



netsetgo.asn.au



Suncorp NetSetGO Handbook





Contents

Introduction

• Suncorp NetSetGO Overview	4
• Outlining the 3 Tiers	4
• Modified Rules Outline	8
• Centre Pathway	10
• Modified Sport Info Guide	12
• Come-And-Try Guide	13

Set Up Your Suncorp NetSetGO Centre and Register

• Centre Set Up Guide	18
• Offline Payments	25
• Kidsport Guide	26
• Coordinator Troubleshooting Guide	27

Suncorp NetSetGO Processes

• Exemption Process	30
• Withdrawal Process	31
• Invoicing Process	33
• Personalised T-Shirt Guide	35
• Suncorp NetSetGO Shop Info	37
• Suncorp NetSetGO Shop Credit Guide	38



Introduction

Suncorp NetSetGO Overview

What is Suncorp NetSetGO?

Suncorp NetSetGO is Netball Australia's only junior entry-level program, developed to provide children aged from 5 - 10 years with the best possible introduction to the sport of netball. The program incorporates skill activities, minor games, and modified matches in a fun and safe environment, ensuring enjoyment and continued participation within the sport.

The major objectives of Suncorp NetSetGO are:

- To provide every primary school aged child in Australia with the opportunity to experience netball.
- To deliver a national junior development program that promotes netball participation.
- To facilitate a skill development program that provides young girls and boys with the same opportunities to experience sport, develop self-esteem and learn new skills.

The program has been designed to complement the existing netball infrastructure by providing communities such as Associations, Clubs, Schools and community groups with quality resources and equipment, to deliver an age and skill appropriate netball program.

Suncorp NetSetGO Tiers

Net Tier 5 – 6 Years

The Net tier is a play-based movement skills program, with an emphasis on the acquisition of basic movement skills, in a fun environment of games and activities including music and dance. Participants join the program as individuals, not as a team with the emphasis of the program on participation, developing skills and having fun. Refinement of skills and their application to the game is introduced when the next tier is reached.

Suncorp NetSetGO Net Tier Provides:

- A program appropriate to the age and ability of the participants.
- All children with the opportunity to participate and experience a feeling of success from their participation.
- An opportunity for children to develop and expand their movement and motor skills in a non-competitive environment.
- An environment where children can participate with their friends and make new ones

Set Tier 7 – 8 Years

The Set tier is an introduction to the sport of netball and incorporates skills, activities, modified matches and uses modified equipment. It is a skill and competition-based program that allows children to learn and develop their skills in a series of fun activities and minor games, which can then be applied in a match situation.

Suncorp NetSetGO Set Tier provides:

- A program appropriate to the age and ability of the participants.
- All children with the opportunity to participate and experience a feeling of success from their participation.
- An opportunity for children to play in a cooperative way and to develop their skills in an appropriate competitive environment.
- An environment where the emphasis is not on winning, but rather on the development of skills, the discovery of new ones and sharing the play with other teammates.

The rules and equipment for a Suncorp NetSetGO Competition have been designed to align the program with the psychological and physical capabilities of young children. The Suncorp NetSetGO rules have been developed to make the games fun and maximise participation.

The program has been developed under the guidelines of the Netball Australia Junior Sports Policy, which emphasises *"The introduction of children to organised competitive netball should be gradual and is best achieved through minor games/activities and modified rules."*

GO Tier 9 – 10 years

The GO tier has been introduced to ensure a smooth transition for participants into Junior Netball. The modified rules and equipment allow for participants to experience success while learning the correct technique and executing skills with greater proficiency.

Suncorp NetSetGO GO Tier provides:

- A program where the participants are introduced to additional netball-specific skills as well as refining fundamental movement skills.
- Participants have a chance to enjoy practicing skills they learn and seeing their own improvement.
- Competitive elements, however, the focus should not be on winning but still on fun and participation.
- Each participant with equal court time and exposure to a variety of positions so they are gaining the 'full experience' on court.

The rules are still modified in the GO tier as it is critical that children use sporting equipment that is matched to their size and age (i.e. size 4 netball and shorter goal posts). Matching the right sized equipment will not only promote the development and refinement of the participants sporting skills but will also reduce the likelihood of injury.

Suncorp NetSetGO Centres

A Suncorp NSG Centre can be a Club, Association, School, or community group who registers as a Centre with Netball WA.

What is expected from a Suncorp NetSetGO Centre?

In keeping with the philosophy of Suncorp NetSetGO, it is expected that all Centre's will provide:

- A program that enables all participants to experience a sense of personal achievement in relation to competence, enhanced self-esteem, social cooperation, maximum participation, and skill development in a fun and safe environment.
- A parent information session to outline the philosophy of the Suncorp NetSetGO program.
- Appropriate warm-up activities.
- Appropriate skill teaching in a sequential program.
- Appropriate skill activities and games.
- Appropriate modified netball games and matches using the Suncorp NetSetGO competition rules.
- Appropriately trained and educated coaches and umpires.
- Ethical behaviour meeting Netball Australia's Codes of Behaviour.

Program Benefits

Participants

- Receive a participant pack including a size 4 netball and Suncorp NetSetGO t-shirt, with the option of name personalisation.
- The opportunity to participate with friends and make new ones.
- Social interactive learning.
- Development of motor skills and confidence through fun and games.
- Participation in a safe learning environment.
- Fun for all participants, regardless of ability.
- Increased junior participation and lifelong involvement in an active lifestyle.
- Netball skills developed in modified matches using age appropriate equipment.

Parents

- Peace of mind that their child is participating in a quality controlled endorsed program.
- Their child learning social interaction skills in a safe environment.
- The opportunity to spend time with their child in a positive sporting environment.
- Enhancing their child's movement and motor skill development.
- Ability to share skills and knowledge within the netball community.
- Value for money.

Centre

- Free Centre equipment kit to assist with the delivery of Suncorp NetSetGO for first time Centres.
- State Member Organisation to assist with the administration and the promotion of your Suncorp NetSetGO program.
- Opportunity to deliver a program that is nationally branded and endorsed.
- Opportunity to increase participation and therefore increased revenue.
- The ability to introduce new children to an established introductory netball program.
- A recognised program to offer to schools and other community groups.
- Age and skill appropriate coaching resources.
- Flexibility regarding the structure and timeframes for delivery.

Program Content & Delivery

Suncorp NetSetGO provides a sequential learning program that has been devised matching appropriate skill development activities with a focus on the participants skills, abilities, and needs.

The progression of programs means that each child is involved at all stages, and improvement occurs across the board. Young netballers are assisted in developing health and social benefits, skills, knowledge, and positive attitudes.

The emphasis is on fun activities conducted in a safe environment. To encourage long-term involvement, it is important that young people are able to participate in netball at the right level for their interests and abilities.

Programs differ for stages of participation in the:

- Nature and duration of activities.
- Style of instruction.
- Education in the rules and etiquette of netball.
- Emphasis on competitive elements.

Planning of competitive experiences should reflect the level of physical, social, and emotional development of the participants while providing a progressive bridge to junior competition. Netball Australia has developed a series of coaching resources which focus on the fundamental motor skills of all young children including run, balance, jump, catch and throw. Additional resources aimed at older and more advanced participants focus on specific netball skills such as movement (dodge, change of pace, pivoting, landing), ball handling (passing, throwing, shooting) and attack and defence including minor games.

All resources are available at www.netsetgo.asn.au/resources

Session Information

Session and Program Duration

Net Tier 5 – 6 Years

Session length: approx. 45-60 minutes, skills, and activities

Program Duration: 8-10 weeks

Set Tier 7 – 8 Years

Session length: approx. 60-75 minutes, up to 45 minutes of skills and activities and 40 minutes of match play

Program Duration: 10-15 weeks

GO Tier 9 – 10 Years

Session length: approx. 60-75 minutes, up to 30 minutes of skills and activities and 45 minutes of match play

Program Duration: 10-15 weeks

Determining factors may include group size, the age of the participants, the ability of the participants and their health status etc.

