PLAY ON!
LEARN TO SWIM

Manual for parents, carers and guardians

2026/27 Round

DELIVERING FOR QUEENSLAND
Queensland Government

Contents

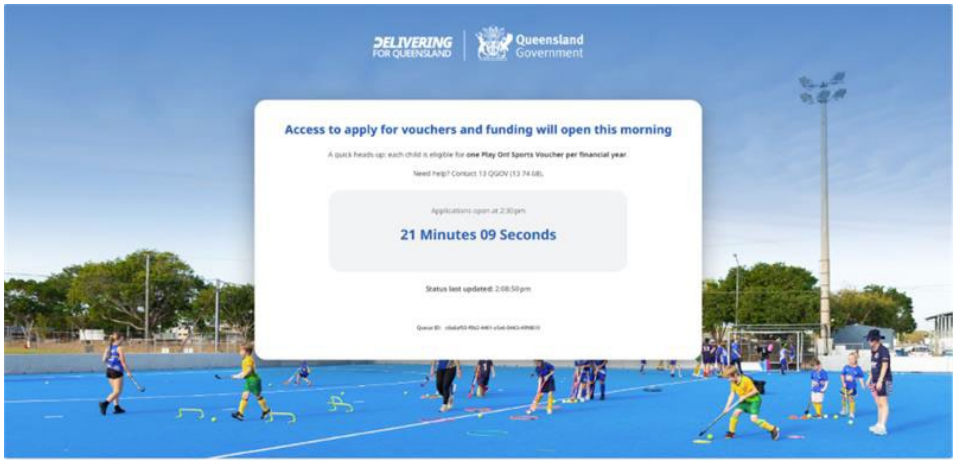
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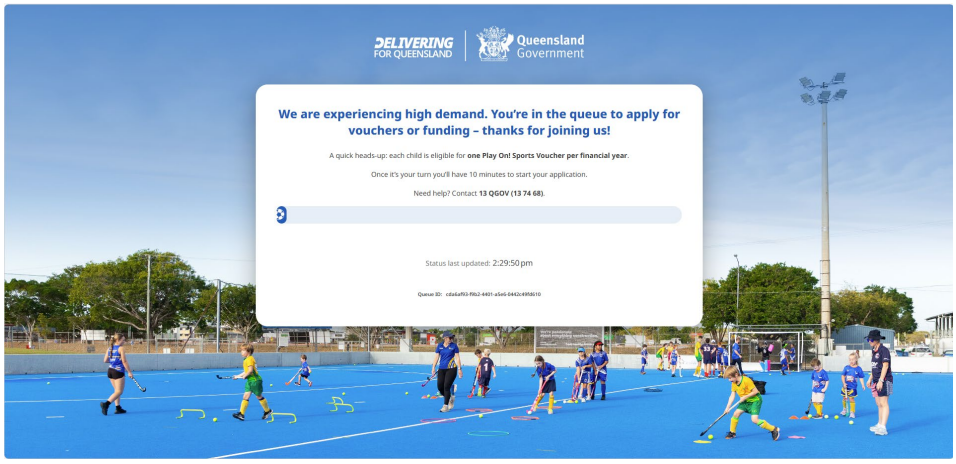
Register an individual account

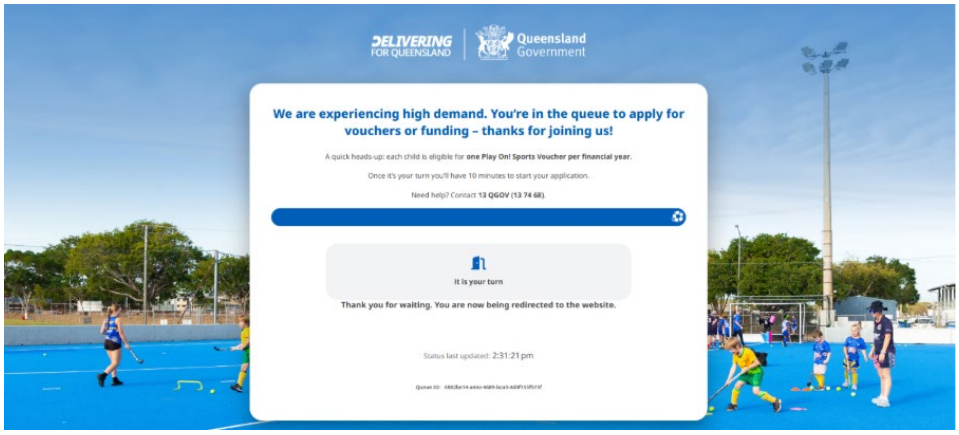
Visit the Play On! Learn to Swim webpage to apply.

