



Department of  
**Local Government, Sport  
and Cultural Industries**



# **KidSport Club How to Guide**

July 2024

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## **KidSport Overview**

The KidSport program is an initiative of the Western Australian State Government to support children aged 5 to 18 years of age from low-income families and at-risk population groups to participate in community sport.

The program subsidises participation costs by providing \$500 per financial year to each eligible child to join a KidSport Club.

The program is administered by the Department of Local Government, Sport and Cultural Industries (DLGSC) with the support of Western Australian local governments.

The department strongly advocates the benefits of involvement in community sport, not only for the physical benefits, but the positive impact on the mental and emotional wellbeing of the community.

The primary objective of the KidSport program is to reduce the financial barrier of participation in community sport for low-income families.

## **Purpose**

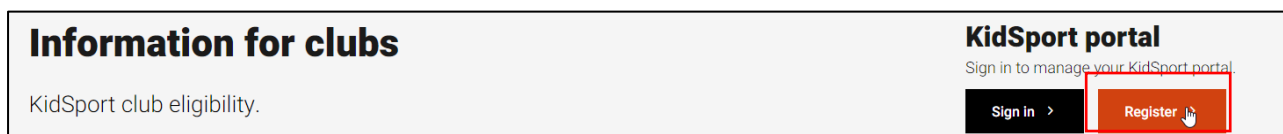
The purpose of this document is to outline the process of applying to become a KidSport approved club, and how to navigate the KidSport Club portal platform to redeem KidSport funding for approved applicants and related processes.

This guide is useful for future and current KidSport approved clubs and their primary administrators.

This guide should be read and acknowledged in conjunction with the [KidSport policy](#) to fully understand club responsibilities, and KidSport program processes and principles.

## Apply to be a KidSport Club

1. Browse to [Information for Clubs](#)
2. Review all information then click the [Register](#) button.
3. Clubs applying to be KidSport approved are required to meet the [Club eligibility criteria](#).



## Access Conditions

By accessing the KidSport portal the nominated contact acknowledges they are authorised to act on behalf of the registered organisation, and have read and understood the [Information for Clubs](#) and the [KidSport Policy](#). The nominated contact agrees to the website [terms and conditions](#) and [privacy statement](#).

Information accessed through the KidSport portal can only be used in the process of claiming KidSport funding as outlined in this how-to guide.

## Set up an administrator account

1. Review the disclaimer and [KidSport policy](#), then register your email address to create a log in as the Club administrator.

Department of Local Government, Sport and Cultural Industries

Apply for KidSport voucher | Contact Us | Sign In

Sign In Register

### Parent/Guardian

If you wish to apply for a KidSport voucher for your child, please complete the KidSport voucher application.

Apply for KidSport voucher

### KidSport Clubs

To change the primary contact for your club, please complete the [New Primary Contact form](#).

Registering is a simple process.

- Enter your email and a password (right) to begin.
- Update your name and contact details.
- Confirm your email address. The confirmation email may take up to 15min.
- Log in as the club admin and set up your club's profile.

To register your club for KidSport, you are required to meet the [club eligibility criteria](#) and acknowledge that you have read and understood the [KidSport Policy](#). The registration process is outlined in the [club how to guide](#). All clubs registered as an approved KidSport club will also be listed on the [Find a KidSport club](#) search page.

### Disclaimer

By creating an admin account for your club you are authorised to act on behalf of the registered organisation and have read and are agreeing to the [terms and conditions of the Department's website](#).

Register and create your Club profile

\* Email

\* Password

\* Confirm Password

Register

2. Enter your name, position, and contact number/s then click **'Update'**.

#### Your Information

**Title**

**First Name \***  **Last Name \***

**Position**

**Mobile Phone**  **Business Phone**

**E-mail**

Update

3. Once updated, click the **Confirm Email** button.

Follow the instructions in the email to confirm your account.

