

Frequently Asked Questions- General Admin

This FAQs document covers the area of Rugby Link General Admin including what is Rugby Link and insurance questions.

1. What is Rugby Link?

- Rugby Link is the national player and participant database, which is developed, maintained and supported by the ARU. Rugby Link is freely available to all members of the Rugby community.
- Rugby Link launched in January 2015 and replaced the ARU's previous player registration system, MyRugbyAdmin (MRA), as well as a number of other custom player databases used throughout the Rugby community.
- The aim of Rugby Link is to provide players, Clubs, Affiliating bodies, State Unions, and the Rugby community as a whole with an easy to use tool that helps simplify player and competition administration.
- Rugby Link infrastructure and annual cost is an investment made by the ARU.

2. Rugby Link availability for Clubs and competitions

- Online Player Registration, Payment and Competition Management functionality has been available since **12 January 2015**.
- Rugby Link Version 3.0 opens for Club Administrators to set up for Season 2017 on Monday 12 December 2016.
- Season 2017 Registrations open for the Public from Thursday 5 January 2017.

3. What are the benefits of Rugby Link for Clubs?

- Online registration for player and non-playing members functionality, supporting multiple payment options and customisable Club registration products.
- Automatic distribution of funds to fee receivers at time of online payment, significantly decreasing the administrative burden on Clubs in the area of registration payment processing.
- Streamlined pre- and post-match tasks including team selection, entering match results and player statistics, incidents and injuries.
- Built-in bulk email and SMS tools.
- Rugby Link "SportzVault" club websites are free and available to all Clubs.

4. What are the benefits of Rugby Link for Competition Managers and State Unions?

- Online team nomination process along with Grading and Re-Grading options.
- Improved competition fixture creation with increased flexibility in draw creation and final fixtures templates.
- Online Player Clearance and transfers.
- Judiciary and Concussion management functionality.
- Built in bulk email and SMS tools.

5. How to login into Rugby Link as a Club/Match Official Association user (administrator)?

- If you are a new user, please contact your Rugby Club's/Match Official Association principal user who will be able to set you up.
- Alternatively, complete the Contact Details JotForm on the ARU webpage and the Rugby Link Team will set you up.

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6. How will duplicate accounts be managed?

- Rugby Link has a level of duplicate checking functionality built in that should help minimise duplication of records. When accounts are being accessed, or new records created, Rugby Link will present potential duplicates before allowing the user to proceed.
- If duplicates are identified, the system will allow administrators at all levels to flag records for merging. A duplicate merge 'request' will then be submitted to the parent organisation (for example, the State Union, or the ARU) who will approve/reject the request.
- Please see ARU's 'Duplicates/ Merge Requests' [self-help guide](#) for further information.

7. What education and training will be delivered and when?

- Please visit our Rugby Link [website](#) for a full Resource Library, plus our Education and Training webpage.
- The [ARU Learning Centre](#) also contains three new Rugby Link administration courses covering General Admin, Registrations and Competition Management.

8. Can Clubs add sponsors/logos to email communications?

- Yes, there will be a facility to add sponsor and or Club logos and graphics into email communications as attachments.
- Organisations will be able to upload these and directly communicate to their members.

9. Will Club administrators have the ability to SMS members? How much will it cost?

- Yes, you will be able to communicate with participants using the SMS functionality within Rugby Link.
- The pricing of each SMS will depend on how many you purchase for your Club. Prices range from \$0.15 per SMS when purchasing 250 credits to \$0.08 when purchasing 3000 credits.

10. Is there a Rugby Link player ID?

- Yes, a unique participant ID is allocated to every record, player, non-playing member or otherwise.

11. Can players log into Rugby Link?

- Players can use their 'participant login' to view their details and competition information in Rugby Link via the [Participant Portal](#).
- The Rugby Link [Public Portal](#) also documents competition information and is freely available.

12. Is there a facility to upload a proof of age document and link it to a specific record in the system?

- For privacy and security reasons, Rugby Link will not be allowing the upload of proof of age documentation such as passports and birth certificates. Player portrait upload is available by both the individual participant and Club administrator.
- It will continue to be the Club's responsibility to check and verify a player's age.

