PLAY ON!
LEARN TO SWIM

# Manual for Referral Agents

**2026/27 Round**

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# Register an individual account

Visit the Play On! Learn to Swim webpage to apply.

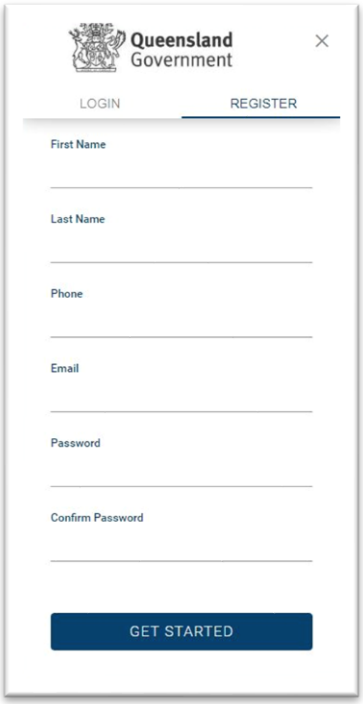
Confirm you are eligible to become a registered Play On! Learn to Swim referral agent.

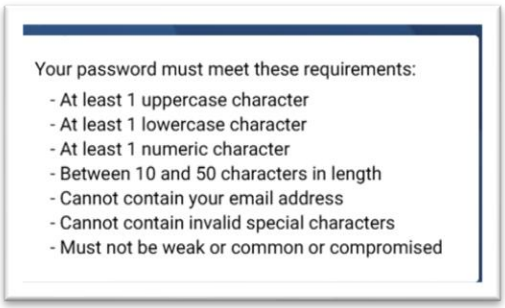
1. Register for an Enquire account (Please ensure you use your **official work email** to register).
   Note: Registering for an Enquire account is only required once, for example, those people that registered for an Enquire account for Play On! Sports Vouchers can use this same account login).

   If you already have an Enquire login please go to 'Complete the Referral Agent Registration'

2. Complete personal details.

   When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 10 characters and include one number, one UPPERCASE letter and one lowercase letter.




3. Click 'Get Started'.

**Errors**

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

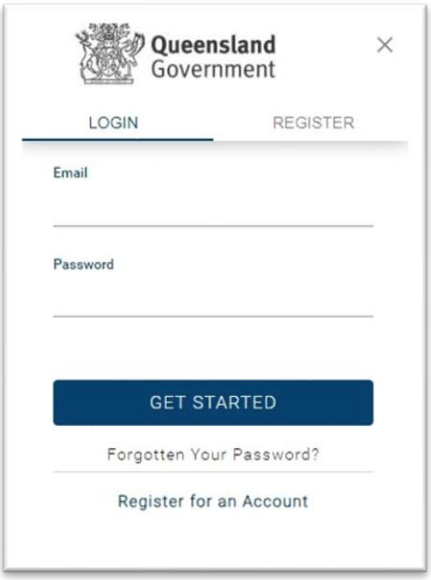
- Enquire must be used on a desktop computer, not a mobile phone.
- Where the Enquire site is not being displayed, first check if using a browser from the following list (please note: earlier versions of the below should support the Enquire site but have not been as thoroughly tested):
    - Internet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

**Accessibility issues**

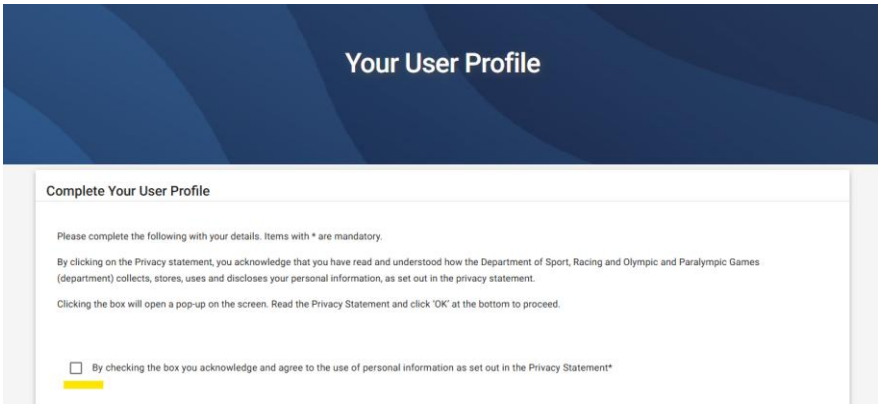
If using adaptive software, Internet Explorer works well.

