

FairPlay Vouchers

If your Club is a registered Activity Provider (with the Qld Government) you can follow the steps in the **guide below** to join each new FairPlay Voucher Program (throughout the season) in Swim Central, which will allow members use a FairPlay Voucher when purchasing their membership in Swim Central.

Steps for Registered Activity Provider Clubs:

1. Join the 'FairPlay Voucher (Jul-Nov 21)' Program in Swim Central (guide below) this is repeated for each new voucher round released by the Government.
2. Let your members know they can use a FairPlay Voucher in Swim Central ([click here for the guide](#)).

More FairPlay Information:

The FairPlay Voucher program provides eligible Queensland children and young people aged 5 to 17 (inclusive) who can least afford to join a sport or recreation club with a voucher valued up to \$150 for membership, participation and/or registration fees.

Over 4,100 organisations have registered for the program. Activity providers can apply for registration for FairPlay vouchers at any time. Registration is valid for the entire program period so there is no need to register for each round.

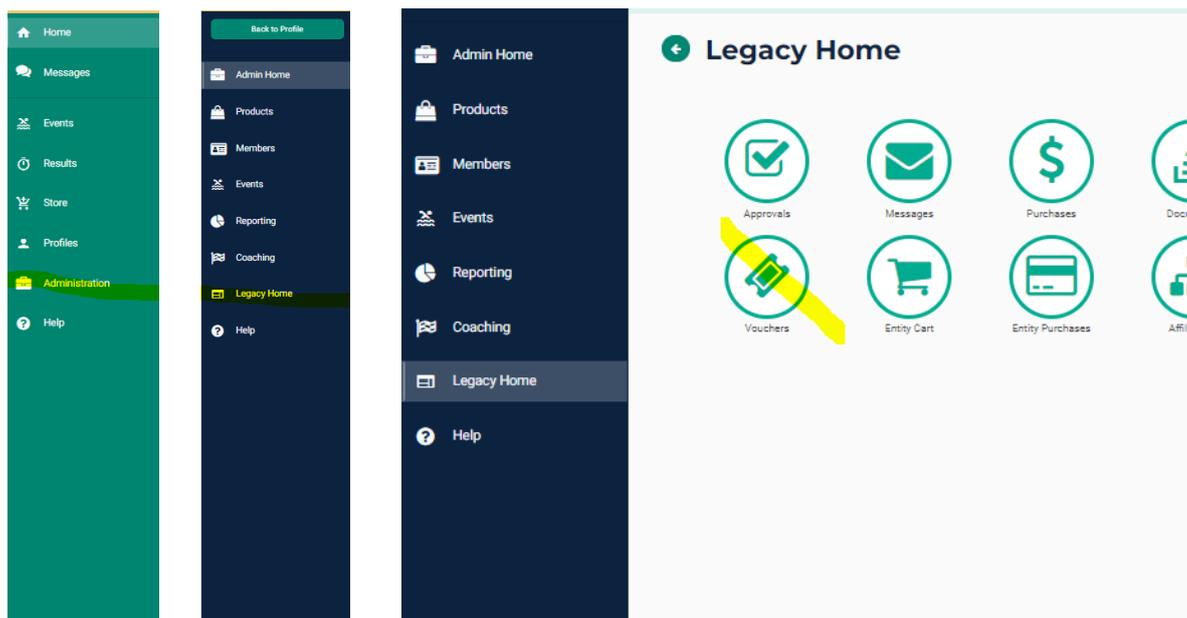
Registered Activity Providers [redeem FairPlay Vouchers via the Q Grants Portal](#).

Further information: www.qld.gov.au/fairplayvouchers

Accepting FairPlay Vouchers – Steps for the Club to action

In Swim Central, the club will need to Join each new round of FairPlay Vouchers and link the correct membership products. After a member uses a voucher, the club then needs to approve the use and claim the amount from QGrants.

Step 1. From Swim Central, Administration, Legacy Home – Select Vouchers



Step 2. Ensure your Club has 'Direct Debit Enabled'. If it is not already, select 'Edit Account' toggle the field on and return to Legacy Home, Vouchers.