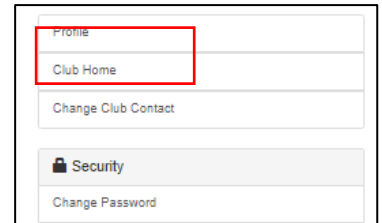
**ⓘ** Your email requires confirmation. ✉ Confirm Email

Your profile has been updated successfully. ✕

4. Refresh the page, or sign back in to continue with registration.

## Register as a KidSport Club

1. On the left-hand side of your profile page, click the **Club Home** button.
2. On the Club home page on the right-hand side, click the blue **Add Club** button.
3. Enter all your organisation's details and **Save**.
4. Once the Club has been created successfully review details onscreen.



### Club Created Successfully

You have now created your club profile.

#### KidSport Club Registration

To become a KidSport Approved club, click **Register for KidSport**.  
Your club fees and bank details will need to be entered for your club to be assessed.

To save your details and Register for KidSport later, click **Club Home** to return to your club homepage.  
You can continue registration at any time by clicking on the down arrow to the right of your club name and select Register for KidSport.

For further information and assistance, please contact the KidSport team on 08 9492 9911 or [kidsport@dlgsc.wa.gov.au](mailto:kidsport@dlgsc.wa.gov.au).

#### COVID-19 Cleaning Subsidy

To submit an application, click **COVID-19 Cleaning Subsidy**.  
Click on your club's name from the list to finalise your application.

<b>Registered Name *</b>	<b>Preferred Name</b>
DEPARTMENT OF LOCAL GOVERNMENT SPORT AND CULTURAL INDUSTRIES	Test Club 111
<b>ABN</b>	<b>Incorporation Number</b>
14 445 022 107	A0850051N
<b>Club Email</b>	<b>KidSport approval status</b>
<a href="mailto:eleanor.cribb@dlgsc.wa.gov.au">eleanor.cribb@dlgsc.wa.gov.au</a>	N/A

[Register for KidSport](#) [Club Home](#)

- To continue with registration click **Register for KidSport**.

## KidSport Club Registration

Please enter [Club Registration Fees](#) before continuing. Your club can not be approved without having any fees listed.

Please verify the information on this form and register to be a KidSport approved club. By submitting this form with your bank details, you understand and agree that this account will be used for all future payments from the Department of Local Government, Sport and Cultural Industries.

### KidSport Registration

**Australian Business Number (ABN) \***

**Registered Name \***

**Incorporation Number**

If you need to return to registration later, you will now be able to access the 'Register for KidSport' page from the 'Club Home' page as shown below:

Registered Name ↑	Preferred Name	Main Sports	KidSport Approved?
Test Swim School	Swim School Mighty Dolphins	Swimming	N/A

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Every child has the right to feel safe when participating in sport and recreation.

Organisations that undertake child-related work or activities have a responsibility to keep children and young people (those aged under 18 years) safe from harm and abuse.

To become an eligible KidSport club, you are required to comply with the *Working with Children (Criminal Record Checking) Act 2004*. This means certain people who engage in paid or unpaid work with children in your club will be required to hold a current Working with Children Check. To understand the obligations for your organisation, your employees and volunteers, visit the [Working with Children Check website](#).

In order to proceed, you must answer the following question:

Does the club you are registering comply with it's obligations under the *Working with Children (Criminal Record Checking) Act 2004*?

- If your organisation **does** comply with all WWC obligations answer **Yes**.
- If your organisation **does not** comply with all WWC obligations, answer **No**.
- Organisations who answer **No** will not meet the mandatory criteria to become or remain a KidSport Club, as outlined in the KidSport policy.
- If your organisation answers **No**, KidSport approval will not be approved until such time as you comply with your requirements.
- To further understand your organisation's compliance obligations, you should contact the [Working with Children Screening Unit](#).

- Enter Registration Fees.** Use the link under Registration Fees, to add all club registration/membership fees and or uniform and equipment fees (if applicable). See Page

5 for examples.

**Note:** KidSport vouchers can only be approved to match a listed fee. The name of the fee should be descriptive. e.g., AusKick, Junior membership, Yearly membership fee, etc.

Once all fees have been added click the 'Return to KidSport Club' registration page.

Registration Fees							
To add registration fees, for this club, go to <a href="#">Club Registration Fees</a>							
Name ↑	Club	Ages	Amount	Amount (xxx)	Type	Created On	Modified On
There are no records to display.							

