

Get in the Game
Get Playing Places and Spaces

Funding to improve facilities

Get Playing Places and Spaces

‘How to’ guide for applicants and Troubleshooting manual (enQuire system)

Contents

Part One – 'How to' guide for applicants.....	4
Does the <i>Get Started Vouchers</i> pre-requisite apply to you?	4
How to register for <i>Get Started Vouchers</i> , if applicable?	4
Applying for a <i>Get Playing Places and Spaces</i> grant	4
Creating an enQuire applicant portal account.....	4
Create an enQuire applicant portal account (alternative)?.....	7
Completing the <i>Get Playing Places and Spaces</i> application form	9
Adding attachments in the enQuire system	9
How do I complete the application form?	9
Instructions for completing the application form.....	10
Section 1 – 'Before you start'	11
Section 2 – 'Pre-eligibility conditions'	12
Section 3 – 'Organisation details'	15
Section 4 – 'Project details'	20
Section 5 – 'Need'	22
Section 6 – 'Ability to deliver'	24
Section 7 – 'Declaration'	30
Section 8 – 'Feedback'	31
Before you submit.....	32
Saving a copy of your application	34
What if your organisation is unable to complete an online application?.....	34
What if your organisation would like to withdraw an online application?	34
Part Two – Trouble Shooting	35
Browser or compatibility issues.....	35
Are you using a mobile or tablet device?	35
What kind of browser are you using?	35
Are you unable to view the enQuire website due to compatibility view and rendering errors?	36
How do I confirm the internet browser version number?.....	36
Account log in or registration issues.....	40
Authorisation to make the application.....	40
Which email address do you use?	40
Some other basics at a glance.....	40
Have you entered your email address correctly?.....	40

Are you entering a password with the required number of characters and numbers?	41
Have you activated your account by clicking on the validation link?	41
If you have not received a registration confirmation email with the activation link?	41
Forgotten your password, or received an 'invalid email or password' message?.....	41
Having trouble with attachments or PDFs?	42
Trouble opening the Excel application attachment?	42
Trouble opening the PDF version of the application?	43
Still unable to find the answer to the issue?	44
Still experiencing technical issues during the application process?	44
When all else fails?	44

Part One – 'How to' guide for applicants

Guidelines reference:
6.0 Who is eligible to
apply?

Does the *Get Started Vouchers* pre-requisite apply to you?

Organisations that provide suitable sport or recreation activities for children and young people from the age of five to 17 (inclusive) must be registered for the *Get Started Vouchers* program to be considered eligible for funding under *Get Playing Places and Spaces*.

Organisations that do not have junior members or provide activities for these age groups do **not** need to be registered for *Get Started Vouchers*.

How to register for *Get Started Vouchers*, if applicable?

Go to www.qld.gov.au/recreation/sports/funding/getinthegame/ to register.

Organisations must be approved by the department as a registered *Get Started Vouchers* organisation before the *Get Playing Places and Spaces* Round 4 closing date. Registration for the *Get Started Vouchers* may take up to 10 business days to finalise. Please ensure you register your organisation well in advance of the closing date for this program.

Having met the *Get Playing Places and Spaces* pre-requisite, you are then fine to proceed with your application.

Applying for a *Get Playing Places and Spaces* grant

To complete an online application for the *Get Playing Places and Spaces* program, you will need to set up an account in the enQuire system by creating an Applicant Portal account.

This account can then be used for applying for grants offered by Sport and Recreation Services (**note** – the enQuire database is a separate system to the *Get Started Vouchers* program (QGrants). A separate account is required for applying for *Get Going Clubs*. or *Get Playing Places and Spaces*).

Creating an enQuire applicant portal account

You will first enter into the [Get Playing Places and Spaces page](#). If you click on 'Begin Application', you will be asked to either 'Log in or Register' to continue....'

View Available Rounds
Log In or Register
Contact Us
Help

Round Details

Begin Application

Overview

Id: GPPS04
Title: Get Playing Places and Spaces Round 4
Description: Get Playing Places and Spaces Round 4
Opening Date: Wednesday, July 29, 2015, 12:00 AM (GMT+10)
Closing Date: Friday, October 2, 2015, 5:00 PM (GMT+10)
Type: Grant
Status: Open

Information

[Get Playing Places and Spaces](#).

Get Playing Places and Spaces aims to assist local sport and recreation organisations with the development of places and spaces so Queenslanders are encouraged to become involved in sport and active recreation activities. Organisations are eligible for funding up to a maximum of \$100,000 (GST exclusive). Applicants will need to contribute a minimum of 20 per cent to the total eligible project costs.

Projects eligible for funding are new places and spaces, and upgrades/improvements or replacement of existing places and spaces. Eligible organisations can only apply for ONE project.

A [project planning checklist](#) is available on the website to assist your organisation in deciding whether a project is ready to proceed.

Before you can commence an application, you must read and understand the [eligibility criteria and program guidelines](#).

To be eligible, organisations must:

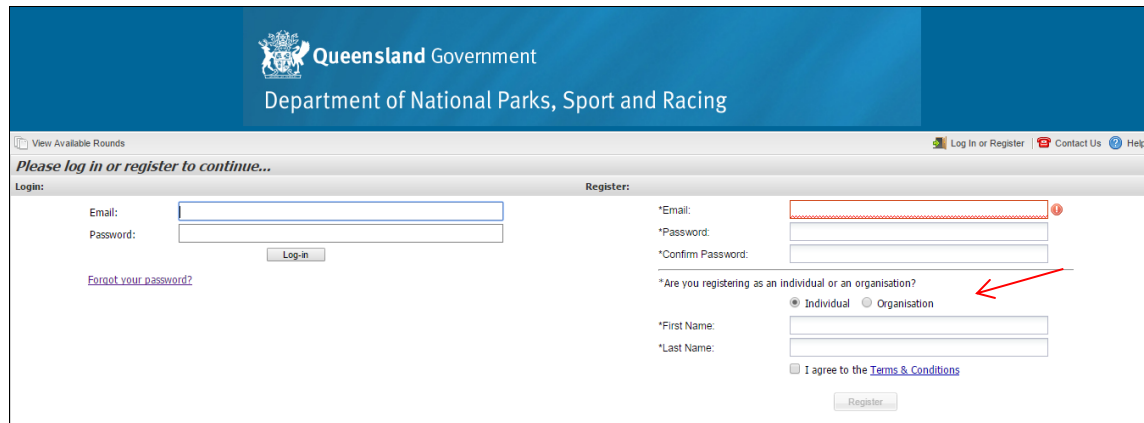
- be registered for [Get Started Vouchers](#) (if applicable)
- be compliant with all requirements of the [Office of Fair Trading](#) prior to the program closing date
- have no outstanding requirements for any projects currently funded by the department prior to the program closing date (if in doubt, contact a [Regional Advisor](#)).

If your organisation meets the eligibility criteria it is recommended that you consult the nearest [Sport and Recreation Services office](#) prior to applying online.

Attachments

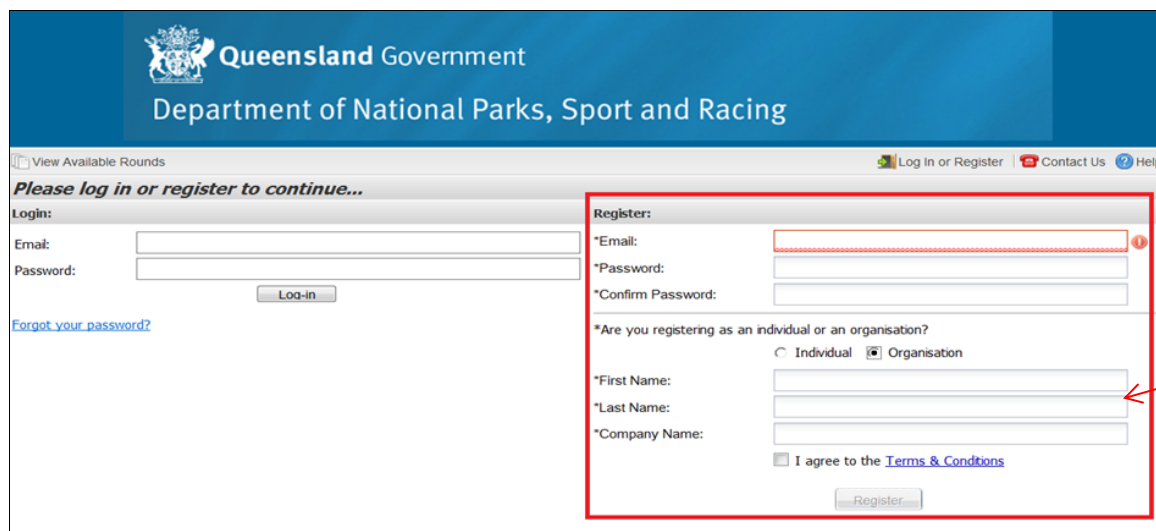
Name	Description	Type	File Name / URL	File Size
Get Playing Project Plan and Project costs	Get Playing Project Plan and Project costs	Other	Get Playing Project Plan and Project costs_030815.xlsx	21.07 KB
Program Guidelines	Get Playing Places and Spaces	Other	get-playing-places-and-spaces-r4-guidelines.pdf	319.11 KB

- To register for the first time, enter your email address and password (you will need to have access to the email address that you enter as an activation email will be sent to it).
 - The password must be at least eight characters long, and use a combination of numbers and letters.
- Respond to the question – 'Are you registering as an individual or an organisation' by clicking the '**Organisation**' button.



The screenshot shows the Queensland Government Department of National Parks, Sport and Racing registration page. The 'Register' section is highlighted with a red box. It includes fields for Email, Password, and Confirm Password. Below these fields, there is a question: 'Are you registering as an individual or an organisation?'. There are two radio buttons: 'Individual' (selected) and 'Organisation'. A red arrow points to the 'Organisation' radio button. Below the radio buttons are fields for First Name and Last Name. At the bottom, there is a checkbox for 'I agree to the Terms & Conditions' and a 'Register' button.

- Enter your first name and surname and the organisation's legal name in the bottom section.



The screenshot shows the same registration page as before, but with a red box highlighting the 'First Name', 'Last Name', and 'Company Name' fields. A red arrow points to the 'Organisation' radio button. The 'Register' button is also visible at the bottom.

- To review the terms and conditions of using the enQuire system, click on the 'Terms & Conditions' link.
- To agree to the terms and conditions for using the enQuire system, tick the box.
- Click 'Register' to finalise the account registration.

- An email with an activation link will be sent to your email address (depending on your security settings the email may be sent to your junk folder).
- You must click on the activation link to activate your account.

Note: Once you have registered and activated the account, select the 'Login' option when you next use the applicant portal (<https://portal.enquire.net.au/portal/srp/dashboard.htm#grants:ixd=LTzUMM>).

Create an enQUIRE applicant portal account (alternative)?

- Open the applicant portal in your compatible web browser by clicking the following link: <https://portal.enquire.net.au/portal/srp/dashboard.htm#grants:ixd=LTzUMM>.
- Click on the 'Log in or Register' button.

Queensland Government
Department of National Parks, Sport and Racing

View Available Rounds Log In or Register Contact Us Help

Please log in or register to continue...