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

4. Once registered, click 'Login'
    - You can log in immediately, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.




5. Complete your User Profile
    - Click 'I have read the Privacy Statement', which will open a pop-up on the screen.




6. Click 'OK' at the bottom to proceed.

**User Errors**

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

- Check email address is correct. This is where any correspondence will be sent.

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

- Check the entered password is at least ten characters long and a combination or numbers and letters.

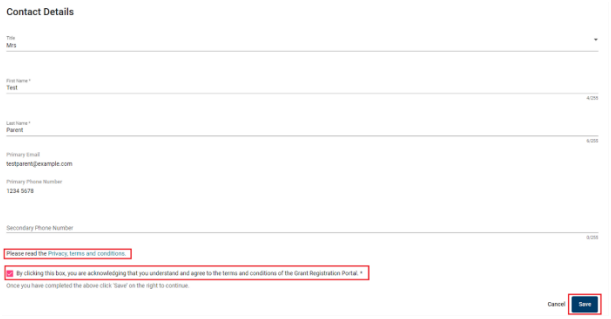
**Have you entered a phone number?**

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

**Email or phone number has already been registered**

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

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




8. Please read the Terms and Conditions, then tick the box to confirm that you understand and agree to them.



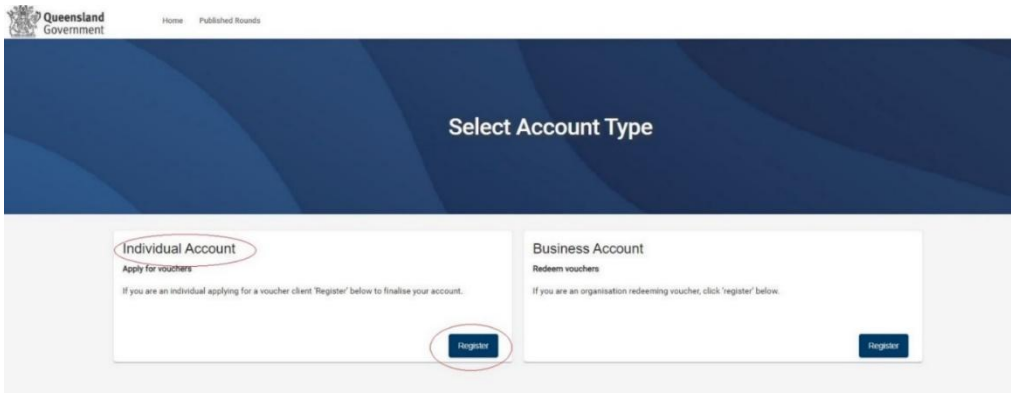

9. Click 'Save' at the bottom to proceed.

**User errors**

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

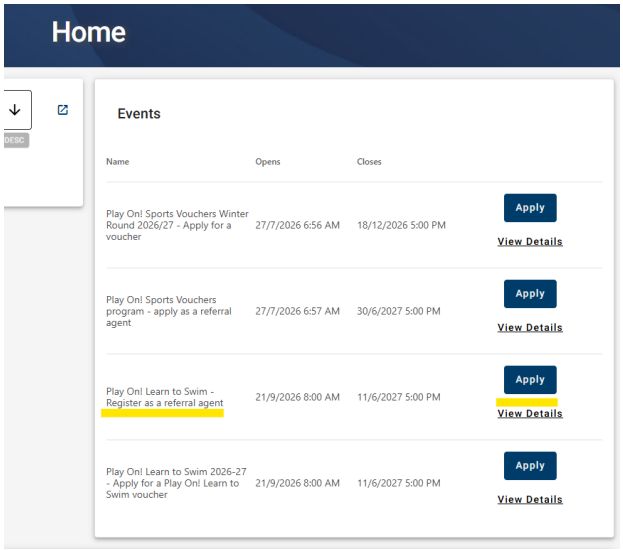
- The account holder must be over the age of 18 and agree to the terms and conditions. Parent/guardians who incorrectly enter the child or young person's name in this stage of the process can edit their User Profile when they log in.
- Click on the person silhouette at the top right of the screen and select 'User Profile'.
- Once a voucher application is complete, the parent/guardian **will not** be able to update the name of the child or young person on the voucher. This type of enquiry will need to be managed by the Department.