Group Size

An ideal session will consist of the following:

- 15 - 20 Participants
- 1 court (facility ratio 1:15/20)
- 1 coach working directly with children (coaching ratio 1:15/20)

Program Management

How to start a Suncorp NetSetGO program:

- It is recommended to appoint a Suncorp NetSetGO Centre Coordinator and Suncorp NetSetGO Coaching Coordinator.
- Determine the length of your season. For example: Clubs and teams that participate in a local Association competition can use the Suncorp NetSetGO program and skills sessions as their weekly training session.
- Determine the length of each session. This will depend on the availability of facilities and coaches.
- Approach coaches, parents, and/or older players to take on volunteer coach roles. Conduct an information/coach development session to outline the roles and responsibilities of the volunteer coach.
- Determine cost of participation fee.
- Complete the 'Getting to know NetSetGO' online module

Modified Rules of



netsetgo.asn.au

Game Parameters



Match Duration

Goal Post

Ball Size

Set tier: 7-8 year olds

GO tier: 9-10 year olds



Game Management



Set tier: 7-8 year olds

GO tier: 9-10 year olds

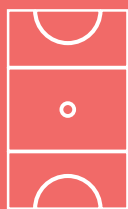
Centre Pass	Centre pass is taken by the non-scoring team.	Alternate centre pass
Substitutions	<p>The game time should be evenly distributed amongst all players</p> <p>A team can make unlimited substitutions at any time.</p> <p>Players should experience all positions over the course of the program/ season</p>	<p>The game time should be evenly distributed amongst all players</p> <p>A team can make unlimited substitutions at any time.</p> <p>Players should experience all positions over the course of the program/ season</p>
Penalty Pass	Player taking the penalty pass must stand in the correct position and wait for the offending player to stand out of play before passing	Player taking the penalty pass must stand in the correct position and wait for the offending player to stand out of play before passing
Advantage	The advantage rule should not be applied, with the exception of advantage goal	The advantage rule should not be applied, with the exception of advantage goal
Awards and Scoring	<p>No scores should be kept and no finals are played</p> <p>No best and fairest awards should be awarded</p>	<p>Scores may be kept but no ladder produced; no finals are played</p> <p>No best and fairest awards should be awarded</p>
Coaching	<p>The coach may enter the field of play to provide players with immediate feedback as required</p> <p>If the game is one-sided, coaches should use any means necessary to ensure a good experience for all players. This could include:</p> <ul style="list-style-type: none"> • Rotation of players into positions they don't usually play • Rest more skilled players 	<p>The coach may move along the sideline (but not interfere with the umpire) to provide players with immediate feedback as required</p> <p>If the game is one-sided, coaches should use any means necessary to ensure a good experience for all players. This could include:</p> <ul style="list-style-type: none"> • Rotation of players into positions they don't usually play • Rest more skilled players • Centre pass is taken by the non-scoring team



PRINCIPAL PARTNER



Positioning



Set tier: 7-8 year olds

GO tier: 9-10 year olds

Offside	<p>A player who moves into an incorrect playing area and self-corrects should not be penalised for offside</p> <p>Player may “play on” in the case of simultaneous offside (one player touches the ball), rather than a toss up being taken</p> <p>Players should be given guidance if they move into offside areas and should not be penalised at the first instance. If a player regularly goes offside, even after guidance is given, they may be penalised</p>	<p>Usual offside rule applies, with consideration given to the age and skill level of the players.</p> <p>Players may “play on” in the case of simultaneous offside (One player touches the ball), rather than a toss up being taken.</p> <p>If a player regularly goes offside (and does not seem aware that they are breaking the rules), they should be given guidance when being penalised.</p>
Breaking	A Player who breaks on the centre pass should not be penalised for breaking	Players should be given guidance if they break on the centre pass and should not be penalised in the first instance
Defending	<p>Strict one-on-one defence</p> <p>Players may not defend a shot at goal</p>	<p>Strict one-on-one defence</p> <p>Players may defend a shot at goal</p>
Obstruction	<p>Players should be given guidance if they are obstructing (i.e., defending from a distance of less than 1.2m or have arms away from the body so as to limit the movement of an opponent) and should not be penalised at the first instance</p> <p>If a player regularly obstructs, even after guidance is given, they may be penalised</p>	<p>A player must defend from a distance of no less than 1.2m</p> <p>A player who is within 1.2m of an opponent cannot use movements that take the arms away from the body so as to limit the possible movements of an opponent should be penalised</p>

Ball Handling



Set tier: 7-8 year olds

GO tier: 9-10 year olds

Time to pass ball	Up to 5 seconds	Up to 4 seconds
Short Pass	<p>Ball must be thrown (not handed) to another player</p> <p>If two players from the same team gain possession of the ball in quick succession, this is not considered a short pass</p>	<p>Ball must be thrown (not handed) to another player</p> <p>If two players from the same team gain possession of the ball in quick succession, this is not considered a short pass</p>
Replayed Ball	<p>A player who fumbles while gaining possession of the ball will not be considered to have replayed the ball.</p> <p>A player may bat or bounce the ball up to 2 times to gain possession</p>	<p>While the usual rules for replay apply, consideration must be given to the age and skill level of the players in determining whether a player has control of the ball (i.e., some fumbling should be expected and allowed)</p>
Footwork	1-2 steps to regain balance allowed	Shuffling on the spot to regain balance allowed, without moving down the court

Centre Pathway

Independent Centre

Run a Net skills program at your school or Centre for all the brand new participants (5-10 year olds) and 5-6 year olds eager to get involved in netball. With the support and guidance of Netball WA staff, begin your journey in Suncorp NetSetGO today!



Club

Interest increasing and numbers rising? With the support of a committed group of volunteers, establish your own Netball Club at your Centre to continue growing the great sport of netball! Anyone can be involved, regardless of experience, but just ensure you have willing participants ready to support the delivery of Suncorp NetSetGO. As a Club you can independently run the Suncorp NetSetGO Net program as well.



Association

When becoming an established Club, consult with your local Association around joining their Suncorp NetSetGO Competition. In doing so, the Association will discuss the process around becoming affiliated with them. Once you join an Association, you are ready to deliver Set and GO and compete in participation-based modified match play!





SUNCORP
net
set go

Modified Rules Outline

Modified Sport Info Guide

Modified Sport is sport with changes to the equipment, processes, and rules to accommodate the different needs and capabilities of their participants.

Modified Sports programs for children are designed to introduce the sports they represent. They allow novice participants, particularly young children, to experience a sporting environment that is interesting and fun. Modifying the equipment and rules assists with a child's capability to learn and participate to better their experience.

Within Suncorp NetSetGO and the 5-10 year old age bracket, it was identified that the needs and capabilities are different to older participants. Therefore, the program was developed to have three different tiers, each with modified rules and equipment that optimises the experience.

Why Have Modified Sport?

Some of the key reasons to have modified sport are:

- Children, in particular young children, prioritise wanting to have fun, be with their friends and receive positive reinforcement from their sport.
- Modifying sport creates an environment where they can participate that emphasises fun and participation.
- Modified Sport is safe, physically and psychologically, for participants of all skill and ability.
- Modifications allow for the focus to be on learning the basic movement, motor and physical skills that are necessary for sport and in life. Those with better movement skills are more likely to play sport for longer in their life.
- Research has shown Modified Sport leads to lower injuries in younger children.

Modified Equipment and Rules

To better understand why Suncorp NetSetGO uses modified equipment and rules, it's important to understand what it is like for the 5-10 year old age bracket to use full sized equipment and rules:

- If they use a size 5 ball it is the equivalent of a full-sized adult using a 2 kilogram medicine ball.
- If they shoot on a full-size netball hoop it is the equivalent of an adult shooting on a 12-foot tall hoop.
- Only giving this age group 3 seconds to pass or shoot is the equivalent to only giving adults 2 seconds to pass or shoot.

These comparisons outline the differences in physical and mental capabilities of young children compared to adults and the why changes need to be made. These changes make it far more practical for the child to participate and by making it more practical for them, they are more like to be able to participate and can prioritise fun and learning.

When children within the Suncorp NetSetGO age bracket learn a new skill, there is a lot of information for them to process. They not only learn the new skill, but also the movement and the thought requirements all at once. Adults and older children often already have the movement and thought requirements already learnt. Essentially younger children have a lot less practise at learning and making the program more practical for them allows them to focus on learning.

Come-and-Try Guide

Suncorp NetSetGO Come-and-Try Info Sheet

This guide outlines what a *Come-and-Try* is and its purpose, how your Centre can successfully run one and what comes next once you complete one.