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.

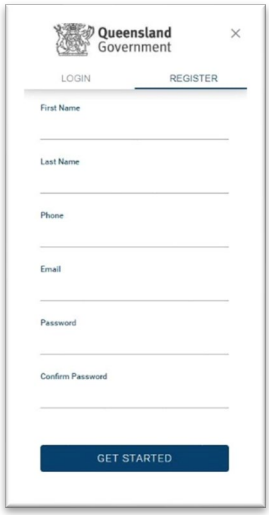


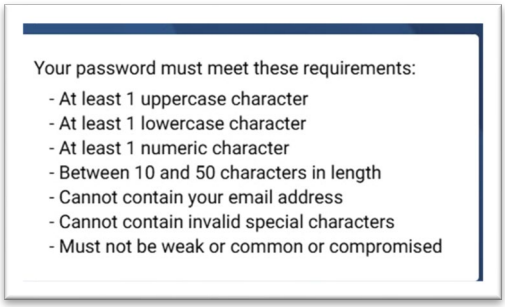




Complete personal details

- 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.





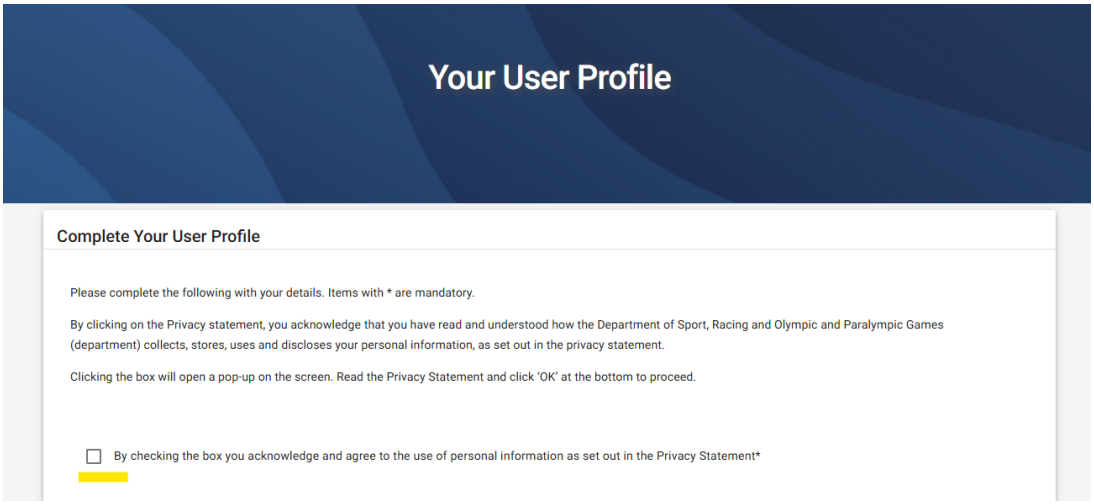
Enter your personal details (not the organisation's details) to register your individual account.