Login:

Email:
Password:
[Forgot your password?](#)
Log-in

Register:

*Email:
*Password:
*Confirm Password:
Are you registering as an individual or an organisation?
☒ Individual ☐ Organisation
*First Name:
*Last Name:
☐ I agree to the [Terms & Conditions](#)
Register

Queensland Government
Department of National Parks, Sport and Racing

View Available Grants Log In or Register Contact Us

Delivery Area	Grant Round Id	Grant Round Title	Grant Round Description	Opening Date	Closing Date	Grant Round Status
Young Athletes Travel Subsidy 20...	YATS - State	Young Athletes Travel Subsidy - State Rou...	The new travel subsidy aims to foster the developme...			Open

Completing the *Get Playing Places and Spaces* application form

- The following information will assist you as you complete the online application.

Guidelines reference:
Appendix 3 Online
application form checklist
and questions

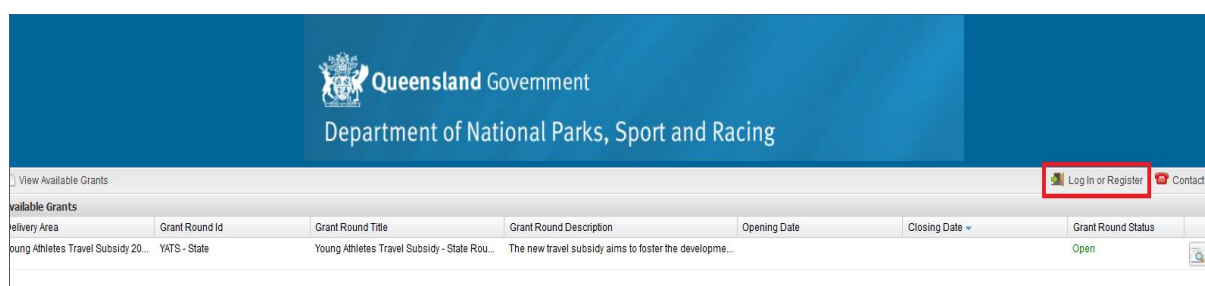
Adding attachments in the enQuire system

As part of completing your application form for the *Get Playing Places and Spaces* program you will also be required to scan documents and upload them. The enQuire system will take any kind of attachment that a computer recognises as a file. This will include documents, spreadsheets, images and videos.

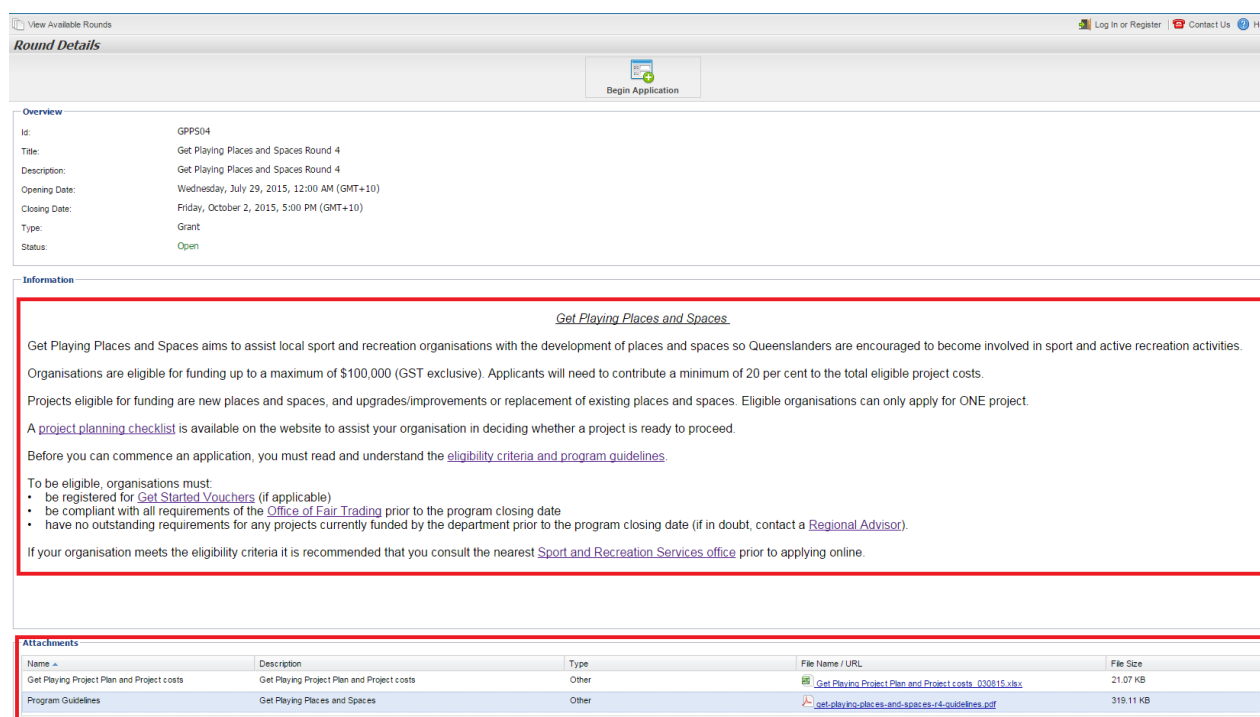
The system will not accept any files that are over the 20MB limit, so large files may need to be scanned in two parts.

How do I complete the application form?

- Select the *Get Playing Places and Spaces* program from the 'Available grants' page.



- Read the relevant program information (guidelines).



- Click 'Begin Application'.

Round Details

[View Available Rounds](#) [Log In or Register](#) [Contact Us](#) [Help](#)

Begin Application

Overview

Id: GPPS04
 Title: Get Playing Places and Spaces Round 4
 Description: Get Playing Places and Spaces Round 4
 Opening Date: Wednesday, July 29, 2015, 12:00 AM (GMT+10)
 Closing Date: Friday, October 2, 2015, 5:00 PM (GMT+10)
 Type: Grant
 Status: Open

Information

[Get Playing Places and Spaces](#)

Get Playing Places and Spaces aims to assist local sport and recreation organisations with the development of places and spaces so Queenslanders are encouraged to become involved in sport and active recreation activities. Organisations are eligible for funding up to a maximum of \$100,000 (GST exclusive). Applicants will need to contribute a minimum of 20 per cent to the total eligible project costs. Projects eligible for funding are new places and spaces, and upgrades/improvements or replacement of existing places and spaces. Eligible organisations can only apply for ONE project. A [project planning checklist](#) is available on the website to assist your organisation in deciding whether a project is ready to proceed. Before you can commence an application, you must read and understand the [eligibility criteria and program guidelines](#).

To be eligible, organisations must:

- be registered for [Get Started Vouchers](#) (if applicable)
- be compliant with all requirements of the [Office of Fair Trading](#) prior to the program closing date
- have no outstanding requirements for any projects currently funded by the department prior to the program closing date (if in doubt, contact a [Regional Advisor](#)).

If your organisation meets the eligibility criteria it is recommended that you consult the nearest [Sport and Recreation Services office](#) prior to applying online.

Instructions for completing the application form

- Read the 'Instructions on using the form' before commencing the application.

Department of National Parks, Sport and Racing

Get in the Game
Get Playing Places and Spaces
 Funding to improve facilities

Instructions for completing the application form

In each section below you will be asked to add information by clicking in boxes or on icons. Icons are small pictures usually in the bottom right hand corner of each section. When you place your mouse over an icon, a help box will pop up to tell you what that icon does.

To add or edit information, click on the pencil icon (on right hand side). This will open a box so you can write or paste in your response. The add icon will open a window that will allow you to add information to set fields. The delete icon will allow you to remove information added to set fields. The cancel icon will allow you to cancel entering information. The edit details icon will allow you to edit contact details of a selected organisation or person. The validation icon appears when you have not entered information required for submission.

IMPORTANT: Each time you enter information you must click the save button or the save icon.

It is recommended that you read the [How to guide and trouble shooting manual](#) prior to completing an application.

You can save and exit this form at any time, but you will need to log back in to make changes. Some sections of the form are mandatory and you will not be able to submit the application until these are filled out. Mandatory fields are marked with an asterisk (*).

Once you have submitted the application you cannot make changes.

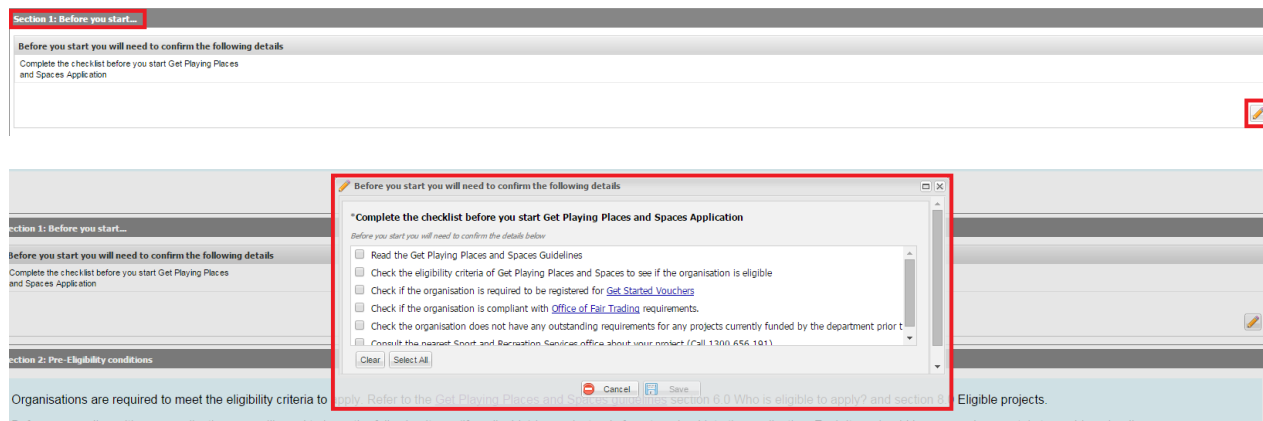
Icon Key

- Pencil icon - add or edit information
- Plus icon - add information to set fields
- Save icon - save information entered
- Cancel icon - cancel entering information
- Delete icon - remove information added to set fields
- Edit Details icon - edit contact details of a selected organisation or person
- Validation icon - information is required

Section 1 – 'Before you start'

- Ensure you read and check that you meet the conditions under the 'Before you start' section.

Guidelines reference:
6.0 Who is eligible to
apply?



Please read all the information, and review the application responses.

It is possible to partially fill in the application and complete it later. This is done by clicking the 'Save All & Exit' button. When you log back in you can select the same application under the 'My Applications' tab.

Note: Once you have submitted your application **it cannot be changed.**

When you have completed the application, and you are sure all details are correct, click 'Submit' to complete the application.

You can view your application at a later date by clicking 'My Applications'.

Section 2 – 'Pre-eligibility conditions'

- Click on the 'Edit' icon to complete the 'Pre-eligibility conditions' sections.

Section 2: Pre-Eligibility conditions

Organisations are required to meet the eligibility criteria to apply. Refer to the [Get Playing Places and Spaces guidelines](#) section 6.0 Who is eligible to apply? and section 8.0 Eligible projects.

Before proceeding with your application, you will need to have the following items (if applicable) in an electronic form to upload into the application. Each item should be scanned separately to enable uploading:

- land tenure documentation
- current right to occupy/lease arrangements for a minimum of three years (if applicable)
- land owner's permission-to-build documentation (if applicable)
- quotes or quantity surveyor's estimate dated on or after 1 July 2015
- sketch design for the project
- site plan details.