10. If you are directed to the **Voucher application page**, see the information on page 9.
11. If you are on the '**Select Account Type'** screen, click 'Register' under Individual Account. You will be directed to your home page. From the home page you can apply for a voucher, access your User Profile to update your details or see any past vouchers.

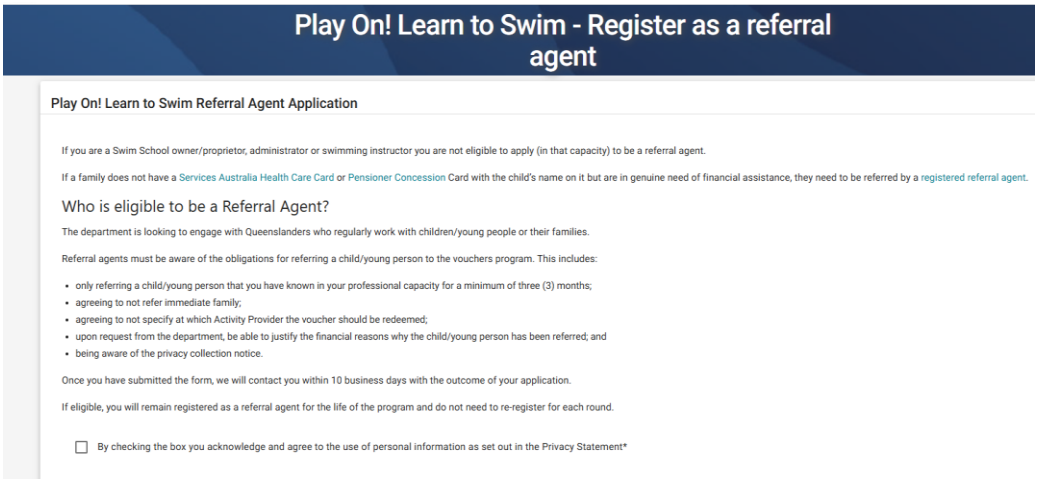



## Complete the Referral Agent Registration

1. When you are logged in and on the home page, click on 'Apply' next to 'Play On! Learn to Swim – Register as a referral agent'.




2. Read the eligibility requirements to be a Play On! Learn to Swim referral agent. Check the box to acknowledge the Privacy Statement.

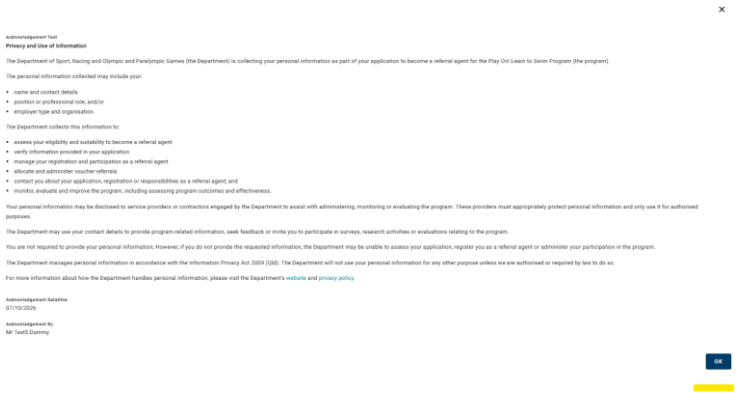



3. You will need to read the privacy and use of information sections, and click 'OK'.

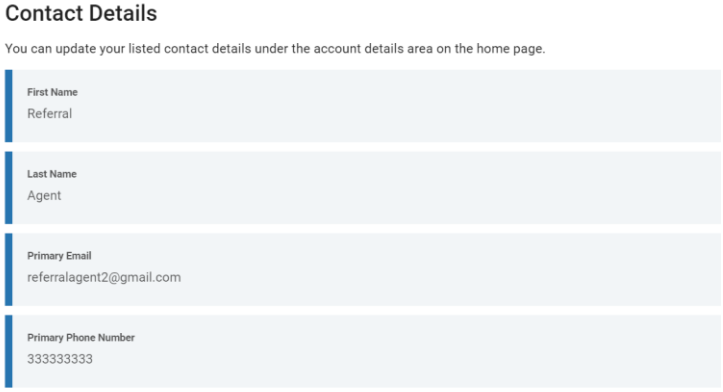
**User errors**

**Clicking the X in the pop-up Privacy Statement**

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




4. Contact details
    - When filling out your details, please note fields marked with an * are mandatory.
    - If you need to update the contact details that are greyed out, you can do this from your 'Home page' under account details.