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

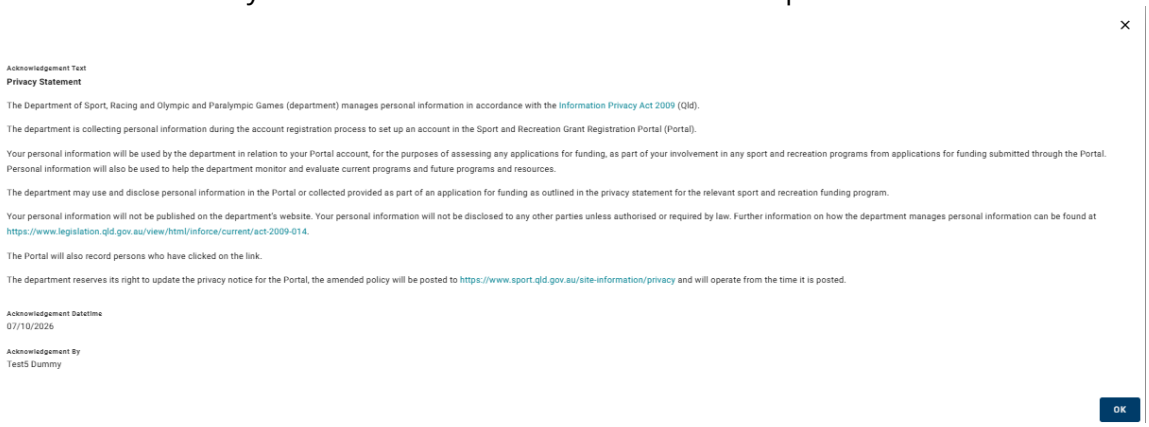
When creating a password for Enquire, choose one that you can remember – passwords must be a minimum of ten characters and include one number, one uppercase letter and one lowercase letter.

Click 'Get Started'.

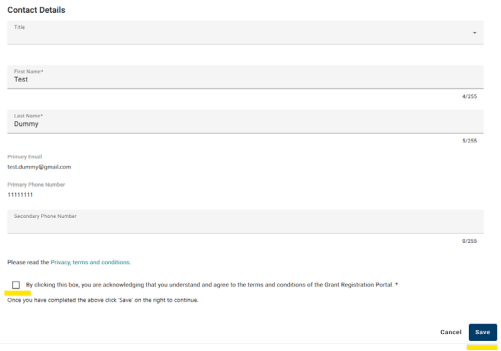
- Once registered, click 'Login'
- You can log in straight away, but you will also receive an email to confirm your account has been registered. You don't need to action anything in the email.
- Complete your User Profile
    - Click 'I have read the Privacy Statement' which will open a pop-up on the screen.



- Read the Privacy Statement and click ‘OK’ at the bottom to proceed.



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



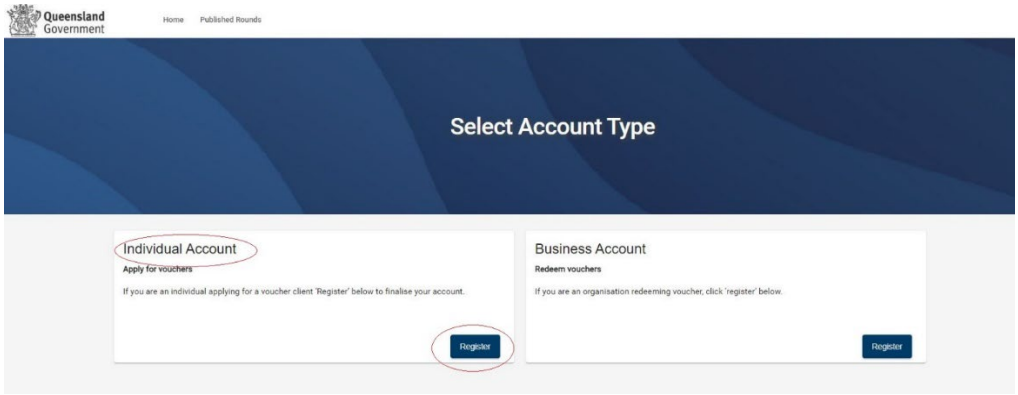
- Please read the Terms and Conditions, then tick the box to confirm that you understand and agree to them.
- Click ‘Save’ at the bottom to proceed.