It is recommended that you consult your nearest [Sport and Recreation Services office](#) to discuss your project prior to applying for funding.

Eligibility

Is the organisation:

Will the organisation be compliant with all requirements of the Office of Fair Trading prior to the closing date?

Will the organisation be compliant with all requirements for projects currently funded by the department prior to the closing date?

Is the organisation registered for 'Get Started Vouchers'? (only applicable for sport and recreation organisations providing activities for 5-17 year olds)

Attach a copy of land tenure documentation.


Attach a copy of current right to occupy/lease arrangements for minimum of three years (if applicable).

Attach a copy of permission to build from the land owner (if applicable).

Attach copies of three quotes or a quantity surveyor's estimate.

Attach a sketch design of what you intend to build.

Attach a site plan that identifies the location of the project.



- Select a response to each question to confirm that you are eligible for the program, and then click 'Save'.
- You will also be required to attach documents. To do this, select 'Choose file' and then click on relevant file. When you see Max 20MB per attachment, this enables you to save more than one attachment.
- Please note that the organisation must be compliant with all requirements to be eligible for the program. Organisations will be deemed ineligible if they do not meet one or more of the eligibility requirements.
- Some sections of the application form have mandatory questions. If these questions are not responded to, you will not be able to save the section. If you do not have all information available, then select cancel, and save the application so you can complete this section at a later date (prior to the program closing date).

Eligibility

***Is the organisation:**
Please select from the options below

- ☐ A local government with a population of less than 40,000
- ☐ A local or regional level Queensland not-for-profit sport or recreation organisation
- ☐ A not-for-profit community organisation (whose primary objective is sport or recreation)
- ☐ An incorporated university sports club

This field is required

***Will the organisation be compliant with all requirements of the Office of Fair Trading prior to the closing date?**
Please confirm if the organisation will be compliant with the Office of Fair Trading prior to the closing date

- ☐ Yes
- ☐ No (the organisation is NOT eligible for funding under this program)
- ☐ Not applicable

This field is required

***Will the organisation be compliant with all requirements for projects currently funded by the department prior to the closing date?**
Please confirm if the organisation will be compliant with requirements for any projects currently funded by the department prior to the closing date

- ☐ Yes
- ☐ No
- ☐ Not applicable (no current funded projects)

This field is required

***Is the organisation registered for Get Started Vouchers?. (only applicable for sport and recreation organisations providing activities for 5-17 year olds)**

Please confirm if the organisation is registered for Get Started Vouchers. See [club locator](#)

☐ Yes
☐ No (the organisation is NOT eligible for funding under this program)
☐ Not applicable (local government or has senior members only)

This field is required

***Attach a copy of land tenure documentation.**

Land tenure documentation should be a Certificate of Title

No file chosen

Max 20MB

This field is required

Attach a copy of current right to occupy/lease arrangements for minimum of three years (if applicable).

This document should be a copy of occupancy arrangement for a minimum three years

No file chosen

Max 20MB

Attach a copy of permission to build from the land owner (if applicable).

This document should be a letter from the land owner confirming permission to undertake the project

No file chosen

Max 20MB

***Attach copies of three quotes or a quantity surveyor's estimate.**

Quotes or a quantity surveyor's estimate must be dated no earlier than 1 July 2015 and must clearly indicate the period of validity.

No file chosen

Max 20MB per attachment

This field is required

Guidelines reference:
10.0 Eligibility requirements

When you see Max 20MB per attachment, you can save more than one attachment.

*** Attach copies of three quotes or a quantity surveyor's estimate.**

Quotes or a quantity surveyor's estimate must be dated no earlier than 1 July 2015 and must clearly indicate the period of validity.

Word doc information.docx Done

No file chosen

Max 20MB per attachment

***Attach a sketch design of what you intend to build.**

The sketch design should outline what the organisation plans to construct, including the dimensions and main features.

No file chosen

Max 20MB

This field is required

***Attach a site plan that identifies the location of the project.**

The site plan should provide the location/positioning of the project including site boundaries and existing infrastructure.

No file chosen

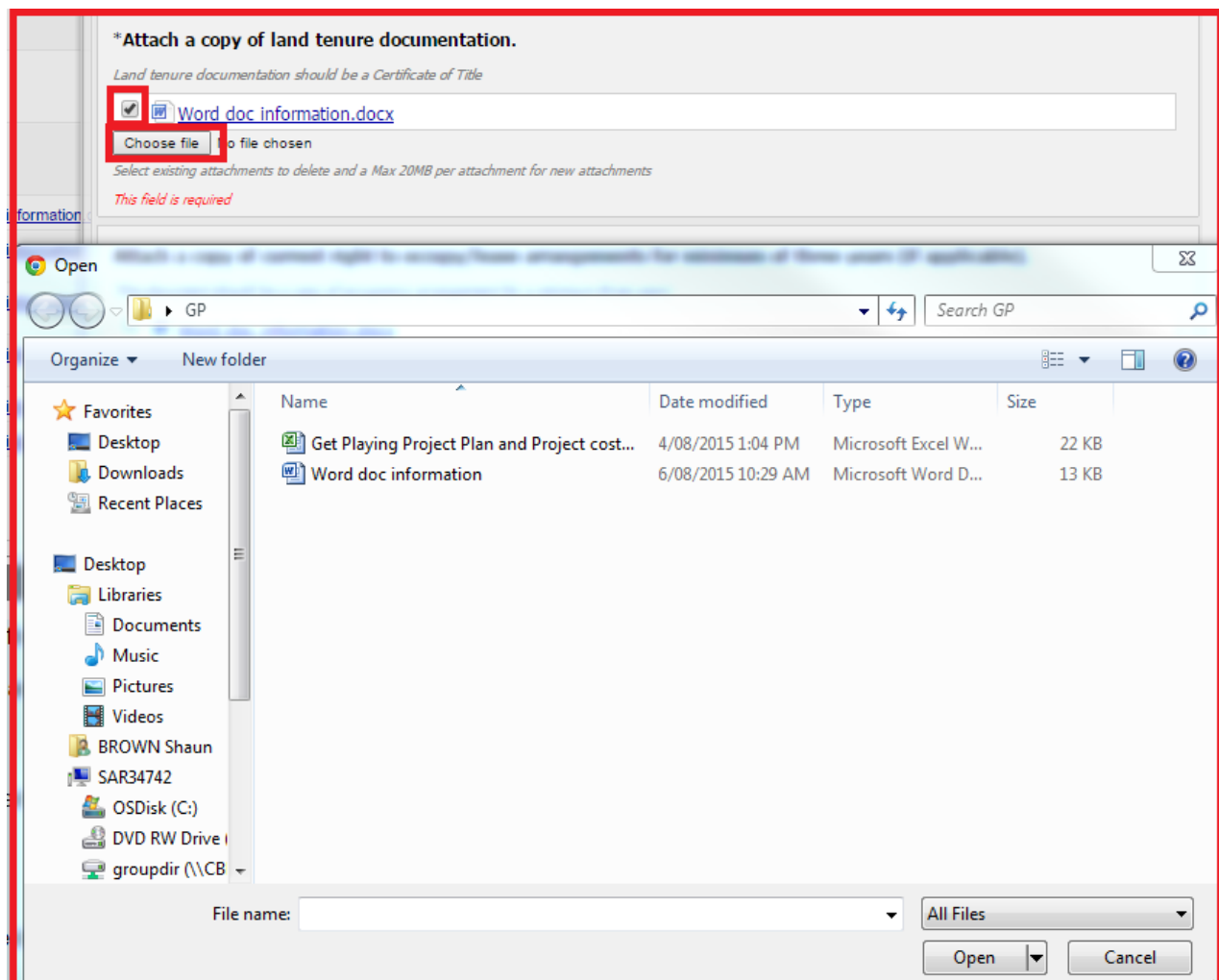
Max 20MB

This field is required

- If you have added an incorrect attachment you are able to delete and replace with a new one. You will need to click on the edit icon to open the section.

Eligibility	
Is the organisation:	A local government with a population of less than 40,000
Will the organisation be compliant with all requirements of the Office of Fair Trading prior to the closing date?	Yes
Will the organisation be compliant with all requirements for projects currently funded by the department prior to the closing date?	Yes
Is the organisation registered for Get Started Vouchers? (only applicable for sport and recreation organisations providing activities for 5-17 year olds)	Yes
Attach a copy of land tenure documentation.	Word doc information.docx
Attach a copy of current right to occupy/lease arrangements for minimum of three years (if applicable).	Word doc information.docx
Attach a copy of permission to build from the land owner (if applicable).	Word doc information.docx
Attach copies of three quotes or a quantity surveyor's estimate.	Word doc information.docx
Attach a sketch design of what you intend to build.	Word doc information.docx
Attach a site plan that identifies the location of the project.	Word doc information.docx

- You will need to select the attachment that is to be replaced. Select choose a file and attach the correct attachment. When you press 'save' on the section this will remove the ticked attachment.



Section 3 – 'Organisation details'

- Complete the 'Organisation details' section.
- Details in regards to the legal organisation, the ABN, address details and accountable officer details (i.e. President or Chair) will need to be included.

Section 2: Organisation Details

This section requires confirmation of organisation information such as name, incorporation details, accountable officer and main contact person for project.

Add your organisation legal name exactly as it appears on the Certificate of Incorporation or the Australian Public Company name.

Icon Key

- Edit Details icon - edit contact details of a selected organisation or person
- Plus icon - add information to set fields
- Save icon - save information entered
- Cancel icon - cancel entering information
- Delete icon - remove information added to set fields
- Validation icon - information is required

Organisation and accountable officer details

*Organisation details:

Name: West End Bowls Club
Trading As: West End Bowls Club Inc
A.B.N.:
Registered for G.S.T.:
Phone: 0400000000
Website:
Address: 290 Montague Road, WEST END QLD 4101 Australia
Mailing Address: 290 Montague Road, WEST END QLD 4101 Australia

Accountable officer (must be committee or board representative i.e. CEO, Mayor, President or Chair):

*Main contact for Project:

Name: Mr Don Good
Email: DonGood@hotmail.com
Job Title: President
Mobile: 0400000000
Phone:
Address: 274 Montague Road, WEST END QLD 4101 Australia
Mailing Address: 274 Montague Road, WEST END QLD 4101 Australia

Organisation details - Get Playing

Which Act is the organisation incorporated under?
Incorporation number/Australian Company Number

- Use the 'Person', 'Edit' or 'Add' icons to update the details of the organisation, accountable officer and main contact person for the project.
- Click 'Save' when complete.

Organisation and accountable officer details

*Organisation details:

Name: West End Bowls Club
Trading As: West End Bowls Club Inc
A.B.N.:
Registered for G.S.T.:
Phone: 0400000000
Website:
Address: 290 Montague Road, WEST END QLD 4101 Australia
Mailing Address: 290 Montague Road, WEST END QLD 4101 Australia

Accountable officer (must be committee or board representative i.e. CEO, Mayor, President or Chair):

*Main contact for Project:

Name: Mr Don Good
Email: DonGood@hotmail.com
Job Title: President
Mobile: 0400000000
Phone:
Address: 274 Montague Road, WEST END QLD 4101 Australia
Mailing Address: 274 Montague Road, WEST END QLD 4101 Australia

- When editing or adding the organisation details ensure 'Organisation / Company' is selected under type.

