MEMORANDUM

TO: AFL NSW/ACT Affiliated Leagues & Clubs

FROM: Tiffany Robertson – State Manager Marketing, Regions and Growth

CC: AFL NSW/ACT Executive Team; Regional Managers; Community Football & Football Operations Staff, Game Development Staff

DATE: 1 November 2017

RE: ACTIVE KIDS VOUCHER CLUB BRIEFING FAQ

2018 Community Football registrations officially open today, 1 November 2017, across NSW and ACT marking the beginning of our participant retention and recruitment period.

The following FAQs and Workflow Diagrams are intended to provide an update to our Affiliated Leagues and Clubs on our progress with the Office of Sport to implement the Active Kids Voucher Program into our Footyweb registration technology prior to the programs official launch early next year.

AFL NSW/ACT is excited about this initiative, and it is hoped the program will lead to further registration growth by reducing the economic barriers to entry for NSW families.

What is the Active Kids Voucher Program?

From 31 January 2018, parents will be able to claim up to $100 per school child, per calendar year, as a voucher to reduce the cost of sport registration or membership fees for after-school, weekend and structured fitness or physical activity, that runs for a duration of eight (8) weeks or more.

The voucher can be redeemed towards payment of memberships or fees with an approved provider registered with the Active Kids Voucher program, each calendar year.

Who is eligible for a voucher?

Every child enrolled in school from Kindergarten to year 12 will be eligible for the Active Kids Voucher.

How do participants access the voucher?

From January 31, 2018, a parent or guardian can apply online at the Service NSW Website.

Once the required information is completed an alpha-numeric voucher code will be provided that can then be used during the Footyweb registration process. The voucher can only be redeemed for one sport per calendar year.

Are all AFL NSW/ACT Clubs able to participate in the Active Kids Voucher Program?

No. A Club must operate within NSW to participate in the Active Kids Program. This means participants registered with a Club in ACT will not be able to redeem the Active Kids Voucher during the registration process.

How does a Club register to participate in the Active Kids Program?

AFL NSW/ACT will complete a bulk upload of all affiliated Clubs and Auskick Centres in NSW to the Office of Sport for upload in MyServiceNSW. This special process has been afforded to State Sporting Organisations to reduce the administrative burden associated with registering as an eligible provider directly with MyServiceNSW.

Once the upload is complete, the primary contact listed in Footyweb will receive an email from Service NSW to login in and confirm details and accept the program terms and conditions.

Providers must be approved and registered with the Office of Sport before accepting vouchers.

Our Club only has senior teams, why do I need to verify our details?

School aged participants can register with a senior club and redeem the Active Kids Voucher. It is important your Club verifies the information to ensure you receive the $100 should a participant redeem a voucher during the registration process.

When can families start downloading and using their vouchers?

From January 31, 2018, families will be able to apply for their voucher(s) online from the MyServiceNSW portal. Vouchers are valid for redemption during the current calendar year and will expire at the end of the calendar year. Vouchers cannot be used retrospectively.

Do Clubs need to verify a participant's voucher?

No – Footyweb will automatically verify the voucher during the registration process. The participant voucher is not redeemable directly with the club and the participant will be unable to register using the voucher if the voucher has already been redeemed or is otherwise invalid.

What do clubs need to do before to January 31?

All Junior Clubs need to ensure all Club information in Footyweb is correct and the Compulsory Payment option is turned **OFF**. This will ensure participants who wish to redeem the voucher can do so after January 31.

How will the Club receive the $100 from the voucher?

For Community Football registrations, the money will be transferred to the bank account nominated in Footyweb once a week. Please ensure Club Bank Details are correct and contact SportTG should the information need updating.

For Club Auskick registrations the process will be as described under the section NOTE: Required changes to the Footyweb payment process for Club Auskick only.

I still have questions?

AFL NSW/ACT staff are here to help. Please contact us with any questions

Community Club Football Questions: Jacinta Houston Jacinta.Houston@afl.com.au

Club Auskick questions: Adriana Harpas Adriana.Harpas@afl.com.au

CLUB FOOTBALL registrations process from November 1, 2017

NOTE: Ensure Compulsory Payment option is turned OFF in Footyweb.