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




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



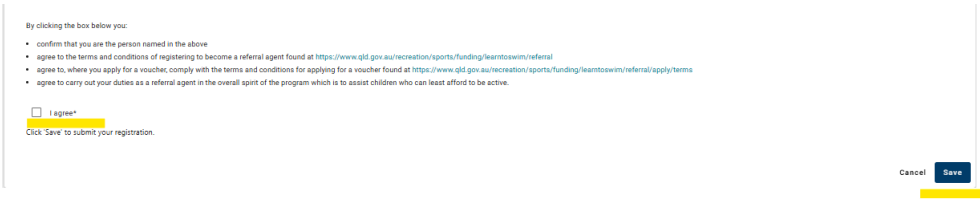

7. Enter your full organisation name (e.g. if you work for a childcare centre, please enter the name in full). ***It is recommended that there is only one representative Play On! Learn to Swim referral agent per organisation, per location to avoid duplication.***




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




9. Click the box 'I agree' to confirm that you:
   - are the person named in the above
   - agree to the terms and conditions of registering to become a Play On! Learn to Swim referral agent.
   - agree to, where you apply for a voucher, comply with the terms and conditions for applying for a voucher.
   - agree to carry out your duties as a referral agent in the overall spirit of the program which is to assist children who can least afford learn to swim lessons.

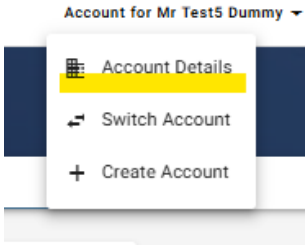



10. Click 'Save' to submit your registration.

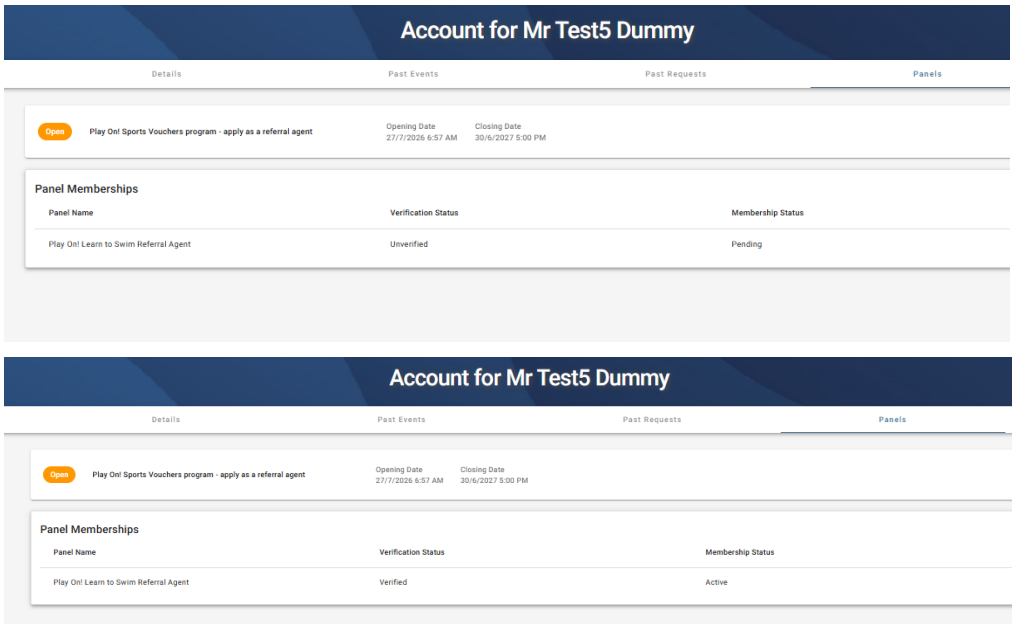
**User errors**

- Check that all mandatory questions have been completed.

11. You will be returned to the home page.
12. Registration will be assessed by the Department, and you will be advised of the outcome within 1-2 weeks.
13. You can check the status of the application by logging into your personal account and then clicking on your name at the top of the screen and selecting 'Account Details'.




