PLAY FOOTBALL

WHAT'S CHANGING PLAYBOOK

REGISTRATION & PAYMENT PLATFORM

BETA RELEASE

CONTENTS

PLAY FOOTBALL

WELCOME

This playbook will help you learn about the <u>key changes</u> in the enhanced beta release of our Play Football Registration & Payment System.

Football Australia (FA) is aiming to advance the community's digital experience and creating new and improved ways to use our digital tools, uplifting time taken to register and complete other system activities whilst keeping our community data safer and protected.

The new platform is aimed to improve your user experience, streamline administrative tasks, increase data security, and assist compliance with regulatory requirements. It also offers more flexibility and customisation options to suit your needs.

In this playbook, you will find information on the changes and benefits of the upgraded registration & payment platform and how they will impact the football ecosystem. We encourage you to read this guide carefully and get familiar with the platform changes that are coming.

BETA RELEASE

Football Australia (FA) is excited to share that, in preparation for the 2025 season, we will be launching a beta release of the new registration platform for the 2024 season. We intend to release the new participant registration platform in full production for the 2025 season encompassing feedback and iterative release cycles.

This phased approach aligns with our commitment to a consultative and considered rollout, as a result of stakeholder feedback and learning from past digital platform launches.

Recognizing potential challenges, the beta release aims to protect FA, Member Federations and its Member Associations from reputational and operational risks. We are developing registration platform specific agreements around general terms, acceptable use and data use that will apply to both this beta release phase and the final production roll-out.

The existing participant registration platform will be available alongside the beta version during the 2024 season, and only a pre agreed low risk subset of registrations will utilise the beta release.
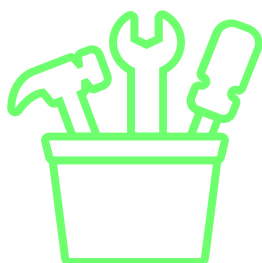
Explore the 'What's Changing Playbook' for insights into upcoming registration process.

WHY ARE WE UPGRADING?
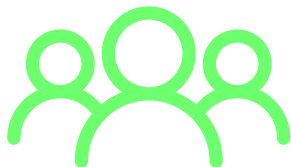
ONE FOOTBALL

One secure, single source and central platform for football, enhancing the registration & payment experience for ALL - players, guardians, coaches, referees, Clubs, Associations, Member Federations and Football Australia.

CREATING IMPROVED TOOLS ACROSS THE ENTIRE PYRAMID

A more flexible and enhanced solution aiming to decrease the time taken to register and administer participants through the registration and payment process.

PROTECTING OUR PARTICIPANT BASE

Enhanced safety and management of compliance and regulatory requirements for our community

REGISTRATIONS

PLAY
FOOTBALL

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Old Screen

New Screen

UI/UX DESIGNS

The UI/UX design of the Play Football Registration System has changed to provide a better user experience. The platform has a simplified interface and modern design elements. The changes are aimed to make the platform more accessible, efficient, and user-friendly for all stakeholders. Over time the changes are aimed to benefit the organisation and its stakeholders by reducing errors, and lowering administration time and costs.

✅ Easier and faster navigation

✅ Efficient & user friendly

✅ Simplified and Streamlined Interface

✅ Modern Design Elements

✅ Better user experience for all stakeholders, including players, parents, coaches, and administrators

✅ Increased engagement with the platform

✅ Higher satisfaction rates supported through testing

ACCESS CONTROLS

The Play Football Registration & Payments platform introduces and recommends three user-role-based access control levels: Admin, Operational, and Reporting. By implementing these three levels of access control, Football Australia aims to improve the platform's security and ensure that data is only accessible to authorized users.

Organisations within the hierarchy can continue assigning access levels according to their specific needs, ensuring the platform's functionality is tailored to their operations.

ADMIN ACCESS

Highest level of access control. The Admin users will be able to perform all tasks all relevant tasks to their relevant organisation level (Member Federation, Associations, Club).

OPERATIONAL ACCESS
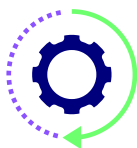
Access control designed for users who need to perform day-to-day tasks, such as managing registrations. Those who may assist the main registerer can be assigned this access level.