Check

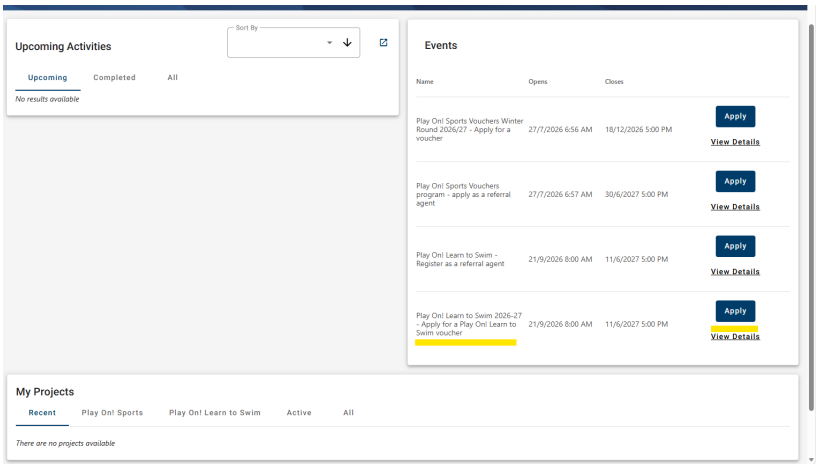
The account needs to be in the name of the parent, carer or guardian to accept the T&Cs.

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

- On the **‘Select Account Type’ screen,** click ‘Register’ under ‘Individual Account’.

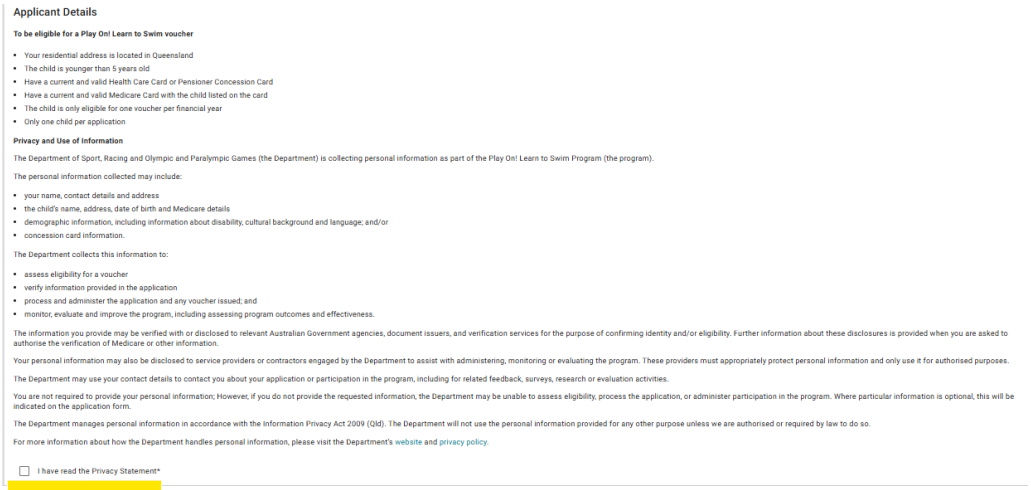


- You will be directed to your home page. From the home page you can apply for a voucher (when a round is open, access your User Profile to update your details or see any past vouchers).



