

PLAY ON!

LEARN TO SWIM

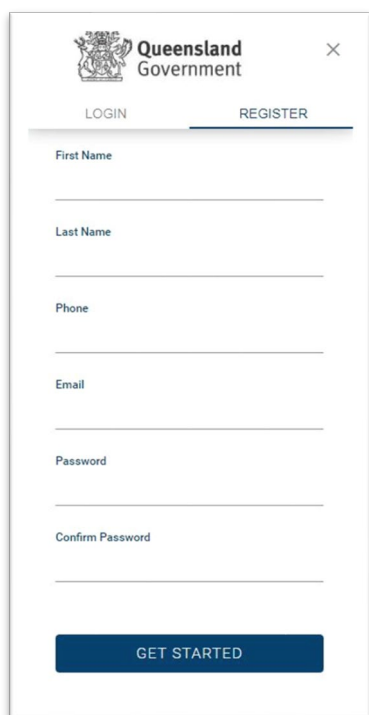
Manual for Activity Providers

2026/27 Round

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Register an account



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'.

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?

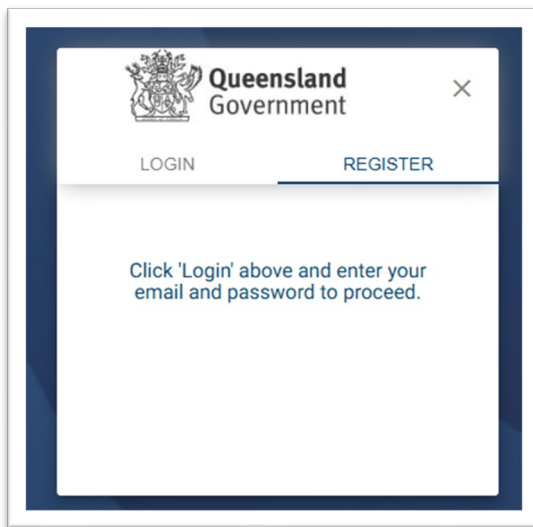
- Check the entered password is at least ten characters long and a combination of numbers and letters including one uppercase letter and one lowercase letter.

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.

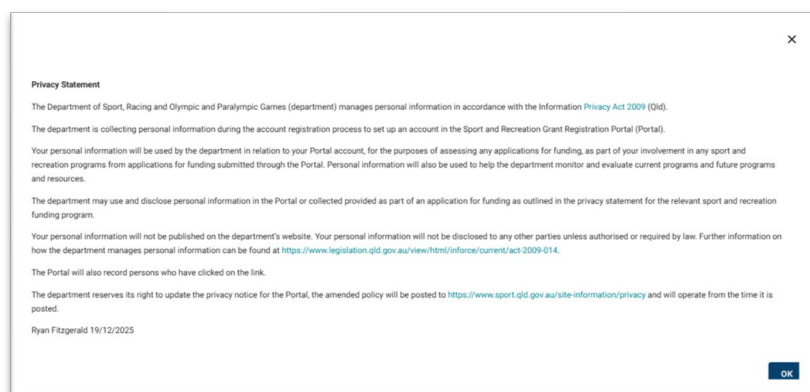


1. Click '**Login**'

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

2. Complete your User Profile

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



Privacy Statement

The Department of Sport, Racing and Olympic and Paralympic Games (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.

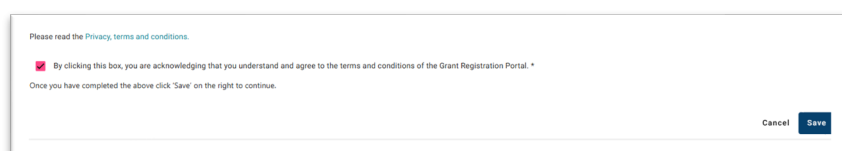
The department reserves its right to update the privacy notice for the Portal, the amended policy will be posted to <https://www.sport.qld.gov.au/site-information/privacy> and will operate from the time it is posted.