READ-ONLY ACCESS

Access control designed for users who only need to access data for reporting purposes. This level of access is typically assigned to club accountants, auditors, and other stakeholders who need access to financial and registration reports.

IDENTITY VERIFICATION

The Play Football Registration System introduces an enhanced identity verification workflow. Administrators will need to cite and approve an identity document for each new participant at their club. The purpose of this is to try and maintain compliance with regulatory requirements, reduce duplicates and prevent incorrect data and therefore eligibility metrics being entered into the platform. It will also improve data accuracy and reliability. This workflow will impact the registration management process and require training for administrators.

ACCEPTABLE IDENTITY DOCUMENTS

Identity documents are not uploaded into the platform however provided to the relevant Administrator on request to ensure your correct details are entered into the platform to confirm eligibility to regulations.

MINORS

PASSPORT

BIRTH CERTIFICATE

LIBRARY CARD WITH PHOTO

SCHOOL CARD WITH PHOTO

ADULTS

PASSPORT

BIRTH CERTIFICATE

DRIVER'S LICENSE

PROOF OF AGE CARD

APPROVAL FLOW

The Play Football Registration System allows administrators to be guided to one flow that assists with notifying them of the actions required to be undertaken as an administrator.

This ensures that registration data is accurate and up-to-date and that only eligible players are registered. It also provides greater transparency and reduces errors. The new workflow impacts the registration process and requires training for administrators.

Currently, actions that would go through an approval flow include:
- Approving products and registration types
- ITC
- De-registration
- Suspension notifications

✅ Accurate and up-to-date data

✅ Maintain the eligibility of players

✅ Notification on actions instead of having to run reports

✅ Greater transparency and efficiency

❌ External spreadsheets to keep up to date on actions required

❌ Reduce ineligible registrations

❌ Administrative errors, such as incomplete registrations or management of a registration

SUSPENSIONS

Currently there is no way to manage suspensions across the country as there is no one use national competition management platform. Therefore, the national registration platform will have the ability to track registration suspensions across the country by notifying organisations should someone be under suspension.

This ensures that players or non players under suspension are surfaced during the registration process to avoid participant ineligibility. It also provides greater transparency and reduces errors. The new workflow impacts the registration process and requires training for administrators.

- ✅ Increases the eligibility of players and non players
- ✅ Notification on actions to increase awareness of suspensions
- ✅ Greater transparency amongst relevant administrators across the country

- ❌ External spreadsheets to keep up to date on actions required
- ❌ Reduce ineligible registrations
- ❌ Not being aware of participants under suspension

NEW ID CARDS FOR ALL PARTICIPANTS

New ID cards for player and non-player participants (coaches, referees, administrators, etc.) is print- & digital-friendly. The ID cards for all player and non-player participants come with a new design and are meant to help identify and verify the credentials of individuals who work closely with football clubs and organisations.
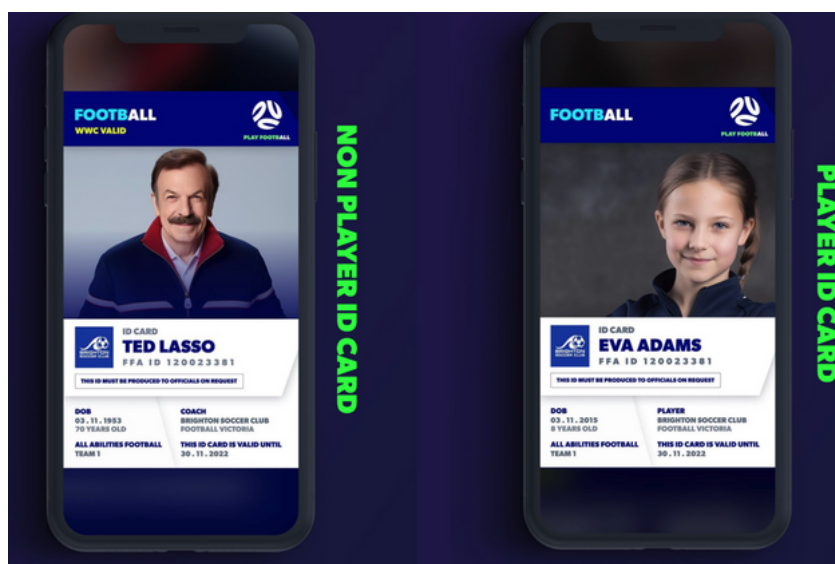
✅ Improved safety and security