A *Come-and-Try* is a one off, generally free, session of netball where you promote your Centre and its program. For a Centre running Suncorp NetSetGO, this would generally involve organising a free Suncorp NetSetGO session for appropriately aged children. The purpose of this is to generate and/or gauge interest in the program. This one-off session offers a great insight for parents/guardians and potential participants into what your Centre and the program has to offer them.

An example of what a *Come-and-Try* could look like:

- **For existing Centres trying to showcase netball and engage with new participants:** A single Net tier session can be set up. This single session will run for a maximum length of one hour.
- **For brand new Centres trying to attract participants of all abilities** (participants who have played netball previously): You can run different sessions of netball to correspond with the level of experience they possess. You can run a Net session for any participant new to netball and a Set or GO tiered sessions (depending on age) for those who have participated in netball previously.
- A session typically will include drills/activities that are appropriate to the tier and experience of the participants. For brand new participants to netball participating in the Net program, it will include lots of games, activities and some skill-based drills.
- Centre representatives can run/lead the sessions and engage with parents. They can then host post-session activities (e.g. Sausage Sizzle) for parents and kids to join in. The Centre can also run a registration session for those who attended and want to register.

Pre Come-and-Try

It is important to understand the outcomes you are seeking by running your Come-and-Try and to have a plan for pre and post the event. Your primary aim is to get new people interested in Suncorp NetSetGO, by engaging with potential participants and their guardians. Basically, a Come-and-Try is a taste test of what the program is and the benefits it has for participants and anyone else involved.

In the lead up to your session, there is important planning and advertising that should be done to maximise the success of the session. Planning needs to include how you will cater for the extra registrations you will receive and how you will achieve the upskilling and on-boarding of the required coaches and volunteers necessary for the program to run successfully.

Decisions will need to be made about marketing the event. Below are some suggestions for how this can be achieved:

- Utilise word of mouth with current members. Have them invite family and friends to attend this free event.
- Online advertisements through social media. Creating posts through your Centre's Facebook and Instagram accounts to share around the community.
- Leaving flyers in local government, local schools, and recreation centres (with permission) for people to see and take to share.
- Utilising your local Association, if you are aligned to one, to advertise and share.

**These can include Register Your Interest forms to gather their contact details to then send relevant information from your centre.*

Post Come-and-Try

Once you have run your *Come-and-Try*, it is important to have a strong plan in place to recruit as many participants from the day.

Some suggestions for how you can maximise the recruitment of participants, volunteers and coaches are:

- Registration/sign up immediately after the session. There are different ways you can do this:
 - Have a laptop/tablet that parents/guardians can register with you. They can either pay online, give the Centre cash or pay via an Eftpos machine if available;
 - Take the full fees or a deposit via cash or Eftpos, record email addresses and then share with them the registration link to register from home;
 - Record their email address, send through the registration link and they register and pay online from home.
- Allow parents/guardians to participate. This includes the volunteering (e.g. sausage sizzle, set up etc) and coaching. This can then spark interest which, in turn, may lead to them committing to roles within the Centre such as coaches and assistant coaches.
- Provide a 'registration of interest' sheet for parents/guardians to provide their details and you can contact them following the session. This follow up will be a confirmation of their interest and if they would be interested to register, sharing further information regarding the programs and where/how they can register to your Centre's program. This is for participants who are not yet sold on registering for your program at the conclusion of the *Come-and-Try*. ** Please note when collecting information to contact later there is a requirement to disclose the purpose of the data. The person must agree to have their data used for this purpose. A check box on a form or list is an efficient way to ensure permission.*









Set-up your Suncorp NetSetGO Centre and Register

Centre Set Up Guide

Setting up your NetSetGO Centre on MyNetball:

1. Login to MyNetball as an administrator > <http://my.netball.com.au>
2. Most Suncorp NetSetGO MyNetball related actions are under:
Programs > NetSetGO Centre Registration

The screenshot shows the 'mynetball administration' interface. The top navigation bar includes 'ORGANISATION', 'PEOPLE', 'REGISTRATION', 'TEAMS', 'PROGRAMS' (highlighted with a red box), 'WEBSITE', and 'REPORTS'. Below this, the 'NetSetGO Centre Registration' page is displayed. On the left sidebar, 'NetSetGO Centre Registration' is also highlighted with a red box. The main content area shows a 'Season' dropdown set to '2020' and a 'Go' button. Below this are tabs for 'Program Settings', 'Registration Setup', and 'Registrants'. The 'Program Settings' tab is currently selected.

3. From here please complete all the details required in the **Programs Settings > Coordinator Details**
 - The Coordinator contact is the primary contact for all Suncorp NetSetGO enquiries as well as the main contact from Netball WA regarding all Suncorp NetSetGO communication and opportunities.
 - A name must be entered- "Suncorp NetSetGO Coordinator" will not be accepted.
 - Accurate and regularly email address must be entered, at minimum, for Netball WA and Association communication.

The screenshot shows the 'Program Settings' tab selected. It displays a section titled 'Section 1: Information in this section will be visible on the public web site'. Below this is a consent statement: 'I agree the information below will be used in the public search tool. I am authorised to act on behalf of the organisation. These contact details will be displayed on the Centre Finder section of the NetSetGO website. Permission is given for the Club/Centre/Association coordinator details (as shown below) to appear on the Centre Finder section of the NetSetGO website.' The 'Coordinator Details' section contains the following fields:

Coordinator Name	*	John Doe
Phone		
Mobile		0412345678
Email Address	*	example@netballclub.com

4. Complete the Program Details

- Entering a venue is recommended as it is useful information for parents to have if you have a different training/ club ground than the competition grounds.
- To Manage/ Add a venue, please see [FAQ 1](#).

Program Details

Select Venue

Please add a new venue if the required one is not listed. If no venue is entered then you organisation location will be used for the location search.

SNC Court 1 (State Netball Centre, 200 Selby Street)



Manage Venues

Edit Org Details

5. Complete the Registration Day Details

- Entering these details is not compulsory, however the more information you provide to parents on the form the easier of an experience they will have.

Registration Day Details

Registration Day Date

1/01/2021



Registration Venue

Gold Netball Centre

Registration Instructions

Please come along to our registration day here at the Gold

- Relevant information can include uniform days, contact point for registration help, Centre welcome days and more.

6. Add your Suncorp NetSetGO Programs

- This is where you add the 'registration products' that your participants register too.
- It is important to add programs that align with the teams/programs you are entering your Suncorp NetSetGO Competition. Most Centres will have a Set (7-8yrs) and a GO (9-10yrs) program and may also run a Net (5-6yrs) program. In this case, most Centres will need to enter three Programs.

Add/edit your programs below:

Add new Program

CATEGORY #	DAY	START DATE	END DATE	TYPE	COST	ACTIVE	REGO FORM
------------	-----	------------	----------	------	------	--------	-----------

No records to display.

7. Enter the details of your Program

NetSetGo Program Details

Program Type	*	Net - Activity/Skills
Start Time	*	9:00 AM
Activity Start Date	*	1/02/2021
Day of the week		Monday
Activity End Date	*	1/04/2021
Cost	*	\$130.00

Select program type, Net, Set or GO. These have age ranges linked and reflect the level of modification within the wider Suncorp NetSetGO Program.

Date the Suncorp NetSetGO Season/Program starts.

Date the Suncorp NetSetGO Season/Program ends.

The cost should reflect the **total** cost of the program for each individual participant, including Club, Association and Netball WA fee components. Should the participant be a returning participant, the system will automatically discount their fees. **Thus, input a price only for first time registrations.**

If your association fee is a per team fee, please enter the price as the maximum price a parent/ guardian may have to pay (i.e., a team of 7 vs a team of 10).

When you would like registrations to open. Parents/guardians will not be able to register before this date.

When you would like registrations to close.

Parents/guardians will not be able to register after this date.

- The earliest you can close registrations is the 'Activity Start Date'.
- The latest you can close registrations is the 'Activity End Date'.

Online Registration open date		1/02/2021
Online Registration close date		1/04/2021
Registration Limit		25
Register participants to	*	Netball Western Australia

If there is no registration type setup for the selected parent entity, then the system will default to both the original entity and original registration type.

