



QLD CRICKET – PLAYHQ

PLAYER & PARENT REGISTRATION INFORMATION SUMMER 23/24

www.playhq.com

PLAYHQ CHANGES FOR PLAYERS

SINGLE PLAYHQ ACCOUNT (Based on your Email)

- Used for all PlayHQ activities (playing, registration, administration etc)
- Parent / Guardian owns the PlayHQ Account and adds children / dependents to the Account (eg Cricket Blast or Junior Cricket)

ONLINE REGISTRATION

- Every participant must register online to their Club:
 - Parent / Guardian adds Juniors or Blast participants to their PlayHQ Account
 - Senior Players use their own PlayHQ Account

NATIONAL REGISTRATION FEE (Junior and Senior players only)

- Prices set nationally based on Date of Birth
- Paid once at your first PlayHQ registration to cover current season and next (eg Summer 23/24 -> Winter 2024)

NATIONAL REGISTRATION FEE (PHQ)

- Applies to Junior and Senior players and paid at point of your first registration each season
- Paid once per player to cover all games / competitions in the current season and next season (eg Summer and Winter, or Winter and Summer)
- Prices are locked for three years and Australian Cricket will continue to invest \$35M p.a. into grassroots cricket
- NRF Cost at point of first registration for the season:
 - **Juniors** (U18 at September 1st) - **\$16.00**
 - **Seniors** (18+ at September 1st) - **\$22.50**

NRF COMPONENTS – INSURANCE

INSURANCE - \$6.55 (Juniors) / \$13.05 (Seniors)

- Insurance has increased slightly due to a rise in premiums, rise in claims and general hardening within the insurance market.
- Australian Cricket (CA + States) are paying more and need to pass some costs to participants

INSURANCE MODEL (Senior Players)

- Moved to an individual model paid at point of first registration (same as Junior Players)
- Previously was paid by Club / Association on a per-team basis, with no consideration for players representing multiple teams
- Insurance invoices have been removed for Clubs / Associations

NRF COMPONENTS – DIGITAL

PLAYHQ FEE - \$4.80 (Juniors and Seniors)

- Ongoing investment to ensure the platform evolves and improves to meet changing technology and community expectations.
- Without this will be faced with same problems we had with MyCricket – no development and increased bugs

COMMUNITY APPS & WEBSITES - \$4.65 (Juniors and Seniors)

- Bring PlayHQ data to life through personalised digital experiences to all participants throughout grassroots cricket.
- Achieved by linking your Cricket ID during your first registration
- Features will be enhanced and personalised through the MyCricket App

YOUR CRICKET ID

WHAT IS A CRICKET ID

- Your single cricket account for all digital products and services
- Email based, **it is not your MyCricket ID number**
- Many people have a Cricket ID via the MyCricket App, CA Live App, Australian Cricket Family, cricket courses or purchasing match tickets

WHY YOU NEED TO LINK YOUR CRICKET ID

- Link your career statistics in MyCricket and future statistics from PlayHQ
- Unlock personalised digital experiences moving forward

JUNIOR PARTICIPANTS

- Parent or Guardian owns the Cricket ID and can link a child / dependent account to it.

MYCRICKET APP & STATS

MYCRICKET APP (will be rebranded for Summer 23/24)

- Remains the home of all fixtures, ladders, season stats and live scores
- Continue using as normal

COMPETITION HISTORY

- Nothing is getting deleted – all information will be transferred gradually to live through the MyCricket App and CA stats database
- Everything will live in one place by the end of the project

PLAYER STATS

- Player process to claim MyCricket stats via your Cricket ID & PlayHQ available after you have registered – [Click Here for details](#)
- Year One – need players established with PlayHQ Accounts and competitions to be operational first
- Public and downloadable reports via CA [public report website](#)

PLAYER MOVEMENT

BACKGROUND

Player movement between Clubs, Competitions and Associations requires various approvals to ensure all are meeting registration requirements. From the initial discovery phase in 2019-20 there was clear feedback from the majority of the country this process needed standardisation and more formal notifications at all levels.

CLUB AFFILIATION CONCEPT

- Players register online to a Home Club for the season (Summer or Winter) to create your primary affiliation
- Home Club can be defined as the Club:
 - You intend to play the most games for
 - You play the majority of formats (Junior or Senior competitions)
 - Club you register to first (pre-Christmas or post-Christmas)

TRANSFERS AND PERMITS

TRANSFER

- Permanent movement from one Club to another (switching Clubs)
- Example – moving to a new area / competition, seeking opportunity at a new Club
- Transfer will cancel your registration with your Home Club for the remainder of the season you're registering to (Summer or Winter)
 - Registration will not be cancelled if you are active in Winter and the transfer applies to the Summer season

PERMIT

- Allows the player to be active in more than one Club, Competition or Association
- Example – playing Junior and Senior cricket for the same Club, playing in different Competitions for different Clubs
- Permits keep your registration active within all Clubs and Competitions for the remainder of the season

