



Manual for Parents and Carers

Winter 2026/27 Round – July 2026

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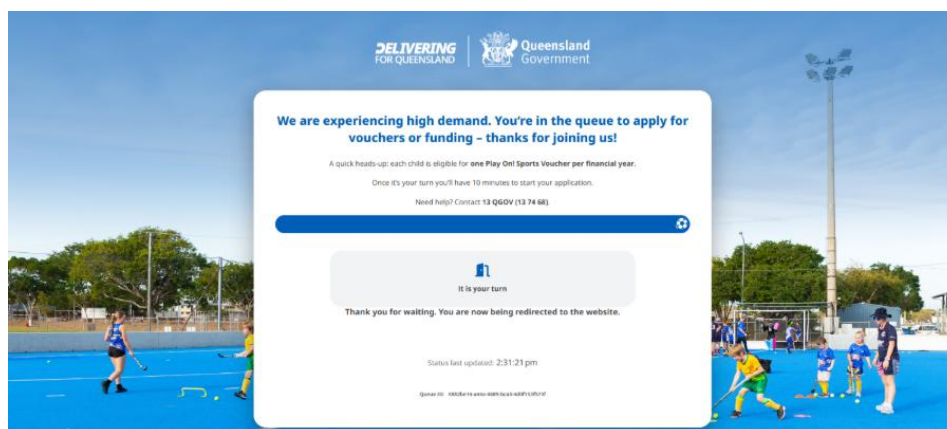
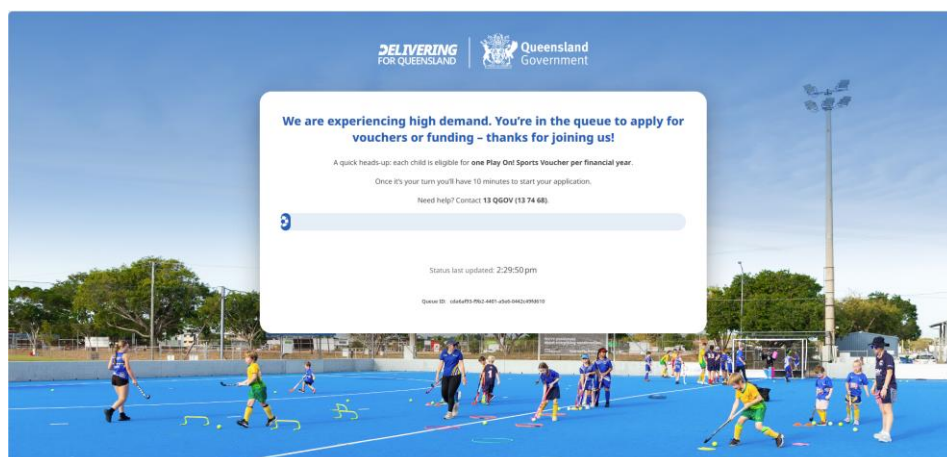
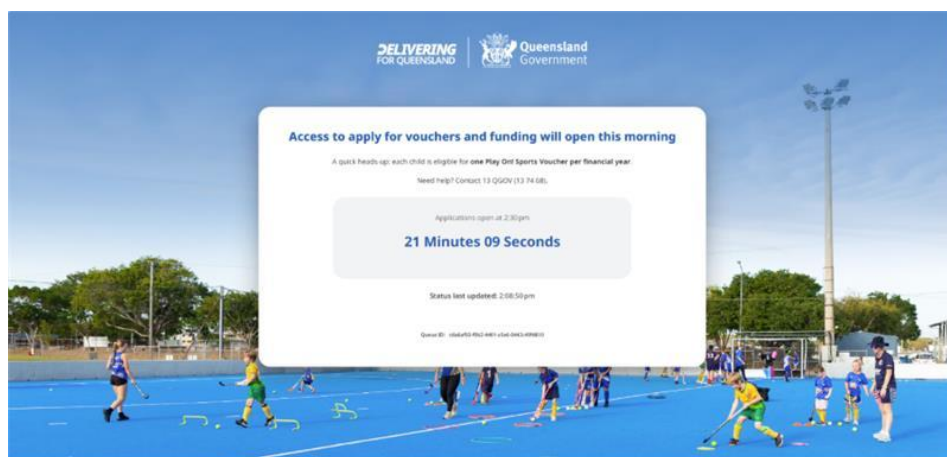
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Register an individual account

Visit the Play On! Sports Vouchers [webpage](#) to apply.

Confirm the child/young person is eligible and click '[Register online now](#)'.

Please note that if you attempt to apply for a voucher on the opening day, you may receive a message indicating that the round has not yet opened, or that the system is experiencing high demand, or that you're in the queue to apply for a voucher.



Complete personal details

- If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail.
- When creating a password for Enquire, choose one that you can remember – passwords must be between 10 and 50 characters and include one number, one UPPERCASE letter and one lowercase letter.

The image shows two side-by-side screenshots from the Queensland Government registration process. The left screenshot is the 'REGISTER' form, which includes fields for First Name, Last Name, Phone, Email, Password, and Confirm Password, followed by a 'GET STARTED' button. The right screenshot displays the password requirements: 'Your password must meet these requirements:' followed by a list: At least 1 uppercase character, At least 1 lowercase character, At least 1 numeric character, Between 10 and 50 characters in length, Cannot contain your email address, Cannot contain invalid special characters, and Must not be weak or common or compromised.

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

If you do not have an email, you can create one using Outlook, Yahoo, Gmail or Hotmail.

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

Click 'Get Started'.

Complete your User Profile

The image is a screenshot of the 'Your User Profile' page on the Queensland Government portal. It features a blue header with the title 'Your User Profile'. Below the header, there is a section titled 'Complete Your User Profile' with instructions: 'Please complete the following with your details. Items with * are mandatory.' It also includes a privacy statement notice: 'By clicking on the Privacy statement, you acknowledge that you have read and understood how the Department of Sport, Racing and Olympic and Paralympic Games (department) collects, stores, uses and discloses your personal information, as set out in the privacy statement. Clicking the box will open a pop-up on the screen. Read the Privacy Statement and click 'OK' at the bottom to proceed.' At the bottom, there is a checkbox with the text: 'By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement *'.

Read the Privacy Statement and click 'OK' at the bottom to proceed.

The image shows two screenshots related to the privacy statement. The left screenshot is the 'Privacy Statement' itself, which explains that the Department of Sport, Racing and Olympic and Paralympic Games manages personal information in accordance with the Information Privacy Act 2009 (Qld). It states that 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). It also mentions that personal information will be used for assessing applications for funding and for monitoring and evaluating programs. A link to the privacy statement is provided: <https://www.legislation.qld.gov.au/view/html/inforce/current/act-2009-014>. The right screenshot is a confirmation box with the text: 'The department reserves its right to update the privacy notice for the Portal, the amended policy will be posted to <https://www.sport.qld.gov.au/site-information/privacy> and will operate from the time it is posted. Me! Sqiggy 08/06/2026.' Both screenshots have an 'OK' button at the bottom right.