The registration limit is how you can control the number of participants who register to your program. E.g., If you only have capacity in your club for two Set teams you may set the limit at 20. **If you don't set a limit and get too many registrations, you will be charged their Pack fees.**

The season year they are registering to. If your association has not yet updated their registration period from their end, this may appear as the previous year. **In these instances, please contact them.**

MyNetball is set up as a hierarchy, so when John Doe registers to Example Netball Club, he is also registered to the clubs Parent Organisation, Example Netball Association. **Please ensure your correct Association is listed.**

Quick Tip:

As the system does not let you close registrations before the activity start date. You can use the registration limit to regulate the flow of registrations. Coordinators will still need to monitor who is registering, as until the limit is reached the program is open to anyone.

Coordinators can set-up email notifications for when participants register to Suncorp NetSetGO, details on how to set this up can be found in **FAQ 2**.

Your program should be ticked 'Active', this will ensure your program is visible on your Registration Link. Essential because your will not be covered by insurance if this is unticked.

Quick Tip:

Once your program has completed, and you are setting up secondary programs; you can make original programs 'Inactive', this will make the original program hidden.

The description box is a great tool to communicate registration information and instructions to your parents/guardians. **At a minimum**, please enter the age or school grade ranges registering within the program (i.e., "Set is for Year 2 and Year 3 Participations"; "GO is for DOB 2010 and 2009"; "Net is an introductory program on skills and activities, no Saturday games" etc.). The description box is also a great way to let parents know about training days and where they can get further information.

The more information you provide, the less anguished enquiries you will receive.

You must enter at least 1 coach to your program. To add a coach to your drop-down list they person must have a **TEAM OFFICIAL: Junior Coach** role on MyNetball. Further details on this can be found in [FAQ 3](#).

Quick Tip:

Remember to always click update within the pop-up and at the bottom of the main page to save your work.

Active
When active, this program will appear be searchable on the NetSetGo website ☒

Description

Coaches assigned to this program with a Netball Australia Accreditation

Coach 1

Coach 2

Coach 3

Coach 4

8. Complete the Centre address details.

- These details are used to send any Suncorp NetSetGO Equipment Kits the Centre may be eligible for.
- Make sure these details are accurate as they will also act as a "return to sender" address in the case of a pack being undeliverable to one of your participants. This is quite common!

Section 2: Information in this section will not be visible on the public web site

Centre address details (used if delivery of items required)

Firstname

Lastname

Delivery Contact Phone Number

We CANNOT deliver to PO/Locked Bag addresses, please enter a physical address. This address will be used as the sender address on participant packs.

Business Name (if delivery to commercial property)

Delivery Instructions

Address*

My address cannot be found

9. Agree to the Terms and Conditions and Update Changes

- This will save all the work you have done so far!

10. From here we will now edit our registration page and payments in the **Registration Setup** tab.

- The title is what will show on your registration page header, you can edit this to also include your club name
- The top description is a standard template from Netball Australia, you can add additional information to this description and add your club logo. These changes are not compulsory.
- The GLOBAL DISCLAIMER is the Netball Australia Terms and Conditions. Clubs can also add their own Entity Disclaimers (i.e., Codes of Conducts etc.). For information on how to add your disclaimer please see **FAQ 4**.
- Contact details here are the Primary Contact details for your organisation (i.e., Club President)

Program Settings **Registration Setup** Registrants

General Settings

Template Name Netball Australia NetSetGO

Form Type Event/Program Registration

Title * 2020 NetSetGO

Welcome Page Top Description **Welcome to NetSetGO!**
NetSetGO is Netball Australia's only junior entry netball program. It has been -1349 / 0 available character

Status ACTIVE

Sort order 5

Global Disclaimer GLOBAL DISCLAIMER

11. **Payment Settings** allows you as a club to collect your participant fees online or provide information on offline payments.

- For online payments please select the **MYNETBALL PAYMENT SERVICE** as this is the payment gateway for MyNetball. If MyNetball Gateway is not available and you want to accept online payments, please contact your Suncorp NetSetGO team at netsetgo@netballwa.com.au. **Do not select Disbursement Gateway!**
- For offline payments please select **NO GATEWAY**

Payment Settings

Payment Gateway (Online Payments) **MYNETBALL PAYMENT SERVICE**

Allow Offline Payment

Allow Part Payment

Automatically add processing fee ☒ Apply to online payments ☐ Apply to offline payments

Fixed Charge: AUD 0.31 plus Variable Charge: 1.78 % of transaction amount

12. Next customise your payment options to your Centre's specific needs.

- Select the payment option most suitable to your Centre.
- If you would like to allow both Online and Offline Payment options (shown here) you must tick the **Allow Offline Payment** option. **Offline payments still must register in MyNetball. You still attach the full registration fee on MyNetball; however, registrants will not be charged as it anticipates the payment to have been made offline.**

Payment Settings

Payment Gateway
(Online Payments)

MYNETBALL PAYMENT SERVICE

▼

InteractSport transaction fees* - Fixed charge: AUD nil.

Allow Offline Payment

☒

Note - you will need to manually accept and reconcile offline payments if payment is made offline.

- The ability to offer Part-Payments is now an option and can be done with offline payments. It is advised to accept the Pack fee of \$25.30 as the bare minimum for a deposit.
- Please enter the processing fees for your online payments the processing fees are: **0.31 Fixed Charge** and **1.78 % Variable Charge**.
- It is highly recommended to add detailed information Offline Description Box, including payment dates, KidSport Vouchers, etc. For Information on KidSport Vouchers please see FAQ 6.

NOTE: if you do not have an online gateway for your Centre and wish to apply for a gateway, please contact the Netball WA Suncorp NetSetGO team at netsetgo@netballwa.com.au

Automatically add processing fee

☒ Apply to online payments ☐ Apply to offline payments

Fixed Charge: AUD plus Variable Charge: % of transaction amount

Offline Payment Description

/ 0 available character

Currency format

Tax Description

13. The Form Fields Tab is all the questions asked of your Suncorp NetSetGO Participants.

Many of these fields are mandatory.

- If you wish to add additional fields/ questions to your registration form that are specific to your club, you can do so via People > Custom Person Fields > Custom Fields Management

14. Lastly, you can add Saleable items to your registration page (i.e., Playing dress, Fundraising Levy etc.). For information on how to complete this please see FAQ 5.

Registration Type/Products

Saleable items

Displayed as check boxes: customer will be able to choose multiple items.

Available Saleable items

NetSetGO Socks
NetSetGO Dress



Selected Saleable items



15. Remember: Update Changes at the bottom of the page and toggle back to Program Settings and Submit your application!

Frequently Asked Questions

FAQ 1

How to Manage/Add a venue to a signup form

1. In your Suncorp NetSetGO Program Settings tab, select *Manage Venues*.
A new tab will appear
2. Select *Add New Venue*
3. Enter the Name and details.
Click Save!
4. In your original tab, the venue will appear

FAQ 2

Setting up email Notifications for when participants register

1. Select the Organisation Tab on MyNetball
> *Notification Subscribers List*
2. Click the + on *NetSetGO online registrations*
3. Select from your user list the Suncorp NetSetGO Coordinator

FAQ 3

Adding a coach role to your Suncorp NetSetGO Coach for the signup form

1. Search for your coach via
People > Person Search
2. Select *Edit > Activity > Roles > TEAM OFFICIAL > Junior Coach*
3. If your coach is not under your current organization, please
Transfer/ Add Person as necessary

FAQ 4

Adding an Entity Disclaimer to your sign-up form

1. Select the *Registration Tab > Disclaimers > Add New Disclaimer*
2. Enter the text of your disclaimer/
Terms and Conditions/ Codes of Conduct

FAQ 5

Adding Saleable items

1. Select the *Registration Tab > Product Management > Add Member Subscription Product*
2. Enter the details of your Saleable Item
3. Ensure the category you have selected is *Event/ Program Registration*
4. Ensure the *class* is ticked as a Saleable Item

FAQ 6

Accepting KidSport Vouchers

1. If your Centre has arranged to accept KidSport vouchers, this needs to have been setup externally with DLGSC.
2. All KidSport Vouchers registration payments need to be processed offline.
3. MyNetball does not have the option to support KidSport vouchers online.



Offline Payments

Suncorp NetSetGO Offline Payments

When finalising the setup for your Suncorp NetSetGO Centre on MyNetball and it's approved by Netball WA, your Centre will be sent a registration link to the registration page. This page is where parents/guardians can log into their pre-existing account or create a new account to then register to your Suncorp NetSetGO Programs.