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

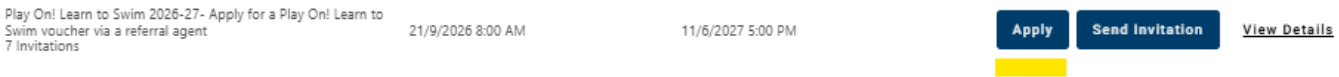



15. If you are approved as a referral agent, and once a round has opened, you will be allocated vouchers subject to their availability. You will be notified via email and will be able to see vouchers allocated to you on your homepage.
16. You may apply for a voucher on the families’ behalf or send the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

## Apply for a voucher

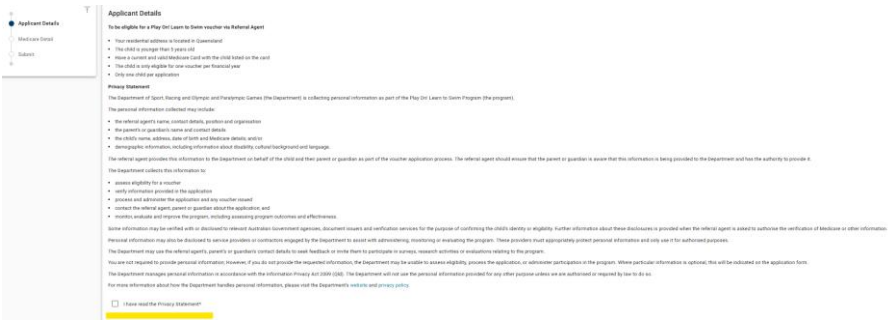
1. When you are an approved referral agent and have received your voucher invitations, login to your Enquire account, and apply for a Play On! Learn to Swim voucher on behalf of families from your home page.

2. Click ‘Apply’ next to ‘Play On! Learn to Swim - Apply for a Play On! Learn to Swim voucher via a referral agent’. You can also see how many voucher invitations you have received e.g., 2 invitations




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

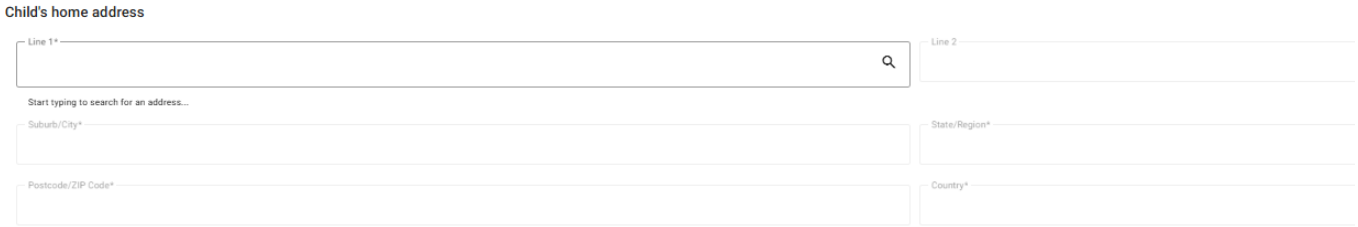
3. Applicant details
   - Read ‘To be eligible for a Play On! Learn to Swim voucher via a referral agent’.
   - Read and check the Privacy Statement box.



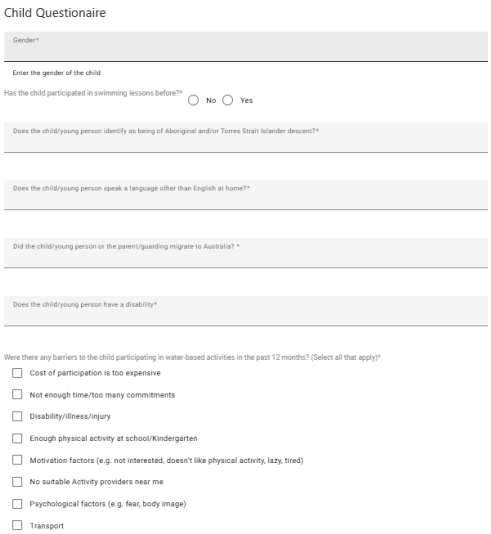

- Enter your details as the referral agent applying on the family's behalf.



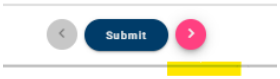

- Enter the child/young person's residential address – eligible participants must reside in Queensland. Start typing and suggested addresses will pop up. Select the correct address or click 'Cannot find your address?' and type in each line.