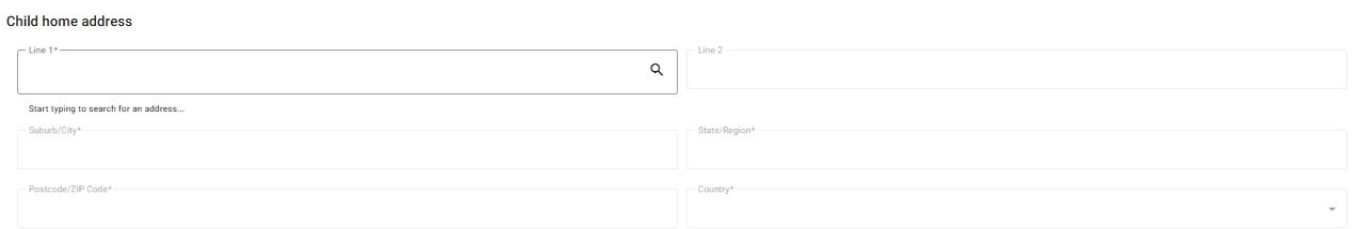
- * If applying with a mobile phone, please flip your phone to landscape mode for the 'Apply' button to appear on the screen*.

- Read the eligibility requirements and the Privacy Statement. Click the privacy statement box acknowledging that you have read the Privacy Statement.

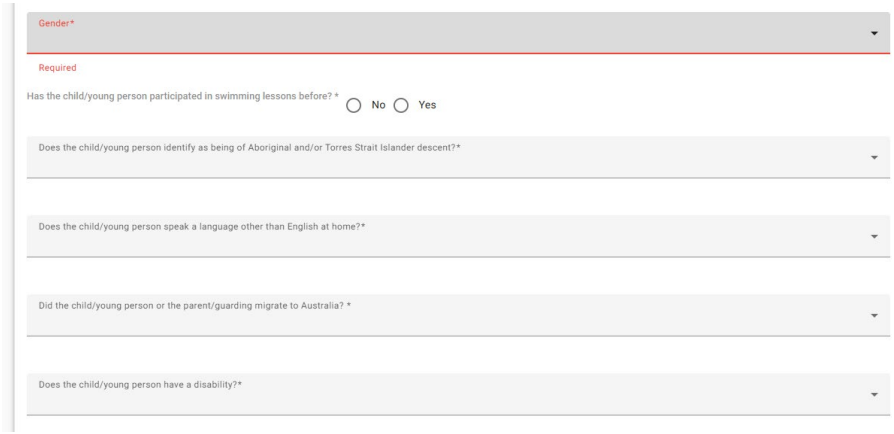


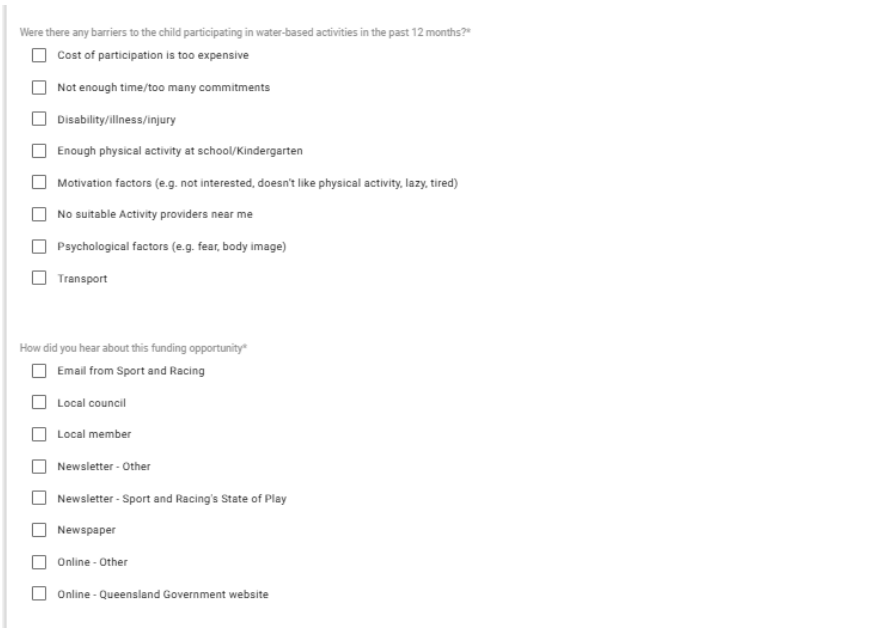
- Complete your details noting only sections marked with * are mandatory. You can 'save' throughout your application. Only click 'submit' when your application is complete.