Ryan Fitzgerald 19/12/2025

OK

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

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



Please read the [Privacy, terms and conditions](#).

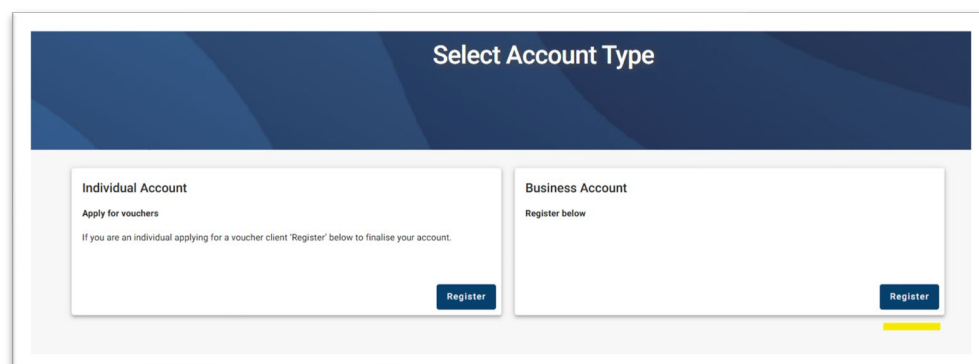
☒ By clicking this box, you are acknowledging that you understand and agree to the terms and conditions of the Grant Registration Portal. *

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

Cancel Save

Complete Business Registration

1. Click Register under Business Account



Select Account Type

Individual Account

Apply for vouchers

If you are an individual applying for a voucher client 'Register' below to finalise your account.

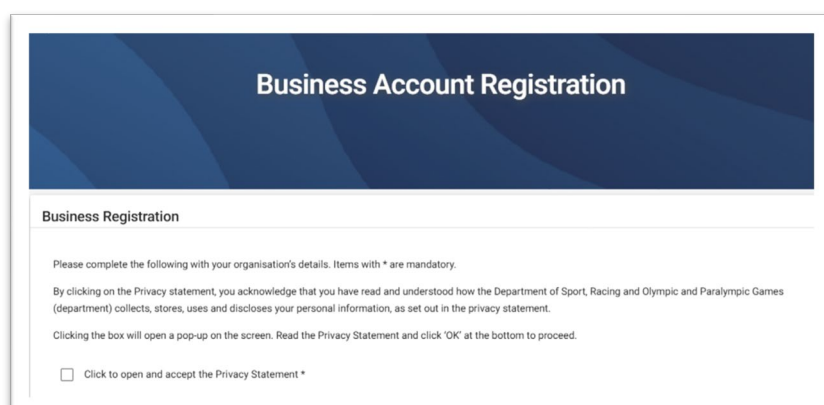
Register

Business Account

Register below

Register

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



Business Account Registration

Business Registration

Please complete the following with your organisation's details. Items with * are mandatory.

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.

☐ Click to open and accept the Privacy Statement *

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

Privacy Statement

The Department of Sport, Racing and Olympic and Paralympic Games (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.

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.

David Packer 19/12/2025

OK

☒ By checking the box you acknowledge and agree to the use of personal information as set out in the Privacy Statement *

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.

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

ACN 0/255

Type of Organisation*

Incorporation Number 0/255

If applicable, your organisation's Incorporation Number must be entered in the format IA11111.

Incorporation Date

Business Account Name* 0/255

This should be your organisation's Legal Trading Name.

Primary Email* 0/255

Primary Phone* 0/255

Phone number must be in the format of (07) 3000 0000 0/255

Secondary Phone 0/255

Mobile numbers must be in the following format: 0400 000 000 0/255

Website 0/255

Entity* 0/255

4. 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 doesn't look correct, check your ABN.