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




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

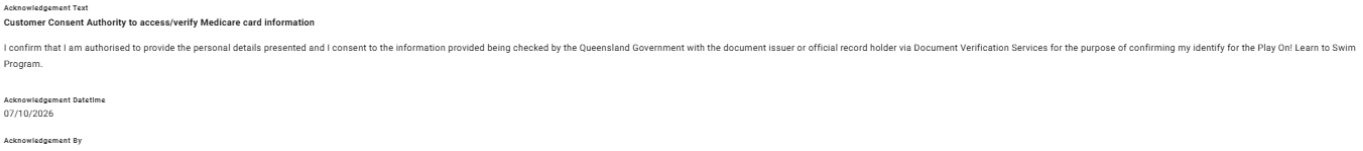

Submit

# Medicare Card

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




- Select 'I authorise the department to access/verify your Medicare card information'



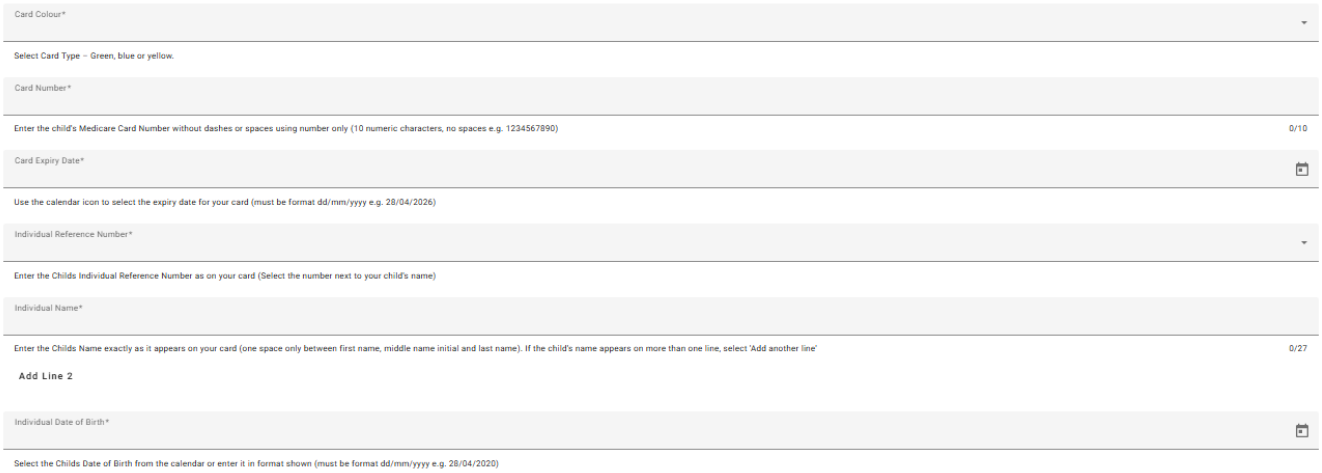

- Click 'OK' on the customer consent authority.

**Errors**

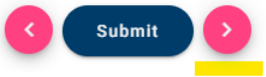
**Clicking the (X) in the pop-up Customer Consent Authority**

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

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

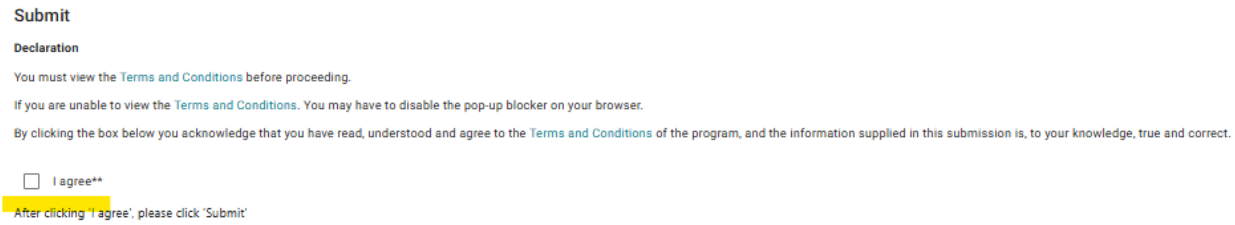



- Click the arrow to continue.




