

## FREQUENTLY ASKED QUESTIONS

<p>Why the move to a complete online registration &amp; payment process?</p>	<p>A key benefit of the PlayHQ platform is enabling a quick and simple online registration and payment experience for all participants. It has been designed to make running local clubs easy through paperless management of club member information and to reduce the inconvenience of handling cash and reconciling registration payments. It also allows clubs to meet the expectations of an increasingly digital community where any registration process can be completed simply from a mobile phone.</p> <p>Cricket moved to a full online registration process for junior cricket in the 2018-19 season, with the intent of senior cricket following suit the next summer. This senior cricket change was delayed until a new registration platform was in place.</p> <p>The move to online registration for junior cricket has been successful with clubs reporting a reduction in administration and frustrating paper-based processes.</p> <p>The move to online registration also ensures every player and volunteer creates or links an existing Cricket ID. This ensures that they can manage all their Cricket involvement through one profile and their ongoing interactions with Australian Cricket can be personalised and relevant to their role in the game.</p>
<p>What is a Cricket ID?</p>	<p>A Cricket ID is different from a MyCricket ID.</p> <p>A Cricket ID is the account (tied to an email address) that links a participant/parent or volunteer across all Australian Cricket's websites and apps, so that we can provide you with a tailored experience when engaging with our sport at all levels. If you have subscribed to the Australian Cricket Family, have a CA Live App account or have completed a coaching course you'll most likely already have a Cricket ID.</p>
<p>Who pays the fee?</p>	<p>All Junior and Senior players will need to pay the fee when registering through the PlayHQ platform <b>each season.</b></p> <p>There is no change to the current Woolworths</p>

	Cricket Blast fee structure.
How much is the fee?	<p>The fee is \$22.50 for Senior players and \$16 for Junior players.</p> <p>A player is considered a Junior if they're <b>18 years or younger</b> prior to <b>September 1st</b>. For example, if a player turns 19 on September 2nd they will pay the Junior fee of \$16. If, however, a player turns 19 on August 31st they will pay the Senior fee of \$22.50.</p>
What does the fee cover?	<p>The fee covers the cost of the National Club Risk Protection Program (insurance) for participants &amp; clubs, providing your club and members with comprehensive insurance coverage that is industry leading across community sport. Please go to the Marsh Sports website to see exactly what you're covered for - <a href="https://au.marsh.com/sport/cricket-australia.html">https://au.marsh.com/sport/cricket-australia.html</a></p> <p>The individual cost for junior player insurance is \$6.50 and for senior player insurance is \$13.</p> <p>The remainder of the fee (\$9.50) helps fund improved technology, including the new PlayHQ platform, that will upgrade the digital experience of clubs and players, make administration easier and save time for volunteers.</p>
Why has insurance increased?	<p>The 2021-22 season was the first time since the inception of the National Club Risk Protection Program in 2004 that club insurance fees have increased. This is due to an increase in claims and a hardening insurance market, particularly given the pressures of the pandemic on this industry.</p> <p>The benefit of one national insurance deal for all community clubs is that we expect any further price increases to be minimal. Regardless, Cricket Australia has fixed the cost of the National Registration Fee for a period of three years through to 2025 to allay any concerns that it may increase year on year.</p> <p>Clubs are encouraged to consider discounting their own registration fees now that they won't be charged directly for any senior team insurance fees (\$99 per team in 2021/22).</p>

<p>Why does PlayHQ cost more than MyCricket?</p>	<p>The MyCricket admin platform has not been able to evolve over time to meet the needs of the cricket community, particularly given the rapid rate at which digital technology continues to develop.</p> <p>Passing on some user fees to participants enables increased investment into the PlayHQ platform to ensure it continues to improve and keep pace with modern technology and community expectations.</p>
<p>Will the fee keep increasing every year?</p>	<p>The fee amount will be locked in for the next <b>three years</b> through to 2025, to be reviewed by Cricket Australia at the conclusion of this period.</p>
<p>What happens if I register to play in a Senior competition, but I am under the age of 18?</p>	<p>The price of the registration fee will be based on the registrant's age, not the competition they're registering to.</p> <p>For example, if a 14-year-old participant is registering to participate in a Senior competition, they would be charged the junior registration fee of \$16.</p>
<p>What happens if I register to multiple competitions within the same season?</p>	<p>The fee is only paid once for a 12-month period.</p> <p>During this 12-months, a participant can register to several competitions without needing to pay the fee again (please keep in mind that a participant may need to pay any State, Association or Club related fees for the new competition).</p>
<p>If I pay the fee and stop playing, can I get a refund?</p>	<p>The registration fee is non-refundable.</p> <p>Once you have registered through the PlayHQ system for the upcoming season you cannot seek a refund for this cost, irrespective of how many games you play.</p>
<p>Does a 'fill-in' player need to pay the fee?</p>	<p>The PlayHQ platform allows for 'fill-in' players to be registered on game-day.</p> <p>These fill-in players will <b>not be required</b> to pay the fee and will be provided personal injury cover under the National Club Risk Protection Program for <b>one (1) game</b>. It's important to keep in mind however that a fill-in player will not be able to claim a PlayHQ profile.</p> <p>If a participant wishes to 'claim' their PlayHQ profile</p>

	and/or be covered under the National Club Risk Protection Program during any game <b>after</b> their <b>first fill-in game</b> , they will need to complete the full registration process, and pay all associated registration costs.
Is this a way for Cricket Australia to reduce its own investment into grassroots cricket?	<p>Australian Cricket will continue to make a significant investment into grassroots cricket (approximately \$35M p.a).</p> <p>To continually improve the club cricket experience for volunteers and players, we need to invest further. We believe a sustainable model includes an appropriate combination of ongoing centralised funding, a small user-pays contribution and new commercial opportunities for sponsors.</p>
How does my club attain our certificate of currency now?	<p>As the cost of public liability and personal injury insurance is covered by participants at point of registration, clubs no longer need to pay their respective Association insurance costs on a 'per team basis in order to attain their Certificate of Currency (which is often a requirement from councils etc to enable ground bookings).</p> <p>Instead, clubs will simply attain their certificate of currency directly from the Marsh website at the start of each Financial Year.</p>
How does the fee structure work in PlayHQ?	<p>PlayHQ have integrated with leading online payment provider, Stripe, to create a simple, streamlined payment system enabling clubs &amp; associations to collect payments quickly and securely from participants at point of registration.</p> <p>Clubs &amp; associations will be able to set their own fees as part of the registration process and these funds will be deposited directly to their nominated bank account.</p> <p>You will also be able to access detailed reports and manage cash flow and payouts with ease.</p>
What consultation has occurred prior to implementation of this registration fee?	In August 2021, approximately 1,400 participants and volunteers across the country completed a 15-minute independent survey providing feedback on paying a fee to Cricket Australia to cover insurance and improved digital services.



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	<p>In general, respondents were comfortable with making a contribution to the services proposed. We also received strong feedback about the need for transparency about how participant fees are to be used and concerns that fees, once introduced, would keep increasing every year.</p> <p>Based on this feedback, we have created additional resources to explain the value to participants of the services they will help fund. This includes itemising the costs during the online registration process.</p> <p>We have also locked in the fee amount for three years to alleviate concerns of year-on-year price increases.</p>
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