

[Draft] PlayFootball - Update as at 12 December 2024

From admin@footballsouthcoast.com

7 attachments (2 MB)

20241126 - LEG - Refund Policy 2025.pdf; 24-1129 Registration Fee Refund Policy .pdf; 2025 FNSW Player TCs (clean).pdf; 2025 FNSW Coach TCs (clean).pdf; 2025 FNSW Referee TCs (clean).pdf; 2025 FNSW Volunteer TCs (clean).pdf; 2025 Play Football Registration Payment System - Participant Terms of Use.pdf;

From: admin@footballsouthcoast.com <admin@footballsouthcoast.com>

Sent: Thursday, 12 December 2024 2:01 PM

Subject: PlayFootball - Update as at 12 December 2024

Dear Member Clubs

FA, FNSW and FSC Refund Policies and Terms and Conditions

- Football NSW and FA has approved a refund policy for season 2025. Documents are attached for your information.
- Football NSW has also revised their registration Terms and Conditions for players, coaches, referees and volunteers. These are all in PlayFootball and are attached for your convenience, along with FA's PlayFootball Participant Agreement
 - FSC Registration Regulations currently have the FSC Refund Policy that relates to the FSC Fee component of a player registration. This is currently being reviewed and will be provided to clubs in due course. Given FSC will now be required to review all registrations and advise FA and FNSW on the status of the player, it is anticipated that an administration fee will be charged by FSC.
- Further information is pending from FA regarding how the refund process will be implemented given the various options of payment for a participant and issues/processes around a player changing clubs and governing body fees.

Use of Debit Cards By Clubs

Attached are some template policies for clubs to consider adopting to manage a club debit card which will be required to process payments:

1. If the club has a card attached to the club's account and to use it solely for the purposes of transacting within the system, the registrar and treasurer will review all card transactions on each statement and they will be reported to the committee.
2. The Club operates two accounts, one of which is dedicated to PlayFootball and the other Main Club Account. There should be only a small set of transaction types in the PlayFootball account in relation to:
 - disbursements of players' fees to the club from PlayFootball
 - payments of governing body fees to PlayFootball
 - transfers to and from the club's operating account.

In either case, the only time an individual should be using the card is if the club is making the payment on behalf of a player, for example if a player pays in cash or by some other method to the club and the club then makes the PF transaction. It's also notable that some clubs have chosen to avoid the issue by simply requiring that registrants pay the governing body fees online.

Claiming An Account

Participants will be required to claim their existing account. If they don't claim their account then it will create a duplicate account. The following links are guides on when and how participants can claim accounts.

- As an existing participant [claiming their account during the registration flow](#)
- As an existing participant [claiming their account through your participant profile](#)
- As someone [registering a participant on behalf of somebody else](#)

Tip: We advise that participants only input the mandatory fields when searching for their account: **First Name, Last Name, Gender, DOB**. If someone can't find their account but they have previously registered, please advise them to contact Play Football Support who will be able to help them claim their account.

Yours in football,

Sonya Keir

Football Development Manager Football South Coast

Phone (02) 42856929

Address Ian McLennan Park, 50 Wyllie road, Kembla Grange 2526

Website www.footballsouthcoast.com

Email admin@footballsouthcoast.com

 Description automatically generated

IMPORTANT: This message is intended for the above mentioned, addressee and may contain confidential information. Access to this email by anyone else is unauthorised. If you are not the intended recipient, please delete this message and notify the sender as any disclosure, copying, distribution or action taken or omitted to be taken in reliance on it, is prohibited and may be unlawful. Views expressed in this message are those of the individual sender, and are not necessarily the views of the Football South Coast Board or any of its Directors