Troubleshooting Manual

Activity Providers

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

Contents
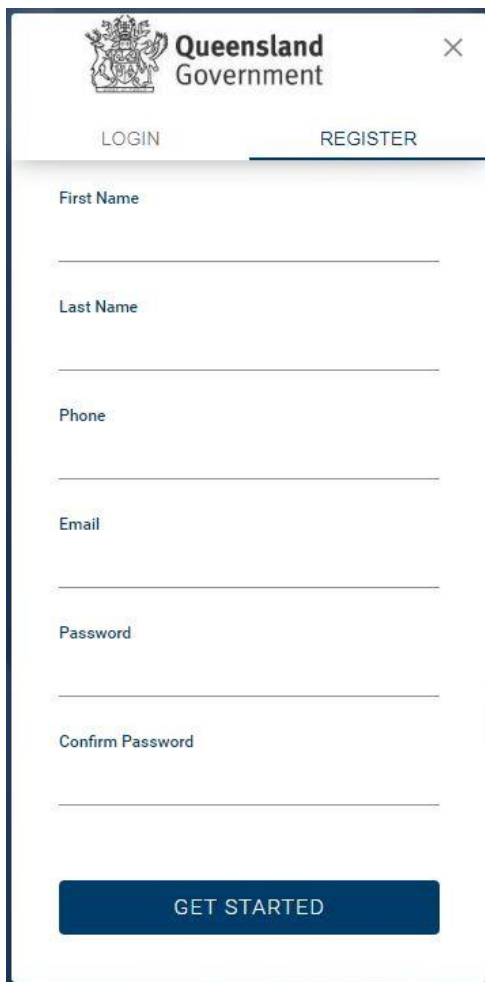
Register an Individual Account

1. Access the website at www.qld.gov.au/SwimStart
2. Click on 'How to register' under Activity Providers
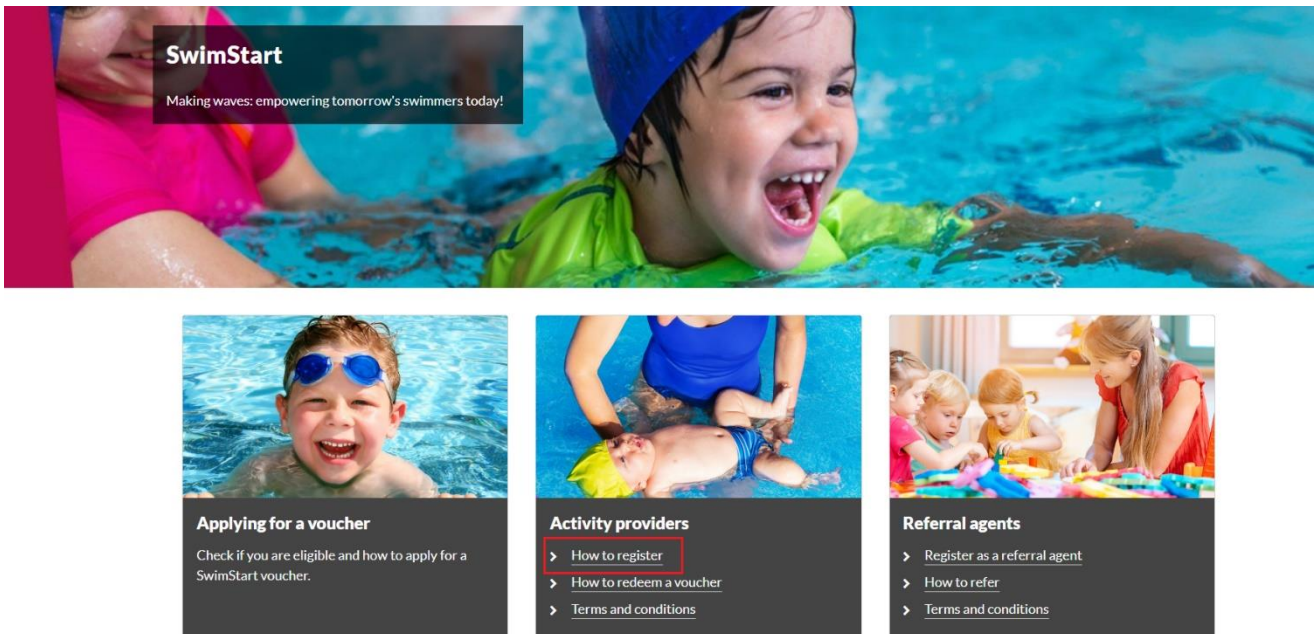
3. Confirm your organisation is eligible and click 'Register your organisation'
   *(Registering for an individual Enquire account is only required once. If for example, you have previously registered an individual Enquire account for FairPlay vouchers you can Login with this same account).*4. If you already have an individual Enquire Login, please go to '*Complete the Business Registration'*

5. Enter your personal details (not the organisation's details) to register your individual account.

   I.   If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail.
   II. When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of 8 characters and include one number, one uppercase letter and one lowercase letter.
   III. Click 'Get Started'.

