



Department of  
**Creative Industries,  
Tourism and Sport**

# KidSport club

## How to guide

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# 1 KidSport overview

The KidSport voucher program is an initiative of the Western Australian Government to support children aged 5 to 18 years of age (inclusive) from low-income families and at-risk groups to participate in community sport and recreation activities. The KidSport voucher program subsidises participation costs by providing \$300 per financial year to each eligible child to join a KidSport club.

The program is administered by the Department of Creative Industries, Tourism and Sport (CITS) with the support of Western Australian local governments.

CITS 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.

## 2 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.

## 3 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](#).

<b>Information for clubs</b> KidSport club eligibility.	<b>KidSport portal</b> Sign in to manage your KidSport portal. <div><a href="#">Sign in</a> &gt; <a href="#">Register</a></div>
--	---

### 3.1 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 [disclaimer](#) 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.

### 3.2 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.

From 1 July 2025 DLGSC will be renamed the [Department of Creative Industries, Tourism and Sport](#).

 Department of Creative Industries, Tourism and Sport

[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  
Ms

First Name \*  
Test

Last Name \*  
Account

Position  
Treasurer


Mobile Phone  
4040 440 404


Business Phone  
9999 9999

E-mail  
sarah@otheremail.com

[Update](#)

3. Once your details have been updated, click the **Confirm Email** button. Follow the instructions in the email to confirm your account.

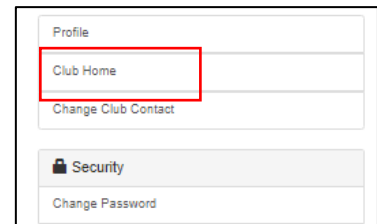
 Your email requires confirmation. [Confirm Email](#)

Your profile has been updated successfully. 

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

### 3.3 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.
5. To continue with registration click **Register for KidSport**.