✅ Identification mechanism

✅ Enhanced credibility and trust among Football Community

✅ Non-player participant management

❌ Unverified identity

❌ Unauthorized access

❌ Delays in participant management

❌ Inconsistent record keeping and management of participant information

MULTIPLE VOUCHER REDEMPTION

In the enhanced registration process, both player and non-player participants can now add and redeem multiple vouchers as they complete their registration. This new flexibility allows participants to take advantage of various offers and discounts simultaneously, leading to higher participant satisfaction.

✅ Enhanced participant convenience and positive experience

✅ Enhanced participant satisfaction

✅ Transparent Transactions

✅ Streamlined voucher redemption process

❌ Eliminates the need to prioritise and choose one voucher over another for registration

❌ Limited incentives for Participant exploration

REGISTRATION PRODUCT SET UP

The updated registration product set up process represents a shift from one-size-fits-all approach to a more streamlined and admin-friendly product setup, management and approval process. The product setup is now streamlined for the MF, Association, and Club tiers, excluding the FA level. Similar to the Parent Registration type setup, a registration product at any level within the organisation hierarchy now requires approval from its parent organisation.

Furthermore, the requirement to create a Member Sign Up (MSU) form prior to product setup has been removed in the enhanced system, thereby reducing administrator's effort.

What's new?

PAYMENT OPTIONS

Administrators will have the ability to define payment options for registration products. Four payment options available are:
- Club and Registration Fee Upfront
- Regulation Fees Upfront
- Scheduled Payment
- Subsidised Payment

PAY ON BEHALF OF

Organisations will have the ability to provide individual and bulk subsidies to 'pay on behalf of' allowing customisation and streamlined fee exemption management.

FEE VARIATIONS AND EXCEPTIONS

The Administrators of all organisations are given the flexibility to set fee variations and exceptions for a registration product.

✅ Extended fee payment options

✅ Enhanced control over product setup, management and approval process

✅ Customisation of products based on specific organisational needs.

✅ Comprehensive exemption management for a registration product

COMPLIANCE & REGULATIONS

WORKING WITH CHILDREN'S CHECK (WWCC) WORKFLOW

The enhanced Play Football registration system has integrated the Working with Children's Checks (WWCC) workflow into admin authorisation process and non-player participant (coaches, referees, volunteers) registration process. The main aim is to continue to keep our community safe whilst improving data security and reliability.

This additional workflow requires system administrators and and non-player participants to add WWCC details and upload supporting documents, prior to gaining relevant access into the system or participation within the sport.

- ✅ Streamlining the non-player participant registration

- ✅ Safeguarding the welfare of our Football Community

- ✅ Ensure support with compliance to relevant laws and regulations

- ✅ Increased transparency and accountability

- ❌ Reduce risk of legal and financial consequences associated with failing to adequately adhere to child legislation with greater prompts in platform.

- ❌ Aims to reduce reputational damage

WWCC UPLOAD & UPDATE

The upgraded Play Football system introduces new process for managing Working With Children's Check (WWCC) details, enabling both non-playing participants and administrators. The new process ensures that non-playing participants with valid WWCCs have the flexibility to manage their documents and details throughout the registration journey. Additionally, administrators' ability to verify replacement WWCCs adds an extra layer of validation to the process.

VALIDATION AND UPLOAD OF WWCC

The non-player participant possessing a valid WWCC that has not yet been uploaded into the system are required to enter their WWCC details and upload the corresponding document during the registration process.