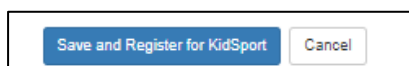
8. **Enter bank details.**

9. Click the Choose File button and upload supporting documents. All clubs must attach:
- **Evidence of bank account details**  
This can be in a form of a bank statement, blank deposit slip or other document issued by your bank, that clearly displays the **BSB, Account Number** and **Registered Name**.

Your club may also need to attach:

- **Evidence of State Sporting Association affiliation (Sport business)**
- **Evidence of peak body endorsement (Swim School)**

10. Double check all your information is correct then click '**Save and Register for KidSport**'.



- Completed applications will be reviewed by the KidSport team within 10 business days.
- The team will contact you with any questions or if information is missing, which may delay your application.
- All approved KidSport Clubs and primary contacts will be listed on the Find a KidSport club search portal.
- The primary contact will be contacted by the KidSport team with updates on the program, information on approved vouchers and when conducting random audits.



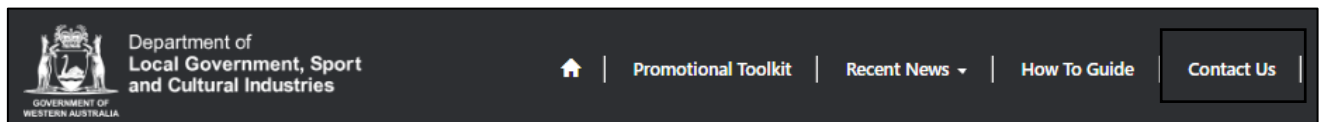
# Navigating the portal

## Changing the KidSport primary contact

- There can only be **one primary contact** per club.
- User accounts **must not** be shared between individuals.

To amend the primary contact for your club:

- Click the 'Contact Us' page
- Then the [Change Club Primary Contact](#) link.



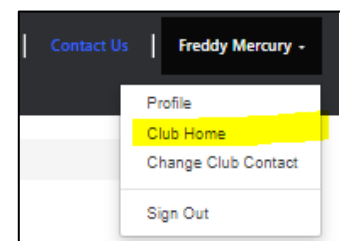
- Complete the form and upload evidence of the new contact's position within the club. Evidence could be:
  - Minutes from an AGM or meeting where they were appointed to the position.
  - A letter on organisation letterhead from the president or committee confirming your position
- The KidSport team will review your request and set up a new log in account for the portal.
- The new account will replace any existing log in account.

## Logging into the KidSport portal

Navigate to the KidSport portal to sign in:

<https://kidsport.dlgsc.wa.gov.au/SignIn>

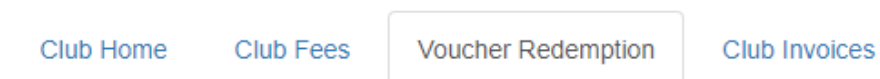
- Once signed in you will be taken to the profile page.
- Access the Club Home page by clicking '**Club Home**' on the left-hand side of the screen, or by clicking your name in the top right corner.
- Navigate through the portal by using the drop-down menu next to the approval status.



Registered Name ↑	Preferred Name	Main Sports	KidSport Approved?
Test Swim School	Swim School	Swimming	Approved

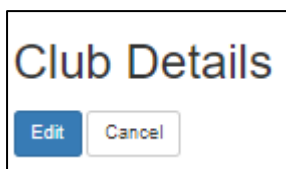
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Once you have opened a view, you can switch between the views by using the tab bar.



## Updating KidSport club details

- After you have logged on, click the club's **Registered Name** (in blue).



