

## 2019 fee structure: Frequently asked questions

### Q1. What is the Hockey Australia (HA) Levy and where/when do I pay it?

The HA Levy has been set and mandated by HA at \$42 for Senior Players (18 years+), and \$30 for Junior players (9 years+) (includes GST and processing fees)

The Hockey Australia Levy is devised to help assist with the following 4 areas of focus:

- a. Engage recreational hockey consumers to grow participation of the game, including through new game formats
- b. Drive sport entertainment events that capture the nation's imagination and raise awareness of the game. These include the introduction of the Pro League, a revitalised Australian Hockey League, and other events
- c. Unlock "One Hockey" with all state and territory bodies working together to deliver efficient, relevant and streamlined services across Australia
- d. Become digitally agile with contemporary digital assets that give players, spectators and partners instant access to relevant and engaging content.

In 2019, the Hockey Australia Levy will now include an insurance component (see info p3 of this PDF). The coverage won't change, all that is changing is the way the insurance money is collected.

- As of 2019 onwards you must register and pay the HA levy directly to HA via the **GameDay HA/HWA form** that you will be linked to from **Part 2** of the **MCHC registration**.
- You are **not eligible** to play in any 2019 competition, until you register on our club website via Part 1: Club registration, and Part 2: HA/HWA GameDay registration

### Q2. Why can't I register for both my club and HA on the GameDay registration system?

The GameDay registration system has improved vastly in the last few years. However, there are two reasons why MCHC decided not to implement Club registrations on the same system as HA Levy:

- a. Any products included on the **GameDay system**, including any Club products eg Senior Turf, or Junior 7/8 etc, would need to be paid **online** on the system immediately at registration **and** a 3.85% processing fee is **added** to the bill by the **GameDay system** (this is revenue for **GameDay**). The Club felt this was both a financial hardship for members and also a dis-incentive to register early – that people would leave registration until the last minute to avoid paying. The Club relies on early registrations for team planning.
- b. The **system** is inflexible in terms of all the variations of fees – every variation needs to be offered as a product. The Club feels the **system** would be greatly improved if club fees could be paid offline directly to the club, and if part payments were accepted. These features would cope with many issues we have with the **system**. We look forward to improvements in this aspect of the **system** so we can fully move over to the **system** in 2020 without impacting members with such harsh payment terms and processing costs.

**Q3. The GameDay system doesn't find my email account.**

The system is new and data has been reset – So the first step is to recover your password using the email address you registered on Melville with last year. 99% of the time this will work. If it doesn't you could try other emails you have previously registered with, or another parent email. Some older family members may be under their own email or could be under your parent email if they were entered originally as juniors a few years ago. If no luck then just create a new account by selecting **Don't Have an account**. If your name is duplicated in the database due to this, it is our understanding it will be merged.

Once you are logged into the form, you can check which family members are under your email, and follow the prompts for each playing in 2019.

**Q4. Why do only players have to complete Part 2: HA/HWA registration?**

The levy is only applicable to Junior, Senior and Master players (The form will automatically calculate the Levy based on **age of players**). MCHC have set the form up so that **only** players should complete this form. **Do not** proceed to Part 2 for any Minkey, Grad, non-playing parent, social member or non-playing life member. At the end of Part 1, MCHC registration will tell you who needs to proceed to Part 2.

**Q5. I am playing two grades - do I pay two levies?**

No, the Levy is applicable to first playing rego, if you are playing two grades you can select Dual Registration on the HA/HWA form

**Q6. I understand that I will have to pay my HA Levy when I register in Part 2, but can I pay my Club fees later?**

You have until the 31<sup>st</sup> of May to pay your Club fees as invoiced to the club bank account or via credit card at the Club bar or uniform shop. A **late** fee of **10%** will be added to your fees if you do not pay by this date or have not contacted [accounts@melvillehockey.com](mailto:accounts@melvillehockey.com) to make arrangement.

**(See point 1 for HA Levy payment info)**

**Q7. What is the fee structure and where can I pay my Club Fees?**

All the info you need is on <http://melvillehockey.com/register/>

# Hockey Australia Personal Injury Insurance

**\$12**

Insurance forms only a small part of the overall Hockey Australia registration fee

## When does insurance apply?

- An official match or training session
- Travelling to or from official club activities
- Participation in an official club function
- Tours or representative matches

## WHAT'S GENERALLY COVERED



Dental



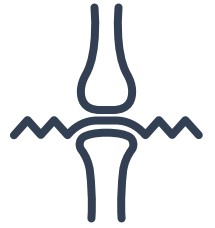
Physio



Ambulance



Private hospital accommodation



Chiro

## WHAT'S GENERALLY NOT COVERED



Surgeon fees



Doctor fees



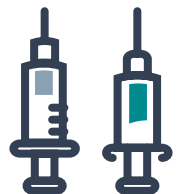
X-rays



Public hospital costs



MRI scans



Anaesthetist fees

## How to make a claim

**1** | Download a current claim form from the JLT Sport website - [www.jltsport.com.au](http://www.jltsport.com.au)

**2** | Complete all relevant sections of the claim form

**3** | Send your claim form to your nominated claims advisor as soon as possible

**4** | Your claims advisor will confirm receipt of your claim

## You can't claim if you...

- Play against medical advice
- Are under the influence of drugs or alcohol
- Have a pre-existing injury
- Have a pre-existing illness or disease (i.e. cancer, heart condition)
- Are involved in a criminal act