13. Is there a facility to collect Working with Children details?

- ARU have created custom fields and added them to the Non-Playing Member registration form template. As a Club you can decide to make these mandatory and collect your non-playing members' Working with Children details.

14. Will Club users be able to upload a photo of the player for verification purposes?

- The requirement of player portraits will be based on competition rules and requirements.
- Please see ARU's 'Player Portraits' and 'Player Portraits (Participants)' [self-help guide](#) for further information.

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15. Will current qualifications and accreditations be reflected in Rugby Link?

- Yes, current accreditations and qualifications attached to participant records will be displayed in Rugby Link, as well as ARU's Learning Centre. Individuals will be able to view their own qualifications via the Rugby Link portal or the ARU Rugby Portal.

16. Will the system allow for Club coaches, team managers and assistant referees to be added to team sheets?

- Yes, Rugby Link records who have been assigned a role of 'coach', 'team manager' or 'assistant referee' can be added to team sheets via the Select Team page.

17. Will the ARU system allow Club/Match Official Association administrators to export participant information?

- Administrators, with the corresponding user rights, will have access to their database within Rugby Link. They will be able to export participant information via the Person List and Registration Manager screens.

18. Can email addresses be attached to more than one record?

- Yes, an email address can be attached to multiple records in Rugby Link.
- An individual record can have up to three (3) email addresses attached.

19. Can email and SMS communications be grouped? I.e. Can Clubs direct communications based on a specific age group?

- Yes, you can search your member database and group participants based on categories such as age or role through the creation of Custom Person Filters ([self-help guide](#)), as well as squad lists. Communications can then be directed at these specific groups.

20. Individual Insurance

- Since January 2015, Rugby moved to individual participant registration in line with the way other major sports in Australia operate. This provides a sustainable, simpler and fairer way to distribute the costs across our game.
- Australian Rugby and Gow-Gates Insurance Brokers have worked closely to transition the Australian Rugby Insurance Plan to a 'per participant' insurance levy collection to replace the 'per team' levy from previous seasons.
- In previous years, insurance levies were incorporated within your Club levy, but the introduction of a 'National Participant Insurance Levy' **will move the cost of insurance directly to the individual participants** who play the game. Put simply, the premium contributions are now directed to participants rather than Rugby Clubs.
- Everyone who plays Rugby will be required to pay this levy to ensure they are covered.
- The Australian Rugby Insurance Plan will continue to operate in the same way, including coverage and benefits, providing protection for players, match officials, coaches, volunteers and Rugby Clubs.

21. What is the cost?

- In 2017, each player who is registered for a Rugby club will pay a National Participant Insurance Levy (NPIL) based on tiered competition categories of Junior 4-7 yrs, Junior 8-12 yrs, Junior 13-18 yrs, Senior, Veteran, Casual Senior and Trial.
- The National Participant Insurance Levy will go direct to the Insurer to provide cover for participants, volunteers and Clubs under the Australian Rugby Insurance Plan.

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- 2017 National Participant Insurance Levy cost for XV's Competition Rugby (incl. GST) are outlined below.

Competition Category	\$ Cost per Player
Junior 4-7 yrs	\$0
Junior 8-12 yrs	\$12
Junior 13-18 yrs	\$14
Senior	\$65
Veteran	\$40
Casual Senior*	\$15
Trial**	\$2.50

**Players registered as Casual Senior are counted as a minimum of 1 weeks played and incur a minimum mandatory liability of \$27.30.*

*** Trial registration will cover any new player for pre-season training. However, will not cover a player for any trial matches and/or competition games. The player will need to convert to a full player registration.*

- 2017 Sevens and VIVA7s competition also have the following fees applicable

Competition Category	\$ Cost per Player
7s Junior	\$8
7s Senior	\$20
VIVA7s	\$5

22.How will it work?