User Errors

Have you entered your email address correctly?
- Check your email address is correct. This is where any correspondence will be sent.

Are you entering a password with the required number of characters and numbers?
- Check the entered password is at least eight characters long and a combination or numbers and letters.
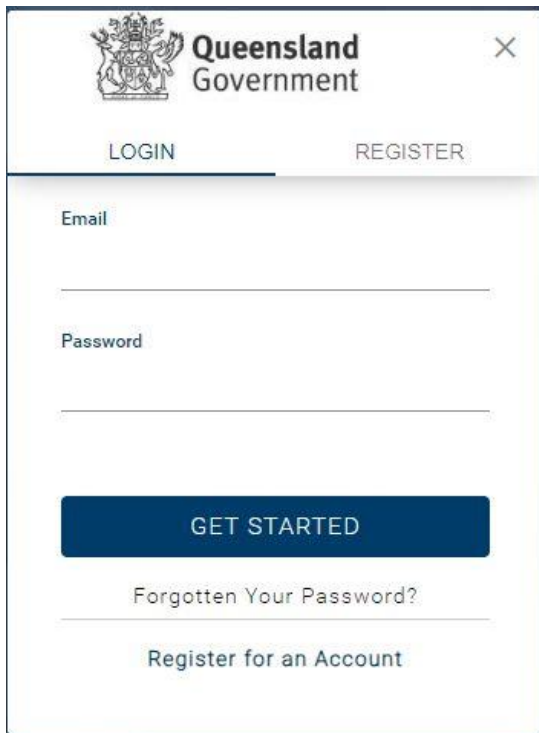
Have you entered a phone number?
- You need to enter a phone number so the system can confirm you haven't already got an account.

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.
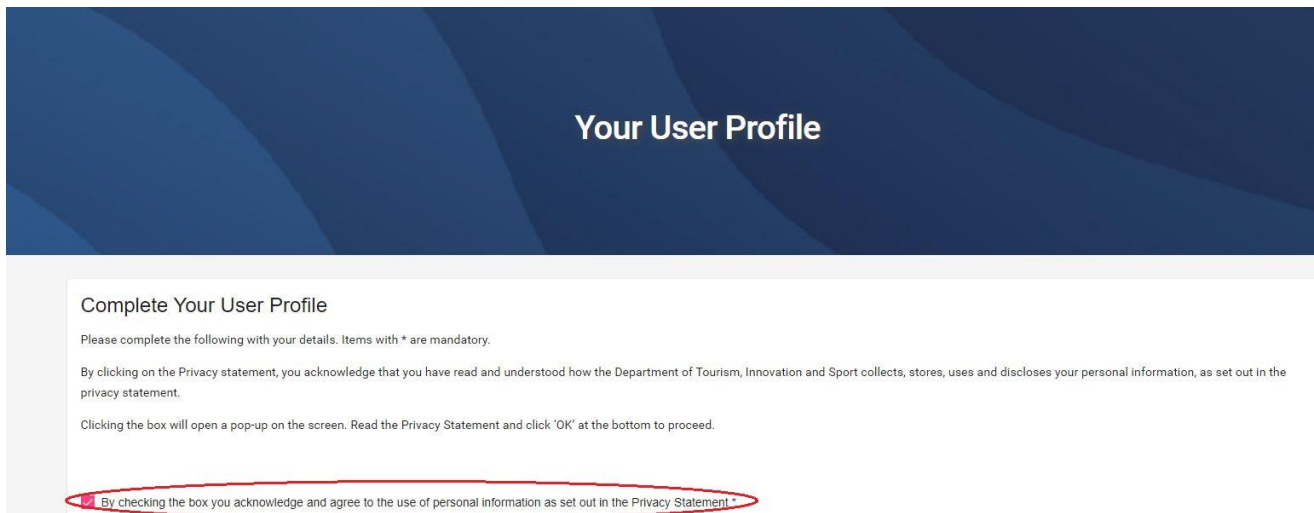
6. Click **'Login'**

    I.   You can log in straight away, but you will also receive an email to confirm your account has been registered. You do not need to action anything in the email.

7. Complete your User Profile

    I.   Read the Privacy Statement and click 'OK' in the pop-up.

Privacy Statement

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

The department is collecting personal information during the account registration process to set up an account in the Sport and Recreation Grant Registration Portal (Portal).

Your personal information will be used by the department in relation to your Portal account, for the purposes of assessing any applications for funding, as part of your involvement in any sport and recreation programs from applications for funding submitted through the Portal. Personal information will also be used to help the department monitor and evaluate current programs and future programs and resources.