The screenshot shows the 'Vouchers' setup interface. At the top left, there is a 'Vouchers' header with a back arrow and an 'Entity' button. Below this, there are two main panels. The left panel, titled 'Voucher Support Disabled', contains a message: 'To participate in Voucher Programs, or offer Club Vouchers, it is necessary to enable 'Debit Negative Balances' within the Entity Account Setup page.' Below the message is an 'Edit Account' button. The right panel, titled 'Vouchers', contains a message: 'To participate in Voucher Programs or offer Club Vouchers, it is necessary to have a verified bank account with direct debit enabled.' Below this message are two status indicators: 'Account Verified' with a green checkmark and 'Direct Debit Enabled' with a red 'x'. A red note below these indicators says: 'The bank details for Biloela ASC Inc appear to be incomplete; please update them.' At the bottom of the right panel is an 'Edit Account' button. Below the main panels, there are two checkboxes: 'Registered for GST' (unchecked) and 'Debit Negative Balances' (unchecked).

Step 3. Select Programs, and choose to 'Join Program'

The screenshot shows the 'Vouchers' page with the 'FairPlay Voucher (Jul-Nov 21)' program selected. The page has a 'Vouchers' header with a back arrow and an 'Entity' button. Below the header, there are two tabs: 'Status' and 'Programs'. The 'Programs' tab is active, showing a list of 'Available Voucher Programs'. The 'FairPlay Voucher (Jul-Nov 21)' program is selected, and its details are displayed. The details include: Description (10 November 2021: Vouchers expire and must have been presented. 24 November 2021: Vouchers must be redeemed by activity providers. Read and understand the FairPlay voucher application terms and conditions.), Voucher Program Type (Government Manual), Eligible State (QLD), Program Start Date (21.7.2021), Program Expiry Date (24.12.2021), Program Minimum Age (4), Program Maximum Age (18), Program Website (https://www.qld.gov.au/recreation/sports/funding/fairplay/apply), Program Contact Email (admin.qld@swimming.org.au), Program Contact Telephone (07 3390 2011), Manual Approval Required (checked), Manual Redemption Required (checked), Refund Process Allowed (checked), and Is Single Use (checked). Below the details, there is a message: 'To participate in this voucher program, click the 'Join Program' button.' At the bottom, there is a confirmation statement: 'By joining this program I confirm that Queensland:' followed by a list of conditions. At the bottom left, there is a 'Join Program' button.

Step 4. Select the 'Setup Products' button to link the membership products that the voucher can be used to purchase. Ensure that a Green circle with a white tick shows in the left hand most column for any memberships that can be purchased with a voucher. Use the Icons under the 'Link' heading to link/unlink memberships.

The screenshot displays the 'Vouchers' management page. On the left, under 'Available Voucher Programs', the 'FairPlay Voucher (Jul-Nov 21)' is active, indicated by a green checkmark. Below this, a description states that vouchers expire on 10 November 2021 and must be presented, and that they must be redeemed by activity providers by 24 November 2021. A link to the application terms and conditions is provided. Further down, program details are listed in a grid, including the program type (Government Manual), eligible state (QLD), start and expiry dates, minimum and maximum ages (4 and 18), website URL, and contact information. A status bar at the bottom of this section shows 'Manual Approval Required', 'Manual Redemption Required', 'Refund Process Allowed', and 'Is Single Use', all with green checkmarks. A message at the bottom left indicates 'You are currently participating in this voucher program.' Two buttons are visible: 'Leave Program' and 'Setup Products'.

On the right, the 'FairPlay Voucher (Jul-Nov 21) Eligible Products' section provides instructions to link eligible products for use at checkout. A search bar is present above an alphabetical index (A-Z). Below the index is a table of eligible products:

✓ Name ^	Customer Can Purchase	Link
20/21 Coach	✓	🔗
20/21 Competitive Swimmer 9&O	✓	🔗
20/21 Parent	✓	🔗
20/21 Swimmer 8&U	✓	🔗
21/22 Coach	✓	🔗
✓ 21/22 Competitive Swimmer 9&O	✓	🔗
21/22 Parent	✓	🔗
✓ 21/22 Swimmer 8&U	✓	🔗

At the bottom of the table, there is a pagination control showing 'Items per page: 10' and '1 - 8 of 8'.

Step 5. As vouchers are used, your Club will need to approve them from the Status tab.

This guide can be used help members purchase a membership using a FairPlay Voucher:
<https://support.swimming.org.au/hc/en-us/articles/360002108995-How-to-Purchase-a-Membership-using-a-Government-Voucher>