EDITING WWCC DETAILS

The non-player participant with a valid, expired, or expiring soon (within 30 days) WWCC that has already been uploaded to the system can edit their WWCC details and upload a replacement WWCC document, if required. These replacement WWCC and details must be verified by an Administrator before the registration is approved.
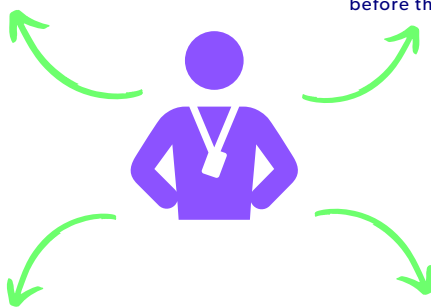
A non-player Participants with a valid WWCC that is not expiring soon (beyond 30 days) and has been uploaded to the system can simply view the details and proceed to complete their registration. No further action is necessary.

A non-player participant who does not possess a valid WWCC or is unable to upload it during the registration is given the ability to upload the WWCC in their profile section after completing registration and payments. These WWCC document and details must be verified by an Administrator before the registration is approved.

VIEWING WWCC DETAILS AND COMPLETING REGISTRATION

UPLOADING WWCC POST-REGISTRATION

PAYMENTS

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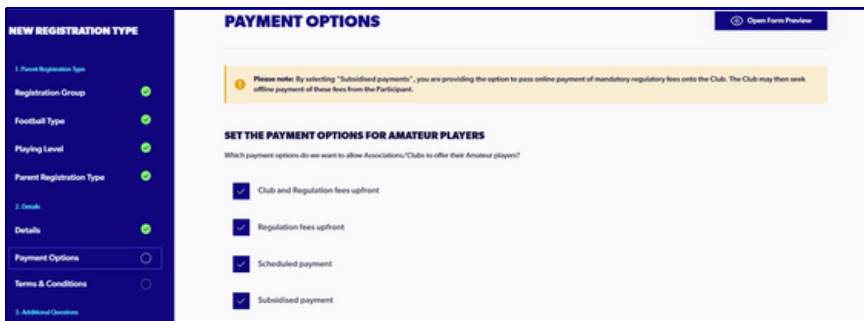
ONLINE PAYMENT OPTIONS

The updated payment solution has the ability to take more online payments and disburse fees to relevant organisations in a more timely manner. To be able to do so, the system has the ability to collect the regulatory fees upon registration.

Flexibility in payment methods have been provided to aid an increase to online payments, these include the ability for the parent organisation to offer any or a select number of the following:

1 All Fees Upfront - Participants to pay all fees online at the point of registration

2 Regulation Fees Upfront - Participants to pay only the governing body fees online at the point of registration (FA, MF, Assoc if relevant)

3 Scheduled Payment - Participants to pay club fee online over four instalments. Regulatory fees to be covered in the first payment, upfront.

4 Subsidised Payment - The ability for a Club to pay the governing body fees for a specific product offered on behalf of participants upon registration.

These changes have been implemented to streamline and ensure the efficiency of the payment process.

✅ Timely revenue collection

✅ Simplified record keeping

✅ Flexibility of choice/control of payment collection methods

❌ Delayed or missed fee payments

❌ Reduced debt chasing

❌ Improper cash flow management

PAYMENT VENDOR COMMBANK (CBA)

Football Australia is set to utilize CBA as the bank partner for this platform.

'Commweb 2.0' will serve as the primary payment gateway for all card payments (credit and debit), and 'Commbiz Automate' will serve as the automated payment authorisation and processing platform.

CARD PAYMENT INTEGRATION

Commweb 2.0 integrates with Football Australia's registration system, providing participants with a user-friendly payment experience. It also allows for the efficient filtering and exclusion of specific cards, such as international credit cards.

CARD ACCEPTANCE

FA has the flexibility to specify which card types to accept, providing control over payment methods. The FA Card acceptance is currently limited to MasterCard and Visa, matching the current system.

CARD DATA MANAGEMENT

SECURITY

FA payments platform does not store card details of a participant to maintain data security and minimize potential risks.

STORAGE

Participants entering card details for new products need to re-enter card details for each transaction due to security protocols.

REUSABILITY

Scheduled payments do not require participants to re-enter card details. This process is managed by the CBA gateway.