- Each player who is registered for a Rugby Club will pay based on tiered competition categories of Junior 4-7 yrs, Junior 8-12 yrs, Junior 13-18 yrs, Senior, Veteran, Casual Senior and Trial.
- Players must be registered in Rugby Link to be insured to play the game.
- Players who register online for their Rugby Club through Rugby Link will be able to register and pay their National Participant Insurance Levy, National Participant Registration fee, and any other State Union/ Association or Club registration fees in one simple transaction.
- The National Participant Insurance Levy collected through Rugby Link will be distributed automatically to the Insurer.
- Players who register for their Rugby Club offline will be able to complete registration and payment with their local Rugby Club.
- Clubs will be liable for payment of the National Participant Insurance Levy for players who have not registered and paid online through Rugby Link, and will be invoiced by the Insurer for those players.
- If your Club has players who do not register and pay online through Rugby Link, your Club accepts the liability for registration fees and insurance levies.
- **NOTE:** Online registration is mandatory for all Clubs in 2017. The only exceptions are casual senior players and junior players with government vouchers (NT, QLD, SA and WA).

23.Will Non-Playing Members need to register?

- Yes, in 2017 all non-playing members will need to register on Rugby Link.

24.Australian Rugby Insurance Plan coverage

- The Australian Rugby Insurance Plan benefits and level of cover offer participants and Clubs the same level of protection for players, coaches, match officials, volunteers and Clubs.

25.Are club officials, committee, volunteers and our Club covered for accidents and liability?

- Registered non-playing participants will continue to be covered by the ARU's national insurance policy at no additional cost whilst performing their Role (acting in an official capacity on behalf of their clubs with a defined role, e.g. coach, committee and volunteers).

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- Each club will need to activate 'club membership'/registration for non-playing participants in Rugby Link to ensure coverage is extended. Updating the person's Registration Status to REGISTERED under the 'Non-Playing Member' registration type is required for this purpose.

26. Are Match officials, committee, volunteers and our Association covered for accidents and liability?

- Registered Match Official participants will continue to be covered by the ARU's national insurance policy at no additional cost whilst performing their Role (acting in an official capacity on behalf of their match Official Association with a defined role, e.g. referee, committee and volunteers).
- Each Match Official Association will need to activate 'association membership'/registration for match official association participants in Rugby Link to ensure coverage is extended. Updating the person's Registration Status to REGISTERED under the 'Match Official' registration type is required for this purpose.

27. When does insurance coverage start and cease for a registered Club player?

- The Australian Rugby Insurance Plan is effective for the selected registration period including competition, training and matches.
- New players to the Club must register online or complete a 2017 ARU Registration Form prior to participation in any Club activities.

28. Will registered Club players be covered for representative matches?

- Yes. Registered Club players are covered for participation in official representative matches, travel and activities, as per previous arrangements.

29. Is Special Event Insurance available for other Competitions and Events/ Tournaments?

- As per previous seasons, if Clubs/players are entering other sanctioned events/ tournaments (i.e. Sevens, 10's etc.), special event insurance will be payable depending on the nature of the event.
- For further information on Special Event Insurance please visit the ARU Sanctioned Events [webpage](#).

30. Can my Club or an individual player still take out Top-Up insurance on a per-team or per-player basis?

- Yes, the Top-Up options will remain unchanged. ARU recommends all Clubs and players consider enhancing their insurance cover, as required for their own circumstances.

31. Our Club claims back the GST on the insurance premium we paid. Are we still able to re-coup this cost?

- Yes, tax invoices for the full insurance levy will be provided to all Clubs based on the number of registered players.

32. Where are Certificates of Currency available for our Club?

- Certificates of Currency are available online at www.gowgatessport.com.au/rugby.

33. Does the ARU receive any commission or income from the Australian Rugby Insurance Plan?

- No. ARU does not receive any income from the Australian Rugby Insurance Plan.
- All insurance levies paid online by participants are disbursed directly to the insurer.
- All insurance levies collected by Clubs on behalf of the insurer are paid directly to the insurer.

**As of 13 December 2016*

For more information, visit www.aru.com.au/runningrugby/rugbylink
or contact InteractSport [Support](#)/ Rugby Link [Support Team](#).