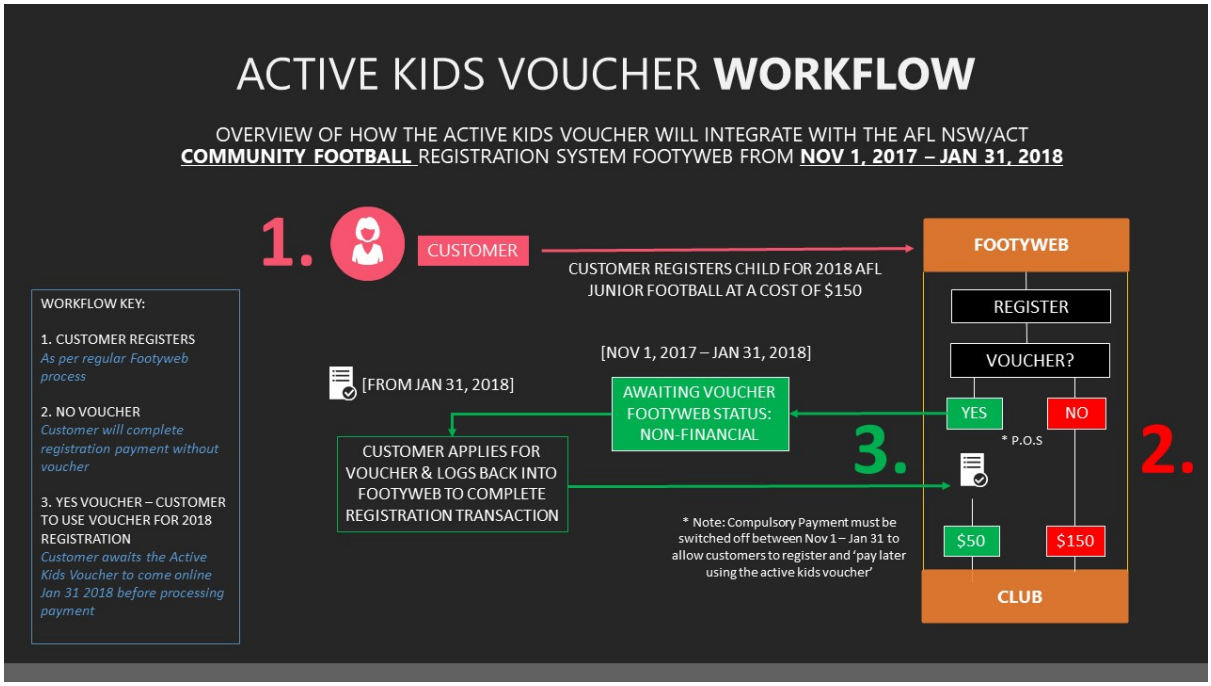
Clubs still process registrations before January 31 however the process will differ should a participant wish to redeem the Active Kids Voucher.

- **PROCESS 1: Participant DOES NOT wish to redeem the voucher:** the participant registers as per the normal process and pays the full fee at the completion of the registration process.

- **PROCESS 2: Participant DOES want to redeem a voucher:** the participant registers through Footyweb and selects 'yes' to the question about their desire to redeem a voucher. The participant finishes the registration process but does not pay the registration fee and is considered registered but non-financial. It is then the requirement of the participant post January 31 to login, redeem their voucher and pay any remaining fees associated with their registration.

Clubs can accept deposits to ensure participant commitment however deposit payments cannot be made through Footyweb.

We suggest that if your Club has accepted deposits from 2018 participants wanting to use vouchers post 31 January that you create a new product category for those participants where the total fee paid is less the deposit amount.



AUSKICK registrations process from November 1, 2017

Clubs can still process registrations before January 31 however the process will differ should the participant want to redeem the Active Kids Voucher.

