

FEE ASSISTANCE PLAN

20/01/22



netball
SOUTH AUSTRALIA

With the introduction of PlayHQ you will be aware that the Netball SA (NSA) and Netball Australia component of the fee is required at time of registration. We understand that there may be some families who are unable to pay this amount upfront, and we do not want this to be a barrier to anyone being able to play netball.

This policy outlines the Fee Assistance Plan for clubs if they do have any participants who have identified this as an issue for them.

As a club, when you are setting up your registration link for the season you will have the ability to 'voucher off' the club and/or association portion of the fees. The NSA component can be vouchered off by NSA, by the following process:

- Clubs approach NSA with details of any participants who require assistance by 14 April 2022. Any clubs with players needing assistance after this date will be processed on a case-by-case basis.
- NSA will create a limited use voucher for the club to share with relevant players eg. If club A has 4 players who require assistance, the voucher can only be used 4 times.
- NSA will voucher off 2 thirds of the total fee component (participants will be required to pay 1 third at time of registration).
- The remaining two thirds will be invoiced to the club. It is then up to the club to organise a payment plan between the club and the participant to recoup the funds.
- NSA will invoice the outstanding monies on weeks commencing 2 May 2022 and 27 June 2022. Clubs will need to ensure they have sufficient funds to cover this.

FAQS

A PLAYER CANNOT AFFORD TO PAY THE FEES UPFRONT - WHAT HAPPENS?

Players must contact their relevant club to apply for the Fee Assistance Plan. NSA will then work with the club to understand the specific situation further and action the Fee Assistance Plan.

If deemed appropriate, the club will receive a voucher code for the participant to enter at time of registration. This voucher code has a limited number of uses and cannot be shared.

OUR CLUB HAS SEVERAL PLAYERS WHO REQUIRE THE FEE ASSISTANCE PLAN, WHAT INFORMATION DO I NEED TO BE GIVEN TO NSA?

Clubs need to provide for each individual player: player name, age, club/association. NSA will keep a record of specific voucher numbers given to each club.

IS THE NETBALL AUSTRALIA COMPONENT ABLE TO BE VOUCHERED OFF?

No, the Netball Australia registration fee (\$3.36) is not able to be vouchered off.

WHAT HAPPENS IF A CLUB DOESN'T NOTIFY NSA OF THEIR INTENTION TO USE THIS FEE ASSISTANCE PLAN BY 14 APRIL 2022?

Please contact your relevant Development Coordinator to discuss your club's circumstances.

MY CLUB WAS GIVEN A VOUCHER CODE BUT WE HAVE HAD MORE PLAYERS APPROACH US - CAN WE USE THE SAME VOUCHER CODE AGAIN?

No, the voucher codes have limited uses depending on how many players required it at time of contact with NSA. If your club has more players approach you requiring the Fee Assistance Plan, you will need to contact your Development Coordinator at NSA to organise a new voucher code.

A PLAYER HAS APPROACHED MY CLUB AND THEY ARE UNABLE TO PAY ONE THIRD OF THE FEE UPFRONT, WHAT DO I DO?

Contact your relevant Development Coordinator at NSA to discuss options.

WHAT HAPPENS IF A PLAYER DECIDES NOT TO/IS UNABLE TO PLAY AFTER THEY HAVE COMPLETED REGISTRATION?

The Netball SA Refund Policy applies.

If a player is entitled to a refund, they will only be refunded the total amount they have paid. If a club has paid the difference to NSA, they will be refunded that amount.

WHAT HAPPENS IF A PLAYER CHANGES CLUB BEFORE THE START OF SEASON BUT HAS APPLIED FOR THE FEE ASSISTANCE PLAN THROUGH A DIFFERENT CLUB?

The club must notify the relevant Development Coordinator. If NSA has raised the invoice to the club, then NSA will need to raise a credit to the initial club and raise an invoice to the new club.

Any payments made by the player to the initial club must be negotiated between clubs.