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

The first screenshot shows a form titled 'CONTACT DETAILS'. It includes a dropdown for 'Title', a text field for 'First Name*' with the value 'Mel', a text field for 'Last Name*' with the value 'Sugg', an email field with 'm.sugg@gmail.com', and a text field for 'Primary Phone Number' with '33333333'. The second screenshot shows a 'Secondary Phone Number' field and a checkbox for 'By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal.' with the text 'Once you have completed the above click 'Save' on the right to continue.' and 'Cancel' and 'Save' buttons.

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

The screenshot shows a confirmation box with the text 'Please read the [Privacy, terms and conditions](#).' followed by a checked checkbox and the text 'By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *'. Below this is the text 'Once you have completed the above click 'Save' on the right to continue.' and 'Cancel' and 'Save' buttons.

Click 'Save' at the bottom to proceed.

The screenshot shows a 'Select Account Type' screen with two options: 'Individual Account' and 'Business Account'. The 'Individual Account' option has a 'Register' button. The 'Business Account' option has a 'Register' button.

Check

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.
- 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.

On your home page, at the Play On! Sports Vouchers program – Apply for a voucher, click Apply.

You have 30 minutes to complete your application.

Name	Opens	Closes	Apply
Play On! Sports Vouchers program - apply as a referral agent	29/1/2026 6:57 AM	30/6/2027 5:00 PM	View Details
SwimStart Round 1 - Apply for a SwimStart voucher	29/1/2026 6:58 AM	12/6/2026 5:00 PM	View Details
Swimstart - Register as a referral agent	29/1/2026 6:58 AM	30/6/2027 5:00 PM	View Details
Play On! Sports Vouchers Winter Round 2026/27 - Apply for a voucher	8/6/2026 6:56 AM	18/12/2026 5:00 PM	View Details

Read the Privacy and Use of Information and update the Applicant Details.

You have 30 minutes to complete your application

To be eligible for a voucher

Have a current valid Medicare Card

- Your child's residential address is located in Queensland
- Your child is 5 to 17 years of age
- Your child is only eligible for one voucher per financial year
- Only one child per application

Privacy and Use of Information

The Department of Sport, Racing and Olympic and Paralympic Games (department) manages personal information in accordance with the Queensland Privacy Principles (QPPs) under Information Privacy Act 2009 (Qld).

Some personal information, such as your name, position, organisation name, telephone number and email address, will be provided to the department (by you or by the applicant for a voucher) as part of the Play On! Sports Vouchers program (program) application process.

Your personal information may be:

- used by the department to monitor and evaluate its programs.
- disclosed to contractors engaged by the department to assist with monitoring, evaluating, or administering the program. These contractors are required to comply with strict confidentiality and privacy obligations under the QPPs.
- used by the department or its contractors to contact you to gather feedback or invite you to participate in a survey about the program.

If you choose not to give us your personal information or to not consent to our collection of such information, this may impact your ongoing involvement in the program.

The department takes reasonable steps to ensure that personal information is stored securely and protected from unauthorised access, loss, misuse, or disclosure.

Personal information collected as part of the program will be retained only for as long as necessary to fulfil the purposes outlined in this Privacy Statement or as required by law. After this period, the information will be securely destroyed.

You have the right to request access to or correction of your personal information held by the department. To make a request, please contact the department's Privacy Team at sportprivacy@sport.qld.gov.au.

Your personal information will not be disclosed outside Queensland or Australia unless authorised by law or with your consent.

Personal information will not be disclosed to any other third parties without your consent, unless authorised or required by law. Further information on how the department manages personal information, how you can make a complaint about how we handled your personal information and how your complaint will be handled, can be found at <https://www.sport.qld.gov.au/site-information/privacy>.

The department reserves the right to update this privacy notice for ongoing collections at any time. The amended privacy notice will be posted at <https://www.sport.qld.gov.au/sport/funding-programs/play-on> and will take effect from the time it is published.

☒ I have read the Privacy Statement *

Enter your child's address and if successful, it will state the message below:

Child/Young Person's Address

Line 1* Line 2

Start typing to search for an address...

Suburb/City* State/Region*

Postcode/ZIP Code* Country*

Are you applying using a Health Care Card or Pensioner Concession Card? * ☒ Yes ☐ No - I am applying with my Medicare card



Your address has been successfully verified.

Tick if you are using a Health Care Card (HCC) or Pensioner Concession Card (PCC) or tick no, if you are applying with your Medicare card:

- NOTE:** If you select yes – you will be required to enter your HCC or PCC card information in the application form if you do not have a HCC or PCC you will receive the warning below and will not be able to proceed with the application.



If you do not have a Health Care Card or Pensioner Concession Card and have not received the link through a registered referral agent, you will not be able to proceed under this event/application. You may be eligible to apply if you hold a Medicare Card under a separate event/application. Instructions are further below on how to apply with a Medicare Card.

Click 'Home' at the top of the page to leave the application or exit the screen altogether. You will not receive a voucher.

If you are not applying with a HCC or PCC please select "No." as indicated below

Are you applying using a Health Care Card or Pensioner Concession Card? * ☐ Yes ☐ No - I am applying with my Medicare Card

Required

Click Next at the top centre of your screen.

You may receive the following pop-up message. Click Next.



Click next to complete your voucher application.

Please do not refresh your browser or exit whilst you're completing your voucher application.

Next

Start the Application and complete the child/young person's questionnaire.

Application

Child/Young Person's Questionnaire

Has the child/young person played club sport before? * ☐ No ☐ Yes

Child/Young Person Gender*

Does the child/young person identify as being of Aboriginal and/or Torres Strait Islander descent?*

Does the child/young person speak a language other than English at home?*

Did the child/young person or the parent/guardian migrate to Australia? *

Does the child/young person have a disability?*

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

Were there any barriers to the child/young person participating in more physical activity over the last 12 months? (Select all that apply) *

- ☐ Activity related (e.g. not good enough, don't know the rules, nobody to participate with, too competitive)
- ☐ Cost of participation is too expensive
- ☐ Disability/illness/injury
- ☐ Enough physical activity at school/Kindergarten
- ☐ Motivation factors (e.g. not interested, doesn't like physical activity, lazy, tired)
- ☐ No suitable Activity providers near me
- ☐ Not enough time/too many commitments
- ☐ Psychological factors (e.g. fear, body image)

Were there any additional barriers to the child/young person participating in more physical activity over the last 12 months?

0/255

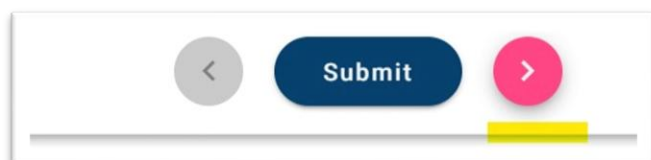
Were there any barriers to the parent/carer/guardian that prevented the child/young person participating in more physical activity over the last 12 months? (Select all that apply) *

- ☐ Caring commitments for children/or others
- ☐ Lack of flexible activities or options of activities/places
- ☐ Not enough time/too many commitments
- ☐ Parent/carer disability/illness/injury
- ☐ Safety related
- ☐ Too expensive
- ☐ Transport factors (can't get there/too far)

How did you hear about the Play On! Sport Vouchers? *

- ☐ Email from Sport and Racing
- ☐ Local council
- ☐ Local member
- ☐ Newsletter - Other
- ☐ Newsletter - Sport and Racing's State of Play
- ☐ Newspaper
- ☐ Online - Other
- ☐ Online - Queensland Government website

Once complete, click the right arrow to continue.



