

Email – Competition Manager

Sent: Wednesday, 29 January 2025 3:13 PM

Subject: FW: Registration Regulations Update, Let's Playfootball Update

All Clubs

All Contacts

Members

Minimum Number in Adult Community League Teams

A reminder that the minimum number of players that must be registered to any adult community league is 15. This will be required with nominations.

There was an error in Memo 25-02 sent last week (re this number) which has been updated and can be downloaded from the club and communication page.

Registration Regulations

FSC has updated the Registration Regulations to reflect changes in the FA new registration platform *Let's PlayFootball*. All persons who are administrators in Play Football and/or club executives are required to be familiar with this document.

Club can download the document from the FSC Website – by going to either

The club memo and communication page <https://footballsouthcoast.com/club-memo-and-communication/>

Or the resources page https://footballsouthcoast.com/resource_type/competition/

Let's Play Football (LPF) Update

NSW Associations had an online meeting with the FA and Football NSW about the new registration system.

The system is going through a “sprint” update over the next week which hopefully will address some of the issues.

I did notice yesterday clubs can now process bulk registrations within a product. However, it was also mentioned at the meeting that the ability to decline a registration went missing. This is being investigated.

It is anticipated that participants or in the case of junior players, their parent/guardian should be able to edit their photos after registration.

The merge feature had an issue with financial information not properly going across and this should be fixed by Friday 31 Jan. This will allow Associations to start combining records.

It is also anticipated that photos from LPF will come across to Dribl after the sprint is completed.

It is acknowledged that LPF support via phone calls is under immense strain and long wait times. I suggest sending tickets from club admins is the way to go (cc myself as well) but before submitting please check the known issues page.

<https://support.playfootball.com.au/support/solutions/articles/22000286021-known-issues>

I have also flagged an issue where links are not working to bring up the participant registration from reviewing a refund request. As a work around use the search tool (top of the blue section) to enter the first and second name of the participant. (Surname only is not working at club level).

The Associations, Football NSW, and the FA will be meeting weekly to get further updates and discuss issues.

Today, in reviewing a product and trying to decline a registration, there was a message about transferring this member to another product. I have asked Football NSW what this is and how it works. Until we get further information, hold off using this – it certainly didn't do anything useful for what I was looking at

Tips

1. Check for any Actions to do in LPF, at least every second or third day over the next few weeks.
2. If the club commences a refund request on behalf of a participant, please also check if you must do an action re approvals.
3. **Before responding to a refund request**, please ensure that the registration is not active. If it is then a deregistration may be required.

However, if a participant has registered to the wrong product and the fees are the same do not give a refund and do not deregister. Keep a record of the person and remember team set up in Dribl is independent of the product.

For example, one club wants to deregister a person who registered to an all-age product and should have been O45. The fees are identical, there is no need to go through the hassle of chasing refunds etc.

Also, if the difference in fees is the club portion, then simply again manage that with the participant.

If a parent has paid but didn't use the Active Kids Voucher at the time, do not deregister, or decline the registration – the club simply gets the voucher from the parent, claims it through Services NSW and then can give a refund directly to the parent.

4. If your club is inviting people to be admins, the club administrator will need to cite and approve the WWC when it is uploaded – this is done in manage my organisation, administrators, view document of the person ...