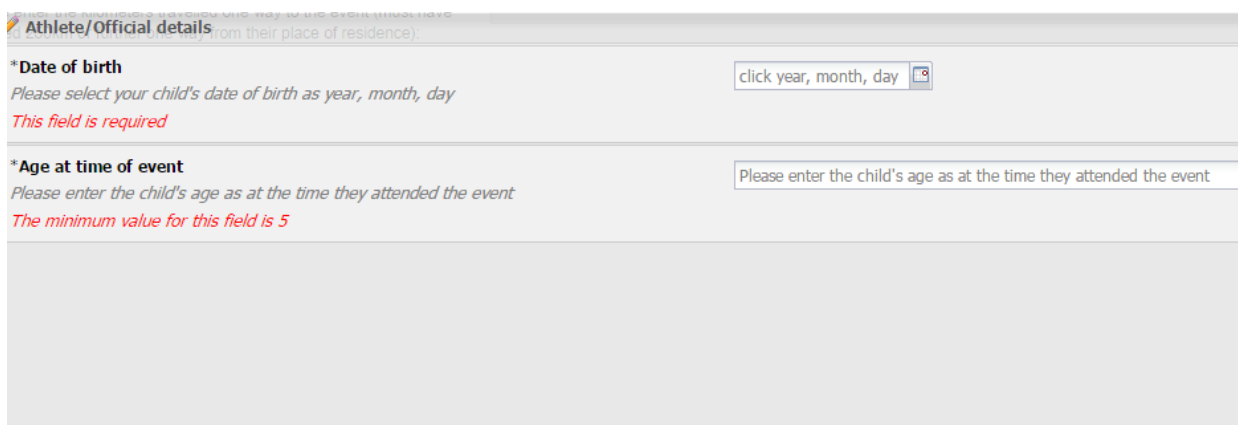


The screenshot shows a 'Create' form with a green plus icon in the top left corner. The form contains four input fields with placeholder text:

- First Name: Please enter a first name...
- Middle Name: Please enter a middle name...
- Last Name: Please enter a last name...
- Gender: Please select a gender...

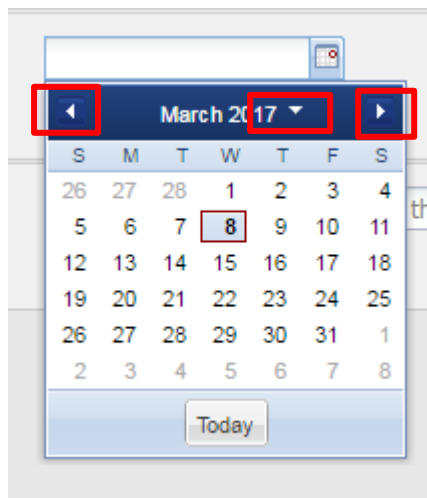
At the bottom of the form are two buttons: 'Cancel' (with a red minus icon) and 'Save' (with a blue floppy disk icon).

- Then enter the 'Date of birth' and 'Age at time of event' (must be under 18 when attending the event).



The screenshot shows the 'Athlete/Official details' form. The title bar reads 'Athlete/Official details' with a small icon. Below the title bar, there is a note: 'Please select your child's date of birth as year, month, day' and 'This field is required' in red text. The 'Date of birth' field is a date picker with a calendar icon. Below this, there is a note: 'Please enter the child's age as at the time they attended the event' and 'The minimum value for this field is 5' in red text. The 'Age at time of event' field is a text input box.

The calendar for the Date of birth can be managed using the arrows at the middle of the calendar to move through the years. Use the arrows on the side to move through the months.



- Add the address details of the child.

Athlete/Official address (for statistical reporting purposes only)	
Line 1:	<input type="text" value="Please enter a line 1..."/>
Line 2:	<input type="text" value="Please enter a line 2..."/>
Suburb/City:	<input type="text" value="Please enter a suburb/city..."/>
State:	<input type="text" value="Please enter a state..."/>
Postcode:	<input type="text" value="Please enter a postcode..."/>
Country:	<input type="text" value="Please enter a country..."/>

- Complete the 'Questionnaire'

Questionnaire	
Is the child/young person an Aboriginal or Torres Strait Islander?	<input type="text"/>
Does the child/young person come from a background where their first language is NOT English?	<input type="text"/>
Does the child/young person have a disability?	<input type="text"/>
Which of the following motivates your child/young person's participation the most?	<input type="text"/>

Parent/Guardian details

The parent/guardian details will auto populate from the details entered when you register your account in Enquire.