This guide outlines the risk of offline payments and the how to mitigate these risks. It is very important to remember that with every Suncorp NetSetGO registration, there is a financial commitment from the parent/guardian and therefore the Centre for the Netball Australia Fee (pack fee) which is \$25.30 or \$30.30 with a personalised t-shirt. Getting this process right can save your Centre the financial liability.

** By accepting the Terms and Conditions when finalising their registration on MyNetball, parents and guardians agree to the financial commitment of the Netball Australia fee if they withdraw from a Suncorp NetSetGO Program.*

The Risk of Allowing Offline Payments

If your Centre selects and allows participants to pay their registration offline, then the Centre accepts the financial risk of a participant not paying any of their fees and the Centre having to cover their Netball Australia Fee. There are ways to mitigate this risk, such as:

- Communicate a deposit is required to be paid. We suggest at minimum charging the Netball Australia fee. It is also recommended to communicate they will not get this portion back.
- Not supplying the parent/guardian the registration link until they pay their fees or deposit. That way you receive financial commitment prior.
- Claim KidSport Vouchers prior to sending through the link or allowing them to register is also good practise. If your fees are above \$150.00, then you can also receive the difference as a deposit prior to receiving their KidSport payment.
- In the Centre Set-Up Guide it outlines that all the requirements of the parent/guardian should be communicated within the 'Offline Payment Description' box. It also can be included in other areas such as the Description in the Programs, Welcome Page Top Description etc.
- Set registration cut-off dates to restrict the timeline you can receive registrations. Removes random registrations appearing outside the dates you accept registrations.
- Set registrations limits for each of your programs. If your Centre can only accept a certain number of participants then make sure you set that as a registration limit. This will then remove the possibility of receiving registrations that cannot participate.

**Please note that even if you do not share the registration link, participants are able to find the centres registration page through the Play netball website. This means that if you do everything perfectly, there is still the risk that a random participant registers and your Centre is then required to pay the Netball Australia fee.*

Netball WA and Netball Australia's Suggestion

Netball WA's suggestion is that a Centre utilises online payments by selecting the Payment Gateway: *MyNetball Payment Service* (PinPayments). As mentioned in the Centre Set-Up Guide, you will need to reach out to Netball WA (via netsetgo@netballwa.com.au) to begin setting this up. This Payment Gateway requires participants to pay as they register which removes the possibility of registration without payment.

PinPayments processes payments from participants and within five business days send the bulk amount to your Centre's bank account. Thus, if a participant decides to withdraw from your program, your Centre is able to keep the Netball Australia fee portion.

KidSport Guide

How to Claim KidSport Vouchers at Your Suncorp NetSetGO Centre

Any Parent/guardian who holds a valid Concession Card through the Department of Human Services, are eligible for a KidSport payment for their child/s. This payment of \$150.00 per calendar year can be used to pay sporting fees their child, between the ages of 5 and 18.

KidSport helps children and families in Western Australia experience and participate in sport when they might struggle to be able to afford it. This is great for the children who then get to participate, but also is great for local Centres, Clubs and Associations as it allows more people to be involved.

This is vital for children within the 5-10 year old bracket, as they can participate in programs (such as Suncorp NetSetGO) and they are able to learn and improve vital social and movement skills that are important for the remainder of their life.

Who can be a KidSport club?

To be an eligible KidSport Club, a Club needs to deliver a recognised sport and be either a Community Sport Club, Incorporated Organisation, business, school or Parents and Citizens Association that meet the mandatory criteria.

**The Department of Local Government, Sport and Cultural Industries (DLGSC) has the final authority for determining if a Club meets the mandatory criteria.*

Community sport club or incorporated organisation

- Be incorporated under the Associations Incorporation Act 2015 (Western Australia)
- Have an Australian Business Number (ABN)
- The activity provided by the organisation must meet the DLGSC definition of sport*
- Charge a membership fee for a minimum 8 weeks of a sport activity
- Adhere to their obligations under the Working with Children (Criminal Record) Checking Act 2004.

This KidSport Club process:

1. Register a KidSport online account and provide your Club details.
2. Your Club will then be promoted on the public Find a KidSport Club page.
3. Once your Club is assessed to be a KidSport approved Club you will be contacted via email.
4. If approved, your Club will appear on the list of Clubs for parents to select during their online KidSport application.
5. Your club will be notified by email when an applicant has been approved for KidSport funding to join your Club.
6. The parent/guardian will give you the approved voucher code for each child joining your Club. Please note the voucher expires after 90 days.
7. The Club needs to log in to your KidSport Club portal and redeem the voucher by matching the code to the child's name and validating it.
8. All payments will be made directly by DLGSC.

For more comprehensive information around KidSport and the process, visit the KidSport website at:

dlgsc.wa.gov.au/kidsport

Then select the 'Information for Clubs' right at the top and find the 'KidSport club how-to guide' to read.

Alternatively, you can also contact the KidSport team at:

08 9492 9911

kidsport@dlgsc.wa.gov.au

Suncorp NetSetGO Coordinator Registration

Troubleshooting:

1. Login to [MyNetball](#) as an administrator
2. Ensure participants details are up-to-date, if receiving an enquiry.
 - **People > Person Search > First name + Last Name**
 - Once you have found your participant > **edit**
 - Be sure to double check the email entered
3. If the participant is continuing to have trouble registering, check their MyNetball Account Status.
 - **People > Participant Login Manager > Search using name / Participant ID**
 - **Note:** use **Any Role** and **Any Account Status** when searching
4. If the participant appears as **NO ACCOUNT**, this means the participant has a record on MyNetball, but has not created a login.
 - i. Ensure the correct email is on record by clicking the pencil icon. Update at the bottom of the page.
 - ii. Select the participant

Person Edit: John Doe (ID: 000000) ?

CRM Activity Workflows

Personal Details Custom Fields Public Profile Family Relationships Audit Admin

Title

First Name *

Middle Name / Initial

Last Name *

Alternate Last Name / Maiden Name

Person "Known As"

Date of Birth *

Country of Birth

Gender * ☐ Male ☒ Female ☐ Unspecified

Email * ☐ No email

1 total participants, 0 have a login.

Bulk Action Go

☐ Select All Participants Currently selected: 0

	PART. ID	NAME	LOGIN ID	ACCOUNT STATUS	VALID ACTIONS
<input type="checkbox"/>	000000	John Doe		NO ACCOUNT	INVITE

iii. Select Action if 'Send Login Invite'

Note: This login invite will only last 48 hours, parents can action this invite themselves without the time limit.

5. If the participant appears as **ACTIVE**, this means the participant has a record on MyNetball and has had a login created.

Note: The Login ID may appear as the participant ID or as an email address.

Bulk Action Go

☐ Select All Participants Currently selected: 0

	PART. ID	NAME	LOGIN ID	ACCOUNT STATUS	VALID ACTIONS
<input type="checkbox"/>	000000	John Doe	example@example.com.au	ACTIVE	RESET
<input type="checkbox"/>	000001	Jane Doe	000001	ACTIVE	RESET

- i. Ensure the correct email is on record by clicking the pencil icon. Update at the bottom of the page.

- ii. Take note of the Login ID- if the email address entered is an incorrect or old email, ensure the correct email is entered. Previous email addresses will remain as the Login ID, but be inactive.

6. There are a number of actions you can take if an account appears as **ACTIVE**.

- Click the arrow next to the participants details to drop down the options.
- From here you will be able to see any linked accounts, and any active email addresses. Select the appropriate action from the actions list.

Note: Please select **Change Password** as the last option.

Bulk Action Go

☐ Select All Participants Currently selected: 0

	PART. ID	NAME	LOGIN ID	ACCOUNT STATUS	VALID ACTIONS
<input checked="" type="checkbox"/>	000000	John Doe	Example@example.com.au	ACTIVE	RESET

Login ID: carolyn.clancy1@gmail.com

User Email: Example@example.com.au

Last login:

Failures since last login: 0

Total login failures:

Actions:

Participant records linked to this user account:

ID	NAME	EMAIL
000000	John Doe	example@example.com.au





Suncorp NetSetGO Processes

Exemption Process

How to Submit a Suncorp NetSetGO Exemption Request for All Suncorp NetSetGO Participants

This document will outline what your Centre needs to do to submit a request to have a participant exempt from their allocated Suncorp NetSetGO tier within their Association.