Applying for a voucher if you hold a Health Care/Pension Concession Card

Complete the Application and answer the question about the child. Use the scroll bar on the right to progress through the application.

When the first page is complete, click the right arrow at the top of the page to proceed.

The next stage is the child's Medicare Card details:

Application

Medicare

HCC/PCC

Submit

Medicare Card Details

To be eligible the child must have a valid Medicare Card as shown below. Only one child to be entered below.

medicare

1234 56789 1 Medicare Card Number

1 JOHN A CITIZEN Name

Expiry Date: VALID TO 08/08/2020

Interim card

1234 56789 1 Medicare Card Number

1 JOHN A CITIZEN Name

Expiry Date: VALID TO 31/08/20

Reciprocal health care

1234 56789 1 Medicare Card Number

1 JOHN A CITIZEN Name

2 JANE A CITIZEN Name

3 JAMES A CITIZEN Name

4 JESSICA A CITIZEN Name

Visitor Expiry Date: VALID TO 31/08/20

medicare

1234 56789 1 Medicare Card Number

1 JOHNJOHNJOHNJOHNSON Name Row 1

LONGNAMEEXAMPLE Name Row 2

SHOWNONTHREELINES Name Row 3

Expiry Date: VALID TO 11/08/2024

Tick the box to authorise the Department to access/verify the Medicare card information:

1. Select Card Type – Green, blue or yellow
2. Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890)
3. Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)
4. Enter the child's name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line'
5. Enter the child's Individual Reference Number as on your card (select the number next to your child's name)
6. Select the child's Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

☐ I authorise the Department of Sport, Racing and Olympic and Paralympic Games to access/verify Medicare Card information *

We do store copies of your identity documents after the DVS check is complete. These copies are encrypted and will be retained in accordance with the retention requirements under the *Public Records Act 2023* (Qld).

How will the Attorney-General's Department handle your personal information?

The DVS Hub facilitates information transfer between us and the document issuer. The DVS Hub itself does not retain any personal information and the Attorney-General's Department cannot view or edit any of the personal information transmitted through the DVS Hub.

The Attorney-General's Department engages a third-party provider as a managed service provider for the DVS, who is required to adhere to the APP requirements and security standards to ensure the use and disclosure of personal information is limited to explicitly defined purposes including:

- a. for the purposes of the contract with the department; and
- b. to comply with any request under section 95C of the Privacy Act.

The Attorney-General's Department is authorised to operate the DVS Hub for the purpose of verifying individual's identities under the IVS Act.

For more information on how the Attorney-General's Department may handle your personal information, see the Attorney-General's Department's 'Privacy Statement – Identity Verification Services' at: <https://www.idmatch.gov.au/resources/privacy-statement-identity-verification-services>.

How will the document issuer handle your personal information?

Your personal information will be shared by the Attorney General's Department via the DVS Hub with the government agency that issued your identity document to verify it against their official records. These agencies already hold your personal information as part of their official records, in line with their own privacy policies and legal obligations.

What happens if you don't provide your personal information?

You do not have to agree to verify your identity documents through the DVS. However, you will not be able to apply for a voucher online if you choose not to. Instead, you can contact a Referral Agent. Refer to the Department of Sport, Racing and Olympic and Paralympic Games website for details about the Referral Agent process.

Other disclosures

Where necessary, we may disclose your personal information to third parties, including:

- DVS Hub to verify your Medicare card details.
- law enforcement agencies in certain circumstances.

OK

The Attorney-General's Department's verification assistance service

There may be circumstances in which we will require assistance to verify your identity. If we request assistance from the Attorney-General's Department to verify your identity through the DVS, the Attorney-General's Department will collect your personal information for the purposes of verifying your identity document(s) through the DVS.

The Attorney-General's Department may also disclose your personal information to the relevant document issuer to assist them with verifying your identity documents. This collection is authorised under APP 5.2(c) and section 27 of the IVS Act which permits the collection of your personal information from someone other than yourself when it is authorised under an Australian law.

The Attorney-General's Department will handle your personal information in accordance with their obligations under the Privacy Act.

Where the identity document(s) you require to be verified include information regarding other individuals (such as a Medicare card covering multiple individuals), it will be assumed that you have advised those individuals and obtained their consent to the disclosure. This information will only be used for the purposes of verifying your identity document(s) through the DVS. Any personal information of other individuals will otherwise be managed in the same way as your personal information.

If you don't provide your personal information to the Attorney-General's Department, the Department will be unable to verify your identity document(s).

More information about the verification assistance service is set out in the Attorney-General's Department's Identity Verification Services [Privacy Statement](#).

Further information

If you have any further enquiries about how we handle your personal information, how you can access and seek correction of the personal information that we hold about you, and how to raise a privacy complaint, you can communicate with us with additional enquiries following our contact details provided below.

Contact details

Email: SPORTPrivacy@sport.qld.gov.au

Telephone: 07 3516 0709

Postal address:

Right to Information

Department of Sport, Racing and Olympic and Paralympic Games

OK

Enter the child's Medicare card details **exactly** as instructed:

Card Colour*

Select Card Type – Green, blue or yellow.

Card Number*

Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890) 0/10

Card Expiry Date*

Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)

Individual Reference Number*

Enter the Childs Individual Reference Number as on your card (Select the number next to your child's name)

Individual Name*

Enter the Childs Name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line' 0/27

Add Line 2

Individual Date of Birth*

Select the Childs Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

Age

Click the right arrow to progress further.

< Submit >

Health Care/Pensioner Concession Card Section:

Health Care Card or Pensioner Concession Card

To be eligible you/the child must have a valid Centrelink Health Care Card (HCC) or Pensioner Concession Card (PCC) as shown below.

Only valid Centrelink Health Care Card or Pensioner Concession Card are accepted via this application.

If you / the child does not have a valid Centrelink card, please refer to the department's [website](#) for more information on program eligibility.

Australian Government
Department of Human Services

**Health
Care Card**

Signature of cardholder

This card is NOT transferable
humanservices.gov.au/healthcarecard
Issued by the Australian Government Department of Human Services
on behalf of the Department of Social Services

QUEENSLAND

CUSTOMER NAME
CUSTOMER ADDRESS 1
CUSTOMER ADDRESS 2
CRN 111-111-111A
PARTNER NAME
DEPENDENT 1
DEPENDENT 2
DEPENDENT 3
DEPENDENT 4
DEPENDENT 5
CARD START 22 JUL 201X LI

Expires
**21 JAN
201X**

SAMPLE

✓



Click to authorise the department to access/verify Centrelink card information. A pop-up will appear, please read the content and then click OK to proceed.

Customer Consent Authority to access/verify Centrelink card information.