The department may use and disclose personal information in the Portal or collected provided as part of an application for funding as outlined in the privacy statement for the relevant sport and recreation funding program.

Your personal information will not be published on the department's website. Your personal information will not be disclosed to any other parties unless authorised or required by law. Further information on how the department manages personal information can be found at https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014.

The Portal will also record persons who have clicked on the link.

OK

II.   Complete your details noting only sections marked with * are mandatory.
III.   If you are entering your address (not mandatory), start typing and suggested addresses
        will appear. Click the appropriate address.

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

Please read the Privacy, terms and conditions.

☑ By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *
Once you have completed the above click "Save" on the right to continue.

Cancel   Save

Complete the Business Registration

1.   If your organisation has already completed a 'Business Registration' please go to ['Complete Activity Provider Application'.](#)

2.   Click to open and read the Privacy Statement'.

3.   *If you have logged in with your existing Enquire account please select 'Register' under Business Account*.

4.   In the privacy statement, you will need to click 'OK' in the pop-up to proceed.

Privacy Statement

The Department of Tourism, Innovation and Sport (department) manages personal information in accordance with the Information Privacy Act 2009 (Qld). The department is collecting personal information (such as, your name, address, mobile phone number and email address):

1. during the registration process for the organisation under the Program, and to assess its application for registration under the Program; and/or
2. if registered, during the organisations participation in the Program (including any feedback or survey results provided) to administer the Program.

When requested the registered organisation details (which may include contact details and personal information) and the information on the number of Vouchers received by a registered organisation may be provided to members of parliament and relevant Government entities.

Information, including personal information, may be:

1. used by the department for monitoring and evaluating the department's programs (including the Program) and resources and/or
2. disclosed to the department's contractor/s engaged for the purpose of monitoring and/or evaluating the Program and/or
3. used by the department or its contractor/s to contact the persons to whom the personal information relates, to gather feedback or to participate in a survey on the Program and/or
4. used by the department or its contractor/s for any purpose associated with the administration of the program;

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

The email address you provide as part of the registration or application process will be used by the department and/or the department's contracted service providers in relation to the Program to communicate with you. Dependent on your email service provider this may involve the transfer of your personal information overseas.

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

OK

User Errors

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

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5. Enter your organisation's ABN. If you are not sure of your ABN, search your organisation on the Australian Business Register. Your organisation's details will populate into the blue boxes. If this information does not look correct, check you have correctly entered your ABN. Check the details are accurate and update as required.

If you are unsure of your organisation's ABN, you can search for your organisation on the Australian Business Register.

ABN *

0/11

| Name |
| Status |
| Registered for GST |
| Entity Type Name |

The Enquire system will only allow one unique ABN to be registered. If you are receiving this error message, 'ABN has already been registered', this means a business registration already exists for your organisation and you must liaise with the key contact for access. If you do not know the previous key contact account details, you will need to request to be added to the organisation account by following these instructions and click 'Create/add a new key contact account'

6. Complete your organisations details. All questions marked with a (*) are mandatory.
   I. **Incorporation Number (IA)** can be checked by selecting the magnifying glass to the right of the field which links to the Office of Fair Trading website. Type your organisation name and hit search.

II.   ***Business Account Name** should be the name your members/the community recognises, this may be your trading name or a shorthand name (e.g., Westfield Tigers Touch).

III.   ***Primary Email and Phone** should be the best contact for new members to register. This information will be published on the [SwimStart Activity Provider List](#).

IV.   ***Primary Address** should be the physical location of your club so that members know where they will be participating.

    a. If a street number/name is not sufficient as you operate out of a complex or park start typing and click 'Cannot find your address?' which will allow you to enter the grounds as Line 1 and street address as Line 2 (e.g. Whites Hill Recreation Reserve, 258 Boundary Rd, Camp Hill).

    b. You will then need to click into the Suburb/City and select the appropriate option.

7.   You will be the **Key Contact** for this organisation. Select the appropriate position title for your role.

> You will be the Key Contact for your organisation. If your organisation is registered under the program you will be able to redeem vouchers and will receive communication regarding the program.

> **Key Contact Name**

> Key Contact Position Title *

8.   The **Accountable Officer** should be the most senior person within your organisation such as the President, Chief Executive Officer, Chairperson or Principal. This person would have the authority to execute grant contracts/sign legal documents on your organisation's behalf.