Add Contact

Which Act is the organisation incorporated under?
Incorporation number/Australian Company Number

Details

*Type: Organisation / Company

*Company Name: Individual / Employee / Person

Trading As: Organisation / Company

A.B.N.:
Registered for G.S.T.:
Date registered for G.S.T.:
Phone:
Fax:
Website:

Address

Line 1:
Line 2:
Suburb/City:
State:
Postcode:
Country:

Mailing Address

Copy address details from above

Cancel Save

- Enter all the relevant fields.

Add Contact

Details

*Type: Organisation / Company

*Company Name: West End Soccer Club Inc

Trading As: West End Soccer Club Inc

A.B.N.:

Registered for G.S.T.: ☐

Date registered for G.S.T.:

Phone:

Fax:

Website:

Address

Line 1:

Line 2:

Suburb/City:

State:

Postcode:

Country:

- If your Mailing Address is the same as your Physical Address you can click 'Copy address details from above'.

Address

Line 1: 346 Montague Road

Line 2:


Suburb/City: West End

State: QLD

Postcode: 4101

Country: Australia

Mailing Address

 Copy address details from above

Line 1: 346 Montague Road

Line 2:

Suburb/City: West End

State: QLD

Postcode: 4101

Country: Australia

Cancel Save

- When editing or adding the 'Accountable officer' or additional 'contact people' ensure 'Individual / Employee / Person' is selected under type.

Add Contact

Details

*Type: Individual / Employee / Person

Title: Individual / Employee / Person

*First Name: Organisation / Company

*Last Name:

Email:

Job Title:

Mobile:

Phone:

Fax:

Website:

Address

Line 1:

Line 2:

Suburb/City:

State:

Postcode:

Country:

Mailing Address

Cancel Save

- Complete the required fields and click 'Save' – you will need to complete the 'Mailing Address' fields or click 'Copy address details from above'.
- Enter all the relevant fields (noting that some are mandatory, as indicated by an asterisk).

Edit Contact

Details

Type: Individual / Employee / Person

Title: Mr

*First Name: Don

*Last Name: Good

Email: DonGood@hotmail.com

Job Title: President

Mobile: 0400000000

Phone:

Fax:

Website:

Address

Line 1: 274 Montague Road

Line 2:

Suburb/City: West End

State: QLD

Postcode: 4101

Country: Australia

Mailing Address

Cancel Save

- Click the 'Organisation Details – Get Playing' to select the Act that your organisation is incorporated under and enter the organisations incorporation number/ Australian company number.
- Complete the required fields and click 'Save'

Organisation details - Get Playing

Which Act is the organisation incorporated under?

Incorporation number/Australian Company Number

Save icon - save information entered
 Cancel icon - cancel entering information
 Delete icon - remove information added to set fields
 Validation icon - information is required

Organisation and accountable officer details

*Organisation details:

Name: West End Bow
 Trading As: West End
 A.B.N.:
 Registered for G.S.T.:
 Phone: 0400000000
 Website:
 Address: 290 Montague
 Mailing Address: 290

Accountable officer (must be committee or board representative i.e. CEO, Mayor, President or Chair):

*Main contact for Project:

Name: Mr Don Good
 Email: DonGood@hotmail.com
 Job Title: President
 Mobile: 0400000000
 Phone:
 Address: 274 Montague
 Mailing Address: 274

Which Act is the organisation incorporated under?
 Please select the Act that the organisation is legally incorporated under

☐ Associations Incorporation Act 1981 (QLD) ☐ Corporations Act 2001 (Cw/ith)
☐ Cooperatives Act 2002 (Cw/ith) ☐ Corporations (Aboriginal and Torres Strait Islander) Act 2006 (Cw/ith)
☐ Local Government Act 2009 ☐ Other (enter below)

Clear

This field is required

*Incorporation number/Australian Company Number
 Please enter the organisation's Incorporation Number/Australian Company Number (not applicable to Local Governments - please enter N/A)

This field is required

Cancel Save

Section 4 – 'Project details'

- Enter the project description by clicking the 'Edit' icon. The summary should be approximately 250 words, and a short description of the project components.
- You will also be required to attach documents. Select 'Choose file' and click on the relevant file.

Section 4: Project Details

This section relates to the overall project details. You will need to outline your project and describe the new infrastructure or the upgrade, improvement or replacement to existing infrastructure. Details of the sport or recreation activities benefiting from the project and the target participants for the infrastructure will also need to be provided.

Please limit the project description to no more than 250 words.

*Organisation Legal Name:

*Project Description:

Physical address of project

Line 1:

Line 2:

Suburb/City:

State:

Postcode:

Country:

Project details - Get Playing

Does the project:

If the response was (c), please detail when the existing play/space was constructed/installed and why it needs to be replaced and provide evidence, e.g. photos, evidence from qualified trades person, state sporting organisation standards.

Attach evidence to support the need for the replacement as detailed in the previous question.

What are the sport and recreation activities/ies that will be supported by the project?

Target group

- Enter the 'Organisation legal name' and click 'Save'.

*Organisation Legal Name:

- Enter the 'Project description' and click 'Save'.

*Project Description:

- Complete the physical address of the project and click 'Save'.

Physical address of project

Line 1:

Line 2:

Suburb/City:

State:

Postcode:

Country:

- Click the 'Project details - Get Playing'.
- You will also be required to attach documents. Select 'Choose file' and click on the relevant file.
- Complete the required fields and click 'Save'.

Project details - Get Playing

Does the project:

If the response was (c), please detail when the existing place/space was constructed/installed and why it needs to be replaced and provide evidence, e.g. photos, evidence from qualified trades person, state sporting organisation standards.

Attach evidence to support the need for the replacement as detailed in the previous question.

What are the sport and recreation activity/ies that will be supported by the project?

Target group

Project details - Get Playing

***Does the project:**

Please select the relevant option

☐ (a) create a new place/space

☐ (b) improve or upgrade an existing place/space

☐ (c) replace an existing place/space

This field is required

If the response was (c), please detail when the existing place/space was constructed/installed and why it needs to be replaced and provide evidence, e.g. photos, evidence from qualified trades person, state sporting organisation standards.

Include details of why replacement is required, including whether different standards apply

Response should be no more than 250 words.

Attach evidence to support the need for the replacement as detailed in the previous question.

Evidence can include photos, letter from qualified trades person, new state sporting organisation standards

Max 20MB per attachment

***What are the sport and recreation activity/ies that will be supported by the project?**

<input type="checkbox"/> Abseiling	<input type="checkbox"/> Acrobatics	<input type="checkbox"/> Active Play
<input type="checkbox"/> Active Recreation	<input type="checkbox"/> Adventure Racing	<input type="checkbox"/> Aero Sports
<input type="checkbox"/> Aerobatics	<input type="checkbox"/> Aerobics	<input type="checkbox"/> Aerobics - Aqua
<input type="checkbox"/> Aikido	<input type="checkbox"/> Archery	<input type="checkbox"/> Athletics
<input type="checkbox"/> Athletics - Little	<input type="checkbox"/> Australian Football	<input type="checkbox"/> Badminton
<input type="checkbox"/> Ballnet	<input type="checkbox"/> Baseball	<input type="checkbox"/> Basketball

This field is required

Target group

Please select from the options below

<input type="checkbox"/> Male (0 - 17 years)	<input type="checkbox"/> Female (0 - 17 years)
<input type="checkbox"/> Male (18 - 24 years)	<input type="checkbox"/> Female (18 - 24 years)
<input type="checkbox"/> Male (25 - 54 years)	<input type="checkbox"/> Female (25 - 54 years)
<input type="checkbox"/> Male (55 years or older)	<input type="checkbox"/> Female (55 years or older)

Clear Select All

Cancel Save

Section 5 - 'Need'

- Complete the 'Need' section by clicking the 'Edit' icon, and then 'Save'.
- You will also be required to attach documents. Select 'Choose file' and click on the relevant file.

Guidelines reference:
14.0 Need

Section 5: Need

When preparing a response in this section, consider how the need for the project has been established, participation trends and the existing usage. You will also need to detail how the project will address participation needs and provide benefits. An indication of who has been consulted as part of the planning process and their involvement in the project can also be included (refer to further information in the [Get Playing Places and Spaces guidelines](#) section 14.1 Need).

Documents associated with planning and consultation can be uploaded in the relevant question.

Please limit responses to no more than 250 words.

Need - Get Playing

Identify the current user groups and usage rates of the proposed project site (this may not be applicable if it is a new place/space).

What are the existing places/spaces in the community that offer similar participation opportunities to the project site?

Identify participation/user trends that may be relevant to the project, e.g. new or enhanced activities, increased participation rates.

Clearly identify how the project will address the participation needs and objectives of the program.

Explain the benefits of the project in terms of future participation.

Please indicate who you have consulted during the planning of your project.

What specific involvement/commitment will they have in the project?

Supporting consultation and/or planning documentation

Need - Get Playing

***Identify the current user groups and usage rates of the proposed project site (this may not be applicable if it is a new place/space).**

Please explain who the current user groups are and the user rate of the proposed project site

Response should be no more than 250 words.

This field is required

***What are the existing places/spaces in the community that offer similar participation opportunities to the project site?**

Please detail the existing places/spaces in the community

Response should be no more than 250 words.

This field is required

***Identify participation/user trends that may be relevant to the project, e.g. new or enhanced activities, increased participation rates.**

Please explain the participation/user trends that may be relevant to the project

Response should be no more than 250 words.

This field is required

***Clearly identify how the project will address the participation needs and objectives of the program.**

Please refer to the program guidelines and consider the problem, issue or gap in infrastructure that the project will address, e.g. existing places/spaces are at capacity.

Response should be no more than 250 words.

This field is required

***Explain the benefits of the project in terms of future participation.**

Who will benefit, in what way and by how much. Explain how the project addresses the needs you have identified, e.g. increased future weekly or seasonal usage, additional activities, limited or constrained or no alternative option nearby.

Response should be no more than 250 words.

This field is required

***Please indicate who you have consulted during the planning of your project.**

Please select from the options below

<input type="checkbox"/> Local Government/s	<input type="checkbox"/> Other sport/recreation clubs	<input type="checkbox"/> State level organisation/s
<input type="checkbox"/> Community organisation/s	<input type="checkbox"/> School/s	<input type="checkbox"/> Sport and Recreation Services
<input type="checkbox"/> Own members	<input type="checkbox"/> Other user groups	<input type="checkbox"/> Other (enter below)

Clear Select All

This field is required

***What specific involvement/commitment will those consulted have in the project?**

Please explain what specific involvement those you have consulted will have in the project and provide supporting commitment documentation.

Response should be no more than 250 words.

This field is required

Supporting consultation and/or planning documentation

Please upload the supporting documentation e.g planning documents or commitment from user groups

Browse... No file selected.

Max 20MB per attachment

Cancel Save

Section 6 – 'Ability to deliver'

- Complete the 'Ability to deliver' section.
- You will be required to click on the 'Project plan and Project costs' spreadsheet and save the document to your computer.

Guidelines reference:
14.2 Ability to deliver

Section 6: Ability to Deliver

Applicants should have undertaken all the necessary planning required to deliver the project prior to submitting an application (refer to further information in the [Get Playing Places and Spaces guidelines](#) section 14.2 Ability to deliver).

In this section, details on the planning for the project, the project costs and management of the place/space after the project is completed are required.

Supporting documentation

You will be required to download and complete the **Project plan and Project costs** document below to detail the main project tasks, project costs and contributions. Documents associated with planning and financial contributions can also be uploaded in the relevant questions of this application.