I authorise:

- the Department of Sport, Racing and Olympic and Paralympic Games to use Centrelink Confirmation eServices to perform a Centrelink enquiry of my Centrelink concession card status to enable the business to determine if I qualify for a voucher.
- Services Australia (the agency) to provide the results of that enquiry to the Department of Sport, Racing and Olympic and Paralympic Games.

I understand that:

- the agency will disclose personal information to the Department of Sport, Racing and Olympic and Paralympic Games in relation to the concession card type and status to confirm my eligibility for a voucher.
- this consent, once signed, remains valid while I am a customer of the Department of Sport, Racing and Olympic and Paralympic Games unless I withdraw it by contacting the Department of Sport, Racing and Olympic and Paralympic Games or the agency. I can get proof of my circumstances/details from the agency and provide it to the Department of Sport, Racing and Olympic and Paralympic Games so my eligibility for a 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 the voucher provided by the Department of Sport, Racing and Olympic and Paralympic Games.

Mr Ryan Fitzgerald 19/12/2025

OK

Enter the Customer Reference Number without dashes or spaces.

☒ I authorise the Department of Sport, Racing and Olympic and Paralympic Games to access/verify Centrelink card information. *

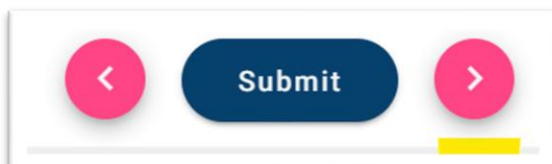
When completing this section

- Enter the card number without dashes or spaces

Customer Reference Number*

0/10

At the top, click the right arrow to progress with the application.



Read the Declaration and tick I agree, if you agree.

Submit

Declaration

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

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

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

☒ I agree *

After clicking 'I agree', please click 'Submit'

At the top, click the Submit button to complete the application.

A navigation bar with three buttons: a pink circular button with a white left arrow, a dark blue rounded rectangular button with the text 'Submit' in white, and a grey circular button with a white right arrow. Below the buttons is a horizontal line with a yellow segment under the 'Submit' button.

Troubleshooting errors

If you have not completed information, after you click submit, a message below will appear:

Please check the fields highlighted in red and try again

Once all is submitted, you may receive the following pop-up message:

Submit

De

You

If y

By
the

Aft

r o
erm

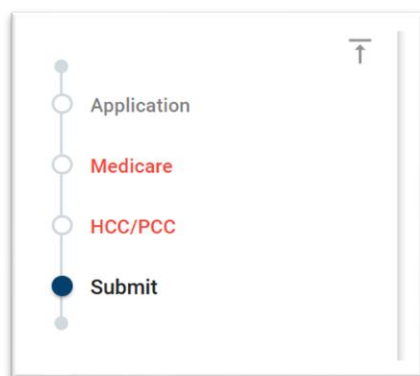
● ● ●

We are processing your request!

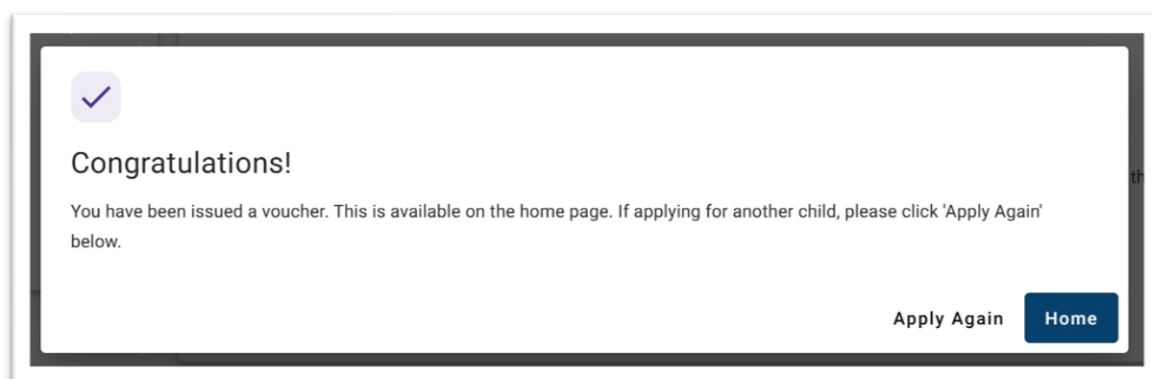
Your request is being processed! We're experiencing high demand for this program.

Please don't click away, thank you for your patience.

Please look to the left of the screen to see the highlighted red sections that information is still required. Click on the red section to update/complete and then press Submit.



If your application is successful, it will pop-up on the home page.



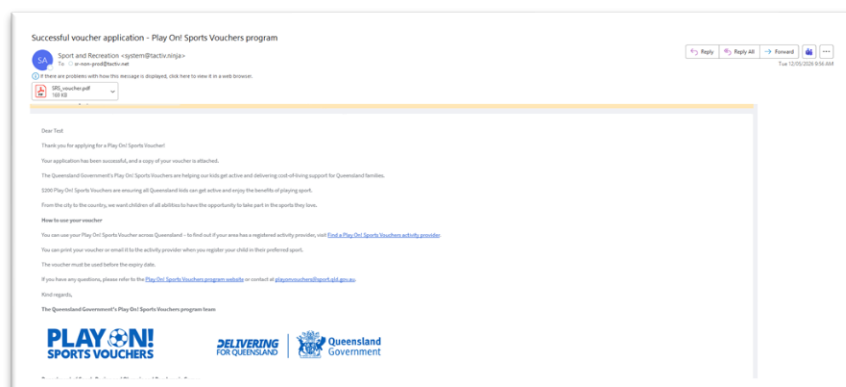
Voucher notification

You will be notified on-screen whether your application is successful or unsuccessful.

If your application is successful, you can access a copy of your voucher from the home page. An email with your voucher will also be sent to the email address you registered with. Please check your Junk/Spam folder if you do not see it in your inbox.

All your voucher applications will be listed under the '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 your registered email address.

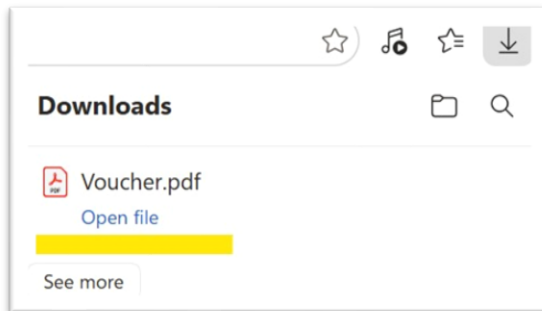


Play On! Sports Vouchers program

Filter

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	KXALZYPR	Bob					Download

Items per page: 20 1 - 1 of 1 < > >>



Click Return to Homepage or submit another application.