    I. If the Key Contact is the Accountable Officer, select 'Use Key Contact as Accountable Officer'.

    II. All questions marked with a (*) are mandatory

    III. You need to click 'Save Contact' to proceed.

> Accountable Officer's Contact Details
>
> The Accountable Officer should be the most senior person within your organisation such as the President, Owner or Chief Executive Officer. This person would have the authority to execute grant contracts/sign legal documents on your organisation's behalf.
>
> Complete the details and click 'Save Contact' below.
>
> ☐ Use Key Contact as Accountable Officer
>
> Title *
>
> First Name *   0/255
>
> Last Name *   0/255
>
> Email Address *   0/255
>
> Primary Phone Number *   0/255
>
> Position Title *
>
> Save Contact

> **Errors**
>
> **Haven't completed all mandatory items.**
> - Check that all mandatory questions have been completed. Under Accountable Officer you may need to click 'Save Contact' before you save the whole form.
> - Scroll to the top of the page to check for any error messages.

9. Read and acknowledge the Terms and Conditions.

10. Click 'Save' to exit.

Please review the terms and conditions (text will open in a new tab).

By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal.

☑ By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *

Once you have completed the above click 'Save' on the right to continue.

Save

11. You will then be directed to the Home page.

Complete Activity Provider Registration

1.   On the home page click 'Apply' next to 'SwimStart - Register as an Activity Provider'

2.   Click to 'open' and read the Privacy Statement'.

3.   You will need to click 'OK' in the pop-up.

The Department of Tourism, Innovation and Sport (the department) is collecting your personal information to:

- set up your account on the Sport and Recreation Grant Registration Portal;
- assess your application and eligibility for the Grant and if approved, the level of funding to be provided;
- contact you regarding future grants and programs that may be of interest to you;
- monitor and evaluate current and future programs and resources;
- contact you to seek your further feedback on the Grant or participation that aim to evaluate and/or improve the Grant processes.

Your personal information may be disclosed to:

- the responsible Minister(s) for the Grant
- other Queensland Government Departments who may be involved in the administration of the Grant
- other state or territory government department agencies;
- contractors engaged by the Department to assist in the assessment of the applications and/or undertake evaluations of programs and projects.

The department may publish successful applications on the Department's website or other Queensland Government website(s) which may include your name and information about the funded project. Where possible, the department would limit the amount of your personal information being published or de-identify the information.

Further information on how the department manages personal information can be found at https://www.dtis.qld.gov.au/site-information/privacy.

OK

> **User Errors**
>
> **Clicking the X in the pop-up Privacy Statement**
> - You need to click 'OK' to acknowledge you have read and understood how the Department uses personal information. Clicking the exit (X) will not allow you to proceed past the current page.

4. Check your organisation meets the eligibility on our website. If you have any concerns or questions, please contact swimstartvouchers@dtis.qld.gov.au before you proceed.

To become a registered activity provider, your organisation must meet all the following criteria:

a. Deliver the activity in Queensland

b. have a valid and current Australian Business Number (ABN)

c. Be an affiliated member with:

   I. Australian Swim Schools Association

   II. AUSTSWIM

   III. Royal Life Saving Society Queensland; Or

   IV. Swim Australia

d. Ensure lessons are

   I. of age appropriate Learn to swim activity

   II. provided in-person weekly or in intensive learn to swim programs over a minimum of 150 minutes in total

   III. delivered in the State of Queensland,

   IV. aligned/endorsed as meeting the National Swimming and Water Safety Framework benchmarks.

e. have and maintain suitable public liability and team/participant insurance;

f. meet the Queensland Blue Card requirements for persons working with children; and

g. conducted by appropriately qualified persons, including;
   I. Teacher of Swimming & Water Safety Qualified

   II. Hold a current CPR certificate.

   III. Undertake annual Industry Professional development.

   IV. For lessons involving children under 5 years old, hold appropriate qualification for age.

5.   Please continue with your application if you meet the eligibility criteria as above and check the box to continue.

To be eligible to be an Activity Provider, an organisation must:

a. Deliver the activity in Queensland

b. have a valid and current Australian Business Number (ABN)

c. Be an affiliated member with:

- Australian Swim Schools Association
- AUSTSWIM
- Royal Life Saving Society Queensland; Or
- Swim Australia

d. Ensure lessons are:

- of age appropriate Learn to swim activity
- provided in-person weekly or in intensive learn to swim programs over a minimum of 150 minutes in total
- delivered in the State of Queensland
- aligned/endorsed as meeting the National Swimming and Water Safety Framework benchmarks.

e. have and maintain suitable public liability and team/participant insurance

f. meet the Queensland Blue Card requirements for persons working with children; and

g. conducted by appropriately qualified persons, including;

- Teacher of Swimming & Water Safety Qualified
- Hold a current CPR certificate
- Undertake annual Industry Professional development
- For lessons involving children under 5 years old, hold appropriate qualification for age.