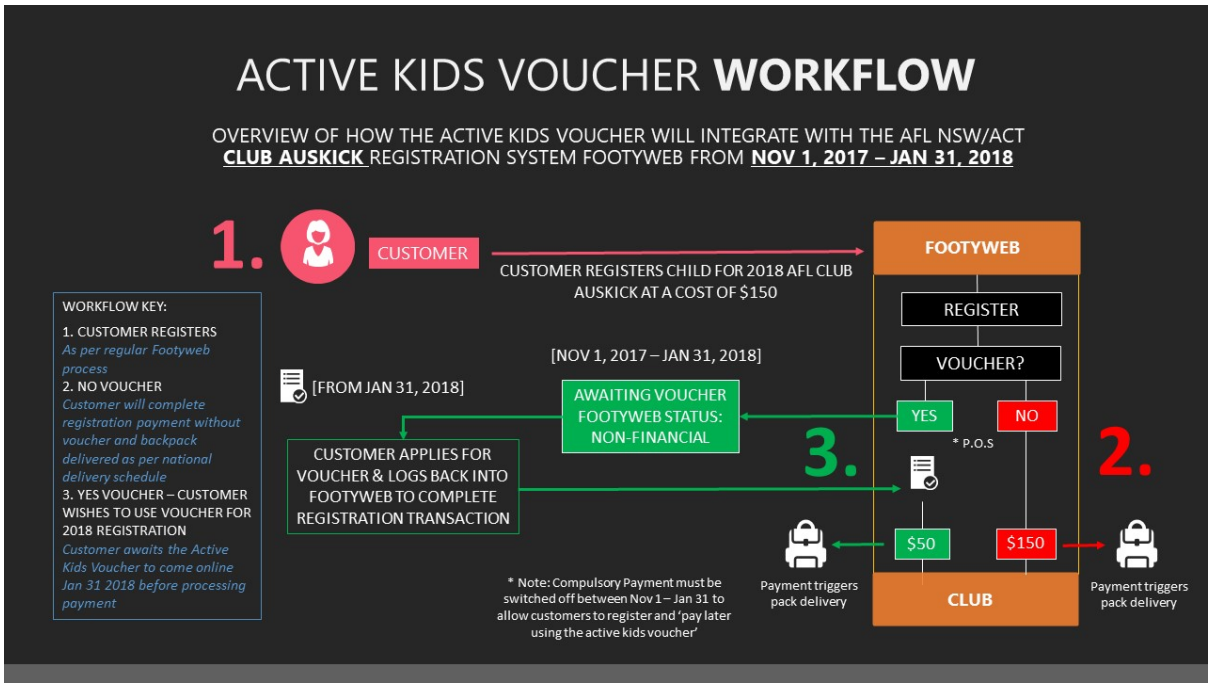
- **PROCESS 1: Participant DOES NOT wish to redeem the voucher:** the participant registers as per the normal process and pays the full fee at the completion of the registration form. The participant receives their direct to participant pack as per the national schedule.

- **PROCESS 2: Participant DOES want to redeem a voucher:** the participant registers through Footyweb and selects 'yes' to the question about their desire to redeem a voucher. The participant finishes the registration process but does not pay the registration fee and is considered registered but non-financial. It is then the requirement of the participant post January 31 to login, redeem their voucher and pay any remaining fees associated with their registration. The participant will not receive their pack until they have completed the payment in full.

NOTE: Required changes to the Footyweb payment process for Club Auskick only

Moving forward, after a participant completes a Club Auskick payment Footyweb will automatically deduct the $60 AFL Levy and transfer the remaining portion of funds to the Club bank account.

If a participant redeems a voucher for the Club Auskick program, the AFL will still transfer to the Club the amount owing and assume responsibility for receiving the voucher funds from the Office of Sport.

This change has been facilitated to reduce administrative burden and ensure that once the Active Kids voucher becomes available, Clubs will receive their portion of Auskick funds in a timely manner and participants can receive their packs when the transaction is completed.

Please note that SportsTG will continue to charge their service fee on the entire consumer price including when an Active Kids voucher is redeemed. The charging of the STG service fee will be further clarified in the Auskick MOU.