This is a sample of what the Play On! Sports Voucher looks like:

Queensland Government

PLAY ON!
SPORTS VOUCHERS

Voucher number: «voucher_number»

Date of issue:	«date_generated»
Voucher expiry date:	18/06/2027
Parent/Carer/Guardian or Referral Agent details	
Name:	«applicant_keyContact_name»
Email address:	«applicant_keyContact_email»
Child/Young Person details	
Name:	«udf_activity_beneficiary»
Date of birth:	«CHILD_DOB»
Age:	«CHILD_AGE»

Terms and conditions

- Redeemable up to the value of \$200 for membership, participation and registration fee only.
- Not transferable or redeemable for cash.
- 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 financial year.
- The Activity Provider must retain this voucher as part of the redemption process.
- The Department of Sport, Racing and Olympic and Paralympic Games manages personal information in accordance with the *Information Privacy Act 2009 (Qld)*. Further information on our privacy practices is available at: <https://www.sport.qld.gov.au/site-information/privacy>
- Full terms and conditions for this program and the use of the voucher are available at: <https://www.qld.gov.au/recreation/sports/funding/playon/terms>

Endorsement

By presenting this voucher to an Activity Provider, the parent/carer/guardian agrees to abide by the terms and conditions for use of 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/young person's participation in the Play On! Sports Vouchers program.

Activity Provider

By accepting this voucher and as a registered Activity Provider, you agree to abide by the Activity Provider terms and conditions of the Play On! Sports Vouchers program available at: <https://www.qld.gov.au/recreation/sports/funding/playon/providers/terms>

Activity Provider redemption expiry date:	25/06/2027
--	------------

QR Code is for Activity Providers' use only

DELIVERING FOR QUEENSLAND

Queensland Government

Errors

What format are you entering your Customer Reference Number?

- Make sure you are entering the Customer Reference Number in the correct format (no dashes, no spaces or the letters CRN).

Is the date formatting correctly?

- Use the calendar on the right to select the expiry date.
- The arrows at the top right of the calendar skip months. You can click the month at the top to select the year and month as well. Otherwise, the format is DD.MM.YYYY or DD/MM/YYYY.

Does your name have an apostrophe or hyphen?

- Use a computer or laptop instead of a mobile phone or tablet.
- The apostrophe character entered on the phone is not the same as the apostrophe character on the keyboard. This is similar to a hyphenated name.

Is it a Centrelink Health Care or Pensioner Concession Card?

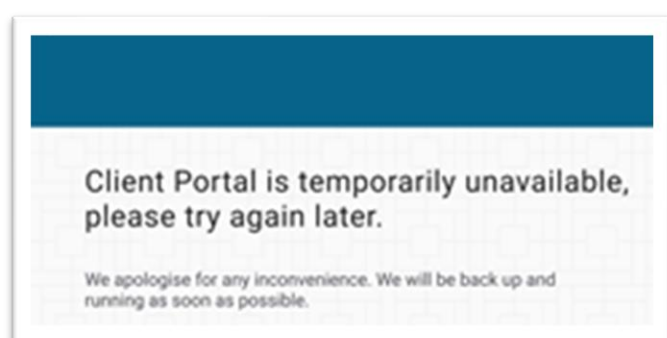
- Medicare cards are not a Health Care card.

Are you entering the number on a DVA Repatriation card?

- Department of Veteran Affairs (DVA) Repatriation Cards are not eligible under Play On! Sports Vouchers. 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.

If you get an error message stating your Centrelink card details are either invalid or expired, please call Services Australia to ensure your card is still valid.

If you see the below information that the Client Portal is temporarily unavailable, please try again at a later time.



If you receive one of the following messages once you complete your application, please read the reason why your application was deemed unsuccessful:

Ineligibility Summary:

Unfortunately, you are not eligible for a voucher due to the following reasons:

- Sorry, you are ineligible to apply. This program is only available to Queensland residents.

[Confirm](#)

Ineligibility Summary:

Unfortunately, you are not eligible for a voucher due to the following reasons:

- A voucher has already been issued for a child in this financial year

[Apply Again](#) [Home](#)

Ineligibility Summary:

Unfortunately, you are not eligible for a voucher due to the following reasons:

- A voucher has already been issued for a child in this financial year

[Apply Again](#) [Home](#)

Budget Exhausted:

- We are no longer accepting applications for this event as the available budget has been exhausted.

[Confirm](#)

Apply for a voucher if you hold a Medicare card

Once logged in, you will be directed to your home page. From the home page you can apply for a voucher, when a round is open, access your User Profile to update your details or see any past vouchers.

When you are logged in and on your home page, click on 'Apply' next to 'Apply for a Play On! Sports Vouchers program – Apply for a Voucher'.

Upcoming Activities

Upcoming Completed All

No results available

EVENTS

Name	Opens	Closes	
Play On! Sports Vouchers program - apply as a referral agent	29/1/2026 6:57 AM	30/6/2027 5:00 PM	Apply View Details
SwimStart Round 3 - Apply for a SwimStart voucher	29/1/2026 6:58 AM	12/6/2026 5:00 PM	Apply View Details
Swimstart - Register as a referral agent	29/1/2026 6:58 AM	30/6/2027 5:00 PM	Apply View Details
Play On! Sports Vouchers Winter Round 2026/27 - Apply for a voucher	8/6/2026 6:56 AM	18/12/2026 5:00 PM	Apply View Details

Read the Privacy and Use of Information and update the Applicant Details.

If you choose not to give us your personal information or to not consent to our collection of such information, this may impact your ongoing involvement in the program.

The department takes reasonable steps to ensure that personal information is stored securely and protected from unauthorised access, loss, misuse, or disclosure.

Personal information collected as part of the program will be retained only for as long as necessary to fulfil the purposes outlined in this Privacy Statement or as required by law. After this period, the information will be securely destroyed.

You have the right to request access to or correction of your personal information held by the department. To make a request, please contact the department's Privacy Team at sportprivacy@sport.qld.gov.au.

Your personal information will not be disclosed outside Queensland or Australia unless authorised by law or with your consent.

Personal information will not be disclosed to any other third parties without your consent, unless authorised or required by law. Further information on how the department manages personal information, how you can make a complaint about how we handled your personal information and how your complaint will be handled, can be found at <https://www.sport.qld.gov.au/site-information/privacy>.

The department reserves the right to update this privacy notice for ongoing collections at any time. The amended privacy notice will be posted at <https://www.sport.qld.gov.au/sport/funding-programs/play-on> and will take effect from the time it is published.

☒ I have read the Privacy Statement *

Enter your child's address and if successful, it will state the message below:

Tick yes if you are using a Health Care Card (HCC) or Pensioner Concession Card (PCC) or tick no, if you are applying with your Medicare Card:

Are you applying using a Health Care Card or Pensioner Concession Card? * ☐ Yes ☐ No - I am applying with my Medicare Card

Required

Click Next at the top centre of the application:

 **Next** 

You may receive the below message:

 Your address has been successfully verified.



We are processing your request!

Your request is being processed! We're experiencing high demand for this program.

Please don't click away, thank you for your patience.

Click next to proceed with the application:



Click next to complete your voucher application.

Please do not refresh your browser or exit whilst you're completing your voucher application.

Next

Complete the Application and answer the questions about the child. Use the scroll bar on the right to progress through the application.