☐ By checking this box, I hereby declare my organisation meets the eligibility requirements listed above *

6.   Select the **peak body** you are affiliated with and answer the question. Noting all questions marked with an * are mandatory

Nominate the peak body your are affiliated with *
☐ Australian Swim Schools Association
☐ AustSwim
☐ Royal Life Saving Society Queensland
☐ Swim Australia
☐ Other

If other, peak body:

How many minutes of Learn to Swim Lessons can be provided with a $150 Voucher? *

7.   Enter your organisation's bank details:
    I.   Bank account name must exactly match your organisation's name and legal name as listed on the Australian Business Register (ABN)
    II.   Double check your BSB and Account number
    III.   You will need to upload a copy of your official Bank Statement (no more than three months old from your date of registration) to confirm these details. The account name, BSB and account number will need to be visible on the bank statement but transaction details can be cut or blurred out.

Bank Account

Enter your organisation's bank details below. This account should be under the organisation's name and will be where voucher funds are deposited. You will need to supply a copy of your current Bank Account Statement so these details can be confirmed. Account name, BSB and account number will need to be visible. The organisation's bank account name must exactly match your bank statement account name and must match the organisation's legal name listed on the Australian Business Register.

* The system will only retain ONE set of bank details. If you are registered for multiple voucher programs your listed set of bank details will prepopulate. If you update these bank details your organisation will need to be reverified for payments to progress.

** No changes to bank details are required if your bank details show correctly.

Bank Account Name *

BSB *

Bank Account No. *

Attach a copy of your current Bank Account Statement (no more than 3 months old) *

Upload Document

8.   Rate the registration process and indicate whether you would like to be included on the mailing list. Any correspondence will be sent to the organisation's primary email.

Please rate the registration process

Please include me on the mailing list

9.   Access and read the Terms and Conditions by clicking on the link, then tick the check box.
10.   Click 'Save' to submit.

Review the terms and conditions (text will open in a new tab).

By clicking the box below, you confirm:

- You are authorised by the organisation applying for SwimStart registration to complete this application
- That you have read and agree to the terms and conditions of SwimStart vouchers
- That the information supplied is, to your knowledge, true and correct.

☐ I agree *

Cancel   Save

11.   You will be returned to the Panel Memberships page. You will see your 'Membership Status' which will be Active once you are approved. You will also receive an email confirming the outcome.
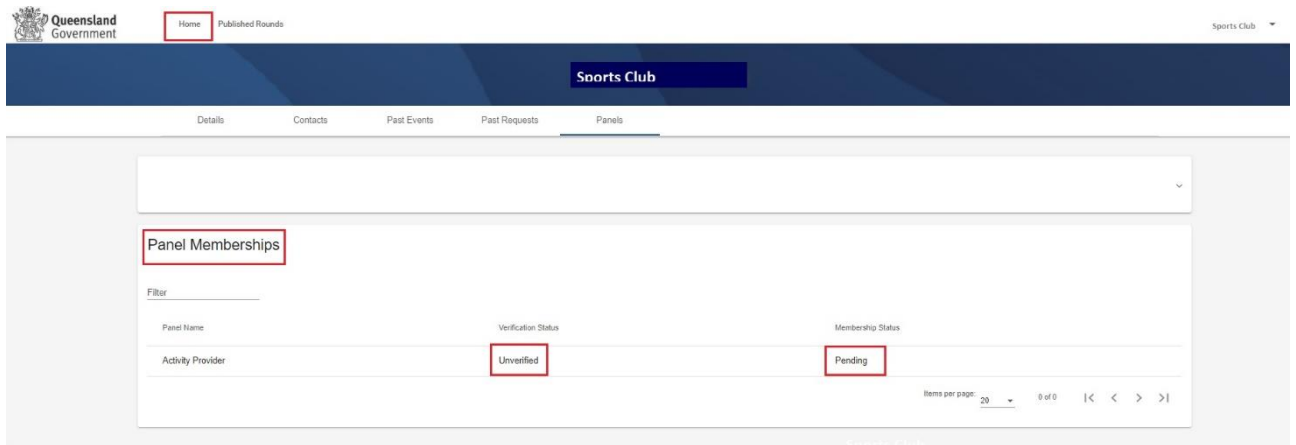
12.   From the home page you can redeem vouchers, access your Account Details, Contacts and User Profile to update your details or see any past vouchers (example below).

13.   If you have logged out of Enquire, you can check the status of the application by logging back into your personal account at https://sr-cp.sr-enquire.cloud/login, clicking on your organisation's name at the top of the screen and selecting 'Account Details'.
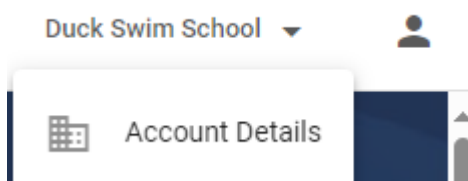
If you click 'Panels' you will see your Membership Status which will be *Active* once you are approved. You will also receive an email confirming the outcome.

