

Subject: Important - Update regarding Active and Creative Kids Vouchers
Date: Wednesday, 31 January 2024 at 5:30:41 pm Australian Eastern Daylight Time
From: Football South Coast Admin <admin@footballsouthcoast.com>
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From: Football South Coast Admin <admin@footballsouthcoast.com>
Date: Wednesday, 31 January 2024 at 5:28 pm
Subject: Important - Update regarding Active and Creative Kids Vouchers

Dear Member Clubs,

FNSW has provided the following update with the existing AKV program wrapping up today, and the new program starting tomorrow:

Sport NSW, the Office of Sport and Service NSW convened a meeting this morning of reps from major SSOs, and in that call we learnt that:

- some sports are potentially weeks away from having their API ready to accept vouchers, and some are considering a pause in registrations, and
- despite advice from Service NSW that applicants could provide alternative documents (e.g. letters from SSOs/club presidents) to substantiate that individuals properly represented applicant clubs, this hasn't been consistently applied by Service NSW and some clubs may have followed that advice and still had their applications rejected!

If a club has been rejected on this basis they should apply again – I've spoken directly to Service NSW officers who've advised that publicly named people (e.g., their names are on the club website as Treasurer, etc.) are relatively easy to tick off, and we know the turnaround from application to approval can be as little as a couple of days if everything runs smoothly.

For approved providers:

I've been in touch with both Football Australia and Service NSW staff who all say that the PlayFootball API is set to be active straight away – we'll only be comfortable when people are actually redeeming vouchers with eligible providers but both FA and Service NSW are confident.

If participants register without adding their voucher in PlayFootball, the club will still be able to scan the voucher's QR code in the [Service NSW Business Bureau app](#), so if a parent presents a voucher in person or emails it to the club it can still be redeemed.

For providers not yet approved:

Communicate to potential registrants that they you are in the process of being approved and at least collect the ACKVs from parents.