Instructions to download

1. Click on the relevant attachment [Project plan and Project costs](#)
2. Save the attachment to your computer.
3. Complete the attachment and save.
4. Upload the attachment to your application in the 'download and complete the Project plan and project costs tables to identify project costs, in-kind and financial contributions' question in this section.

Ability to deliver Get Playing

Is development approval required for the project?

Development approval attachment

Is building approval required for the project?

Building approval attachment

Download and complete the Project plan and project costs tables to identify project costs, in-kind and financial contributions.

Supporting documentation confirming in-kind contributions

Supporting documentation for financial contributions

Total amount requested under grant (GST exclusive)

If unable to provide three quotes or a professional quantity surveyor's estimate provide a reason why.

If your preferred quote(s) is not the lowest, explain why the lowest price quoted is not preferred.

Have you considered the operational and maintenance costs, and/or changed costs, of the new or improved place/space and the impact on your organisation?

If you answered yes to the question above, provide a summary of what you believe the operational and maintenance costs will be for the new, improved or replacement place/space and how you will meet these costs.

- Open the document you have saved and complete the table. Save this file as it will need to be uploaded later in the application.

Department of National Parks, Sport and Racing

Get Playing Places and Spaces application attachment

Table 1. Project Tasks
Complete the following table to provide an indication of key milestones for the project. Planning for the project can begin prior to the funding round, however, the project must be delivered between 1 January 2016 and 31 December 2016

Task	Responsible person	Estimated start date	Estimated finish date
Engage a project manager (if applicable)			
Conduct site investigation			
Obtain development approval (if applicable)			
Finalise design documentation			
Obtain building approval (if applicable)			
Obtain quotes			
Begin construction			
Complete construction			
Open facility for public use			
Complete project (must be by 31 December 2016)			
Acquit funding (must be by 31 January 2017)			

Table 2. Source of funds
Evidence of the funding sources you have identified and, if available, documentation confirming the sources of funding e.g. a recent bank statement, letter from your lender(s) confirming a loan and/or letter confirming cash donations will need to be uploaded in the relevant question in the online application form.

Source of funds	Details	Total amount (GST exclusive)
Organisation's financial contribution (allocated for the project)		\$ -
In-kind contributions (this is an automatic calculation based on total of table 3)		\$ -
Loans (provide name of institution)		\$ -
Commonwealth Government Grants - Capital		\$ -
Local Government Grants - Capital		\$ -
Queensland Treasury Corporation Loan		\$ -
Cash donations		\$ -
Other Queensland Government agency contributions (this will reduce the total eligible project cost)		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
		\$ -
Your organisation's total contribution (GST exclusive)		\$ -

Provide a breakdown of in-kind donations of skilled labour, professional qualified services or goods that have been included in the project cost.

Table 4. Project budget

Complete the budget table providing overall project costs, including those costs of works required. Please note, grants from other Queensland Government agencies will be deducted from the total eligible project cost and may

The total project costs and the total funding requested amounts will need to be transferred into your application.

- Complete the 'Ability to deliver' section by clicking the 'Edit' icon.
- You will also be required to attach documents. Select 'Choose file' and click on the relevant file.

Ability to deliver Get Playing

Is development approval required for the project?

Development approval attachment

Is building approval required for the project?

Building approval attachment

Download and complete the Project plan and project costs tables to identify project costs, in-kind and financial contributions.

Supporting documentation confirming in-kind contributions

Supporting documentation for financial contributions

Total amount requested under grant (GST exclusive).

If unable to provide three quotes or a professional quantity surveyor's estimate provide a reason why.

If your preferred quote(s) is not the lowest, explain why the lowest price quoted is not preferred.

Have you considered the operational and maintenance costs, and/or changed costs, of the new or improved place/space and the impact on your organisation?

If you answered yes to the question above, provide a summary of what you believe the operational and maintenance costs will be for the new, improved or replacement place/space and how you will meet these costs.

- When you get to the 'Download and complete the Project plan and project costs tables to identify project costs, in-kind and financial contributions question' select 'Choose file' to attach the table you downloaded and completed.

Ability to deliver Get Playing

***Is development approval required for the project?.**

Please select from the option below

☐ Yes - received (please attach document to the next question)

☐ Yes - required and lodged (please attach evidence of lodgement or IDAS self assessment to the next question)

☐ Yes - pre-lodgement meeting held

☐ Yes - required but not lodged

☐ Yes - required but not yet considered

Clear

This field is required

Development approval attachment

Please attach either the development approval document, evidence of lodgement or IDAS self assessment or evidence, e.g letter from council

Choose file No file chosen

Max 20MB

***Is building approval required for the project?**

Please refer to the guidelines and select from the options

☐ Yes - received (please attach document to the next question)

☐ Yes - required

☐ No

Clear

This field is required

Building approval attachment

Please attach building approval document

Choose file No file chosen

Max 20MB

Ability to deliver Get Playing

***Download and complete the Project plan and project costs tables to identify project costs, in-kind and financial contributions.**

You will need to download the Project plan and project costs table, complete calculations and attach to this application

Choose file
No file chosen

Max 20MB

This field is required

Supporting documentation confirming in-kind contributions

Please upload all supporting documentation relating to in-kind contributions e.g. commitment to donate goods

Choose file
No file chosen

Max 20MB per attachment

Supporting documentation for financial contributions

Please upload supporting documentation to confirm financial contributions to the project

Choose file
No file chosen

Max 20MB per attachment

***Total amount requested under grant (GST exclusive).**

Enter the total amount requested as included in spreadsheet: Table 4, Project Budget

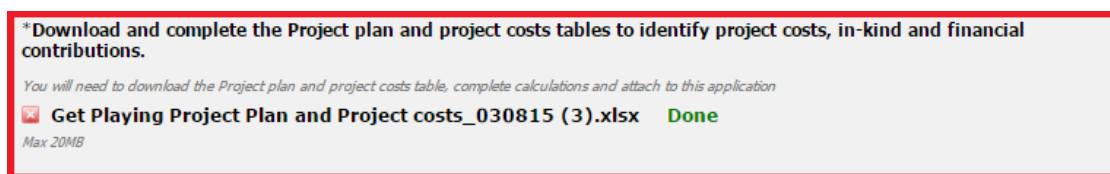
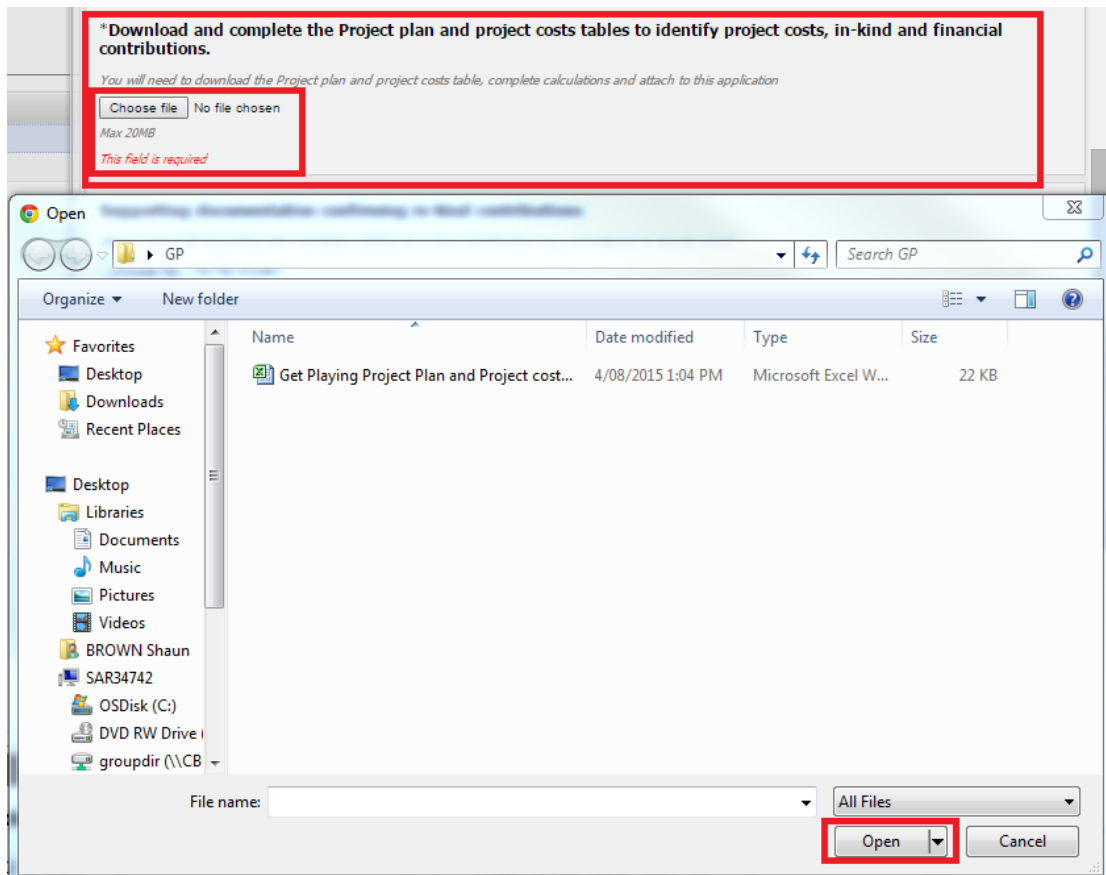
This field is required

If unable to provide three quotes or a professional quantity surveyor's estimate provide a reason why.

Response should be no more than 250 words.

If your preferred quote(s) is not the lowest, explain why the lowest price quoted is not preferred.

Response should be no more than 250 words.



- Complete the remaining questions in 'Ability to deliver' and click 'Save'.

***Have you considered the operational and maintenance costs, and/or changed costs, of the new or improved place/space and the impact on your organisation?**

☐ Yes - the organisation is aware of the ongoing costs and is able to meet these obligations

☐ No - the organisation has not considered how the ongoing costs will be met in the future

This field is required

If you answered yes to the question above, provide a summary of what you believe the operational and maintenance costs will be for the new, improved or replacement place/space and how you will meet these costs.

Detail all relevant costs and explain what the strategy will be to cover these.

Response should be no more than 250 words.

Section 7 – 'Declaration'

- Read the declaration section and click 'Edit' to complete the section.

Section 7: Declaration

Privacy Notice – regarding the information provided in the application

The Department of National Parks, Sport and Racing is collecting the information in the *Get Playing Places and Spaces* application process to assess applications for funding under *Get Playing Places and Spaces*. Information will also be used to help the department monitor and evaluate programs and resources. This information will only be accessed and used by authorised employees within the department and approved contractors appointed by the department to conduct a program evaluation.


The department will disclose details of approved funding and details of accountable officers (such as name, position in the organisation, and telephone number) to local members of Parliament. Information on approved organisations and details of approved projects, such as funding approved and location of the project will also be made available on the department's website and may be provided to local governments and relevant sport and recreation organisations for the purpose of advice on approved project information. Your information will not be disclosed to any other parties unless authorised or required by law, subject to the above.

If you have any further questions regarding privacy, please contact the department's Privacy Contact Officer at privacy@npsr.qld.gov.au.

Declaration

I declare that I have been authorised by the applicant organisation to submit this application for funding under *Get Playing Places and Spaces*.

I declare that all information provided as part of the application process relating to the organisation and the project is true and correct.



- Select the relevant response and click 'Save' to complete the declaration.