Each Association is given a choice to either adopt the Date of Birth (D.O.B) Age or a School Year competition structure. The **D.O.B model** is a competition structure that uses the YEAR the participant is born to determine what program they can register to.

The **School Year model** is a competition structure that uses the School Year to determine what program they can register to.

Suncorp NetSetGO is composed of three tiers, each with allocated age restrictions:

- **Net:** Age bracket is for 5-6 years old but is open for anyone brand new to netball ages 5-10 years old (pre-primary to year 5).
- **Set:** Age bracket is for 7-8 year old's or years 2-3.
- **GO:** Age bracket is for 9-10 year old's or years 4-5.

If you want a participant to play outside of these tiers, then your Centre will need to submit a Withdrawal Request form. Each Association can select which competition structure they would like to use, and all Clubs within the Association must abide by the structure they select.

How to Submit an Exemption Request Form

Firstly, prior to submitting the form there are a few requirements you need to do.

- Check if there are any other alternatives to submitting the exemption form. The tiers have been created to align with Netball Australia Junior Sport Policy and offer the best development and experiences for a child that age. The first process is to work with your Association (if you're a Club) and other Clubs to find other age appropriate teams and/or competitions for them.
- If there are no other alternatives, then the Club (if it is a Club submitting the Exemption) will need to contact the Association to seek their exemption approval first. If the Association approves the exemption, then your Association will submit an exemption form to Netball WA. **A Club cannot submit an exemption form to Netball WA.*

To find the Exemption Form you will need to go the Netball WA website

<https://wa.netball.com.au/>

Select the 'Get Involved' – Select 'Suncorp NetSetGO' – Select 'Information for Existing Centres' – Scroll to 'Tier Exemption' and Find 'Complete Form', select this.

This will open the 'Suncorp NetSetGO Exemption' form which the Association will need to complete, answering all questions to the best of your ability and providing as much detail as possible.

Once the Association has filled out the form, hit the 'Submit' button and it will be sent to the Netball WA Suncorp NetSetGO Coordinators.

Netball WA will assess the form you submitted, search for other alternatives and possibly contact your Club and/or Association to ask for more details and context. Once a decision has been made, they will email the Centre with a result and any further actions required.

Withdrawal Process

How to Submit a Suncorp NetSetGO Withdrawal Request for All Primary Participants

This document will outline what your Centre needs to do to submit a request to have a primary participant withdrawn from a Suncorp NetSetGO program.

Netball Australia have a complete overview of all Suncorp NetSetGO withdrawals. When a withdrawal request is submitted; it is sent directly to Netball Australia, who then share all submissions directly to the appropriate Member Organisation (i.e all WA submissions to Netball WA). In 2020 the Suncorp NetSetGO Netball Australia refund policy was adjusted. Any participant who registers to Suncorp NetSetGO for the first time will be required to pay the Netball Australia Participation Fee. Under no circumstances will a refund be provided by Netball Australia.

**Please note the Netball Australia Participation Fee will be \$30.30 if the participant opted to personalise their Suncorp NetSetGO t-shirt at time of registration.*

How to Submit a Withdrawal Request?

The screenshot shows the 'mynetball administration' interface. The top navigation bar includes 'ORGANISATION', 'PEOPLE', 'REGISTRATION', 'TEAMS', 'PROGRAMS' (highlighted with a red box), 'WEBSITE', and 'REPORTS'. On the left-hand side, a sidebar menu lists 'NetSetGo Centre Registration', 'Submit NetSetGo Withdrawal' (highlighted with a red box), 'NetSetGo Equipment Shop', and 'Reports'. A red arrow points from the 'Submit NetSetGo Withdrawal' link in the sidebar to the 'Program' dropdown menu in the main content area. The 'Program' dropdown is set to 'NetSetGO' and the 'Season' dropdown is set to '2020'. Below these dropdowns, there is a 'Status Summary' section with a table that has columns for 'STATUS' and 'NUMBER'.

Firstly, you will need to log into your Centre's administration account on MyNetball. Find the tab 'Programs' and then along the left-hand side there will be 'Submit NetSetGO Withdrawal'.

This will open a new page with the Withdrawal Request form. You will need to work your way through each question.

Once you have answered every question, the request is sent directly to Netball Australia and shared with Netball WA to action. Once this process is complete a Netball WA Suncorp NetSetGO Participation Coordinator will notify the Centre contact regarding the outcome and any actions that need to be taken.

Netball WA advises that Centres are required to, at minimum, keep the Netball Australia Participation Fee. It is also advised that the full Netball WA Primary Participation Fee of \$62.30 be kept until the withdrawal is finalised.

**Netball WA recommend charging the pack fee, at minimum, as a deposit before allowing participants to register to avoid being liable for the Netball Australia Participation Fee. This is for offline payments only.*

Other Important Information and Considerations

What to do if the participant wants to transfer to another Centre?

- If the participant is transferring to another Centre, email the Netball WA Suncorp NetSetGO team outlining which participant is requesting a transfer, and to which Centre they are transferring to.
- It is advised that Centres keep the participants Netball Australia Participation Fee. Netball WA will indicate to the new Centre to discount their fees to accommodate for the portion kept at their previous Centre.
- It is also advised that the Centre ask the parent/ guardian to wait until Netball WA de-registers the participant before registering on MyNetball again with the new Centre.
- When Netball WA invoice for this participant, the Netball Australia Participation Fee will be charged to the original Centre and a Transfer Fee (\$37.00) will be charged to the new Centre.



What if the participant registered to the incorrect program for my Club or Association?

- If the participant has registered for the incorrect program (for example registered to Net instead of Set) please email the Netball WA NetSetGO Team outlining which participant is required to be transferred to another program and to which program they need to be registered to.
- There is no need to submit the withdrawal form online as no refund is required.
- This is a simple process that requires no other course of action. **Be aware that if you have set in place registration number restrictions that it could factor into whether a transfer can take place.*

What if the participant is a secondary registration?

- If the participant is a secondary registration (they have registered to a NSG program previously that same calendar year), simply email the Netball WA NetSetGO Team outlining which participant is required to be withdrawn, outlining their secondary registration.
- The Netball WA Suncorp NetSetGO Team will then de-register the participant from your program and your Centre is able to give the participant a full refund.
- No pack is sent out after the primary (first) registration; therefore, a full refund is always permitted.

Invoicing Process

The Suncorp NetSetGO Invoicing Process and Periods

Suncorp NetSetGO is invoiced separately from all Membership (Junior and Senior) invoices as it has its very own price structure. All Clubs will have their Set and GO Suncorp NetSetGO fees invoiced by their Association, and in turn we invoice the Association for all Club and Association Set and GO fees. If a Club runs their own Net program, they will not owe the Association any Competition fees, at the Associations discretion we can invoice a Club for their Net independently.

During the calendar year, there are three invoicing period:

Suncorp NetSetGO Winter Deposit:

- A deposit is invoiced to Associations that had 30 or more total Primary Participants during the Winter Netball Season the previous year. Netball WA invoice for 50% of the previous year's total Primary Participants. If the Association had 100 total Primary Participants registered for the Winter Netball season the previous year, this invoice would be for 50 Primary Participants.
- The Deposit has two due dates. 50% of the invoice will be due within 30 days and the second 50% will be due within 60 days.

Suncorp NetSetGO Winter Invoice:

- This invoice is for all Winter Suncorp NetSetGO Participants. This includes all Set and GO as well as all Association Net during term 1 and term 2. Any Club Net that the Association invoices the Club for will also be included within this Invoice.
- The final figure of this invoice is the total minus the deposit amount. For example, if the total of all your Winter Participants was 100 Primary Participants and you paid for 40 Primary Participants in your deposit, the invoice amount would be for 60 Primary Participants.
- This invoice is due within 30 days of it being created and sent to your Association.

Suncorp NetSetGO Final Invoice:

- This invoice is sent to all Associations who choose to run a Spring Competition and/or run term 4 Net programs.
- This invoice also includes all Late Winter Registrations not captured in the Winter Invoice. *Any participants registered after the cut-off date.
- Do note that this invoice will most likely contain a large amount of Secondary Fees (\$23.00) due to participants repeating from Winter receiving an automatic discount.
- This invoice is due within 30 days of it being created.