WHO CAN INITIATE TRANSFERS

CLUB ADMINISTRATOR

- Admin Site – [Click Here](#)
 - Search for the player, submit and allow for the approval process
 - Once Approved, player completes Online Registration

PARTICIPANT

- Online Registration – [Click Here](#)
 - Go to the registration link provided by the Club and start the process
 - When prompted submit the Request To Play
 - Select either Transfer or Season Permit -> Submit
 - The Approval process will now begin
 - Once approved the player can complete the Online Registration

WHO CAN INITIATE PERMITS

CLUB ADMINISTRATOR

- Admin Site – [Click Here](#)
 - Choose the organisation, competition and season who want the player to participate
 - Select the season dates
 - Search by Club and Player name
 - Review and Submit the request – player available once approved

PLAYER VIA ONLINE REGISTRATION

- Online Registration – [Click Here](#)
 - Go to the registration link provided by the Club and start the process
 - When prompted submit the Request To Play
 - Select either Transfer or Season Permit -> Submit
 - The Approval process will now begin
 - Once approved the player can complete the Online Registration

APPROVAL & NOTIFICATION PROCESS

WHO NEEDS TO APPROVE PLAYER MOVEMENT (Admin or Participant Led)

- Approved by existing Club and existing Association
- Approved by new Association
- Approved by new Club
- Completed by the player using Online Registration (apart from internal Permits)

AUTOMATIC APPROVALS

- Each Club and Association can switch on automatic approval for all steps
- Maximum wait time is 5 days after which all remaining steps will be automatically approved

NOTIFICATIONS

- Clubs and Associations can enable email notifications for each step
- Participant notified via email with each step

PLAYERS – WHAT DO I DO NOW?

IF YOU ARE A NEW PLAYER REGISTERING FOR THE FIRST TIME, OR REGISTERED IN SUMMER 22/23 AND REMAINING AT THE SAME CLUB

- Register online to your Home Club

IF YOU REGISTERED FOR SUMMER 22/23 AND CHANGING CLUBS

- Register online to your new Club
- Complete a Request to Play -> Transfer
- Continue registration once approved

IF YOU ARE CURRENTLY REGISTERED FOR A WINTER 2023 COMPETITION

- Register online to your Home Club (for Summer)
- Complete a Request to Play -> Transfer (New Club) or Permit (Same Club)
- Continue registration once approved (remain active with your Winter Club)

IF YOU ARE REGISTERING TO MORE THAN ONE CLUB (SUMMER 23/24)

- Register online to your Home Club (primary affiliation)
- Register online to remaining Clubs
- Complete a Request to Play -> Permit
- Continue registration once approved

RESOURCES FOR PLAYERS

CREATE A PLAYHQ ACCOUNT – [CLICK HERE](#)

- Single PlayHQ Account across all sports on the platform – if you already have an account for Netball or AFL you will use those details for Cricket
- Follow the prompts to reset your Password

CRICKET ID INFORMATION – [CLICK HERE](#)

- Log In or Create your Cricket ID – [CLICK HERE](#)
- If unsure select “Sign Up’ and you will be told if a Cricket ID exists
 - We recommend select ‘Forgot Password’ to reset your Cricket ID

PLAYHQ REGISTRATION GUIDES (Multiple Language) – [CLICK HERE](#)

PLAYHQ REGISTRATION WALKTHROUGH (Videos) – [CLICK HERE](#)

FAQs – General, National Registration Fee, Cricket ID – [CLICK HERE](#)

Support and Assistance – mycricketsupport@cricket.com.au / 1800 274 2538

CHECKLIST FOR PLAYERS & PARENTS

RECOMMENDED ORDER TO REGISTER FOR SUMMER 23/24

- Create or Login to your [PlayHQ Account](#)

- Create or Login to your [Cricket ID Account](#)

- Find your Home Club at www.playcricket.com.au or www.playhq.com

- Register to the relevant product(s) at your Club(s)
 - You will be asked to login with your PlayHQ Account
 - You will be asked to link your Cricket ID (first registration only)
 - You will be asked to pay the NRF (first registration only for the season) and any subsequent Club Fees
 - Submit your Registration
 - Complete Registrations / Permits at additional Clubs per local process

SUPPORT FOR REGISTRATIONS

Please note Club, Association and Queensland Cricket administrators have limited visibility and access to PlayHQ and Cricket ID accounts.

The Cricket Australia Help Desk can assist with most registration requests either over the phone or via return email:

- **PHONE** – 1800 274 25 38
- **EMAIL** – mycricketsupport@cricket.com.au (your request will be filtered to the PlayHQ department)
- **ONLINE REQUEST FORM** – [Click Here](#)
- **PLAY CRICKET SUPPORT PAGE** – [Click Here](#)