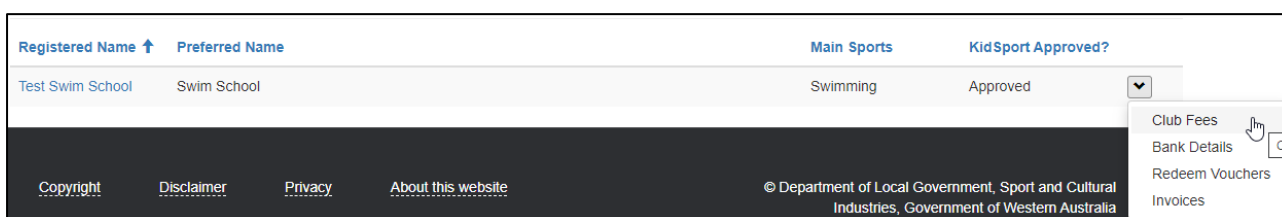
- **Edit** to update any club details and then 'Save' when completed.
- The KidSport team will review your changes within 10 business days.
- *Please note:* Updating your club details may result in your club being set back to pending.

## Club fees

Fees are required to be updated each financial year, or at the time your club fees are set. Fees are used to assess KidSport voucher applications, so it is important to keep these up to date.

## Adding or updating fees

On the Club home page, click the drop down to the right of your club status and select **Club Fees**.



## Entering club fees

Clubs must list their registration fees separately and be descriptive in their title. Where possible combine all applicable fees for a child to show parents the full cost of participating at your club.

KidSport vouchers are matched to your club fees. Where possible list the full amount due payable by the parent to participate at your KidSport Club. If you have a per session fee (e.g. swimming lessons) list a rate for a package of 10-20 sessions.

Fee examples:

- Juniors Winter Season (includes association, SSA, NSO fees) – Age 9-13 - \$320
- Swimming lessons – 10 sessions – Age 5-11 - \$190

Adding a new fee

1. Click the **'Create'** button – this will open a new page for the fee to be set up.
2. Enter all details on screen.
  - Select the Fee Type – Registration fee, Uniform fee or equipment fee.
  - Choose the age range from the drop down options.
  - Enter the fee amount in whole numbers.

- Click **'Save'** – you will be returned to the club fee page and your fee will be displayed under the Current Club Fees list.

### Create Club Fee

**Registration/Participation fees**  
Membership fee for a child in a specific age group participating in a sport activity.  
This should represent at least eight weeks of a sport activity, as outlined in the [KidSport Policy](#).

**Fee type \***

**Fee Description \***  
  
Enter fee description here. Please bundle together fees where applicable. e.g. Under 10's Annual fee + Insurance

**Age from**  **Age to**

**Amount (\$)**

## Editing or removing an existing fee

- Click on the name of the fee in blue from the fee list.

<input type="button" value="Create"/>			
Name ↑	Type	Ages	Amount
Juniors - Year 1-2	Registration Fee	5-7 years old	\$150.00
Juniors - Year 3-6	Registration Fee	8-12 years old	\$170.00

- To **edit the fee**, update details in the pop-up window then click **'Update'**.
- To **remove the fee**, click on the name in blue then click **'Remove'** in the pop-up box.

**Helpful Hint:** KidSport vouchers can only be matched against the club's registration fees. Update club fees annually and list the full amount due payable by the parent as a single lump sum amount.

## Uniform and Equipment fees

Uniforms and equipment may be purchased from a KidSport Club using KidSport vouchers.

It is at the discretion of the club if they choose to opt in and accept KidSport vouchers for uniforms and equipment.

To opt in for uniform and equipment:

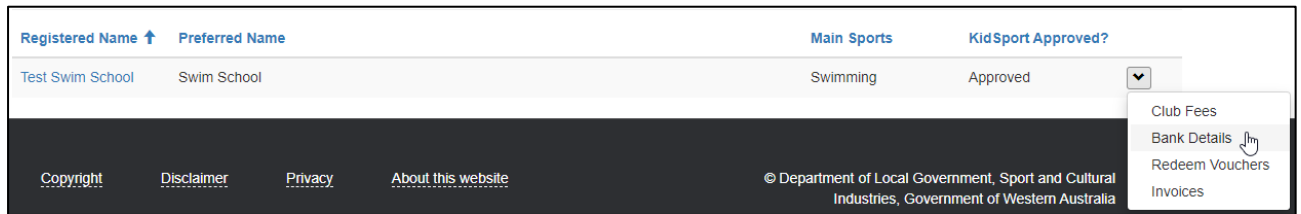
- Simply enter a Uniform fee line item and or an Equipment fee line item in the **'Registration fees'** box.
- The KidSport Club must also have a registration fee listed to be eligible to offer uniforms and equipment.
- These items must be purchased directly from the KidSport Club where the child is registering.
- Clubs must list their uniform and equipment fees separately from registration fees and be descriptive in their title.