✅ Enhanced payment experience for end users

✅ Flexiblity and customisation capability

DISBURSEMENT MODEL

The Regulatory Fee payment process is undergoing a significant transformation from having multiple disbursement models with both online and offline payments to a unified, online-only approach.

This change involves the implementation of a unified disbursement model across all levels of organisations driven by 'Commbiz Automate', the automated payment processing solution from CBA.

The new system utilises an end-to-end approach to fee collection, automatically facilitating the flow of funds from the point of fee payment through to the point of disbursement of fee to all organisations, with disbursement occurring daily.

Participant paying
product registration fee

Ledger / Debtor System

Real-time card
payment processing

Payment Gateway Service

FA

Member
Federation

Association

Club

Daily
Disbursement

CommBank
Banking Direct Entry
Payments (CommBiz)
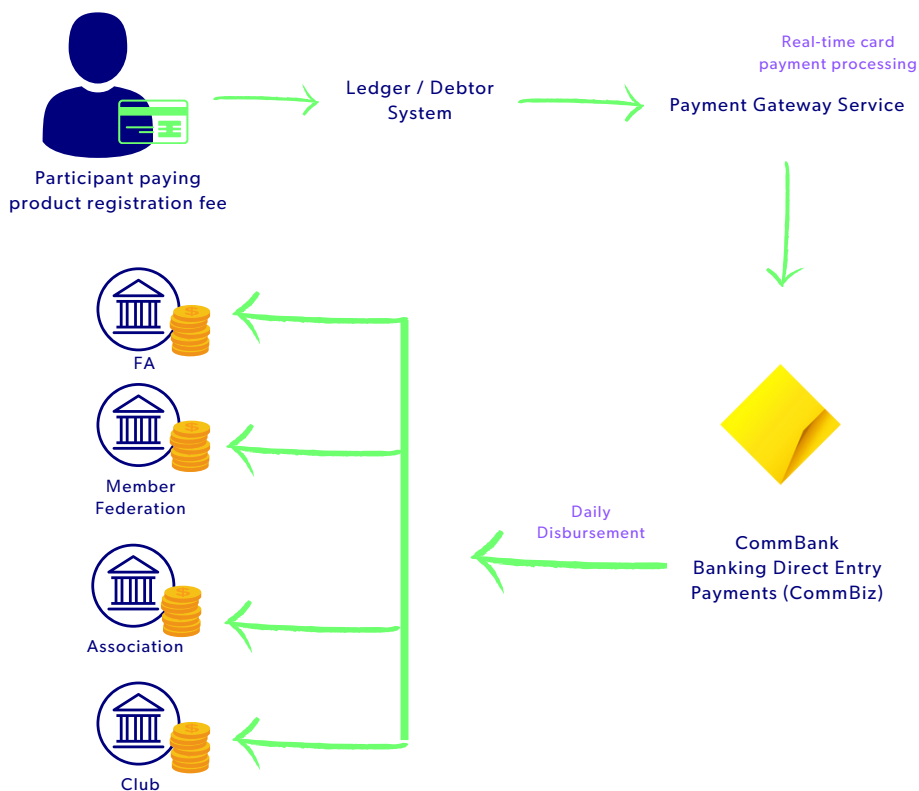
✅ Enhanced payment processing efficiency

✅ Faster delivery of funds from point of transaction, improving the time value of money for your funds

✅ Potential for decreased volume of offline collection and payments

✅ Reduced debt chasing

SCHEDULED PAYMENTS

Scheduled Payments is a new payment feature introduced in the upgraded Play Football system. Administrators can set up and manage scheduled payment option for a product within the system. Participants are allowed to opt for payment schedule for their fees over a specified period when registering for that product.

Hierarchy-Based Payment

Similar to all other payment options, the option for scheduled payments is inherited from parent registration type and product setup to child organisations. The parent organisation administrator is responsible for configuring 'Scheduled payments' as a viable payment option for child organisations.

Calculation and Payment Debit

Scheduled payments consist of four installments of the club fee, distributed over four months. The initial payment is charged upon registration and includes regulatory charges (Football Australia, Member Federations, and relevant Associations), as well as the first installment of the club fee segment.