User errors

The 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'](#)

5. If your organisation has previously applied for funding through the Department of Sport, Racing and Olympic and Paralympic Games, some of your details may populate in this form. Check the details are accurate and update as required.
6. Complete your organisations details. All questions marked with a (*) are mandatory.
- **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.
 - **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).
 - **Primary Email and Phone** should be the best contact for new members to register. This information will be published on the [Play On! Learn to Swim activity provider List](#).
 - **Primary Address** should be the physical location of your club so that members know where they will be participating.
 - 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).
 - You will then need to click into the Suburb/City and select the appropriate option.
 - This information will be published on the [Play On! Learn to Swim activity provider list](#).

If your address has pre-populated, please click the address and select the correct address from the drop down.
Enter your organisation's physical address from a rates notice or similar

Primary Address

Line 1*  Line 2

Start typing to search for an address...

Suburb/City* State*

Postcode* Country*

If you have a PO Box, you will need to select 'Cannot find your address?' and enter the Suburb/City (i.e. PO Box 0000).

Postal Address

[Same as above](#)

Line 1*  Line 2

Start typing to search for an address...

Suburb/City* State*

Postcode* Country*

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
Patty-treat Harris-blue

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.
- If the key contact is the accountable officer, select 'Use Key Contact as Accountable Officer'.
 - All questions marked with a (*) are mandatory.
 - You will 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

User 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.

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

10. Click 'Save' to exit.

Complete activity provider application

1. On the home page click 'Apply' next to Apply as an Activity Provider for the Play On! Learn to Swim program.

Play On! Learn to Swim - Register as an Activity Provider	27/10/2023 9:00 AM	30/6/2027 11:59 PM	Apply	View Details
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2. Click to 'open' and read the Privacy Statement'. You will need to click 'OK' in the pop-up.

Privacy and use of information

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, including the Play On! Sports Vouchers program. 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 Play On! Sports Vouchers 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.

Mr David Packer 19/12/2025

[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.

3. Check your organisation meets the eligibility on our [website](#). If you have any concerns or questions, please contact playonswim@sport.qld.gov.au before you proceed.

PLEASE NOTE:

To become a registered Play On! Learn to Swim activity provider, your organisation must meet all the following criteria:

- Deliver the activity in Queensland
- has a valid and current Australian Business Number (ABN)
- Be an affiliated member with:
 - Australian Swim Schools Association
 - AUSTSWIM
 - Royal Life Saving Society Queensland; Or
 - Swim Australia
- 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. has and maintain suitable public liability and team/participant insurance;
- f. meets 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.
- h. is not publicly named as institutions that have declined to join, or are unresponsive to, the National Redress Scheme.

4. Please continue with your application if you meet the eligibility criteria and check the box to continue.
5. Select the **peak body** your organisation is affiliated with:

Nominate the peak body your are affiliated with *

☐ Australian Swim Schools Association

☐ AustSwim

☐ Royal Life Saving Society Queensland

☐ Swim Australia

☐ Other

6. Enter how many minutes of Learn to Swim lessons that can be provided with a \$150 voucher:

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

7. Enter your organisation's bank details:
 - Bank Account Name must be the name of the organisation.
 - Review the bank account details displayed below. If are the details are incorrect, update them and upload a bank statement dated within the last 3 months.
 - If no details are displayed, enter your organisation's bank account information below.

Bank Account Details

A) Review the bank account details displayed below. If the details are incorrect, update them and upload a bank statement dated within the last 3 months.

B) If no details are displayed, enter your organisation's bank account information below. The account must be in the organisation's name, as this is where Play On! Sports Vouchers program funds will be deposited. Please supply a copy of your organisation's current bank statement (dated within the last 3 months) to verify these details. The statement must clearly display the account name, BSB, and account number. Ensure the account name matches exactly with both the name on your bank statement and the organisation's legal name as registered on the Australian Business Register.

