



2017 Affiliation Information Brisbane City Squash

INFORMATION FOR CENTRE OPERATORS IN THE BRISBANE REGION REGARDING THE CHANGE OVER IN AFFILIATION FEE COLLECTION

Set out in this document is information for centre operators/administrators regarding the changeover from PAYG to upfront affiliation payment via the online portal Sporty HQ

IMPORTANT NOTICE

“Affiliation Restructure has occurred - Players are now responsible for their own affiliation”

Why are we changing the way that players pay?

Squash is finally moving towards the future in Brisbane. Major Changes have happened with the introduction of a Customer Relationship Management system. BCS and Q Squash have relied on clubs collecting fees on behalf of the players (\$2.75 per fixture match) and passing these fees on.

When clubs don't pass fees on (on time) this causes significant pressure on BCS and Q Squash to continue to provide services and run effective competitions.

This CRM relies on players who want to play; there are no more extra charges if you play once, twice or three times per week. The old PAYG system meant that most players in Brisbane were actually paying above and beyond the affiliation requirements and funding players who only played limited matches. BCS and centres lose in this system.

Match fees dropping \$2 per court and BCS fees have been halved on average per person. The players are the big winners; we hope you see it this way as well.

Squash in Brisbane has had some small victories over the last five years at Club, Regional, State and National level, more are needed. BCS will continue to push new ideas to bring squash out of the dark ages and into an exciting new chapter.

The new system is designed to be fair to all who wish to play squash in the comp. With this new system Centres and the administering bodies get their fees paid upfront and most importantly get the cash injection at the start of the year so that more money is available for the sport when it is needed so more can be done across QLD.

How Much will the Fees be and who set them?

The fees were set by each organization/body that required fees, Q Squash being the bulk of the fee was set at the Last Squash Australia AGM by the Board. The Q Squash Affiliation is set at \$66 per Annum or \$40 per half year/season. Brisbane City Squash made the decision to scrap the team entry fees of \$17.50 per team and consolidate the player affiliations into one. The BCS Affiliation is set at \$24 per Annum or \$12 per Season. The base rate that ALL players in Brisbane Region playing in a BCS Event/Comp will be \$90 per Annum. Some clubs were given the option to collect their own Club fees through the online portal at the same time as the affiliation fees are being collected. This is why some clubs have higher fees, if you have no club fees then all players will be \$90 per Year.

What is happening with Fill in players who can't/don't want to play all year?

This part is still being set up and will be released as soon as a fair system has been agreed upon. For now the players can sign up to a seasonal membership (\$40) or Social membership, each is around \$33-40. It is more than likely going to consist of the following:

- Fill in Rate set as Social membership \$33 (No BCS Component only Q Squash)
- Players can fill in for a MAX of 3 times in the period.
- If they want to play the 4th and more they will need to upgrade to Full or Seasonal member.
- Once they upgrade they can be entered into a team or fill in as many time as they wish.

More information on this option will be forwarded to players and operators when known. Most fill in players in Brisbane are usually tied to another team in the comp in this case they will be affiliated already so they can fill in without problems.

“It is the Captains responsibility to ensure that fill in players are registered and able to play as a fill in BCS cannot be held accountable for Forfeits or lost fees due to playing unaffiliated members, players that do play will still have to pay for the match to the centre and may charged a higher fee”

What about players who don't want to play the next season?

It is important to understand that BCS and Q Squash have not invoiced for fees since the end of 2016. Players who are looking to play out this season should make the following payment through Sporty HQ online portal.

Item Description	Amount
Claudia Anderson: Brisbane City Squash - Full Membership: Half Year (Jan - Jun)	\$12.00
Claudia Anderson: Q Squash - Full Membership: Half Year (Jan - Jun)	\$40.00
Total: Brisbane City Squash	\$12.00
Total: Q Squash	\$40.00
Total Amount Due:	\$52.00

Total price to see out this season is \$52. It is important to know that players who are in the finals series will not be able to have their result recorded and their position will be marked as a forfeit with a win to the opposition player regardless of the result.

“It is the player's responsibility to ensure that their affiliation is paid up in time for the finals”

Can players be in the Winter Teams if they have not paid?

Short answer is NO.. Brisbane City Squash will only add players into teams that are currently affiliated for the season or Full year. **DO NOT** send in team nominations with players in there that are going to pay or are thinking about it. It is your job as centre operator to ensure that we only get players in the teams who have paid up. Please ensure that Team captains know this and make sure that they only add players who are currently affiliated.

What about brand new players for the new season?

If you have a new player looking to get into a team the same process applies as we currently use for entering them onto squash matrix. You will need to have them graded at your centre and then submit a new player form with the details filled in. The centre or player can open a Sporty HQ account if they choose or BCS Admin can do it at the same time as setting up the matrix account. The new player will only be added to a team or be able to fill in once payment have been confirmed.

What is Sporty HQ?