Automated Reminders

The updated system incorporates automated functions for scheduled payments. Participants will receive two email reminders: the first, five days prior, and the second, a day before the scheduled payment.

Handling of Failed Payments

If a scheduled installment fails, the schedule is not automatically cancelled. Instead, cancellation only occurs when a refund has been initiated, either by the Participant or Club.

✅ Extended payment options and convenience for participants

✅ Automation eliminates the need for Administrators to manual track and trigger reminders

✅ Accurate and consistent payments, reducing errors and discrepancies from manual handling

✅ Scheduled payments reduces risk of late payments, benefitting both participants and organisations

✅ Clear communication and email reminders improve transparency

SUBSIDISED PAYMENT

Subsidised payment is introduced as a payment option for participants in the enhanced Play Football system. This structured and versatile approach, enable administrators to handle subsidised products, participant registrations, and payments with enhanced efficiency.

Subsidised payment process will have three major stages as illustrated below.

Stage 1: Subsidised Product Setup

Administrators will set up subsidised products within the system. This step involves defining the attributes and terms of the subsidised product.

Stage 2: Participant Registering for the Subsidised Product

Participants registers for the newly introduced subsidised products. This registration step is pivotal for availing the benefits of the subsidised payment option.

Stage 3: Admin-initiated Payment

Administrator review the registration for subsidised product and pays regulatory fees owed to parent organisations on behalf of participants, prior to registration citation and approval. Participants will be notified via email when the payment is completed on their behalf.

✅ Reduces the need for offline processing, leading to quicker transaction times and reduced administrative overhead

✅ Enhanced tracking of subsidised payments, enabling administrators to maintain accurate records and perform reconciliations effortlessly

✅ Expanded payment option for participants, enhancing the overall user experience.

✅ Expanded payment collection option for organisations, enhancing the ability for each organisation to choose how they wish to collect their payments

REPORTING

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REPORTING TYPES

The reporting module of the Play Football Registration System has undergone a substantial revamp, offering administrators and other users of the system flexible options to create both standard member reports and custom reports catering to their specific needs.

This modification has unified various classifications of reports (including enterprise, organisation and registrations.) and eliminated unused reports, simplifying the choices of available report types.

The changes to the reporting interface are are as illustrated below

Old Reporting Tab

New Reporting Screens
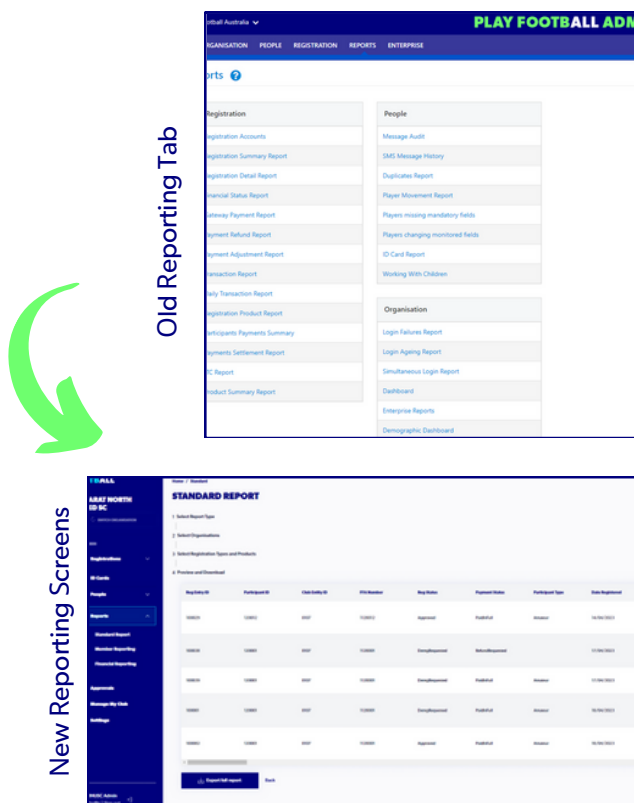
✅ Condensed report types with all the fields needed in one report

✅ Preview the report before downloading

✅ Create custom reports from a list of predetermined fields

STANDARD MEMBER REPORTS

The new Standard Member report feature has been designed to cater to the specific reporting needs of different user roles. It incorporates access level determination for selected reports based on the organisation hierarchy.