To opt out for uniform and equipment:

- Clubs are set to opt out by default. Your club will only opt in if uniform and or equipment fees are added.
- If you have previously opted in, remove all uniform and equipment fees and your club will be set to opt out.

## Bank details

On the Club home page, click the drop-down arrow next to your club's name and select 'Bank Details'.



Update all details then attach evidence of your bank details.

Ensure the evidence clearly displays the BSB, Account Number and Registered Name of the club.

This can be:

- A recent bank statement (in the last six months) or;
- A recent transaction record, or;
- A blank deposit slip.

Once uploaded, your bank details document will be shown next to the 'Choose file' button.

Click 'Save' to submit changes for verification by the KidSport team. Payments will be placed on hold until details have been verified – if any information is missing you will be contacted by KidSport.

**Please note:** The bank details submitted will be used for all payments from the Department of Local Government, Sport, and Cultural Industries for your organisation (one account per ABN).

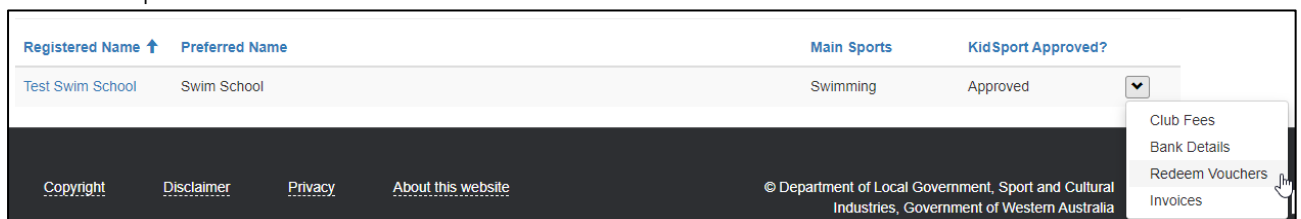
You can update your bank details at any time.

## Redeeming a KidSport voucher

**Please note: The KidSport team cannot provide codes to clubs directly.**

KidSport voucher codes are sent to the parent and or guardian only. The code will be a combination of letters and numbers (e.g. 123ABC) and is valid for 90 days from date of issue.

1. Once you have received the KidSport voucher code – from the club home page, click the drop-down arrow to select 'Redeem Vouchers'.



2. Click on the child's first name.

- In the **Redemption** screen – check all amounts to be paid are correct. KidSport will pay the full amount shown on screen.
  - If any voucher amounts are higher than the fees due, you can reduce the amount to match by typing in the correct fee. To increase fees, the parent will need to contact KidSport.
- Enter the code in the Voucher Code field then click ‘**Send Validation Code**’ button.

**KidSport voucher redemption**

Club  
A Test Swim School

First name: Testing Kid    Last name: Test    Gender: Female    Year: 2023/24

Registration Fee: \$ 210.00    Equipment: 0.00    Uniform: 0.00    Total Amount: \$ 210.00

Voucher Code: TEST12

Parent requested wrong amount on voucher?

- If the fee required is lower than the amount nominated on this voucher - you can reduce the amount to match the required fee. Consider all fees due payable by the parent when adjusting the amount, KidSport cannot make additional payments should an underpayment occur due to club changes.
- If the fee required is higher than the amount on the voucher, the parent will need pay the balance or apply for a new voucher if eligible. New fee amount cannot exceed the amount nominated by the parent.

Once Send Validation Code is clicked – KidSport will schedule total amount listed for payment.