Bank Account Name*

0/255

BSB*

0/255

Bank Account No. *

Please enter a valid bank account number. Must contain only numbers including all leading zeros. i.e. 0077834221

0/255

Attach a copy of your current Bank Account Statement *

[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 application 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 to 'agree'.

Review the [terms and conditions](#).

By clicking the box below, you confirm:

- You are authorised by the organisation applying for Play On! Learn to Swim registration to complete this application
- That you have read and agree to the [terms and conditions](#) of Play On! Learn to Swim vouchers
- That the information supplied is, to your knowledge, true and correct.

☐ I agree*

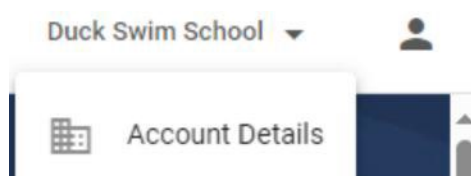
Click 'Save' to submit your registration.

10. Click 'Save' to submit.
11. You will be returned to the Panel Memberships page.
12. You will see your 'Membership Status' which will be Active once you are approved. You will also receive an email confirming the outcome.

Panel Memberships		
Panel Name	Verification Status	Membership Status
Play On! Learn to Swim Activity Provider	Unverified	Pending

Panel Memberships		
Panel Name	Verification Status	Membership Status
Play On! Learn to Swim Activity Provider	Verified	Active

13. 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.
14. 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'.



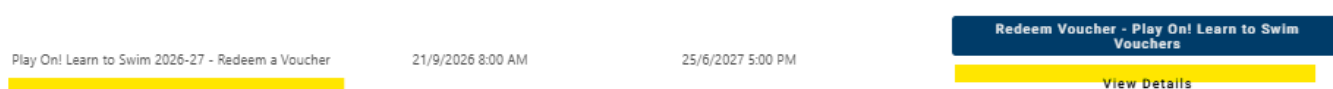
If you click 'Panels' you will see your Membership Status which will be *Active* once you are approved. You will also receive an email confirming the outcome.



Organisations will not be able to redeem vouchers until the registration has been approved by the department. You will receive an email from the department with the outcome of your application.

Redeem a voucher

- [Login](#) to your account [Client Portal \(sr-enquire.cloud\)](#), click on 'Redeem Voucher'.



- Check your club and bank details are accurate.
- Your bank account details listed below are used across all programs. Only one bank account can be used for payments across all programs.
- If any details need updating, click 'Update Organisation or Bank Details' and use the 'Edit' button under the relevant section.
- 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.
-

To redeem a voucher:

Please review your organisation's contact and bank details below.

If you need to update these details, please click 'Update Organisation or Bank Details' and scroll down to the edit button under the relevant heading.

Note: only the Key Contact / Account Administrator can update these details.

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.

Read and agree to the Terms and Conditions and click 'Save' on the bottom right to continue.

Organisation Details	Bank Details
Organisation Legal Name TRASH TEST DUMMIES PTY. LTD.	BSB 555 555
Key Contact Name Dr Test Dummy	Account No 987456321
Address Line 1 101 Test Street	Account Name Test Dummy Bungee Fund
Address Line 2 Suburb / Town Testville	
Postcode 5555	
State QLD	

[Update Organisation or Bank Details](#)

You must be an account administrator / key contact of the organisation to update these details.

- You must view the Terms and Conditions by clicking on the link before proceeding. 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 Play On! Sports Vouchers program, and that the information supplied in this submission is, to your knowledge, true and correct.

☒ I agree *

Testing Again on 07/01/2026

CANCEL SAVE

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

Home Published Rounds

Redeem Voucher

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 primary email address listed on the business account.

CANCEL

- Check the voucher details (child's name, date of birth and parent's name) to confirm you are redeeming the correct voucher.
- Enter the full membership, registration or participation fee for the child/young person for the total cost of Learn to Swim.
 - 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).
 - The voucher redemption amount will automatically populate as the membership, registration or participation fee up to \$150.