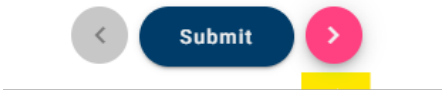
- Child's Home Address
  - Start typing the address in line 1 and the address should appear in the dropdown list.



- Child Questionnaire
  - Fill out the Questionnaire and select the ‘arrow’ at the top of the page to continue



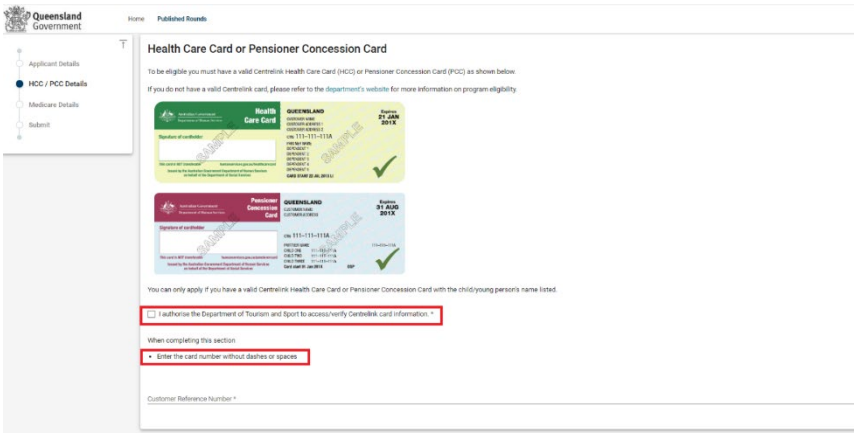


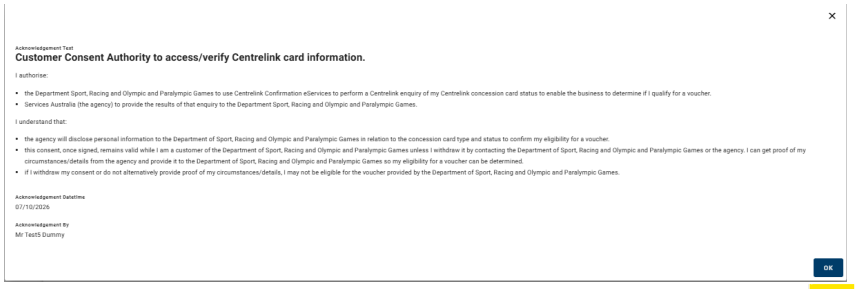


Health Care Card or Pensioner Concession Card

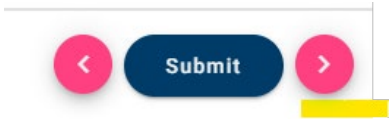
- To be eligible you/the child must hold a valid Services Australia Health Care Card (HCC) or Pensioner Concession Card (PCC) as shown below. If you/the child does not have a valid Centrelink card, please refer to the department's website for more information on program eligibility.

- Select 'I authorise the Department of Sport, Racing and Olympic and Paralympic Games to access/verify Centrelink card information'.
- Enter the information exactly as written on your card.
- Enter card number without dashes or spaces.





- Click the arrow to continue.