Application

Child/Young Person's Questionnaire

Has the child/young person played club sport before? *
 ☐ No
 ☐ Yes

Child/Young Person Gender*

Does the child/young person identify as being of Aboriginal and/or Torres Strait Islander descent?*

Does the child/young person speak a language other than English at home?*

Did the child/young person or the parent/guardian migrate to Australia? *

Does the child/young person have a disability?*

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

Were there any barriers to the child/young person participating in more physical activity over the last 12 months? (Select all that apply) *

☐ Activity related (e.g. not good enough, don't know the rules, nobody to participate with, too competitive)

☐ Cost of participation is too expensive

☐ Disability/illness/injury

☐ Enough physical activity at school/Kindergarten

☐ Motivation factors (e.g. not interested, doesn't like physical activity, lazy, tired)

☐ No suitable Activity providers near me

☐ Not enough time/too many commitments

☐ Psychological factors (e.g. fear, body image)

Were there any additional barriers to the child/young person participating in more physical activity over the last 12 months?

0/255

Were there any barriers to the parent/carer/guardian that prevented the child/young person participating in more physical activity over the last 12 months? (Select all that apply) *

☐ Caring commitments for children/or others

☐ Lack of flexible activities or options of activities/places

☐ Not enough time/too many commitments

☐ Parent/carer disability/illness/injury

☐ Safety related

☐ Too expensive

☐ Transport factors (can't get there/too far)

☐ Work commitments

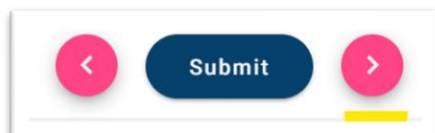
Were there any additional barriers to the parent/carer/guardian that prevented the child/young person participating in more physical activity over the last 12 months?

0/255

How did you hear about the Play On! Sport Vouchers? *

- ☐ Email from Sport and Racing
- ☐ Local council
- ☐ Local member
- ☐ Newsletter - Other
- ☐ Newsletter - Sport and Racing's State of Play
- ☐ Newspaper
- ☐ Online - Other
- ☐ Online - Queensland Government website

When complete the first page, click the right arrow at the top of the page to proceed.



The next stage is the child's Medicare Card Details:

Tick the box to authorise the department to access/verify the Medicare Card information:

1. Select Card Type -- Green, blue or yellow
2. Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890)
3. Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)
4. Enter the child's name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line'
5. Enter the child's Individual Reference Number as on your card (select the number next to your child's name)
6. Select the child's Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

☐ I authorise the Department of Sport, Racing and Olympic and Paralympic Games to access/verify Medicare Card information *

Tick the box to authorise the department to access/verify the Medicare Card information:

Customer Consent Authority to access/verify Medicare card information

I confirm that I am authorised to provide the personal details presented and I consent to the information provided being checked by the Queensland Government with the document issuer or official record holder via Document Verification Services for the purpose of confirming my child's identity for the Play On! Sports Vouchers program.

COLLECTION NOTICE

This document explains how Department of Sport, Racing and Olympic and Paralympic Games ABN: 49 536 543 548 (**we, us, our**) will collect, use, disclose and store your personal information to verify your identity document(s) using the Attorney-General's Department's Document Verification Service (**DVS**). This will only occur with your express consent.

We are bound by the provisions of the *Information Privacy Act 2009* (Old) (**IP Act**), including the Queensland Privacy Principles (**QPPs**), and where applicable, the *Privacy Act 1988* (Cth) (**Privacy Act**), including the Australian Privacy Principles (**APPs**), as well as the *Identity Verification Services Act 2023* (Cth) (**IVS Act**). Your personal information will be handled in accordance with our obligations under these Acts and principles.

If individuals have any specific needs or require this notice in an alternative format, or if you need assistance due to any special circumstances, please contact us.

Why is your personal information being collected?

We collect your personal information for the purpose of verifying your identity in order to provide you with our products, services and offerings, including our:

- Play On! Sports Vouchers program

We may also use this information for the following secondary purposes:

- Ensuring your eligibility for the Play On! Sports Vouchers program
- Complying with our reporting obligations under the *Identity Verification Services Act 2023* (Cth).

How will we handle your personal information?

We collect your personal information through our online grant management system.

The information you provide will be sent to the DVS Hub, administered by the Attorney-General's Department, and matched against official records held by the government agency responsible for issuing the identity document (**document issuer**).

The DVS Hub will advise us of whether the information you provide matches official records.

OK

We do store copies of your identity documents after the DVS check is complete. These copies are encrypted and will be retained in accordance with the retention requirements under the *Public Records Act 2023* (Qld).

How will the Attorney-General's Department handle your personal information?

The DVS Hub facilitates information transfer between us and the document issuer. The DVS Hub itself does not retain any personal information and the Attorney-General's Department cannot view or edit any of the personal information transmitted through the DVS Hub.

The Attorney-General's Department engages a third-party provider as a managed service provider for the DVS, who is required to adhere to the APP requirements and security standards to ensure the use and disclosure of personal information is limited to explicitly defined purposes including:

- a. for the purposes of the contract with the department; and
- b. to comply with any request under section 95C of the *Privacy Act*.

The Attorney-General's Department is authorised to operate the DVS Hub for the purpose of verifying individual's identities under the *IVS Act*.

For more information on how the Attorney-General's Department will handle your personal information, see the Attorney-General's Department's 'Privacy Statement - Identity Verification Services' at: <https://www.idmatch.gov.au/resources/privacy-statement-identity-verification-services>.

How will the document issuer handle your personal information?

Your personal information will be shared by the Attorney General's Department via the DVS Hub with the government agency that issued your identity document to verify it against their official records. These agencies already hold your personal information as part of their official records, in line with their own privacy policies and legal obligations.

What happens if you don't provide your personal information?

You do not have to agree to verify your identity documents through the DVS. However, you will not be able to apply for a voucher online if you choose not to. Instead, you can contact a Referral Agent. Refer to the Department of Sport, Racing and Olympic and Paralympic Games website for details about the Referral agent process.

Other disclosures

Where necessary, we may disclose your personal information to third parties, including:

- DVS Hub to verify your Medicare card details.
- law enforcement agencies in certain circumstances.

OK

The Attorney-General's Department's verification assistance service

There may be circumstances in which we will require assistance to verify your identity. If we request assistance from the Attorney-General's Department to verify your identity through the DVS, the Attorney-General's Department will collect your personal information for the purposes of verifying your identity document(s) through the DVS.

The Attorney-General's Department may also disclose your personal information to the relevant document issuer to assist them with verifying your identity documents. This collection is authorised under APP 5.2(c) and section 27 of the *IVS Act* which permits the collection of your personal information from someone other than yourself when it is authorised under an Australian law.

The Attorney-General's Department will handle your personal information in accordance with their obligations under the *Privacy Act*.

Where the identity document(s) you require to be verified include information regarding other individuals (such as a Medicare card covering multiple individuals), it will be assumed that you have advised those individuals and obtained their consent to the disclosure. This information will only be used for the purposes of verifying your identity document(s) through the DVS. Any personal information of other individuals will otherwise be managed in the same way as your personal information.

If you don't provide your personal information to the Attorney-General's Department, the Department will be unable to verify your identity document(s).

More information about the verification assistance service is set out in the Attorney-General's Department's Identity Verification Services [Privacy Statement](#).

Further information

If you have any further enquiries about how we handle your personal information, how you can access and seek correction of the personal information that we hold about you, and how to raise a privacy complaint, you can communicate with us with additional enquiries following our contact details provided below.