**Submit**

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

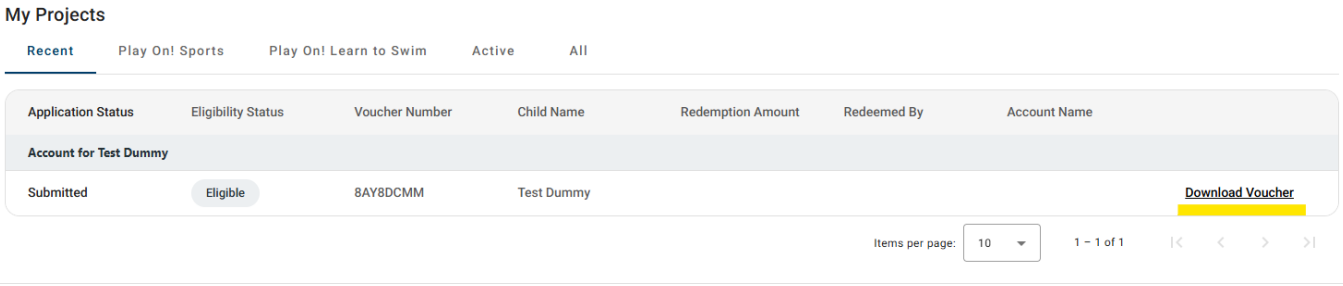



- Click 'Submit' to complete your application.

# Voucher notification

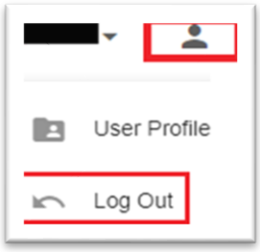
You will be notified on screen if you are successful/unsuccessful in your application.

- If you are successful in obtaining a voucher, you can access a copy of your voucher from the home page.
- All your voucher applications will be listed under the 'Play On! Learn to Swim Vouchers' heading.
- Find your eligible voucher and click 'Download' on the right-hand side.
- You can print your voucher or email it directly to your chosen activity provider. A PDF file of the voucher will also be sent to the email address you registered with.
- You can then email the voucher to the parent/carer/guardian.




If you are **unsuccessful** in obtaining a voucher the reasons will be displayed. Further information may be available on the home page under the 'Play On! Learn to Swim Vouchers' heading.

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




**User errors**

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

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

**Possible Technical Issues**

**Voucher is not being displayed**

- Reader version 9 or higher is required by Enquire and can be downloaded for free at http://get.adobe.com/reader/. Other Windows based PDF readers are not supported.
- If the voucher is not downloading, you may need to use a different browser.

**Adobe Reader**

- The operation of Adobe Reader is affected by certain 'add-ons'. It is recommended users enable Adobe Reader add-ons, for vouchers to display and function correctly.
- **Disabling add-on in Internet explorer**
  - From the Tools menu, select Manage Add-ons, then select Enable or Disable Add-ons.
  - Highlight the Adobe add-ons and select Enable. Click OK.
  - Highlight any add-ons that mention 'anti-virus' and select Disable. Click OK.
- **Disabling add-on or 'extensions' in Google Chrome**
  - In the address bar type 'chrome://extensions'.
  - Un-tick 'Enabled' next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Safari**
  - In the help menu select 'Installed Plug-ins'
  - Click the 'Disable' button next to the anti-virus name (could be multiple entries).
- **Disabling add-ons in Firefox**
  - In the address bar type 'about: addons'.
  - Click the 'Disable' button next to the anti-virus name (could be multiple entries).

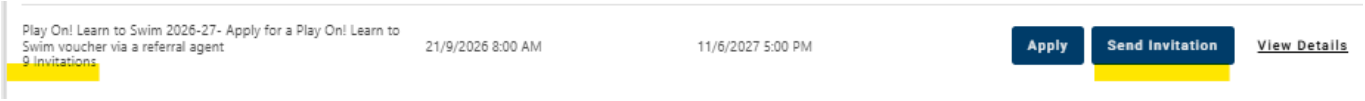
**Clients experiencing technical issues during the voucher application process**

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

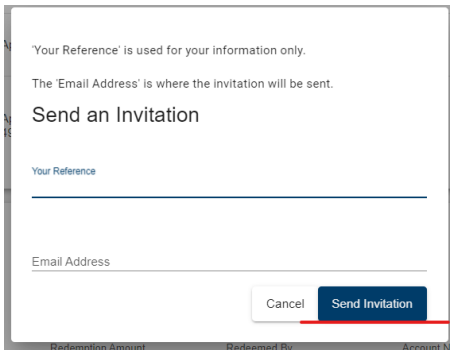
# How to send a voucher invitation

1. When you have been approved as a referral agent, login to Enquire and on your home page, click Play On! Learn to Swim 2026-27 – Apply for a Play On! Learn to Swim voucher via a referral agent'.