Organisations <u>will not</u> be able to redeem vouchers until the registration has been approved by the department.

Redeem a Voucher

1.   Login to your account and next to 'SwimStart' click on 'Redeem Voucher - SwimStart' button.

2.   Check your organisation and bank details are accurate.
   I.   Your bank account details listed below are used across all programs. Only one bank account can be used for payments across all programs.
   II. If any details need updating, click 'Update Organisation or Bank Details' and use the 'Edit' button under the relevant section.
   III. If you update your organisation's bank details, you can still redeem vouchers however payments will not be processed until these details are verified by the Department.

3. You must view the Terms and Conditions by clicking on the link before proceeding.
    I. Tick the box to indicate you have read and agree to the terms and conditions.

Declaration

You must view the Terms and Conditions (opens in a new window) before proceeding.

If you are unable to view the Terms and Conditions, you may have to disable the pop-up blocker on your browser.

By clicking the box below, you acknowledge that you have read and agree to the Terms and Conditions of the Program, and that the information supplied in this submission is, to your knowledge, true and correct.

☑ I agree *

Dan Smith on 03/11/2023

CANCEL   SAVE

4. Click **'Save'** to proceed.
5. Enter the voucher number and press 'Enter'. The voucher details will appear below.

Redeem Voucher

Press Enter to continue

Voucher Number

Type your 8 character voucher number above and press Enter to continue. The child/young person's details will populate.

You can find your redeemed vouchers on the Home page. The remittance advice will be sent to the Key Contact's email address.

CANCEL

6. Check the voucher details (child's name, date of birth and parents name) to confirm you are redeeming the correct voucher.

Redeem Voucher

Voucher Number
9MCRH2XJ

Press Enter to continue

Voucher for Simon A BruceS1

1. Review the voucher details to confirm you are redeeming the correct voucher.
2. Enter the total cost of Swim Lessons invoiced (GST-free).
3. The redemption amount will auto-calculate. This is what your organisation will be paid.
4. Click 'Redeem' at the bottom of the screen to finalise your claim.

You can find your redeemed vouchers on the Home page. The remittance advice will be sent to the Key Contact's email address.

Applicant Name
Test Parent1

Enter the total cost of Swim Lessons invoiced $ (GST-free)
0.00

Child Name
Simon A BruceS1

Date of Birth
01/05/2021

Redemption Amount ($)
0.00
A voucher can only be redeemed once. You cannot partially redeem a voucher multiple times.

Age
2

Suburb
Brisbane City

Redemption Date
03/11/2023

State
Queensland

Redeemed By
Dan Smith

☐ Redeem another voucher (untick if you only want to redeem one voucher)

CANCEL   REDEEM

7. Enter the full membership, registration or participation fees for the child/young person for the total cost of Learn to Swim.
    I. Fees are to be entered as the full amount that a child/young person is charged for membership, registration or participation fees (not the $150 voucher amount).
    II. The voucher redemption amount will automatically populate as the membership, registration or participation fee up to $150.

8.   If you have more vouchers to redeem, ensure 'Redeem another voucher' is ticked and click 'Redeem'.
    I.   If you don't have any more vouchers to redeem, untick 'Redeem another voucher' and click 'Redeem'.

9.   Remittance advice (including voucher numbers) will be sent to the Primary Email address.

User Errors

I can't update my organisation's details?
- Only the Key Contact will be able to update details. If the Edit button is greyed out for you, you aren't the key contact. Please contact the key contact to update any of your organisation's details.
- Click your business name at the top of the screen and select 'Account Details'. You can then click on the 'Contacts' tab to check who the Key Contact for your organisation is.
- If you do not know the previous key contact please follow these instructions to request a new key contact be added to the organisation account.

What does invalid or ineligible voucher number mean?
- Check you have entered the correct voucher numbers/letters.
- Check the voucher is still valid (for the current round and within the expiry date).

Possible Technical Issue

I am unable to view the Terms and Conditions?
- If you are unable to view the Terms and Conditions, the pop-up blocker on the web browser may be turned on. To view the Terms and Conditions copy and paste the link into a new web browser www.qld.gov.au/recreation/sports/funding/swimstart/providers/terms.

When you have redeemed all vouchers, click 'Home' at the top of the page to return to the home page. Here you can view successfully redeemed vouchers.

Organisations will receive reimbursement within 10 business days. You will receive the remittance advice with an invoice number via your primary email address of. Any claims made will be sent as a bulk amount with the individual remittance advice showing the voucher numbers and amount claimed for you to check against your redemptions. The invoice number will appear as the reference number on the bank statement.