- Please check your address details are correct.

Parent/Guardian details	
Parent/Guardian:	
First Name:	srstraining36
Last Name:	srstraining36
Address Line 1:	
Address Suburb/City:	
Address State:	
Address Postcode:	
Address Country:	
Mailing Address Line 1:	
Mailing Address Suburb/City:	
Mailing Address State:	
Mailing Address Postcode:	
Mailing Address Country:	

- Complete the relevant details.
- Click **Save** to continue application.

Section 3 – Event details

- Check the eligible event list on the department's website at <https://recreation.npsr.qld.gov.au/travel-subsidy/>. The list of eligible events is provided in the drop-down list.

Section 3 - Event details	
If your event is not on the list, please contact the relevant State Sporting Organisation or School Sport Queensland .	
Eligible State Events/Championships	
Eligible State event/championship list:	
Event Details	
Please select the championship/event tier:	
Event start date:	
Event finish date:	
Location:	
Activity	
Activity:	

Section 4– Declaration of attendance

- Click the **Edit** icon to enter the details of the certifier for the athlete's or official's attendance at the event.

Section 4 - Declaration of attendance

Your attendance at the event must be certified by:

- the regional/state/national coach or manager

Note: audits are performed to check this information.

Event attendance certification

Certifier's full name:	<input type="text"/>
Certifier's organisation:	<input type="text"/>
Certifier's position:	<input type="text"/>
Certifier's phone number:	<input type="text"/>
Certifier's email address:	<input type="text"/>

- Enter the required details and click **Save**.

Parent/guardian bank account details

- Enter your bank details and click **Save**.

Parent/guardian bank account details

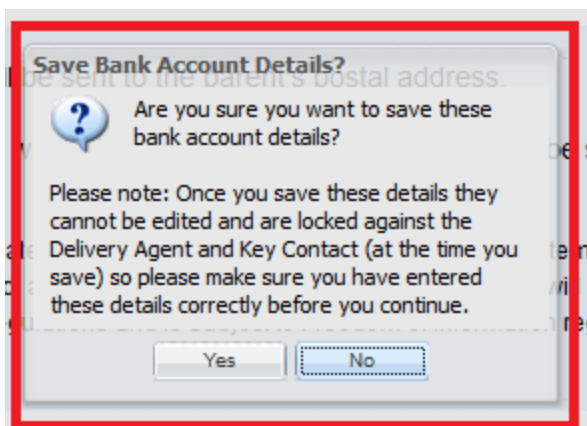
- All payments are made by the department by Electronic Funds Transfer (EFT). A remittance advice will be sent to the parent/guardians postal address.
- Please obtain BSB information from your financial institution if unknown.
- Please advise the department if you change any details of the nominated bank account or the postal address to which the payment/remittance advice is to be sent.
- Please ensure there are NO spaces or hyphens in BSB or bank account details. These should be numbers only.**
- The department is under no obligation to verify the bank account details provided.

The Department of National Parks, Sport and Racing (the department) is collecting the information on this form to create/update your details on our financial management system. The department is authorised to collect this information under the *Financial Accountability Act 2009*. This information will only be accessed by authorised employees within the Department. The department may give some or all of this information to your financial institution and the Queensland Audit Office. Your information will not be disclosed to any other parties unless authorised or required by law. If you have any questions regarding your privacy, please contact privacy@npsr.qld.gov.au

Parent/Guardian Bank Account Details



*Account Name:	<input type="text" value="Please enter an account name, e.g. MR JOHN SMITH"/>
*B.S.B.:	<input type="text" value="Please enter a B.S.B."/>
*Account Number:	<input type="text" value="Please enter an account number..."/>

- You will be required to confirm the bank details are true and correct.
- Format should be without any spaces or hyphens.
- Ensure your bank details are correct. Once entered, they cannot be edited.



Feedback and Terms and Conditions

- Complete the Application feedback.
- Review the terms and conditions.
- You must agree to the Terms and Conditions to complete your application.