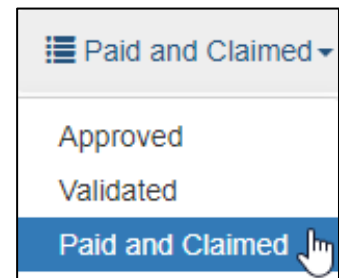
Buttons: Send Validation Code, Cancel

- If the code is correct, the child’s name will move from the ‘**Approved**’ view to the ‘**Validated**’ view. If the code is incorrect the status will show as “Invalid Code”.

## Viewing claimed vouchers

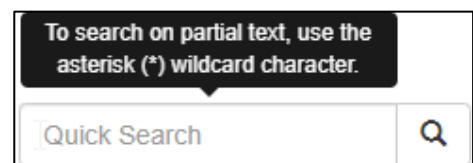
You can switch between each view by using the drop-down menus.

- ‘**Validated**’ view shows vouchers that have been processed with a valid code and are pending payment.
- ‘**Paid and Claimed**’ view shows vouchers that have been paid to the club. This view also includes the invoice number attached to the paid voucher.



### Helpful Hints:

- The **Quick Search** function allows you to search all fields.
  - Use the filter options to narrow down any view. You can export the displayed view to an excel spreadsheet by clicking the **Export** button.
  - A child will only appear in your list if they have selected your club on their application form.
- If you cannot find a child’s voucher:**



- Check your **validated view** section to check you haven’t already claimed the voucher.

- b. Contact the parent and or guardian and ensure they have applied for KidSport and chosen your club.
- c. Contact the KidSport team if you are unsure.

## Payment of KidSport funding

Clubs need to validate the child's voucher with the unique code to receive funding.

KidSport voucher payments cannot be split across organisations – the full amount listed on a voucher will be paid directly to your KidSport Club.

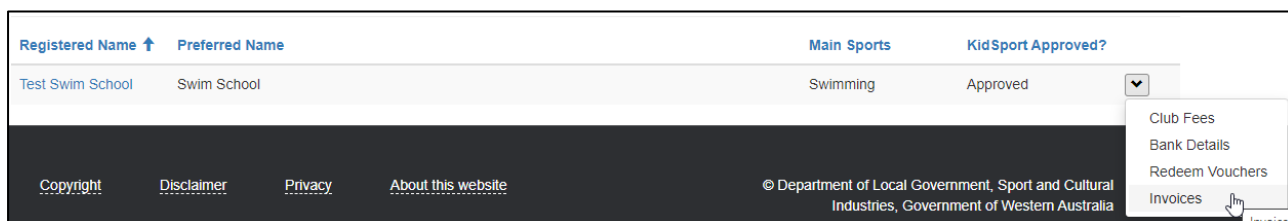
All clubs will receive direct payments from DLGSC.

After validation:

1. The voucher will be automatically attached to an invoice in a weekly process. **Clubs do not need to create an invoice.**
2. Once the invoice has been created, a PDF copy will be emailed to the club from the KidSport team. This invoice will list the names of the children's vouchers included in the batch payment.
3. DLGSC will make a payment to the club bank account. This will appear as a payment from DLGSC.
4. A PDF remittance advice will be emailed to the club from [accountspayable@dlgsc.wa.gov.au](mailto:accountspayable@dlgsc.wa.gov.au) once the payment has been paid. This remittance will list the KidSport invoice numbers that have been paid.

## Viewing invoices

On the Club home page, click the drop-down arrow to select 'Invoices'.



- Click on the invoice number that you are wanting to review.
- This will show you the details of the invoice, the total amount, and a PDF attachment of the invoice.
- By clicking on the attachment, you will be able to download the PDF copy of your invoice.

## Refund Process

Prior to arranging a refund, please view the [Refund Guidelines](#) found on the KidSport website. In no circumstance can the club provide a monetary KidSport voucher refund to the child, parent or guardian. Funds should only be exchanged between DLGSC and the club.

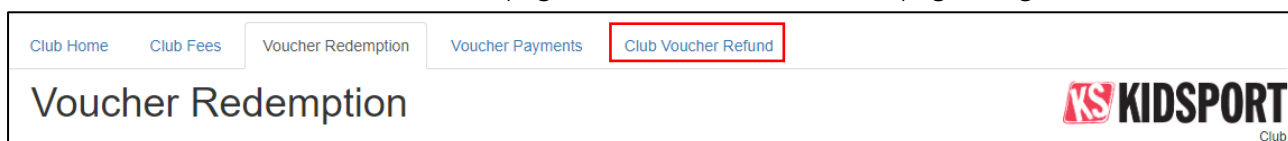
Please note the department will adhere to all individual organisation’s refund policies.