Declaration

***I declare that I have been authorised by the applicant organisation to submit this application for funding under Get Playing Places and Spaces**

☐ Yes

☐ No

This field is required

***I declare that all information provided as part of the application process relating to the organisation and the project is true and correct**

☐ I agree

☐ I do not agree

Section 8 – 'Feedback'

- Provide feedback by clicking the 'Edit' icon.

Section 8: Feedback

Feedback

How do you rate the support provided to you by departmental staff in completing the online application?

How long did it take you to complete the online application?

When thinking about accessing the information, and applying for funding, how would you rate the overall process?

How would you rate completing the application form?

Additional feedback

Feedback department's Privacy Contact Officer at privacy@npsr.qld.gov.au

***How do you rate the support provided to you by departmental staff in completing the online application?**

☐ Not useful at all
☐ Slightly useful
☐ Neutral
☐ Reasonably useful
☐ Extremely useful

Clear

This field is required

***How long did it take you to complete the online application?**

☐ 20-30 minutes
☐ 31-45 minutes
☐ 45 minutes - 1 hour
☐ 1 hour - 2 hours
☐ More than 2 hours

Clear

This field is required

***When thinking about accessing the information, and applying for funding, how would you rate the overall process?**

☐ Very simple
☐ Simple
☐ Neutral
☐ Complex
☐ Very complex

Clear

This field is required

***How would you rate completing the application form?**

☐ Very simple
☐ Simple
☐ Neutral
☐ Complex
☐ Very complex

Clear

This field is required

Additional feedback

Cancel Save

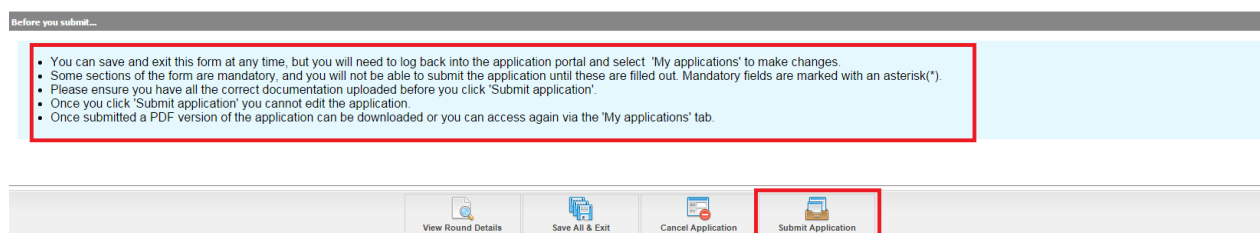
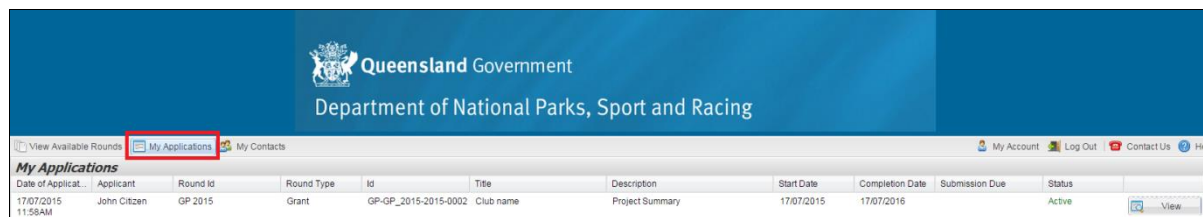
Before you submit

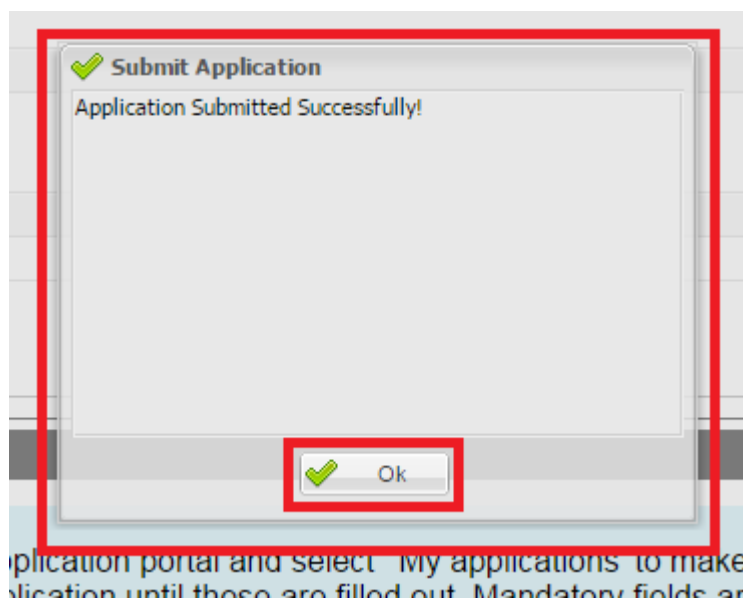
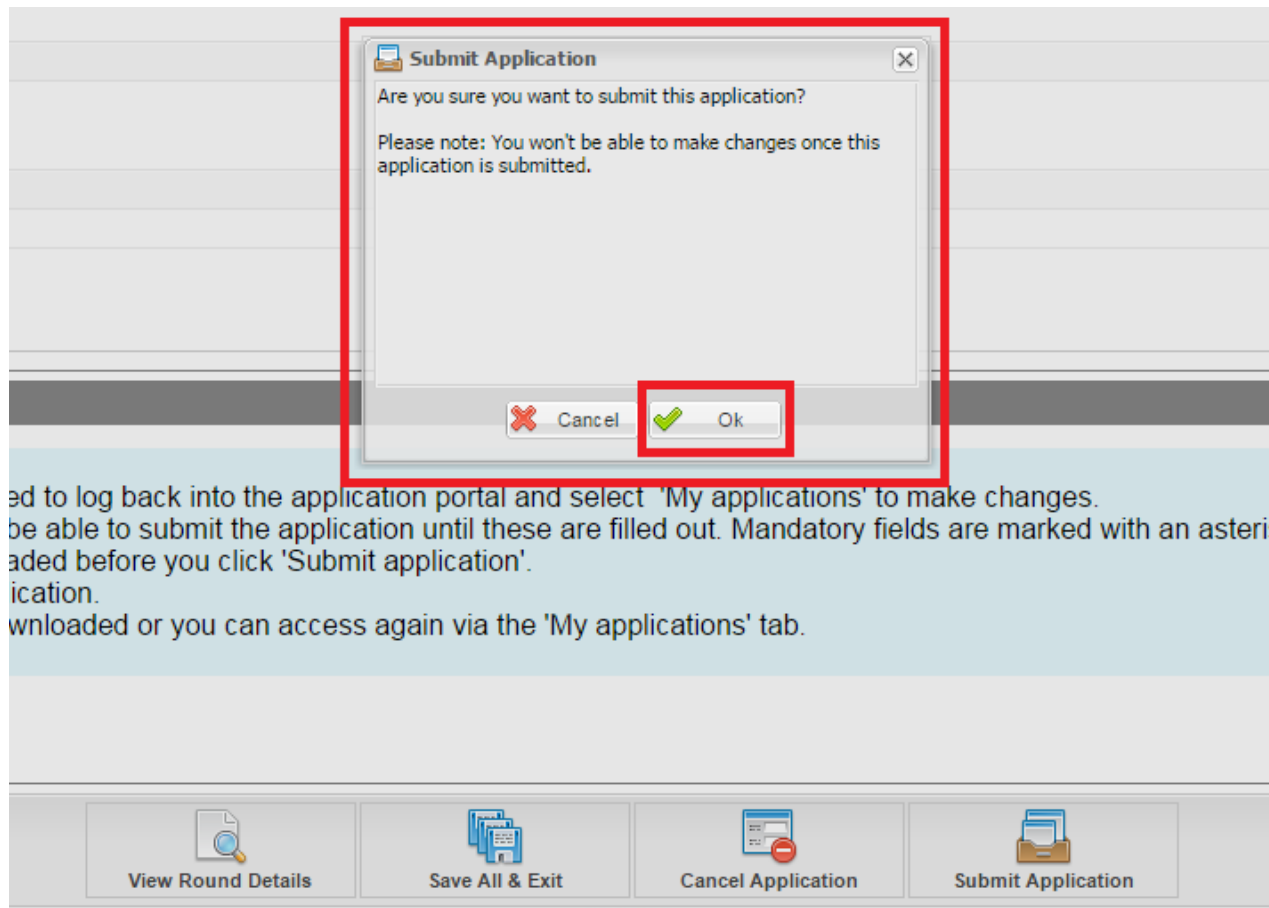
Please read all the information. If you are sure all details are correct, click 'Submit Application' to complete the application.

Note: Once you have submitted your application **it cannot be changed**.

It is possible to partially fill in the application and complete it later. This is done by clicking the 'Save All & Exit' button. When you log back in you can select the same application under the 'My Applications' tab.

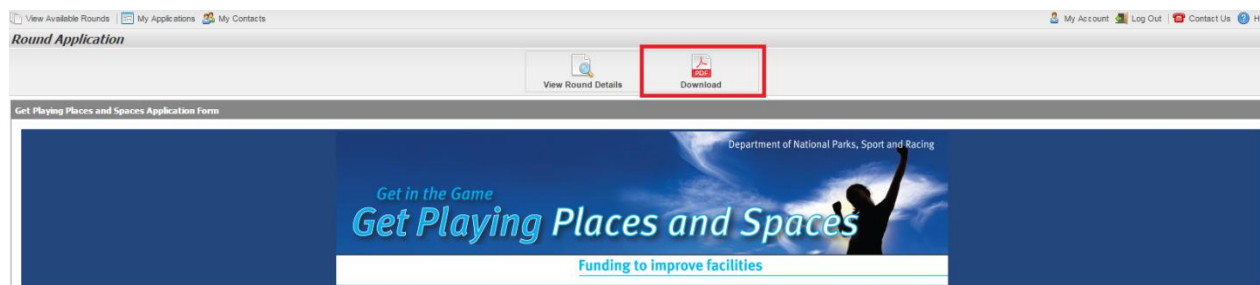
You can view your application at a later date by clicking 'My Applications'.



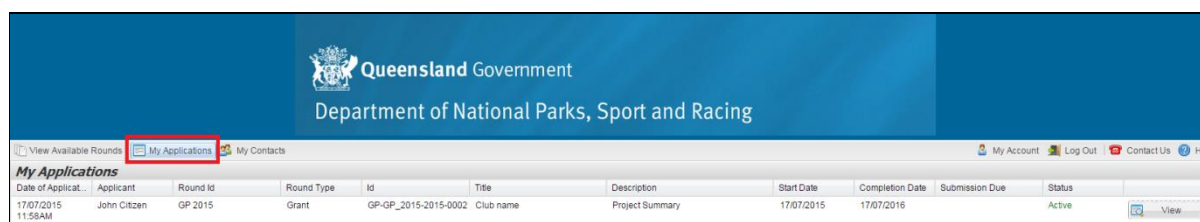


Saving a copy of your application

At the end of the application process, you will receive a PDF version of your application, which can be printed or saved if you wish. The details will also remain on the enQuire system which you can access when you log in.



Now that you are registered, just select the 'Log In' option when you next use enQuire.



What if your organisation is unable to complete an online application?

If the organisation does not own or have access to suitable computer systems or the internet to complete an online application, contact your nearest Sport and Recreation Services office.