Redeem Voucher

Voucher Number *

3MINQNB4

Press Enter to continue

Voucher for Test Dummy 6

1. Review the voucher details to confirm you are redeeming the correct voucher.
2. Enter the total cost of Learn to 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 primary email address listed on the business account.

Applicant Name

Mr TestS Dummy

Child Name

Test Dummy 6

Date of Birth

06/08/2025

Age

1

Suburb

North Lakes

State

Queensland

Enter the total cost of Learn to Swim Lessons invoiced \$ (GST-free) *

Redemption Amount (\$) *

0

A voucher can only be redeemed once. You cannot partially redeem a voucher multiple times.

Redemption Date

07/10/2026

Redeemed By

Mr TestS Dummy

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

CANCEL

REDEEM

- If you have more vouchers to redeem, ensure 'Redeem another voucher' is ticked and click 'Redeem'.
 - If you don't have any more vouchers to redeem, untick 'Redeem another voucher' and click 'Redeem'.
- Remittance advice (including voucher numbers) will be sent to the Primary Email address.

My Projects

Recent Play On! Sports Vouchers Play On! Learn to Swim Active All

Application Status	Eligibility Status	Voucher Number	Child Name	Redemption Amount	Redeemed By	Account Name
Play On! Learn to Swim 2026-27						
Submitted	Eligible	3MINQNB4	Test Dummy 6	150	Mr TestS Dummy	Test Organisation Download Voucher

Items per page 10

1 - 1 of 1

User errors**Can't update your 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 them to update any 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).

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 [Terms and conditions for Play On! Learn to Swim activity providers - qld.gov.au](https://www.qld.gov.au/learn-to-swim/play-on-learn-to-swim-activity-providers)

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.

IMPORTANT INFORMATION**Organisations will receive reimbursement within 10 business days.**

A remittance advice will be sent to your primary email address, confirming the amount reimbursed and the invoice number.

Payments will be made as a single bulk amount, with a separate remittance advice listing the voucher numbers and amounts claimed. This will help you check the payment against your voucher redemptions.

The invoice number will also appear as the reference number on your bank statement.

If your organisation has redeemed a voucher but hasn't received payment:

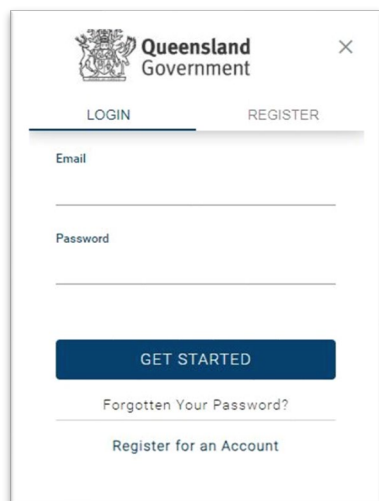
- The organisation's key contact should check the club's bank account to confirm whether the reimbursement has been received. Payments can take up to 10 business days.
- The amount deposited should match the total amount shown on the EFT remittance advice.
- The EFT remittance advice will list the voucher numbers and amounts claimed. Use this information to check that the payment matches your voucher redemptions.

Changing club account details

Changing details on the registered activity provider list

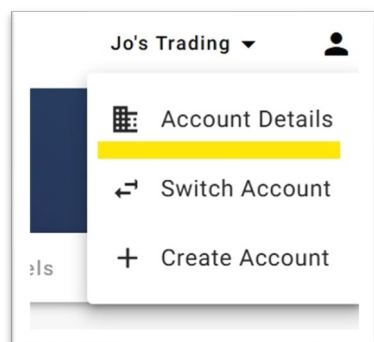
If the organisation details displayed in the list of registered activity providers on our website have changed (trading name, address, phone and website address or participation activities) you can update most of the details through your account.

- [Log in](#) to your account.



