

FACT SHEET

Veteran Wellbeing Voucher Program

Frequently Asked Questions - Veteran Activity Providers

Q Who is eligible to be an approved Veteran Activity Provider?

A Sporting clubs and gyms are eligible to be approved providers.

Eligible sporting clubs:

- are providers of a sport recognised by Sport Australia
- are affiliated to the relevant state or national sporting organisation
- charge a membership fee for a minimum six-week sporting activity

Eligible gyms:

- Must have an ABN
- Have at least one staff member with a Certificate 3 or 4 in Fitness
- Have Public Liability insurance

Q How much does it cost to become a Veteran Activity Provider?

A The Program is free to join and there are no other fees.

Q Why would I join the Program?

A There are about 17 500 veterans living in Tasmania, many of whom would benefit from joining a gym or sporting organisation for their individual health and social contacts. This is an opportunity to support the veteran community and to grow your membership as we will be actively promoting the Veteran Activity Providers to veterans' organisations and the community.



Q How do I join?

A You can apply online at www.veterans.tas.gov.au

Gyms will need to provide copies of insurance Certificate of Currency, a list of staff who have Certificate 3 or 4 in Fitness, and ABN. Sporting clubs will need to provide evidence of incorporation, be a provider of a sport recognised by Sport Australia and be affiliated to the relevant state or national sporting organisation.

Q How will a veteran use the voucher?

A A veteran must present the voucher code when they are paying their registration or membership fees. The code will be like this 23V-UVA-WH7A-I98.

Q Can a veteran use a voucher for fees/registration they have already paid?

A No, vouchers must be used when paying fees or registration costs.

Q Who pays any shortfall in the cost of joining a gym/sporting club?

A The veteran is responsible for paying any shortfall.

Q Are vouchers transferable?

A No, vouchers are not transferrable.

Q When do vouchers expire?

A The 2022 Vouchers must be used for registration at a club by 30 June 2023.

Q How long are the vouchers valid for?

A Vouchers must be presented to an approved veteran activity provider within the financial year in which it was issued. Veteran Activity Providers must redeem vouchers at least 14 business days before the end of the financial year in which a voucher was issued.

Q What can the voucher be used for?

A Vouchers can only be used to subsidise the cost of membership. They cannot be used for equipment, uniforms, boots etc.

Q How do I redeem a voucher?

A Veteran Activity Providers will be able to redeem vouchers through their online account and will be reimbursed in approximately 10 working days.

More information is available at www.veterans.tas.gov.au