To initiate a refund:

1. Log into the KidSport Club portal and open the Club Home page.
2. Use the dropdown menu to navigate to the “Voucher refund request” page as shown below:



- a. You can also access this page from the Redeem Voucher page using the tabs.



3. Look up the paid voucher and complete all details onscreen to initiate the refund process.

Club Voucher Refund **KS KIDSPORT** Club

Subject \*  
Club Voucher Refund

Customer  
A Test Swim School

KidSport voucher

Voucher amount

Refund reason

Refund Amount

Description

- Use the magnifying glass button to search for the paid voucher – you will only be able to see vouchers paid in the last 6 months.
- Voucher amount should match the amount paid from DLGSC to your club.
- Refund amount should be the amount you wish to return to DLGSC.

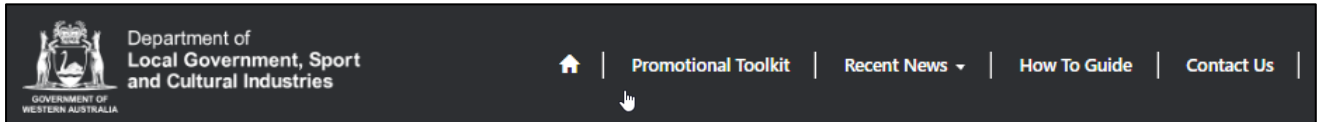
4. Click Submit and all information will be sent through to the KidSport team to action. If further information is required, the team will contact you via email.
5. Once assessed against the KidSport refund guidelines – DLGSC will issue an invoice to the club for payment of the refund, this will include DLGSC EFT details.
6. Returned funds will be made available for a child to use within the voucher round.



7. Your club can then make payment and email the KidSport team a remittance advice.

*\*KidSport Clubs who fail to make payment of invoices within the required time frame may be placed on hold from receiving further KidSport funding.*

## Promotional Material

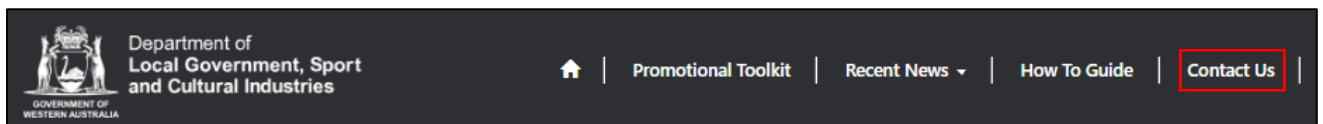


You can view the Promotional Toolkit from the top banner in the portal.

Promote KidSport in your community using the images and content on the [website](#). Use the sample text online to share the KidSport program in your newsletter, website and on social media.

If you would like any further material or have any suggestions on how we can support you to promote KidSport, please don't hesitate to contact the team.

## Contact Us



If you have any questions or would like the team to provide further training, please don't hesitate to contact the **KidSport Team** or use the 'Contact Us' button in the portal.