The screenshot shows a login/register form for the Queensland Government. At the top left is the Queensland Government crest and logo. To the right is a close button (X). Below the logo are two tabs: 'LOGIN' (selected) and 'REGISTER'. The form has two input fields: 'Email' and 'Password'. Below these fields is a blue 'GET STARTED' button. At the bottom, there are two links: 'Forgotten Your Password?' and 'Register for an Account'.

- 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.

Queensland Government Home Published Rounds

Business Account Registration	Address	Postal Address	Bank Account (Business Account only)
<p>ABN 11719142543</p> <p>Name BROWN, STELLA VIOLET</p> <p>Status Active</p> <p>Registered for GST No</p> <p>ABN Status Active</p> <p>Entity Type Name Individual/Sole Trader</p> <p>ACN</p> <p>Incorporation Number</p> <p>Incorporation Date</p> <p>Business Account Name Duck Swim School</p> <p>Primary Email Duck@example.com</p> <p>Secondary Email</p> <p>Primary Phone 3333 3333</p> <p>Secondary Phone</p> <p>Website</p> <p>Entity Private or Business Enterprise</p> <p>Type of Organisation Sport and Recreation</p> <p>Month of the Organisation AGM</p> <p>State or National Affiliated Organisation Not applicable</p> <p>Affiliation Organisation</p> <p>Edit</p>	<p>Line 1 142 Creek Street</p> <p>Line 2</p> <p>Suburb/City Brisbane City</p> <p>State/Region Queensland</p> <p>Postcode/ZIP Code 4000</p> <p>Country Australia</p> <p>Edit</p>	<p>Line 1 142 Creek Street</p> <p>Line 2</p> <p>Suburb/City Brisbane City</p> <p>State/Region Queensland</p> <p>Postcode/ZIP Code 4000</p> <p>Country Australia</p> <p>Edit</p>	<p>Bank Account (Business Account only)</p> <p>If you update these details you will need to send a copy of your organisation's bank statement for Rampart or SwiftStart to: paul@thisold.gov.au or for Queensland Government Vehicle Immobiliser: Thia@thisold.gov.au or for Queensland Government Vehicle Immobiliser: Thia@thisold.gov.au (Emails should go to the relevant email address). The account name (which must be your organisation's name), BSB and account number need to be visible on the statement, but transaction details can be cut out or blurred out.</p> <p>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.</p> <p>You can check the organisation's verification status by clicking on 'Panel' above.</p> <p>Bank Account Name Duck</p> <p>Bank Account BSB 123456</p> <p>Bank Account No. 123456789</p> <p>Edit</p>

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

Postal Address

Line 1
142 Creek Street

Line 2

Suburb/City
Brisbane City

State/Region
Queensland

Postcode/ZIP Code
4000

Country
Australia

[Cancel](#) [Save](#)

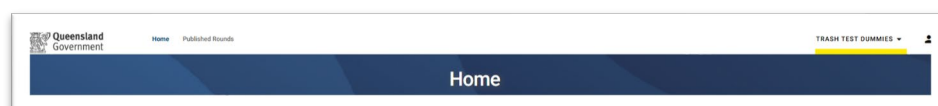
- These changes will be reflected online when the list is next updated.

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:

- [Log in](#) to your account.

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



- Click 'Contacts'.

Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	Dr Test Dummy	0412 345 678	test.dummy@101.com	Account Administrator		Founder	Yes	Yes

- This screen will display all contacts related to your organisation.
- Click 'Create Contact'.

Status	Name	Primary Phone	Primary Email	Account Access	Invite Status	Position	Key Contact	Accountable Officer
Active	Dr Test Dummy	0412 345 678	test.dummy@101.com	Account Administrator		Founder	Yes	Yes

- Enter the new contact's first name, last name and email address.
- Selecting 'Send Invitation' will prompt you to select an appropriate role from a drop-down list.
 - **Standard User** – can view organisation details and redeem vouchers.
 - **Account Administrator** – can edit organisation details, manage contacts and redeem vouchers.
- Click 'Save'.