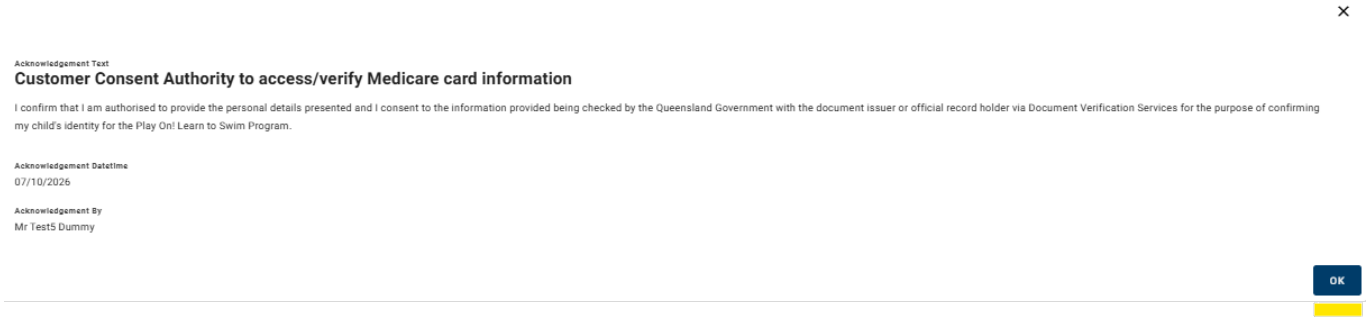


Medicare Card

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



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



- Click 'OK' on the customer consent authority.

Errors

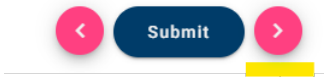
Clicking the (X) in the pop-up Customer Consent Authority

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

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

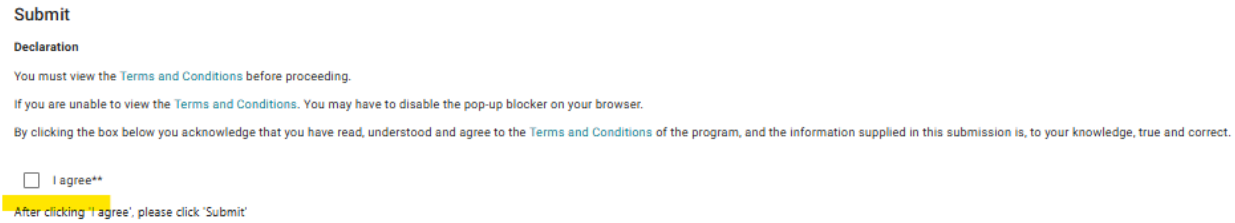


- Click the arrow to continue.



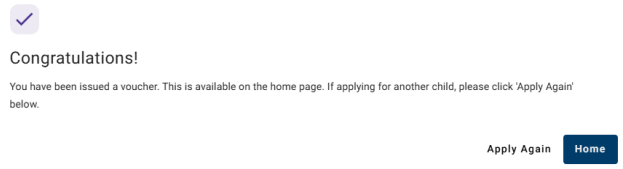
Submit

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

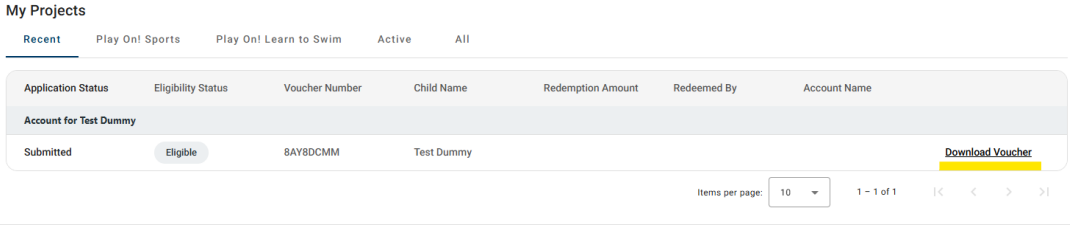


Voucher notification

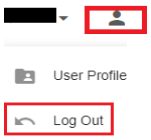
- You will be notified on screen if you are successful/unsuccessful in your application.
- If you are **successful** in obtaining a voucher, the below message will appear. You can access a copy of your voucher by clicking 'Return to Homepage' or you can 'Submit Another Application'.



- All your voucher applications will be listed on your Homepage under the 'Play On! Learn to Swim Vouchers' heading. Find your eligible voucher and click 'Download' on the right-hand side.



- You can print your voucher or email it directly to your chosen Play On! Learn to Swim activity provider. A PDF file of the voucher will also be sent to the email address you registered with.
- You can 'Log out' of Enquire or exit the browser.