Contact details

Email: SPORTPrivacy@sport.qld.gov.au

Telephone: 07 3516 0709

Postal address:

Right to Information

Department of Sport, Racing and Olympic and Paralympic Games

OK

Enter the Medicare card details relating to the child.

- Select Card Colour
- Enter the child's Medicare card number without dashes or spaces using 10 number characters and no spaces – for example, 1234567890
- Card Expiry Date, use the calendar icon to select the expiry date on your card (must be format dd/mm/yyyy – for example, 04/04/2026)
- Individual reference number, enter the child's individual reference number as shown on your card next to your child's name
- Individual name, enter the child's name as exactly as it appears on your Medicare card. If the child's name appears on more than one line, select 'Add another line'
- Select the child's date of birth from the calendar or enter in the format shown (dd/mm/yyyy – for example, 28/04/2020)

Note: You will have 5 attempts to verify your details for Medicare details. After the 5 unsuccessful attempts, you will be temporarily locked out and unable to validate your details for 20 minutes. This is a security measure. If your details cannot be verified, you will receive the following message: *"Medicare details do not agree with the records held by the document issuer."* Please note that if you attempt to verify your details during the 20-minute lockout period, the timer will reset, and the 20-minute lockout will start again.

SELECT THE CARD COLOUR

Select Card Type – Green, blue or yellow.

Card Number*

Enter the child's Medicare Card Number without dashes or spaces using number only (10 numeric characters, no spaces e.g. 1234567890) 0/10

Card Expiry Date*

Use the calendar icon to select the expiry date for your card (must be format dd/mm/yyyy e.g. 28/04/2026)

Individual Reference Number*

Enter the Childs Individual Reference Number as on your card (Select the number next to your child's name)

Individual Name*

Enter the Childs Name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line' 0/27

Add Line 2

Individual Date of Birth*

Select the Childs Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

Age

If your child's name is longer than 27 characters, please click Add Line:

Individual Name*

Enter the Childs Name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line' 0/27

Add Line 2

Individual Date of Birth*

Select the Childs Date of Birth from the calendar or enter it in format shown (must be format dd/mm/yyyy e.g. 28/04/2020)

Age

Individual Name Line 1*

Enter the Child's Name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line' 0/27

Individual Name Line 2*

Enter the Child's Name exactly as it appears on your card (one space only between first name, middle name initial and last name). If the child's name appears on more than one line, select 'Add another line' 0/25

Add Line 3 Remove Line 2

Click the right arrow to progress further.

< Submit >

Tick the declaration, if you agree. Then click **submit**.

Submit

Declaration

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

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

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

☒ I agree *

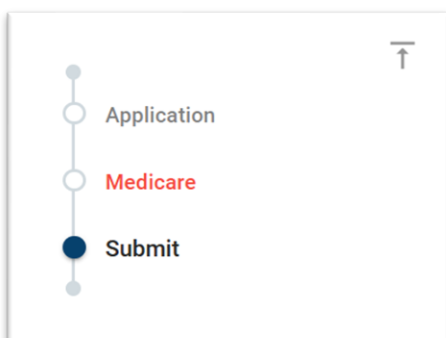
After clicking 'I agree', please click 'Submit'

< Submit >

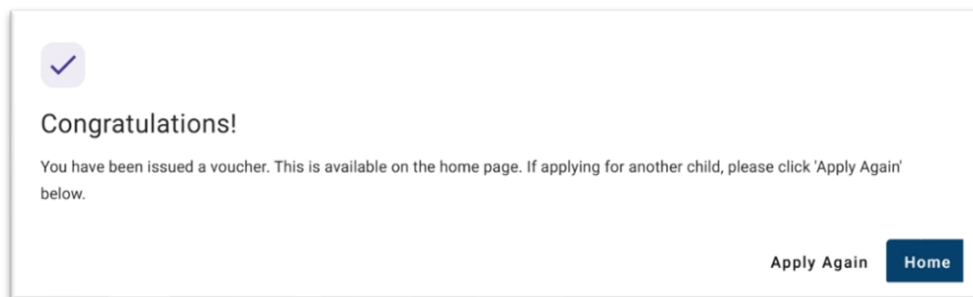
If you have not completed information, after you click submit, a message below will appear:

Please check the fields highlighted in red and try again

Please look to the left of the screen to see the highlighted red sections that information is still required. Click on the red section to update/complete and then press Submit.



If your application is successful it will pop-up on the home page.



Click Return to Homepage or submit Another 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 '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 used to register.

Filter								
Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name	Redemption Date	Voucher PDF
Submitted	Eligible	KXALZYPR	Bob					Download
				Items per page: 20	1 - 1 of 1			

This is a sample of what the Play On! Sport Voucher looks like:

Queensland Government

PLAY ON!

SPORTS VOUCHERS

Voucher number: «voucher_number»

Date of issue: «date_generated»

Voucher expiry date: 18/06/2027

Parent/Carer/Guardian or Referral Agent details

Name: «applicant_keyContact_fullname»

Email address: «applicant_keyContact_email»

Child/Young Person details

Name: «uaf_activity_beneficiary»

Date of birth: «CHILD_DOB»

Age: «CHILD_AGE»

Terms and conditions

- Redeemable up to the value of \$200 for membership, participation and registration fee only.
- Not transferable or redeemable for cash.
- 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 financial year.
- The Activity Provider must retain this voucher as part of the redemption process.
- The Department of Sport, Racing and Olympic and Paralympic Games manages personal information in accordance with the Information Privacy Act 2009 (Qld). Further information on our privacy practices is available at: <https://www.sport.qld.gov.au/privacy-information/privacy>
- Full terms and conditions for this program and the use of the voucher are available at: <https://www.sport.qld.gov.au/competition/vouchers/terms-conditions>

Endorsement

By presenting this voucher to an Activity Provider, the parent/carer/guardian agrees to abide by the terms and conditions for use of 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/young person's participation in the Play On! Sports Vouchers program.

Activity Provider

By accepting this voucher and as a registered Activity Provider, you agree to abide by the Activity Provider terms and conditions of the Play On! Sports Vouchers program available at: <https://www.sport.qld.gov.au/competition/vouchers/terms-conditions>

Activity Provider: 25/06/2027

redemption expiry date:

QR Code is for Activity Provider's use only

DELIVERING FOR QUEENSLAND

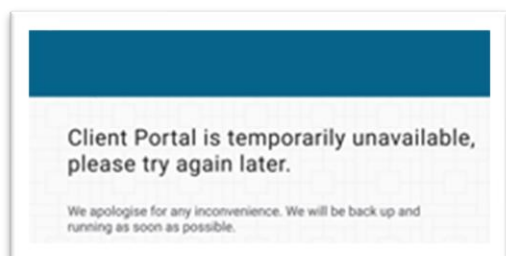
Queensland Government

If you see that the Client Portal is temporarily unavailable, please try again at a later time.

