PlayHQ

FAQs

About PlaySafe

Q: When will PlaySafe be available?
A: PlaySafe Data Collection goes live via Registration for Netball Australia from February 2, 2026. Data Collection validation will be available from March 2, 2026. Phase 2 will be available from Spring 2026 onwards.

Anyone that has registered as any of the 4 roles from 1st December will be batch checked when validation is turned on.

Q: Who needs a Working with Children's Children Check?
A: https://www.wa.gov.au/organisation/department-of-communities/working-children-check-who-needs-wwc-check

Q: Which roles require WWCC details to be entered?
A: Your national governing body configures which roles require WWCC verification. Typically, this includes coaches, team managers, assistant coaches, and volunteers (organisation-dependent). Players and spectators are excluded.

State-Specific Rules and Exemptions

Q: How does PlaySafe handle different state exemptions?
A: Netball WA is currently working with PlayHQ to configure all required exemptions for our state. Once this process is complete, we'll provide you with clear information about what these exemptions mean for your volunteers and how they'll be applied during the registration process.

Registration Process

Q: Does registration get blocked if volunteers enter invalid or expired WWCC details?
A: In Phase 1A, no one will be stopped at point of input. In Part 1B there will be a Soft Stop – Registration completes but status remains "Pending". In Phase 2, a participant cannot be allocated to teams until resolved (only once Eligibility is enabled). We use the soft stop approach to avoid blocking legitimate registrations whilst maintaining compliance controls.

Q: How long does WWC validation take?
A: Most checks are relatively immediate (~1 min) but may take longer depending on the state (ACT only has batch checks). However, if there are discrepancies in your data, it may take longer to resolve.

Q: I skipped entering my WWCC details during registration. Can I add them later?
A: Yes, you can add your WWCC details in your PlayHQ profile after registration. The system will then validate them through Oho and update your status accordingly.

Q: Can volunteers check their WWCC details are correct before submitting registration?
A: Yes. During registration after March 2nd, volunteers can use the "Check" functionality to validate the format and expiry date of their WWCC before final submission.

Q: How does PlaySafe handle name discrepancies (married names, middle names, etc.)?
A: During registration, there's a field for volunteers to enter name variations if their WWCC is under a different name than their PlayHQ profile. Common scenarios include maiden name on WWCC, middle name included/excluded, hyphenated surnames, or preferred name vs legal name.

Status and Participation

Q: My registration shows "Pending" – can I still coach/manage teams?
A: Yes, for Phase 1 volunteers with "Pending" registration status can be allocated to teams or participate in official competitions.

Q: What is the difference between Child Safety status and Registration status?
A: Child Safety status refers specifically to your Working with Children's Check validation, whilst Registration status is your overall eligibility to participate. Your registration status can be "Pending" if your WWCC check hasn't been validated yet.

Q: My WWCC is expiring soon – what should I do?
A: The system will mark your status as "EXPIRING-SOON" when your WWCC expires within 6 weeks. You should renew your WWCC before it expires to maintain eligibility.

Administrative Control (will be available in Phase 1B)

Q: Can club administrators manually override WWCC status?
A: Depending on the governing body controls, administrators can only override certain WWCC statuses like parent exemptions. This is intentional for safeguarding purposes – centralising override authority ensures consistent application of child safety policies and maintains audit trail integrity.

Q: What information can club administrators see vs governing body administrators?
A: **Club administrators can:**

- View Child Safety status for their volunteers (VALID, PENDING, EXPIRED, etc.)

- Access the Child Safety dashboard filtered to their organisation

- See eligibility indicators on participant profiles

- Generate compliance reports for their clubs/associations

Club administrators cannot:

- Override WWCC status unless for certain exemptions

- View detailed Oho validation data

- Modify Child Safety configuration

- Access compliance data outside their organisation

Technical and System

Q: What happens during the WWCC validation process?
A:

1. Participant enters WWCC number, expiry date, and issuing state during registration or in PlayHQ Profile

2. PlayHQ validates formatting and expiry dates match required inputs

3. Oho checks against relevant state government database

4. Validation result returned (usually within minutes, but can take longer for ACT/NSW batch/queued checks)

5. Child Safety status updated in PlayHQ (VALID, PENDING, EXPIRED, etc.)

6. Registration status updated based on Child Safety status and eligibility configuration

7. Participant included in ongoing weekly monitoring

Q: What happens if someone registers in multiple roles across different clubs?
A: PlayHQ's unified user profile means one WWCC record follows the participant across all registrations. They only need to enter their WWCC details once – subsequent registrations in other clubs/competitions automatically reference the validated check.

Q: Will this work across all Australian states?
A: Yes. PlaySafe supports WWCC validation in all states and territories, including handling jurisdiction-specific processes (e.g., batch checking in ACT). Oho's integration ensures consistent coverage nationwide.

Privacy and Data

Q: How is sensitive WWCC data protected?
A: All sensitive WWCC data is processed and stored securely within Oho's systems, not by PlayHQ. PlayHQ only retains compliance status outcomes (e.g., "valid", "expired"). Oho is fully compliant with privacy legislation and data protection requirements.

Q: Who has access to WWCC information?
A: Access is strictly controlled:

- **Oho**: Handles all sensitive WWCC data and validation

- **PlayHQ**: Receives compliance status only

- **Governing Body Integrity Teams**: Receive alerts and compliance summaries

- **Club Administrators**: Can view compliance status reports for their Volunteers

- **Volunteers**: Can view and update their own WWCC details