Feedback	
Application Feedback	
How long did it take you to complete the application process?	<input type="text"/>
How would you rate completing the application form?	<input type="text"/>
When thinking about accessing the information, and applying for funding, how would you rate the overall process?	<input type="text"/>
Additional feedback:	<input type="text"/>
 Edit	
Terms and Conditions	
Before submitting your application you need to agree to the terms and conditions . These are available on the department's website .	
Privacy Notice – regarding the information provided in the application	
<p>The Department of National Parks, Sport and Racing (the Department) is collecting the information in the online application to assess your application for funding and to carry out departmental functions relevant to the Young Athletes Travel Subsidy. Information will also be used to help the Department monitor and evaluate programs and resources. This information will only be accessed and used by authorised employees within the Department and approved contractors appointed by the Department to conduct a program evaluation. Some information may be given to Members of Parliament for promotional purposes associated with the Young Athletes Travel Subsidy. The information provided will include the applicant's first name, surname, age, electorate, town, sport, event and grant. Your information will not be disclosed to any other parties unless authorised or required by law. If you have any questions regarding your privacy, please contact privacy@npsr.qld.gov.au.</p>	
Terms and conditions	
You must understand and agree to the terms and conditions for the Young Athletes Travel Subsidy:	
<input type="text"/>	
 Edit	

Application Feedback

***How long did it take you to complete the application process?**
Please select the relevant option

☐ 0 - 15 minutes
☒ 16 - 30 minutes
☐ 31 - 45 minutes
☐ 46 - 60 minutes
☐ 60 minutes +

Clear

***How would you rate completing the application form?**

☐ Very simple
☐ Simple
☒ Neutral
☐ Complex
☐ Very complex

Clear

***Thinking about accessing information, understanding/accessing funding, how would you rate the overall process?**

☐ Very simple
☐ Simple
☒ Neutral
☐ Complex
☐ Very Complex

Clear

Additional feedback

Cancel Save

- Review the **Terms and Conditions** of the application and click **Edit** to accept.

Terms and conditions

You must understand and agree to the terms and conditions for the Young Athletes Travel Subsidy:

Edit

- You must then agree to the Terms and Conditions to submit the application.
- Click **Save** to proceed and submit the application.

***Do you agree to the terms and conditions?**

Do you agree to the terms and conditions?

☒ I agree to the terms and conditions.

Clear

Cancel Save

- Click **Submit** to complete the application process.

Before submitting your application you need to agree to the terms and conditions. These are available on the [department's website](#).

Privacy Notice – regarding the information provided in the application

The Department of National Parks, Sport and Racing (the Department) is collecting the information in the online application to assess your application for funding and to carry out departmental functions relevant to the Young Athletes Travel Subsidy. This information will only be accessed by authorised employees within the Department. Some information may be given to Members of Parliament for promotional purposes associated with the Young Athletes Travel Subsidy. The information provided will include the applicant's first name, surname, age, electorate, town, sport, event and grant. Your information will not be disclosed to any other parties unless authorised or required by law. If you have any questions regarding your privacy, please contact privacy@npsr.qld.gov.au.

Terms and conditions	Value
Title	
Do you agree to the terms and conditions?	I agree to the terms and conditions.

View Grant Round Details Save All & Exit Cancel Application Submit Application Submit Application Submit the application.

- Confirm you want to submit the application.

Note: You will not be able to edit the application once you click 'Ok' and submit the application.

Submit Application

Are you sure you want to submit this application?

Please note: You won't be able to make changes once this application is submitted.

Cancel Ok

- A copy of your application will be saved under the **My Application** tab in the Enquire portal.

<div>  <div> <div>Queensland Government</div> <div>Department of National Parks, Sport and Racing</div> </div> </div>									
<div> <div>View Available Grants</div> <div>My Applications</div> <div>My Contacts</div> <div>My Account</div> </div> <div>Log Out</div>									
My Applications									
Date of Application	Applicant	Grant Round Id	Project Id	Project Name	Project Description	Start Date	Completion Date	Application Due Date	Application Status
25/06/2015 12:11PM	Mat Hale	YATS - State	YATS_(1)-YATS_-_State-2015...	Test Test	U15 Canoeing Champs	25/06/2015	25/06/2016		Submitted
25/06/2015 9:29AM	Mat Hale	YATS - State	YATS_(1)-YATS_-_State-2015...	Project Name	Project Description	25/06/2015	25/06/2016		Cancelled
25/06/2015 9:55AM	Mat Hale	YATS - State	YATS_(1)-YATS_-_State-2015...	Project Name	Project Description	25/06/2015	25/06/2016		Submitted
25/06/2015 1:49PM	Mat Hale	YATS - State	YATS_(1)-YATS_-_State-2015...	TEST2 TEST2	Project Description	25/06/2015	25/06/2016		Submitted

Note: It is possible to partially fill in the application and complete it later. This is done by clicking the **Save All & Exit** button. When you log back in you can select the same application under the **My Applications** tab.