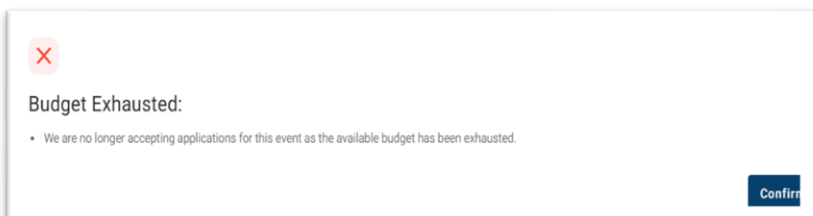
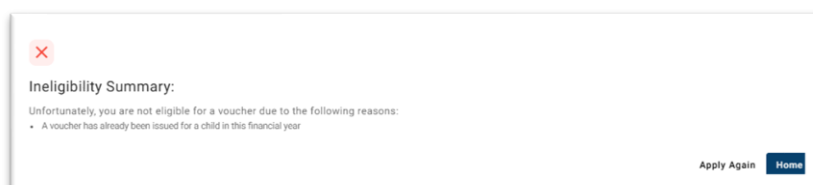
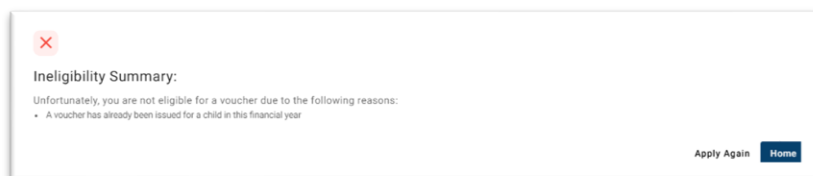
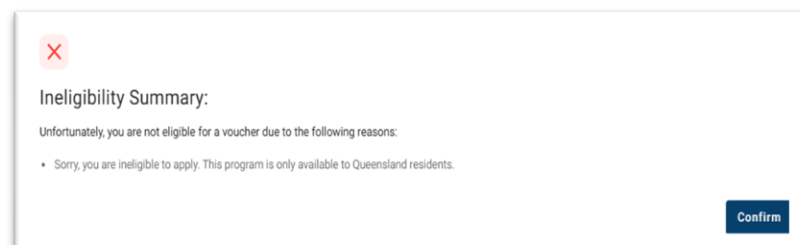
Click **'Home'** at the top of the page to leave the application or exit the screen altogether.

If you are **unsuccessful** in obtaining a voucher the reasons will be displayed. Further information may be available on the home page under the 'Voucher' heading.

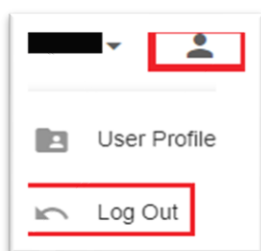
If you see the message below indicating that the Client Portal is temporarily unavailable, please try again later.



If you receive one of the following messages after completing your application, please review the explanation provided to understand why your application was unsuccessful:



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



Errors

The child/young person's details on the voucher are incorrect.

- If the parent/guardian applies for a voucher and inputs the incorrect details e.g., parent's name instead of the child or young person, please email playonvouchers@sport.qld.gov.au. Please include the following:
 - parent/guardian's name
 - parent/guardian's email
 - child/young person's name
 - child/young person's date of birth
 - voucher number.

Possible Technical Issues

Voucher is not being displayed

- Adobe 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).

Technical issues during the voucher application process

- If you experience a technical issue during the application process try another browser, if possible and try to clear your cache.

Apply for a voucher (through Referral process)

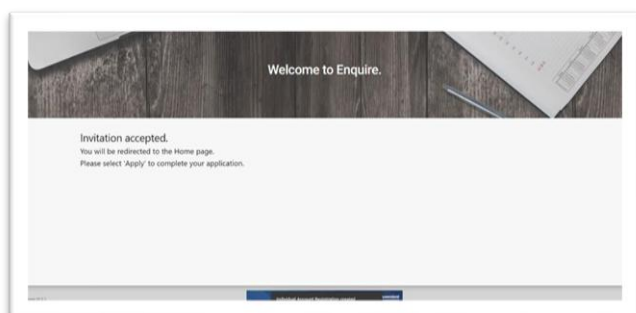
If you have been nominated for a voucher through a registered referral agent, they will email you an invitation to apply. You will not be able to apply unless you have received the email from the registered referral agent.

Follow the instructions to [Register online now](#).

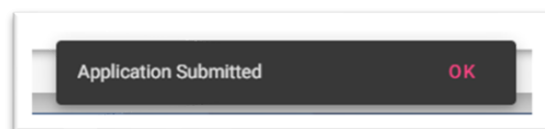
Click the link in the email from your referral agent.

[‘Log in’ to Enquire](#).

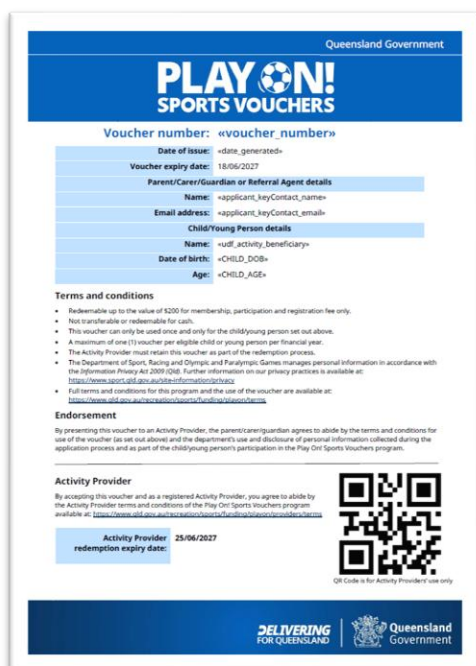
In the Home page you will see – Apply for a Play On! voucher via a referral agent



If you have multiple children/young people who have been nominated for a voucher, you will need to click the link in each individual email sent to you in order to complete the application.



This is a sample of what the Play On! Sports Voucher looks like:



Print/Email your Play On! Sports Voucher

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

Under the Vouchers heading, find the relevant voucher. You can filter vouchers (search for a specific voucher) by typing the child/young person's name.

- Click 'Download' on the right-hand side.
- Open the voucher.
- Hover your mouse over the PDF, right click and click 'Print'
- To email your voucher, right click, 'Save As' to your computer and then attach it to your email.

Errors

Can't redeem your voucher

- When successful in obtaining a voucher, you do not need to redeem this online, just present the voucher to the activity provider.
- You can do this by printing your voucher and taking it to the activity provider the child/young person wishes to join or emailing it directly to them.
- You can then exit Enquire.

Possible Technical Issues

Vouchers have a different status, or the status has changed.

- 'Eligible' – the child or young person has been successful in applying for a voucher
- 'Draft' – the application for a voucher is incomplete
- 'Ineligible' – the child or young person does not meet the program criteria. The reasons will be displayed below the status.

How do I know if the activity provider has redeemed my voucher?

- When a club has redeemed your voucher, the amount it has been redeemed for, the activity provider's name and the redemption date will show next to the voucher on your home page.

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 ten characters long and a combination of numbers and letters including one uppercase letter and one lowercase letter.

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.

Further information

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

Email: playonvouchers@sport.qld.gov.au

Phone: 13 QGOV (13 7468).