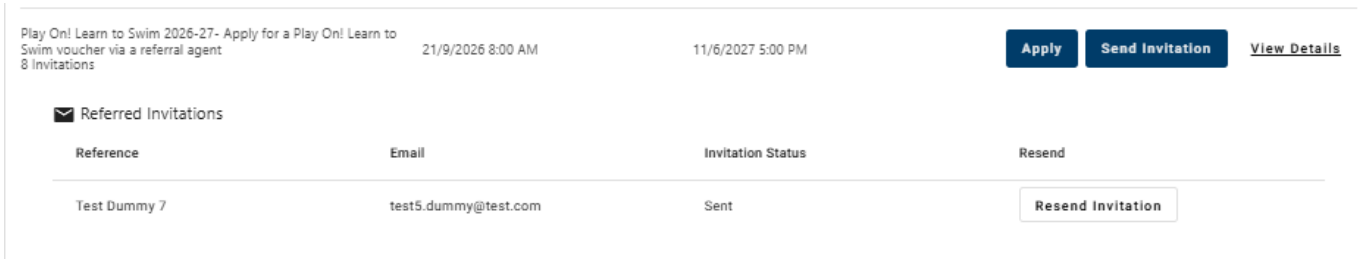
   You will need to send one invitation per child.




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




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

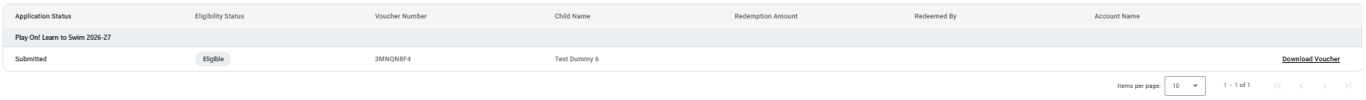



7. Each invitation may only be used once, so if you send an invitation to a new email address, only one of the recipients will be able to use it.
8. When an invitation has been accepted, the Invitation Status will change to 'Used'.

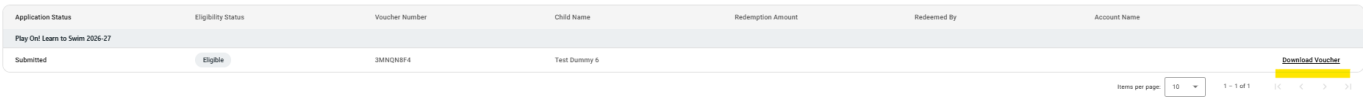
# Print/Email your Play On! Learn to Swim voucher

You can print a copy of your voucher at any time by logging into your Enquire account.

1. Under the 'Play On! Learn to Swim' heading, find the relevant voucher. You can filter vouchers (search for a specific voucher) by typing the child/young person's name.




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




3. Open the voucher, hover your mouse over the PDF, right click and click 'Print'.
4. To email your voucher, save the PDF to your computer and then attach it to your email.

**User Errors**

**I can't redeem my voucher**

- When successful in obtaining a voucher, you don't need to redeem this online. Just present the voucher to the registered Play On! Learn to Swim activity provider.
- You can do this by printing your voucher and taking it to the activity provider the child/young person wishes to join, or emailing it directly to them.
- You can then exit Enquire.

# Downloading a voucher on a phone (iPhones)

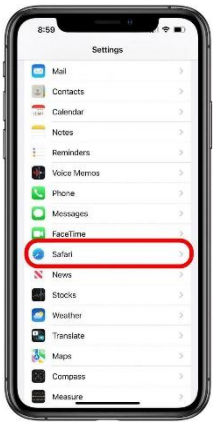
Before trying to download a voucher (using an iPhone), please ensure you turn off your pop-up blocker. If this is turned on, it will not allow you to download.

Please see the instructions to do this below:

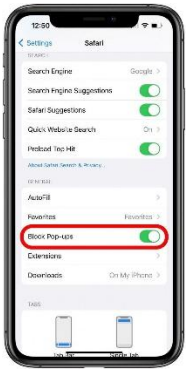
- Open settings.



- Scroll down and select ‘Safari’.




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



## Withdraw your application

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

## Further information

If you have any additional questions or experience issues, please contact:

**Email: playonvouchers@sport.qld.gov.au**
**Phone: 13 QGOV (13 74 68)**