What if your organisation would like to withdraw an online application?

If, for some reason, your organisation would like to withdraw your application, you cannot do this via the enQuire system. Please contact your nearest Sport and Recreation Services office to discuss the withdrawal. Arrangements will then be made to have the application removed from the enQuire system.

Part Two – Trouble Shooting

Browser or compatibility issues

Are you using a mobile or tablet device?

The enQuire system is NOT compatible with mobile or tablet devices. Any online applications must be made from a PC.



What kind of browser are you using?

To assist with any queries and to diagnose problems, it may be necessary to confirm what internet browser is being used and its [version number](#). Details on how to do this follow.

Where the enQuire site is not being displayed, first check if you are using a browser from the following list (please note: earlier versions of the below should support the enQuire site but have not been as thoroughly tested):

- Google Chrome (Windows, Android and Mac OS X)
- Mozilla Firefox (Windows and Apple OS X)
- Microsoft Internet Explorer 8, 9, 10, 11 (Windows)
- Safari (Apple iOS 7.1.1).



You are using Internet Explorer



You are using Google Chrome



You are using Mozilla Firefox



You are using Safari

enQuire may work on Linux or Ubuntu operating systems, but this has not been tested and is not supported.

Are you unable to view the enQuire website due to compatibility view and rendering errors?

To see if there is a compatibility view error, do the following:

- select **Tools** at the top of the browser (or if this does not appear, press **Alt** and **T**)
- select **Compatibility View Settings**
- in the box under **Add this website** type in **enquire.net.au**
- Click **Add**
- Click **Close**.

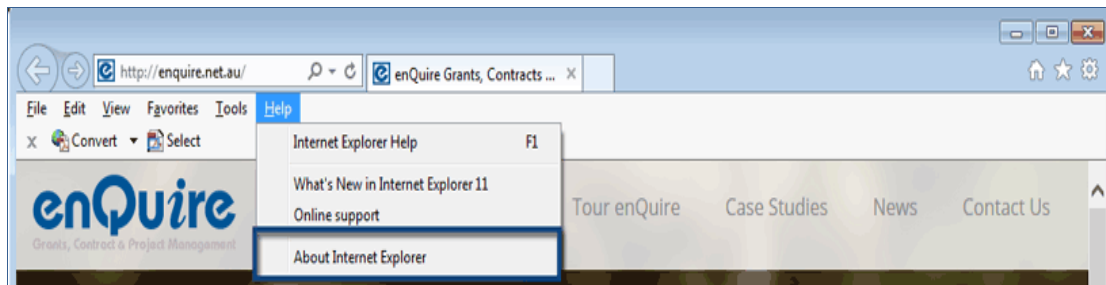
A rendering error message is an error with Internet Explorer. If this occurs, please download Google Chrome at www.google.com/intl/en/chrome/ and use this browser to log into the enQuire account.

To assist with queries and diagnose problems with **performance**, the **internet browser version number may be required**. Follow the instructions below on how to check which version is installed.

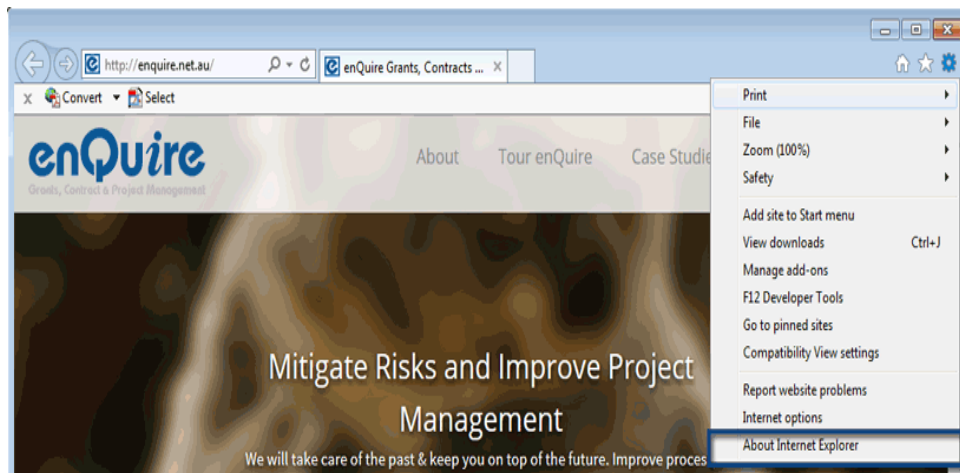
How do I confirm the internet browser version number?

Internet Explorer

- Open Internet Explorer.
- At the top of the Internet Explorer window, select **Help** and then select **About Internet Explorer**. If the **Help** option is unavailable, press **Alt** on your keyboard.



- If you have a more recent version of Internet Explorer, select **Tools** (cog icon) in the top right corner, then select **About Internet Explorer**.



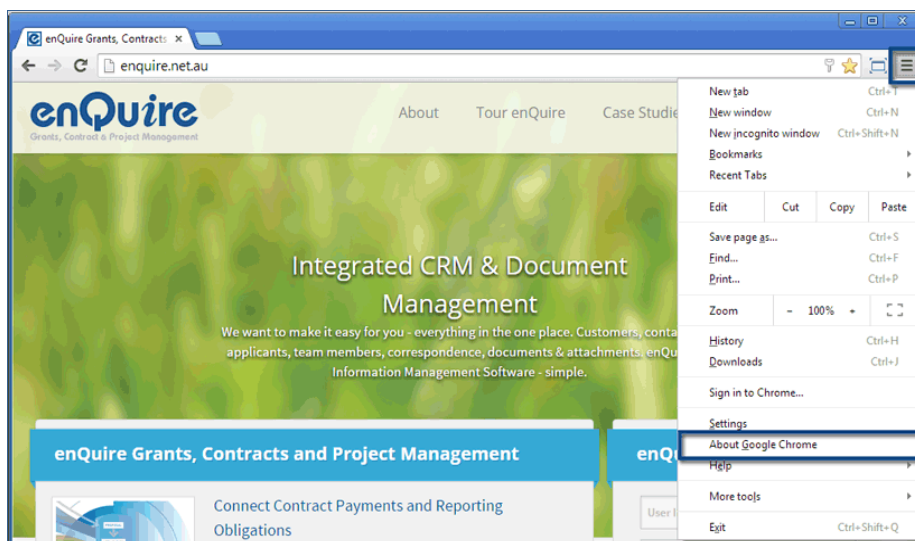
- In the window that appears, the major and update versions will be listed.



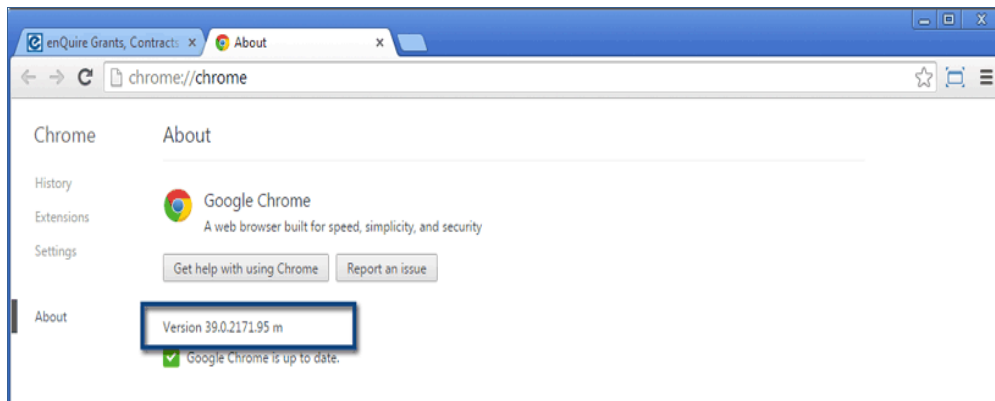
More information is available via the [Microsoft Support Centre](#).

Google Chrome

- Open Google Chrome.
- In the top right corner, select either **Tools or Settings** (wrench or menu icon), and then select **About Google Chrome**.



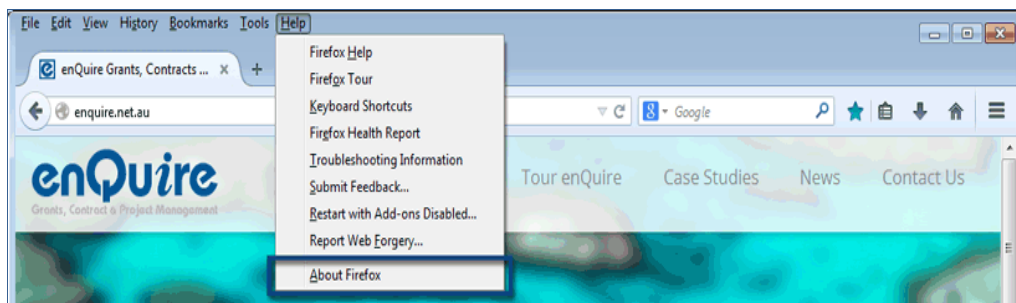
- The version number will appear in a new window or tab.



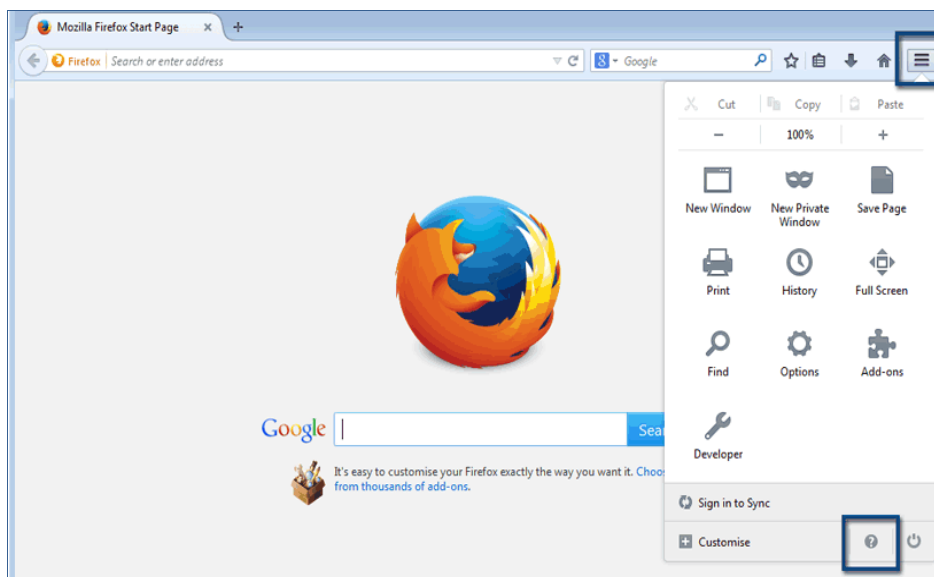
More information is available from the [Google Support Centre](#).

Mozilla Firefox

- Open Mozilla Firefox.
- At the top of the Firefox window, select **Help** and then select **About Mozilla Firefox**. If the **Help** option is unavailable, press **Alt** on your keyboard.



- If you have a more recent version, open the **menu** in the top right hand corner, and then select the **Help Menu** (question mark icon). You will then need to select **About Mozilla Firefox**.



- In the window that appears, the version number will be listed.



More information is available from the [Mozilla Firefox Support Centre](#).

Safari

- Open Safari.
- Select **Safari**, and then select **About Safari**.