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

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

Possible Technical Issue**Email was not received?**

- Under 'Account Details', 'Contacts', check that the email entered is correct. If it is not correct, click the three dots to the far right of the contact's name and select 'View', then 'Edit'. Update the email and click 'Save'.
- 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.

If the person responsible for redeeming vouchers has left the organisation and you cannot access the account:

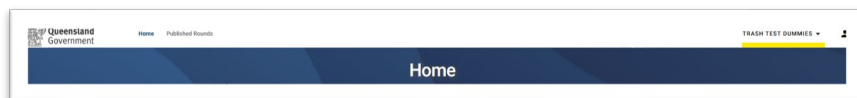
- Check your organisation is registered by searching the list of registered [Play On! Learn to Swim activity providers](#).
- If the organisation is registered, you will need to [register an individual account](#) (see instructions above).
- Once you have an individual account, complete the [Primary Contact Change Request Form](#) and email to playonswim@sport.qld.gov.au.
- If the organisation is **not registered**, follow the instructions to register an individual account, complete the business registration and complete the activity provider application.

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 are used across all programs.

- [Log in](#) to your account.
- 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.

Bank Account (Business Account only)

If you update these details you will need to send a copy of your organisation's current bank statement (dated within the last 3 months) for Vouchers programs to playon@sport.qld.gov.au for verification. The statement must clearly display the account name, BSB, and account number. Ensure the account name matches exactly with both the name on your bank statement and the organisation's legal name as registered on the Australian Business Register. Transaction details can be cut or blurred out.

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.

You can check the organisations verification status by clicking on Panels above.

Bank Account Name
Tradie Org

Bank Account BSB
111111

Bank Account No.
1111111111

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

You will need to send a copy of your bank statement (dated from the last three months) to playonswim@sport.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 verified by the department.

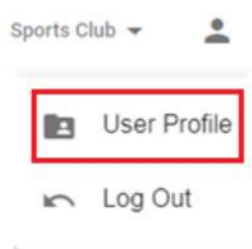
Changing login email address

Your login email is where you will receive all correspondence regarding Play On! Learn to Swim vouchers. If you no longer have access to this email you will need to change your primary email by doing the following:

- [Log in](#) to your account.
- Click on the  icon in the top right corner.



- Click 'User profile'



Your User Profile

Contact Details

Title	
First Name	Dan
Last Name	Smith
Primary Email	Duck@example.com
Primary Phone Number	3333 3333
Secondary Phone Number	

Update Email

Update Primary Phone

Update

- Click 'Update email' next to Primary Email (you can also change your password and phone number from this screen).
- Check the current Primary Email is the address you want to change and select 'Update Email'.

The screenshot shows a web interface for updating account details. The top section, titled 'Account Details', displays the current primary email as 'Duck@example.com' and a primary phone number '3333 3333'. Below this are three buttons: 'Update Email', 'Update Primary Phone', and 'Update Password'. The 'Update Email' button is highlighted with a red box. The bottom section, titled 'Update Primary Email Address', contains instructions to enter a new email and confirm with the current password. It shows the current email 'Duck@example.com' and a text input field for the 'New Primary Email' (highlighted with a red box). Below this is a 'Current Password' field. At the bottom right of this section are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by a red box.

Account Details
Here you can update your primary account details.

Primary Email
Duck@example.com

Primary Phone Number
3333 3333

Update Email **Update Primary Phone** **Update Password**

Update Primary Email Address
Please enter a new primary email address and confirm with your current password.

Current Primary Email
Duck@example.com
This is your current primary email address.

New Primary Email
Enter your new primary email address.

Current Password
Enter your current password.

Cancel **Save**

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

Further information

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

Email: playonswim@sport.qld.gov.au

Phone: 13 QGOV (13 74 68)