Sporty HQ is an online sports portal that can be used to many different applications such as running in house comps and administering your own clubs players. For BCS and Q Squash it is used as membership data base and affiliation payment tool. Sporty HQ is used all over the world for many different sports and may well be the successor to Squash Matrix in years to come.

Visit www.sportyhq.com for more information, setting up an account is free and very simple.



How do I get onto Sporty HQ as an Admin for my Club?

By now all clubs should be set up in the system and have an admin assigned to the club, this was done by the staff at Squash Australia over the last year and the final touches are being put in place over the next month or so. If you are not on the system or have not received your activation email for your Admin access then you need to contact BCS as a matter of priority. You will need to provide the following information for Squash Australia to set up your Admin page for you:

- Club name
- Club Contact Number
- Club Email
- Details of who is going to be Administrator
- Club Logo if you have one
- Number of courts
- Any other info you would like on your Clubs page
- Banking Details for payments if you choose to have your club fees paid through Sporty HQ

Once you send these through the centres nominated admin will receive an email to activate their account and set a User name and password. Do not lose this as it is important to you and your club operations for managing player's payments.

A screenshot of the Sporty HQ web interface showing two panels. The left panel is titled "Login to Your SportyHQ Account" and contains a login form with fields for email (pre-filled with "exampleusername@hotmail.com") and password, a "Login" button, and social login options for Facebook, Google, LinkedIn, and Microsoft. A "Reset Your Password" link is at the bottom. The right panel is titled "I Don't Have An Account..." and contains a registration form with fields for First Name, Last Name, and Email, a checkbox for "I'm not a robot", and a "Continue" button.

Once you have your log in details you can go ahead and log into your account, please note this is your own personal account as well not just the Admin page for your club, admin privileges have just been granted to your account. Once you are logged in you can set other admins to your page so you can get some help with setting the page up.

There will be a separate document covering Sporty HQ Admin coming out to you.

Will my players be in the Sporty HQ data base already?

Most players will already be in the system, if they have a Squash Matrix account they will most likely be on Sporty HQ already, several months ago Squash Australia had a lot of the players info migrated over to Sporty HQ. This is why BCS Admin has been collecting player's details for the last 18 months so this part will be smoother. If a player has been added to matrix within the last 3 months there is good chance they will not be in the system, do a search first before adding a new player to your club. This way we don't get double ups and fill up the player database with bogus players.

“Sporty HQ is a global data base for many sports so there will be a lot of players in the system”

Are my players still insured?

Yes once they pay their fees they will be covered by the same sports insurer as before. It is important to understand that players cannot opt out of the insurance it is included in the Q Squash fees and can't be dropped. If a player has an injury the operator should make a note on the players profile and submit a report to BCS at the comp email address or fax through with the results. This way in the event of a claim the paper work is mostly done.

Important Dates YOU NEED to remember!

All Brisbane Affiliated Centres were given notice of this change back in December 2016; the decision to move to this new system was only bought in at the Squash Australia AGM in November 2016. There was a lot to do before we could even look at releasing information to the public. Now that the system is up and running there should be no reason why players and centres can't move forward and pay their fees on time.

November 2016 - New CRM and Affiliation system agreed up by the states and Squash Australia

November 2016 - BCS General meeting to decide the BCS Component of fee, \$24 was agreed on.

December 2016 - last Month of Invoices for Q Squash & BCS to centres.

December 2016 - Centres given warning of affiliation fee change

January 1st 2017 - Date the new CRM and affiliation system came into use.

January 2017 - Squash Australia via BCS request club info for club admin pages to be set up.

January 2017 – New Sporty HQ CRM payment portal set up and payment able to be paid online.

February 2017 – Most clubs set up in the system over 400 members have paid for full membership.

February 6th 2017 – Sporty HQ Documents sent out by BCS to ALL club reps.

February 6th 2017 – BCS Web page updated to show info for players on how to pay fees on Sporty HQ.

February 12th – BCS AGM held at Stafford Squash 10am.

March 2nd 2017 – Final cut off for players on Brisbane South Comp to pay to be able to play in the finals.

March 23rd 2017 – Final cut off for players on Brisbane North Comp to pay to be able to play in the finals.

April 2017 – New Winter Season starts ALL players who wish to play in this comp MUST be paid up members.

December 31st 2017 – Final day for Affiliation for annual members, players wishing to play after xmas break MUST have their memberships up to date before comp resumes around 10th January 2018.

April 2018 – Commonwealth Games Gold Coast

Further Information

Brisbane City Squash can be contacted at info@brisbanecitysquash.com for the Secretary (Conway Deacon)

President of Brisbane City Squash can also help president@brisbanecitysquash.com (Nathan Turnbull)

You can also visit our Web page www.brisbanecitysquash.com for the latest information

Also feel free to ask on our Face book page just look up Brisbane City Squash

Thanks

Brisbane City Squash Secretary (C Deacon)