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.

Downloading a voucher on a phone (iPhones)

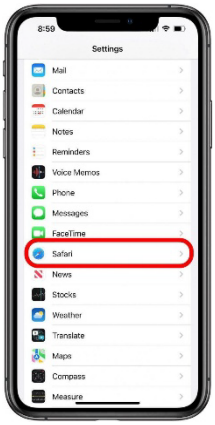
Before trying to download a voucher (using an iPhone), please ensure you turn off your pop-up blocker. If this is turned on, it will not allow you to download.

Please see the instructions to do this below:

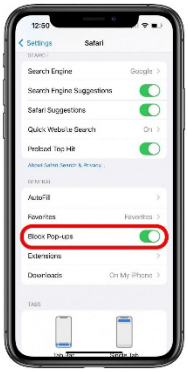
- Open settings.



- Scroll down and select ‘Safari’.



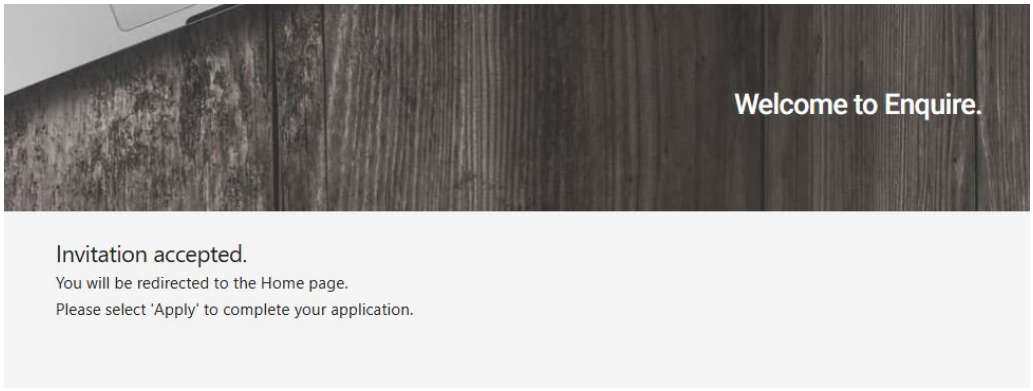
- Scroll down under ‘General’ until you find Block Pop-ups. If the toggle is green, tap the Block Pop-ups toggle to turn off pop-up blocker on Safari.



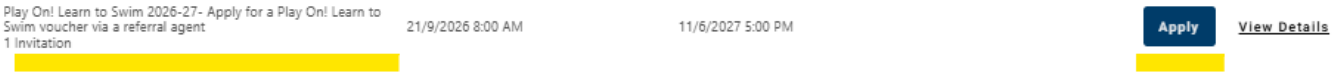
Apply for a voucher (through Referral Agent process)

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.

- Click the link in the email from your referral agent.
- Follow the instructions to Register online now.
  'Log in' to Enquire and you will receive 'invitation accepted' notification.



- On the Home page you will see – Apply for a Play On! Learn to Swim voucher via a referral agent'.



- Click 'Apply' on the right-hand side.
- Complete the application – NB: You will only need a valid Medicare card to complete your application.
- All fields marked with an * are mandatory.
- Also ensure you have your referral agent's details.



- Fill out your child's details and questionnaire.
- Complete the Medicare card details and 'Submit'.
- If the child/young person is eligible you will receive a 'Successful Voucher'.
- If you have multiple children/young people who have been nominated for a voucher, you will need to click the invitation link in each individual email sent to you in order to complete the application.

If you have any issues with your invitation links, please contact your referral agent directly

Print/Email your Play On! Learn to Swim voucher

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

Under the 'Play On! Learn to Swim 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, please present your voucher (by email or printed copy) to a registered Play On! Learn to Swim activity provider.
- You can do this by printing your voucher and taking it to the activity provider the child/young person wishes to join or emailing it directly to them.

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
- '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 an organisation 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.

Further information

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

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