Possible Issue

Our organisation redeemed a voucher and it hasn't been paid.
- The key contact should check the club's bank account to confirm if funds have been reimbursed. This can take up to 10 business days.
- The deposit amount should be equal to the total amount on the EFT Remittance advice you received. **Note:** the EFT Remittance Advice will list the voucher numbers. This can be used to reconcile payments.
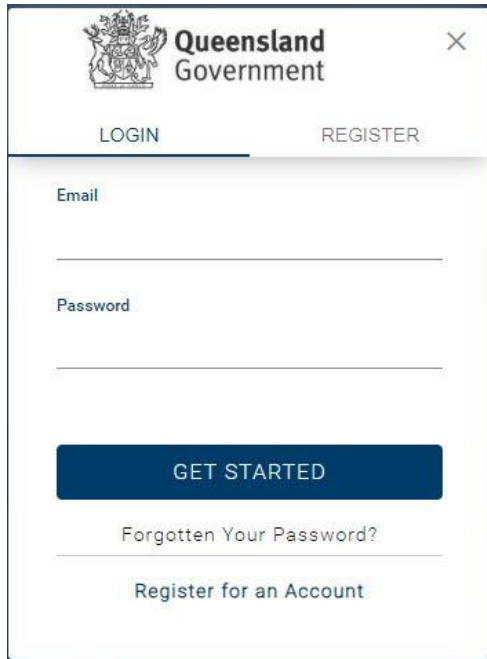
Changing Club Account Details

Changing Details on the Registered Activity Provider Directory

If the organisation details displayed in the list of registered activity providers on our website have changed (trading name, address, phone and website address) you can update most of the details through your account.

1.   Log in to your account.

2.   Click on your organisation name at the top right of the page and select 'Account Details'.

3.   Your details are listed here, you can use the 'Edit' button at the bottom of each section to update the relevant details.

4.   Click 'Save' when you have updated the details.

These changes will be reflected online when the directory is next updated.

Adding a New User to Redeem Vouchers

An organisation may have multiple people linked to the account to redeem vouchers. The key contact will need to:

1.   Log in to your account.

2.   Click on your organisation name at the top right of the page and select 'Account Details'.
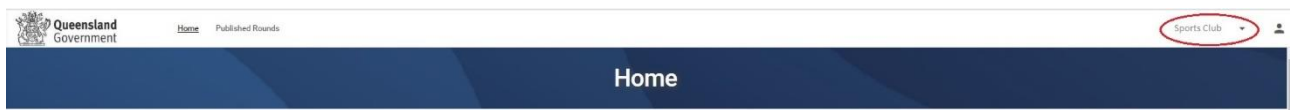
3.   Click 'Contacts' - This screen will display all contacts related to your organisation.
4.   Click 'Create Contact'
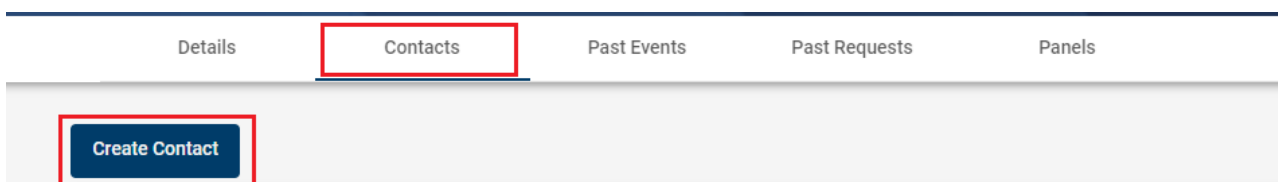
5.   Enter the new contact's first name, last name and email address.

6.   Selecting 'Send Invitation' will prompt you to select an appropriate role from a drop-down list in 'Role in Account'.

  I.   **Standard User** can view organisation details and redeem vouchers.

  II.   **Account Administrator** can edit organisation details, manage contacts and redeem vouchers.

7.   Click **'Save'.**

The recipient will need to check their email and click the link in the email to register/login. When they log in, they will be asked to confirm if they would like to be linked to the organisation? Click 'Yes'.

They will then be connected to the organisation's account and be able to redeem vouchers.

Possible Technical Issue

Email was not received
- You can resend the invitation by clicking 'Revoke', then clicking the three dots to the far right of the contact's name and selecting 'Invite'. You will need to confirm the address and Role in Account prior to inviting.

The person responsible for redeeming vouchers has left the organisation and you cannot access the account.

If the person responsible for redeeming vouchers is no longer contactable, follow the steps below to register an individual account for the new contact.

1.   Check your organisation is registered by searching the SwimStart Activity Providers Directory.
2.   If the organisation is registered, you will need to register an individual account (see instructions above).
3.   Once you have an individual account, complete the Primary Contact Change Request Form and email to srsgrportal@dtis.qld.gov.au.
4.   If the organisation is **not** registered, follow the instructions to register an individual account, complete the business registration and complete the activity provider application (pages 3 to 15).