Invoicing Key and definition

Primary Participant Fee (\$62.30)

- First time registrations during the calendar year for any Suncorp NetSetGO program. Inclusive of the \$37.00 Netball WA Fee and the \$25.30 Netball Australia Fee (Pack Fee).

Secondary Registration Fee (\$23.00)

- If the participant has an active Suncorp NetSetGO registration and registers again they will receive a discounted fee of \$23.00, all payable to Netball WA.

Netball Australia Fee (\$25.30)

- If a Primary Participant (first time registration in that calendar year) is withdrawn they will still be required to pay the \$25.30 Netball Australia Fee.
- This can be \$30.30 dependant on if the participant personalised their t-shirt (see below).
- This is often referred to as the Pack Fee.

Transfer Fee (\$37.00)

- If a participant is transferred to another Club/Association, then that Club/Association will be charged a \$37.00 Transfer fee, and their original Club will receive the \$25.30 Netball Australia Fee.

Withdrawn (no fee)

- If a participant is withdrawn and is a Secondary registration, then they will be withdrawn with no fee.

T-shirt Personalisation Fee

- If a participant personalises their Suncorp NetSetGO t-shirt, they will incur an additional \$5.00 to their total fees. This makes the Primary Participant Fee \$67.30 and the Netball Australia Fee \$30.30



Personalised T-Shirt Guide

Understanding Suncorp NetSetGO T-Shirt Personalisation

When registering for the first time in a calendar year, Suncorp NetSetGO participants have the ability to personalise their Suncorp NetSetGO t-shirt. Participants can have their name printed on the back of their t-shirt, enhancing the experience for the individual. Further details of this process for Centres are highlighted below:

1. The cost to personalise a participant's shirt is an additional \$5.00 to the Netball Australia Participation Fee. Participants who choose to personalise their t-shirt will have a Netball Australia Participation Fee of \$30.30, instead of \$25.30.

Suncorp NetSetGO Participation Fee	2020 Participation Fee (Inc. GST)
Initial Fee (Primary Participant Fee) Suncorp NetSetGO (5-10 years) Born 01/01/2011 – 31/12/2016 (Including Suncorp NetSetGO Participation Pack)	\$62.30 (Comprising \$37.00 payable to Netball WA and \$25.30 payable to Netball Australia)
	OR
	\$67.30 (Comprising \$37.00 payable to Netball WA, \$25.30 payable to Netball Australia & \$5.00 personalised t-shirt payable to Netball Australia)
Repeat Fee (Secondary Fee) Suncorp NetSetGO (5-10 years) Born 01/01/2011 – 31/12/2016 (Not Including Suncorp NetSetGO Participation Pack)	\$23.00 (\$23.00 payable to Netball WA only)

2. For WA Centres, payments are made via PinPayments and/or offline payments (usually cash or bank transfer to the Centre's bank account).

The image shows two screenshots from the MyNetball system. The left screenshot displays the 'REPORTS' menu, with a red arrow pointing from the 'REPORTS' tab to the 'Enrolment Summary Report' option under the 'Programs' section. The right screenshot shows the 'Program Enrolment Report' page. It features dropdown menus for 'Program' (set to 'NetSetGO') and 'Season' (set to '2020'). Below these, it says 'Enrolments for State Netball Centre NSG for period: 2020'. There is a field for 'Entity Name' with 'State Netball Centre NSG' entered. A note states '*Organisations in Red are not direct affiliates'. At the bottom, there are two download buttons: 'Download enrolment summary' and 'Download enrolment detail (registrants report)', with the latter being circled in red.

To find participants who have had their t-shirt personalised you can download a report by heading to MyNetball, selecting the tab 'Reports' and then selecting 'Download Enrolment Detail (registrants report)'.

- To track who has personalised their shirt in the reports, scroll left until you find the column heading 'Nickname'. Then the cells will be populated with the name input during registration. If the cell is blank, then they have not personalised their shirt and do not owe the additional \$5.00. *This report can include duplicates of participants.
- If you are accepting online payments, the \$5.00 will automatically be added to the fees charged at registration. This will then be sent directly to the bank account you have set up for your Centre. Netball WA will then invoice your Centre an extra \$5.00 for every participant who personalised their t-shirt.
- If you are accepting offline payments the \$5.00 extra will need to be taken with the offline fees. This will require monitoring of which participants have selected to personalise their t-shirt and ensure a follow up fee of \$5.00 is charged to the participant. Netball WA will then invoice your Centre an extra \$5.00 for every participant who personalised their t-shirt.
 - » Centre's need to communicate and advertise that parents are required to pay the extra \$5.00 if they personalise their t-shirt. When completing the MyNetball Centre Registration it is recommended that information should be included in the Registration instructions and/or the Offline Payment Description.
- The t-shirt personalisation field will be added to the following reports. It will be labelled 'Nickname'. The 'enrolment summary report' is the recommended report to track these participants, however the following reports also detail which participants have selected the personalised t-shirt;
 - » Payment Settlement Report
 - » Registration Detail Report
 - » Registration Data Extract
 - » NetSetGO Enrolment Detail Report

The Suncorp NetSetGO Shop

The Suncorp NetSetGO Shop is the single destination for Suncorp NetSetGO program deliverers and administrators who need easier and faster access to netball equipment. The Suncorp NetSetGO Shop will also house other Suncorp NetSetGO apparel and accessories, such as water bottles, lunch boxes, backpacks for kids, keep cups and caps for parents.

Getting to the Shop

Approved Centres will be able to access the shop through MyNetball. To do this simply log onto your MyNetball Administration portal - select the Programs tab – Select 'NetSetGO Equipment Shop' on the left – Then select 'Go to Shop'.

Navigating the Shop

As Centres who have access through MyNetball, you get the full suite of equipment, marketing material and other product in the shop.

From the home page you automatically start from, select 'Shop Now' to browse the full product range. You can use the left to browse the category of products and select the one that you want. You can choose from:

- All Products
- Accessories
- Apparel
- Celebrate
- Equipment
- Kits
- Marketing
- Resources

Categories and products listed are exclusive to Centres only and are handy to have access to. For example, under 'Celebrate' you are able to download and then print Suncorp NetSetGO Certificates, which can be given to all participants from your Centre and under 'Marketing' there are templates you can download and use for marketing.

Once you have found the product you would like to purchase, simply input the amount you would like and select 'Add to Cart'. Once you are ready to check out, select 'Proceed to Checkout' on your shopping cart screen. Fill in your details and select 'Proceed to Payment' to finalise the transaction.

Tracking past orders

You will be sent a notification via email once your order has been dispatched. This will outline the estimated time of arrival for your order. **Please note this ETA can be incorrect and is a rough guide. Contact Customer Support for a more accurate time frame.*

You can also track past orders from the Suncorp NetSetGO Shop. To do this you simply click your Centres name in the top right – Select 'My Account' – Find the order under 'Recent Orders'.

Customer Support

If you have any problems with your experience on the shop, the delivery of your products (including your participants Suncorp NetSetGO Participant Packs) or the quality of the products you've received then you contact Customer Support. At the bottom of the webpage you can find and select 'Contact Customer Support'. Fill in your details around the purpose of contacting customer support and be as specific as possible. If you need to follow up for a participant's pack, firstly do check your Centre. Any packs that cannot be delivered will be redirected to your Centres Address in MyNetball.

Credit System

Understanding the Suncorp NetSetGO Centre Credits System

With the Suncorp NetSetGO Shop, all Suncorp NetSetGO Centres can earn credits* to be redeemed for new equipment and other products to help run their Suncorp NetSetGO Programs. This is a move away from the previous structure where Centres earned vouchers.

**To be eligible for credits your Centre needs to be an Accredited Suncorp NetSetGO Centre on MyNetball and have at least 10 total participants in a single program.*

The credit system is based on three factors;

- Loyalty/tenure in the program (**Tenure Calculation**)
- Number of participants registered (**Registration Calculation**)
- Number of tiers offered within the centre (**Tier Diversity Calculation**)

Tenure Calculation

Centres are provided with credits for the number years a centre has been running Suncorp NetSetGO. There are three potential outcomes based on this calculation.

1. New Centres will be assigned a Suncorp NetSetGO Starter Equipment Kit.
2. Existing Centres that have reached a tenth-year milestone (10,20,30 etc) will receive bonus credit valued at \$75.00.
3. All other Centres will receive standard credit valued at \$35.00.

