

PlayOn Voucher Process (Existing Members)

- Our Leader in Charge (LIC) will send correspondence to the Group, indicating when a Voucher round will open. This information is reflected within the Parent Information page of our Group website, with follow up through our Group's social media channels.
- Upon the round opening, parents and/or guardians apply for a Voucher through the State Government website. Applicants are to note any conditions, for example, previously successful applicants may not be able to apply for the current round.
- **Successful Voucher recipients are requested to send a copy of their Voucher to our LIC.**
- Our LIC will apply a Credit Note within Xero, and send return correspondence to the parents and/or guardians, indicating if funds have been applied to existing invoice/s, and any remaining balance if applicable.
- Our LIC will forward the Voucher to Scouts Queensland, for processing through the State Government. [Sending a Voucher directly to Scouts Queensland will delay the application of a Credit Note by our LIC.](#)

PlayOn Voucher Process (New Members)

- New Members are encouraged to apply their Voucher to the initial membership invoice as sent by Scouts Queensland. [This is the only time that Vouchers are to be sent directly to Scouts Queensland.](#)
- Once processed, Scouts Queensland will send the balance of remaining funds back to our Group. [Please note that this may take a few weeks.](#)
- Upon receipt of these funds, our LIC will generate a Credit Note within Xero. Correspondence will be sent to the parents and/or guardians, indicating if funds have been applied to existing invoice/s, and any remaining balance if applicable.