



**QUEENSLAND
CRICKET**

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Allan Border Field
1 Greg Chappell St, Albion QLD 4010
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PLAYHQ SEASON 25/26 LAUNCH NOTES – CLUBS

Updated – June 23, 2025

The following tasks and notes are recommended for all Clubs to incorporate as part of 25/26 season plans and registration set up.

We are encouraging clubs to have registrations open **by late-July** to capitalise on public interest generated throughout Australia's Mens Tour of West Indies and the home Winter series against South Africa, launch of PlayOn vouchers (August 4), PlayCricket Week & our upcoming School Engagement & Activation Tours. Typically we see registration peaks from mid-July to mid-August alongside these events and we hope to continue this momentum.

PLAYHQ CLUB CRICKET REGISTRATION SET UP

All Clubs are requested to complete the following PlayHQ steps for all competitions (<https://ca.playhq.com>) in conjunction with the [Cricket Australia Checklist](#):

1. Accept or Decline the Invitation from the Association(s)
2. Create your Teams – we recommend selecting Rollover all Club teams from Summer 24/25 where possible to avoid re-creating each team manually
3. Registration – Create your Registration Form including any additional products, questions and payment options
4. Share registration links with your players, coaches and team managers
5. Allocated registered players, coaches and team managers to their Squad(s)

INSURANCE & NATIONAL REGISTRATION FEE INCREASE

- All organisations are required to have a Valid Certificate of Currency ([download here](#)) noting your current Certificate is valid from July 1, 2024 to June 30, 2026.
- Marsh recommends all organisations review the content, coverage and questionnaire details by downloading a fresh Certificate.
- All Insurance claims and enquires should be directed to Marsh ([Click Here](#))
- As previously shared, the National Registration Fee (NRF) has increased this season ([more information here](#)):
 - Juniors (under 18) - **\$17.45** (+1.49% service fee for total cost)
 - Seniors (18 and over) - **\$36.50** (+1.49% service fee for total cost)





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PLAYHQ SERVICE FEE CHANGES

- To support the introduction of more flexible payment options for participants PlayHQ has introduced a 1.49% service fee to all transactions (including NRF).
- The flexible payment options include Apple Pay, Google Pay, PayPal and Pay-in-4 with PlayHQ and Cricket Australia actively exploring additional options.

TRANSFERS AND PERMITS

- **TRANSFER** – Permanent move from one Club to another, and will Cancel all other registrations within the **SAME SEASON**.
 - Players in Winter 2025 competitions at a different Club are encouraged to still register to their Summer 25/26 Clubs now and execute the Transfer.
 - This action will not cancel any Winter 2025 registrations at other Clubs
- **PERMIT** – Allows players to be active at more than one Club / Competition within a season.
 - Example – Junior Club and Senior Club for Summer 25/26
 - Player must first register online (via Transfer if applicable) before a Permit is enabled. A red error message will display if this is not done.
 - It is not possible to move via a Permit from a Winter 2025 Club to a Summer 25/26 Club

CRICKET BLAST PROGRAMS

Clubs can create Summer 25/26 Cricket Blast programs now and fees, including \$0 to Queensland Cricket, remain unchanged.

CREATING YOUR CRICKET BLAST PROGRAMS

1. PlayHQ Admin site (<https://ca.playhq.com>) -> Programs -> Cricket Blast -> Summer 25/26 – please contact Queensland Cricket staff if you can't find your Program or Season
2. Groups -> Add Group ... these are the details for your Program(s)
 - Include the number of Weeks (Sessions), Dates, Day and Times
 - Include a Venue as this ensures your program will display correctly on the Play Cricket website – contact QC staff if your venue is not available
 - Set your Group to visible





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3. Registration -> Settings -> Set Up Form
 - Add the dates you would like the form to be visible and any age restrictions
 - The Cricket Australia price is \$41 – set your Club split amount in Player Fee (eg a Player Fee of \$58 sets the total price to \$99)
 - Select Advanced Registration Fees to set a different price for each Group Variant you have created
 - Set your Registration Form to Visible and share the direct link or your PlayCricket page
4. Clubs can include any custom questions and merchandise if desired

CRICKET BLAST REFUNDS / CHANGE OF PROGRAMS

Cricket Australia can initiate [refund requests](#) or scenarios where a participant has registered to an incorrect program. Parents / Guardians can submit an online request to start the process, and administrators will be kept informed throughout the steps.

Parents / Guardians should initiate the process to:

- Request a refund (assessed in line with the Cricket Australia Refund Policy)
 - Note any Club Fees will be refunded at the Club discretion in line with its' own refund policy
- Request a change in program / registration type:
 - Participant wants to change Programs / Clubs
 - Participant registered to the wrong Program type (ie registered to Cricket Blast instead of Junior Cricket).

GOVERNMENT SPORT VOUCHERS – PLAY ON! (previously known as FairPlay)

Queensland Cricket is working with Cricket Australia and PlayHQ to have the new Play On! program live in PlayHQ for the August 4 launch, and more information will be shared closer to the date.

We recommend all registrations are created and live by this date. Please see more information below:

- Announcement – Play On! Vouchers – [Click Here](#)
- Register for updates as an activity provider – [Click Here](#)
- Register for updates as a family – [Click Here](#)





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Play On! Vouchers are an initiative of the Queensland Government Department of Sport, Racing and Olympic and Paralympic Games and questions about eligibility and claiming vouchers should be directed there.

CRICKET AUSTRALIA SUPPORT RESOURCES

- PlayCricket Support phone – 1800 CRICKET (1800 274 25 38)
- PlayCricket Support online request – [Submit Here](#)
- PlayCricket Support website including live chat – <https://playcricketsupport.cricket.com.au/hc/en-us>
- PlayCricket Support consult / training – [Book Here](#)
- Club & Association Admin Checklists – [Click Here](#)
- Online Registration (Players / Parents) – [Click Here](#)
- Online Registration (Administrators) – [Click Here](#)
- Cricket Blast (Parent) – [Click Here](#)
- Cricket Blast (Coordinator) – [Click Here](#)
- Scoring and Results – [Click Here](#)
- Cricket Australia has provided a [Season Readiness checklist available here](#)