P: (08) 9492 9911

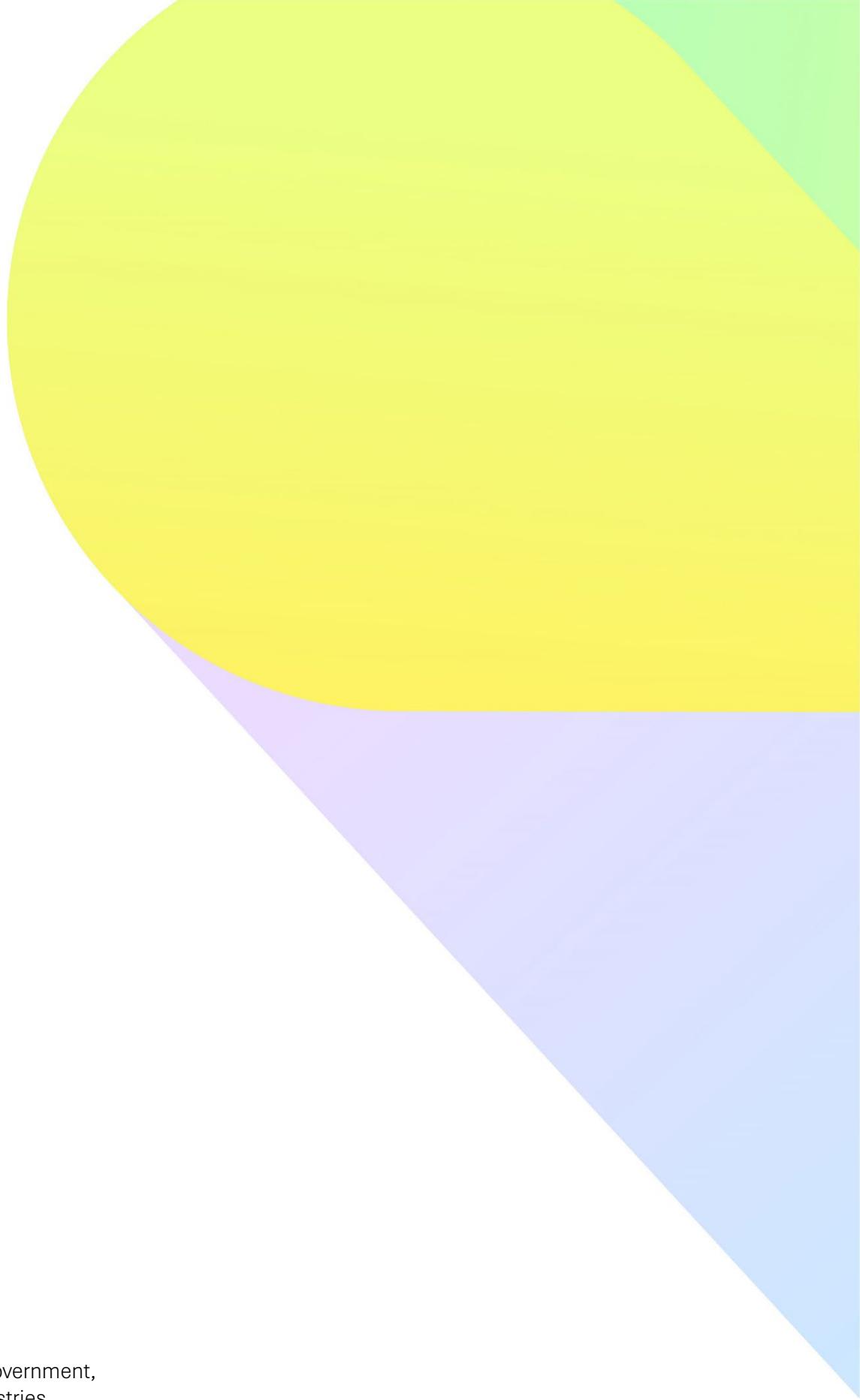
E: [kidsport@dlgsc.wa.gov.au](mailto:kidsport@dlgsc.wa.gov.au)

## Document Version control

Version	Date	Author	Notes
1.0	10/12/2019	A Atkinson	Original document
1.1	17/12/2020	S Yates	Invoice screen update, move to new TRIM
1.2	12/12/2021	S Yates	Registration process updates
2.0	08/05/2023	E Cribb	Version update, full review
2.1	31/07/2023	E Cribb	Uniform/equipment update
2.2	19/02/2024	S Yates	Refund process change update
2.3	01/07/2024	L Rampling	July 2024 Updates

Effective date:

Reference:



Department of Local Government,  
Sport and Cultural Industries  
PO BOX 8349  
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Email: [communications@dlgsc.wa.gov.au](mailto:communications@dlgsc.wa.gov.au)  
Website: [www.dlgsc.wa.gov.au](http://www.dlgsc.wa.gov.au)