- In the window that appears, the browser version number will be listed. The first number is the major version of Safari, and the number inside the parenthesis is the build number.



Account log in or registration issues

Authorisation to make the application.

Make sure you are authorised to complete the application form on behalf of your organisation. You will also need details of the organisation's accountable officer. The accountable officer is the person in your organisation who correspondence will be sent to, so it is important to have this entered correctly.

Which email address do you use?

You can use a personal email address, or a club email address if available (preferred) to register on the applicant portal. Whichever email address you register with, it must be one that you have ongoing access to. For example, an activation link will be sent to the email address provided.

Some other basics at a glance

- Contact the nearest Sport and Recreation Services office to discuss your project and application prior to submitting the online application form.
- Please contact your regional advisor initially if you need help registering online or completing the online application form.
- Issues with applying online may occur due to restrictions on home/office computers, browsers used – further details are provided in this document.
- Using Firefox and/or Chrome as your browser for the application process ensures compatibility.
- The enQuire system is **NOT** compatible with mobile or tablet devices. Any online applications must be made from a PC.
- Use the correct legal name of the organisation as per OFT certificate of incorporation, Australian Company name (ASIC).
- Provide full and accurate project location address and organisation address. If using parks, reserves etc., there must **AT LEAST** be a correct street address and suburb.
- You can copy and paste from a word file into the online application fields for ease of data entry.
- Ensure you save each section of the online application.
- Some online applications will require the applicant to download and upload documents. If prompted to download a document, make sure you save it on your PC along with any information you have added before uploading.
- Only click 'Submit' when your application is completely finalised, as changes cannot be made afterwards. **Note:** There is an option to save a partially completed application and return to it later.
- Colours of the application form online may appear different due to the user's monitor setup.

Have you entered your email address correctly?

Check your email address was entered correctly. If the email address used to register with was incorrect, you will not receive a validation email and will be unable to log in to your enQuire account.

If you think you entered an incorrect email when first registering, please email SRSGrants@npsr.qld.gov.au for further assistance.

Are you entering a password with the required number of characters and numbers?

Check the entered password is at least eight characters long, and uses a combination of numbers and letters.

Have you activated your account by clicking on the validation link?

You will be unable to log in to your enQuire account if you attempt to log in prior to receiving the validation email and activating your account.

You should receive your validation email within 15 minutes of registering your account. If there are a high number of system users at the time, there may be a delay in receiving the email due to the number of email servers it has to pass through. **Please note:** Sport and Recreation Services has no control over this.

If you have not received the validation email, please check your junk mail.

Some email addresses will not work. For example, if you are registering with a work email and your employer's IT security blocks the email. In this situation, you should try and re-register using another email address.

If the validation email has still not been received after an hour, please email SRSGrants@npsr.qld.gov.au for further assistance. Please include the following information:

- What email client you are using (e.g. Microsoft Outlook, gmail, Hotmail etc.)
- What web browser you are using (e.g. Google Chrome, Firefox, Internet Explorer).
- What security software your computer is running.
- Any screen shots of errors if possible.

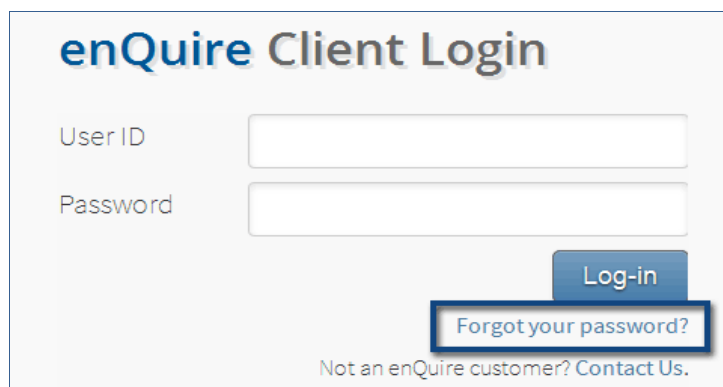
If you have not received a registration confirmation email with the activation link?

- Log in to the portal.
- This will prompt the system to re-send the activation link to your email.
- Check your email including junk mail folder. Click on link to activate your account.
- If email has still not been received, please email SRSGrants@npsr.qld.gov.au.

Forgotten your password, or received an 'invalid email or password' message?

If you have forgotten your password, or received an 'invalid email or password' message, you can generate a new password in the enQuire system yourself.

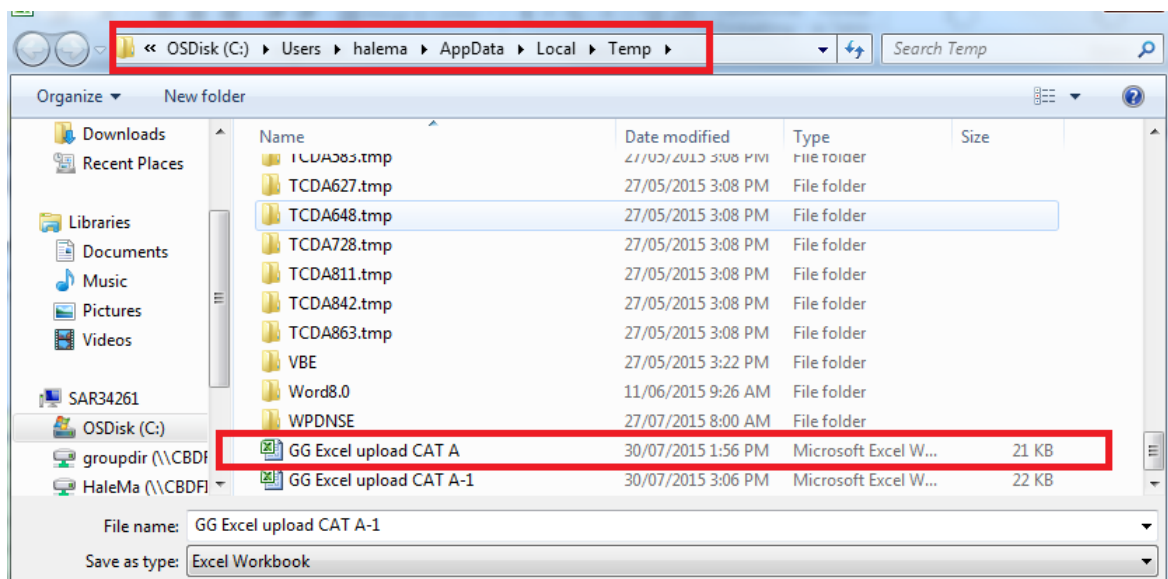
1. Select the **Forgot your password?** link under the log in area of [enQuire](#).



2. Then enter **either** your user identification (id), or email address and select **Continue**.
3. An email will be sent to your email address with your user id and temporary password. You will be prompted to change this password the next time you log in to enQuire.
4. Email SRSGrants@npsr.qld.gov.au if you cannot reset your password.

Having trouble with attachments or PDFs?

- Be careful saving files on the computer being used. It is recommended the 'Save As' function is used and the file is saved in a known location.
- If user clicks 'Save' the file may be filed into the temporary files on the computer being used
- Temporary files are located on the c: drive of the computer being used (e.g. C:\Users\halema\AppData\Local\Temp)



Trouble opening the Excel application attachment?

Mac Users Version Compatibility (Numbers for Mac)

Numbers for Mac is compatible with Microsoft Excel. Save numbers spreadsheets as Excel files. Further information on compatibility can be found online: <https://www.apple.com/mac/numbers/compatibility/>

Microsoft Excel Version Compatibility

It is recommended that you use Microsoft Excel 2010 or later. Information on your version can be found online: <https://support.office.com/en-us/article/What-version-of-Office-am-I-using-932788b8-a3ce-44bf-bb09-e334518b8b19>.

Trouble opening the PDF version of the application?

At the end of the application process, you will receive a PDF version of your application, which can be printed or saved if you wish. The details will also remain on the enQuire system which you can access when you log in. There may also be other information in enQuire, such as a Facts Sheet that can help you. These are available in the 'Help' section of the portal.

Out-of-date or incompatible PDF reader?

Issues opening a PDF may be due to your PDF reader being incompatible, or out of date. Adobe Reader version 9 or higher is required by enQuire. You can download the latest version of Adobe Reader for free at <http://get.adobe.com/reader/>. Other Windows based PDF readers are not supported.

Is Acrobat JavaScript enabled?

You can check if this is the problem by doing the following:

- Open Adobe Reader from the desktop or start-bar menu
- Click **Edit** and selecting **Preferences**
- Select **JavaScript** from the **Categories** and tick the checkbox to **Enable Acrobat JavaScript**
- Click **OK** to close the **Preferences** window
- Close Adobe Reader by clicking **File** and selecting **Exit**
- Re-open the web browser and continue to use enQuire.

Is Adobe Reader set to display PDFs in a web browser?

You can check if this is the problem by doing the following:

- Open Adobe Reader from your desktop or start-bar menu
- Click **Edit** and selecting **Preferences**
- Select **Internet** from the **Categories** and tick the checkbox to **Display in Read Mode** by default
- Click **OK** to close the **Preferences** window
- Close Adobe Reader by clicking **File** and selecting **Exit**
- Re-open the web browser and continue to use enQuire.

Do you have Kapersky Anti-virus software?

If you have Kapersky anti-virus software, a blank page will be displayed when you attempt to open a PDF. Disabling the anti-virus software in this case will not rectify the issue. You will need to download a different browser. For example, if you are using Internet Explorer you should try to log in to your enQuire account using a different browser, such as Google Chrome. You can download Google Chrome for free through the following link:

https://www.google.com/intl/en_au/chrome/browser/desktop/index.html

Adobe Reader

The operation of Adobe Reader is affected by certain 'add-ons'. It is recommended users enable Adobe Reader add-ons for the PDF copy of your application to display and function correctly.

Disabling virus add-on/s in Internet Explorer

Go into the Internet Explorer browser and do the following:

- Select **Tools**, and then **Manage add-ons**
- Select the add-ons that are listed under the **Adobe Systems Incorporated** heading
- Enable the add-on/s by selecting **Enable** (for one add-on), or **Enable all** (for multiple add-ons)

- Select any add-ons that mention **anti-virus** and then select **Disable** (for one add-on) or **Disable all** (for multiple add-ons) and then **Close**.

Disabling virus add-on/s or 'extensions' in Google Chrome

Go into the Google Chrome browser and do the following:

- In the address bar type **chrome://extensions**
- Un-tick **Enabled** next to the anti-virus name (could be multiple entries).

Disabling virus add-on/s in Mozilla Firefox

Go into the Mozilla Firefox browser and do the following:

- In the address bar type **about:addons**
- Go to the **Extensions** tab
- Click the **Disable** button next to the anti-virus name (could be multiple entries).

Still unable to find the answer to the issue?

Still experiencing technical issues during the application process?

If you are still experiencing technical issues during the application process, you should close all windows, **Log Out** and **Exit** out of your enQuire account. If you only **Log Out** it may take you back to where the technical error occurred.

When all else fails?

If you are still experiencing issues using enQuire, please email SRSGrants@npsr.qld.gov.au, providing the following information:

- The operating system you are using (i.e., Windows XP, Windows 7, Mac OS X, etc.)
- The browser and it's version (click on **Help** > **About** in most browsers)
- Which anti-virus (if any) you are using
- Time at which the error occurred
- If you are having issues with any other websites
- Any error messages you have encountered (please include a screenshot if possible).