



Communication of updates to National Registration Fee (NRF)

Dear Volunteers,

Thank you for your incredible efforts during another blockbuster cricket season! Early indications show an increase in participation, particularly among 5-12-year-olds, compared to previous years. Your dedication continues to drive these fantastic outcomes for our community.

You may recall that when PlayHQ was introduced, the **National Registration Fee** was established to support three key areas:

1. **Community Apps & Websites** – Enabling ongoing investments in digital technology that makes the club cricket experience more rewarding, simple and fun for players and volunteers.
2. **PlayHQ Fee** – Contribution to the licensing of PlayHQ for Australian Cricket, which allows for ongoing development and enhancement of the platform.
3. **Insurance** – Providing coverage for accidents and injuries incurred while playing.

This fee structure was set for a three-year period, during which time the insurance market has undergone significant change:

- Insurance costs increased significantly—by approximately 45% over the three years—leading to a large shortfall of insurance collection.
- Australian Cricket experienced a record-high number of injury claims. 90% of claims were from senior participants and 10% from juniors, disproportionate to current contributions, which are 67% for seniors, and 33% for juniors.

In March 2024, the National Community Cricket Leadership Team reviewed the National Registration Fee and decided not to increase insurance fees for the 2024/25 season, staying true to the original three-year commitment. However, increases will be necessary for the 2025/26 season to address the rising costs that exist in the current landscape.

What does insurance look like across other sports?

Recently at an Australian Sports Commission session, collectively all major sports raised that insurance increases are one of the key challenges being faced across the sector.

Despite this, cricket remains competitive, with the new rates averaging approximately 50% less than those of other non-contact sports and 75% less than contact sports.

What is changing with insurance?

From Friday 11th of April, contributions to insurance will shift to 22% for juniors and 78% for seniors, aligning more closely with claims paid.

Based on these revised percentages and the increases, insurance costs will be rising by:

- **\$14 per senior participant (Now costing \$27.05)**
- **\$1.45 per junior participant (Now costing \$8.00)**

Are there any other fee changes?

Both the Community Apps/ Websites Fee & the Play HQ license fee will remain unchanged; however, from Tuesday the 1st of July, all transactions on PlayHQ will also include a 1.49% service fee. This is to support the introduction of more flexible payment options that come with increased costs. This broader range of payment options, including Apple Pay, Google Pay and Pay-in-4, have been received very positively by participants and parents of other PlayHQ sports. Over 60% of all payments from these sports in the past 12 months have used the new options, providing enhanced customer experience and convenience.

What does this mean for registration as a whole?

For the Summer 25/26 season the NRF + additional Play HQ service will be as follows:

- **\$36.50 + 1.49% of entire registration fee per senior participant (previously \$22.50)**
- **\$17.45 + 1.49% of entire registration fee per junior participant (previously \$16.00)**

What's next?

Australian Cricket will continue to review this program annually to ensure participants receive adequate coverage at the most cost-effective rates. Costs may fluctuate year-on-year, influenced by market conditions and coverage needs.

For detailed related to what is included within your coverage, please visit

<https://www.au.marsh.com/sport/cricket-australia.html>

We appreciate your patience and support as we make these adjustments to better serve our cricketing community.

Thank you again for your incredible contributions to the game.

Regards,

Jon Stimpson

Head of Community Experience & Strategy, Cricket Australia