Tenure



New Centres will be assigned an equipment kit



Existing Centre will receive \$35 credit



Milestone Centres who reach 10, 20 or 30 years of running Suncorp NetSetGO will receive \$75 credit

Registration Calculation

Centres will also receive credits based on the number of participants registered to their Centre. Centres receive \$1.00 of credit per participant and Centres who have reached tenth-year milestone (10,20,30 etc) will receive \$2.00 per participant.

First year Centres will receive a Suncorp NetSetGO Starter Equipment Kit that enables them to get started. They do need to have a minimum of 10 participants registered to a single program (e.g. 10 in their Net program). If they have 3 programs, each with 8 participants they will not be able to redeem a starter kit. New Centres will not start accruing participant credits until after 10 participants have registered as well.

Participants

New Centres

Will start accruing credits for participant on the 11th registered participant.

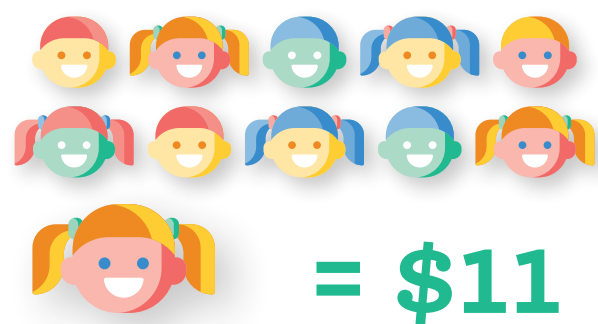
Participant - \$1



Existing Centres

Will start accruing credits for participant on the 1st registered participant.

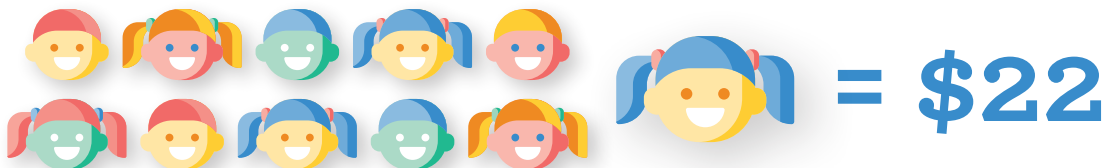
Participant - \$1



Milestone Centres

Will start accruing credits for participant on the 1st registered participant.

Participant - \$2



Tier Diversity Calculation

The final credit calculation is a credit system that rewards Centres that offers all three tiers in Suncorp NetSetGO and delivers the full Suncorp NetSetGO Curriculum. This means a Centre can achieve this entitlement by having at least one program from each of the Net, Set and GO tiers.

Tenth-year milestone (10,20,30 etc) Centres will be rewarded with a credit valued at \$25.00. All other Centres will be rewarded with a credit valued at \$15.00.

Tiers

New & Existing Centres

Running all three tiers will receive a bonus \$15 credit



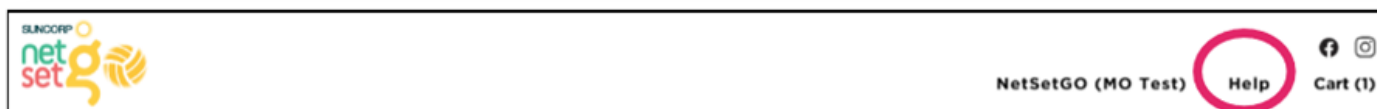
Milestone Centres

Running all three tiers will receive a bonus \$25 credit

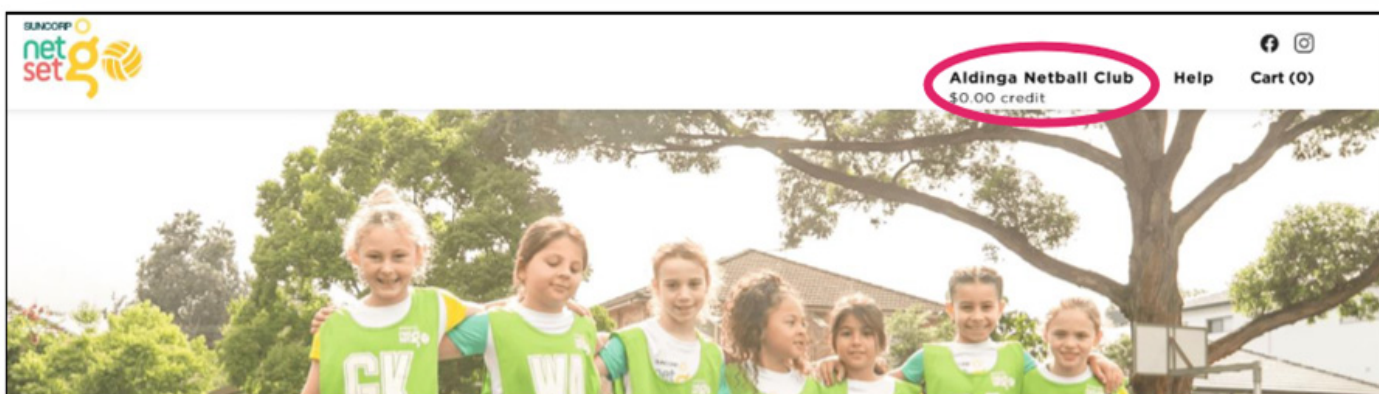


Discovering Your Credits

A full outline of the credit allocation can be found in the 'Help' tab in the Suncorp NetSetGO Shop.



Centres can find the amount of credits they have been allocated either by looking under their centre name in top right corner or at the checkout when they want to redeem their credits.



How to redeem your kit if you're a new Centre

Click on the name of your centre in the top right corner and an option to 'redeem my started kit' will appear. Select this and you will go to the product page. Add the starter kit to your shopping cart and checkout – there will be no costs associated.



*See next page for some credit accumulation examples

Examples

Example 1: Ace's NetSetGO Centre

Net Program



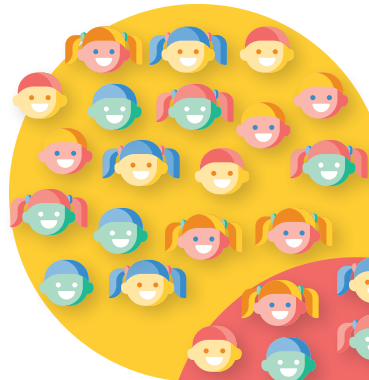
Credits Calculation

New centre 2020
Starter Equipment kit redeemable
12 Participants = \$2 credits

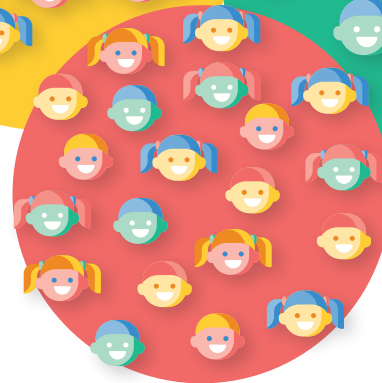
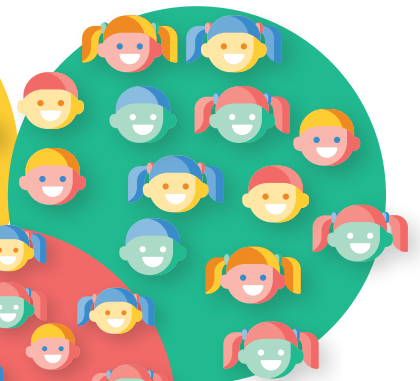
Total Credits = equipment kit + \$2 credits

Example 2: Tigers NetSetGO Centre

Net Program



Set Program



GO Program

Credits Calculation

4th Year Centre in 2020
Existing Centre = \$55 credits
51 Participants = \$21 credits
Delivering all Tiers = \$25 credits

Total Credits = \$101 credits

Example 3: Jets NetSetGO Centre

Net Program



GO Program

Credits Calculation

10th Year Centre in 2020
Milestone Centre = \$75 credits
33 Participants = \$66 credits

Total Credits = \$141 credits



netsetgo.asn.au

For further information about
Suncorp NetSetGO, please contact:

Participation Coordinators - NetSetGO

netsetgo@netballwa.com.au
(08) 9380 3700