User roles such as Football Association (FA) Admin, Member Federation (MF) Admin, and others now have specific access privileges to certain reports. This approach ensures that users are granted appropriate access rights, maintaining data security and privacy.

Standard Report Classifications

1 **Approved / Submitted Registration All Detail Report**

- Encompasses all records associated with approved/submitted registrations,
- Flexibility to filter by organisation, registration type and registration product.
- Accessible to all organisations

2 **Suspension Report**

- Compiles all suspension-related data linked to the Admin's organisation, regardless of suspension status
- Accessible to FA and MF Administrators

3 **Additional Questions Reports**

- Provide insights into additional questions asked during registrations to ensure adherence to relevant laws and regulations
- Accessible to FA only.

4 **WWCC Organisational Report**

- New report to monitor the rate of WWCC uploads within an organisation
- Contributes to maintaining safety and compliance standards within the organisation
- Two types of reports available
- Accesible to FA only

WWCC Organisational Summary Report

WWCC Detailed Member Report

Note: Association and Club Administrators are able to run WWCC or Additional Questions reports via custom reports by selecting the required data fields in a custom report.

CUSTOM REPORTS

The enhanced Play Football system allows users with Report access to generate customised reports according to their specific needs. Contrary to the current reporting feature, where administrators were limited to predefined reports, the new custom reporting feature allows them to tailor reports to their needs. This eliminates the need to manually download and merge multiple reports, leading to improved accuracy and flexibility.

This new reporting feature enables administrators with the ability to extract insights and make informed decisions based on comprehensive and tailored data analysis.

Custom Report Classifications

1 **Registration Construct**
- Registration Groups
- Registration Types
- Registration Products

2 **Organisations**
- Organisation details
- Administrators
- Roles and Access Controls

3 **Participants**
- Product Registrations
- Participant details (including any suspensions
- Family relationships

These Custom Report categories encompass diverse aspects such as Registrations, Organisations and Participants. Administrators will be able to select specific data fields relevant to their reporting needs, providing a finer level of granularity compared to the fixed report structure.

✅ Enhanced data insights leading to better decision making

✅ Reduced need for manual data manipulation, saving time and effort for administrators

✅ Enhanced flexibility allowing administrators to adapt to changing reporting requirements without system limitations

COMING NEXT...

Football Australia is always looking for ways to improve the platform, and they are now gearing up for the next set of changes in the Registrations & Payments System.

As this is an iterative process, the What's Changing Playbook will be updated as the product roadmap is ongoingly deployed.

Stay tuned for more information.

PLAY FOOTBALL

SUBMIT YOUR PRODUCT IDEAS

Looking to add your own product ideas to Play Football Registrations and Payments platform? We have created a form for your ideas to be heard!

- Select 'New support ticket' and then 'Product Features/enhancements'

- Add as much details as possible

- Your Ideas will be received directly by the product team for feasibility analysis

- More information can be found here.

ABBREVIATIONS

CBA	Commonwealth Bank of Australia
DTC	Domestic Transfer Certicate
FA	Football Australia
ITC	International Transfer Certificate
MF	Member Federations
MSU	Member Sign Up
MVP	Mininum Viable Product
UI/UX	User Interface / User Experience
WWCC	Working With Children's Check

PLAY FOOTBALL SUPPORT

🔗 https://support.playfootball.com.au/support/solutions/22000108681

✉ support@playfootball.com.au

📞 02 8880 7983

Disclaimer: Please note that the information in this playbook is accurate to the best of our knowledge at the time of publication. However, as the Play Football Registration and Payments platform is still in the implementation phase, some aspects of the system may be subject to change. Football Australia cannot be held responsible for any errors or omissions that may occur, and we reserve the right to make changes to the system without prior notice. We appreciate your understanding and cooperation as we work to make Play Football Registration and payments platform the best it can be.