As the new contact person, you will have access to the bank account details, be able to redeem vouchers and add new users for the organisation. You will receive an email notification once your new account is linked.

Changing Bank Account Details

Each organisation may only have one bank account listed. Your bank account details listed below are used across all programs.

1.   Log in to your account.
2.   Click on your organisation name at the top right of the page and select 'Account Details'.
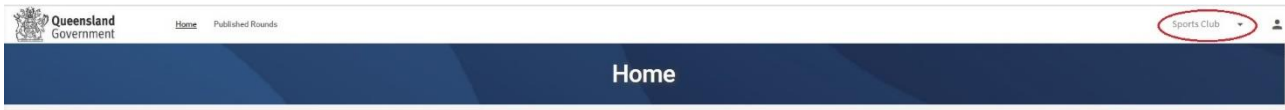
Your details are listed here, you can use the 'Edit' button at the bottom of each section to update the relevant details.

3.   Click **'Save'** when you have updated the details.

You will need to send a copy of your official bank statement (dated from the last three months of registering) to swimstart@dtis.qld.gov.au to confirm these details. The account name, BSB and account number will need to be visible on the statement but transaction details can be cut or blurred out.

Note: If you change your organisation's bank details you can still redeem vouchers however payments **will not** be processed until the bank statement is received and the organisation's details are verified by the Department.

Changing Login Email Address

Your login email is where you will receive all correspondence regarding SwimStart vouchers. If you no longer have access to this email you will need to change your primary email by doing the following:
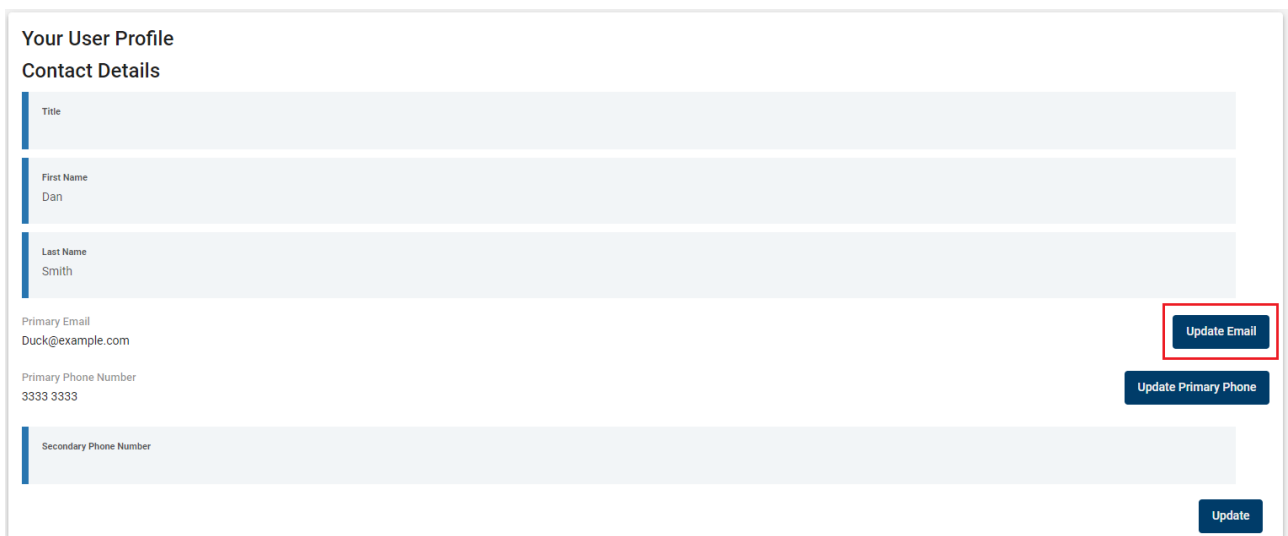
1.   [Log in](#) to your account.
2.   Click on the 👤 in the top right corner.

3.   Click 'User Profile'.
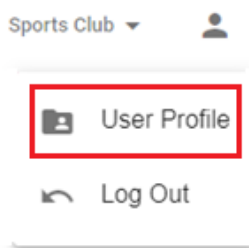
4.   Click 'Update Email' next to Primary Email (you can also change your password and phone number from this screen).

5.   Check the current Primary Email is the email you want to change and 'Update Email'

6. Enter your **new** email.
7. Enter your **current** password to confirm you are authorised to update this email.
8. Click 'Save'.
9. Next time you log in you will need to use your new email and the same password.

Further enquiries
For any questions, contact 13 QGOV (13 7468) or swimstartvouchers@dtis.qld.gov.au.