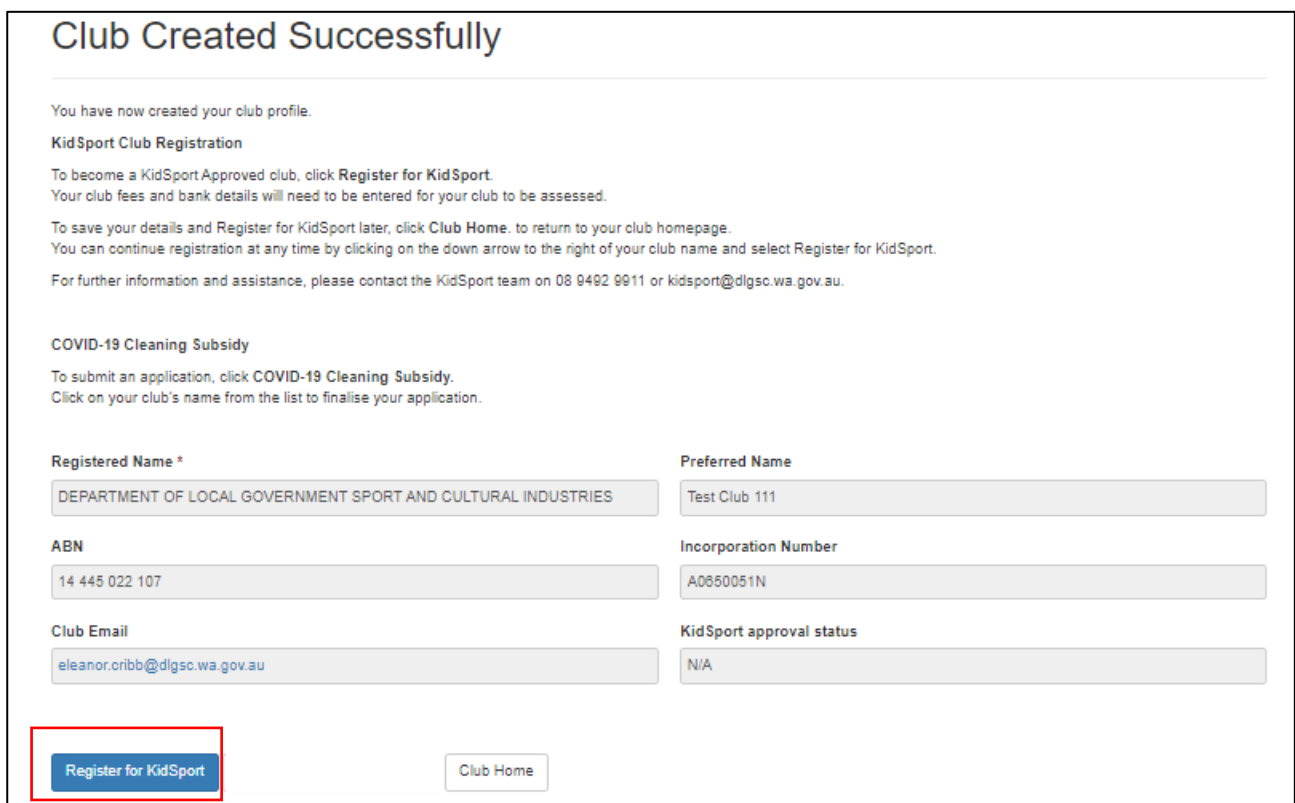
Profile

Club Home

Change Club Contact

Security

Change Password



## 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.

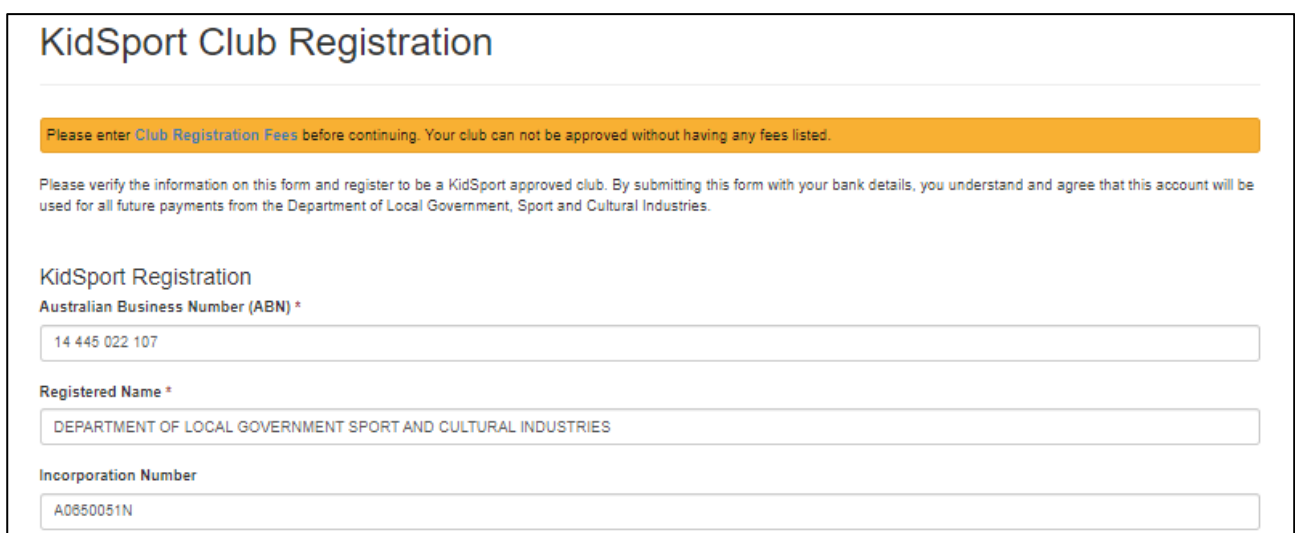
For further information and assistance, please contact the KidSport team on 08 9492 9911 or [kidsport@dlgsc.wa.gov.au](mailto:kidsport@dlgsc.wa.gov.au).

### 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**



## 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) \***

14 445 022 107

**Registered Name \***

DEPARTMENT OF LOCAL GOVERNMENT SPORT AND CULTURAL INDUSTRIES

**Incorporation Number**

A0850051N

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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[Club Fees](#)
[Bank Details](#)
[Register for KidSport](#)
[Invoices](#)

## Confirm Working with Children (WWC) compliance

**Working with Children \***  
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 that answer **No** do not meet the mandatory criteria to become or remain a KidSport club, as outlined in the KidSport policy.
  - If your organisation answers **No**, you will not be granted KidSport approval until you comply with the requirements.
  - To further understand your organisation's compliance obligations, contact the [Working with Children Screening Unit](#).
6. Add your club's registration/membership, uniform and equipment fees (if applicable) by clicking on **Club Registration Fees** under the Registration Fees heading. 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 you have added all fees click **Return to KidSport Club**.

**Registration Fees**

To add registration fees, for this club, go to [Club Registration Fees](#)

Name ↑	Club	Ages	Amount	Amount (xxx)	Type	Created On	Modified On
There are no records to display.							

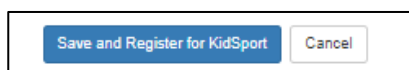
7. Enter bank details by clicking **Choose File** and uploading supporting documents. All clubs must attach evidence of bank account details - This can be in a form of a bank statement,

blank deposit slip or other document issued by your bank that clearly displays your club's 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).

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

A screenshot of a web interface showing two buttons. The first button is blue with white text that reads "Save and Register for KidSport". The second button is white with a grey border and grey text that reads "Cancel". Both buttons are contained within a thin black rectangular border.

- The KidSport team aims to review completed applications within 10 business days from the submission date.
- 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 club audits.

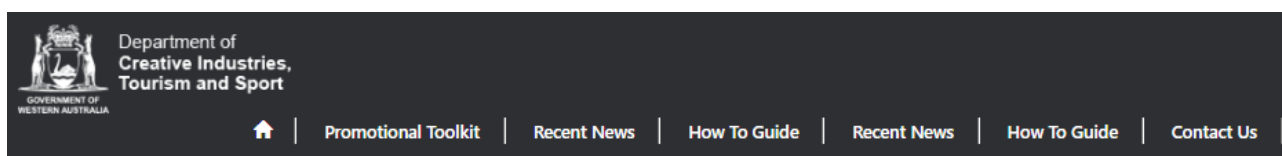
## 4 Navigating the portal

### 4.1 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 **Contact Us**.
- Then **Change Club Primary Contact**.

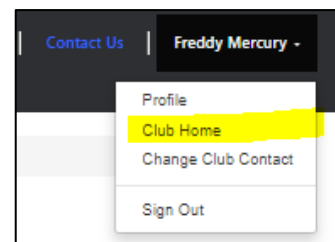


- Complete the form and upload evidence of the new contact's position within the club. Evidence could be:
  - minutes from an AGM or meeting where they were appointed to the position
  - a letter on the organisation's letterhead from the president or committee confirming the new contact's position.
- 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.



## 4.2 Logging into the KidSport portal

- Navigate to the [KidSport portal](#) to sign in.
- 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 using the drop-down menu next to the approval status.

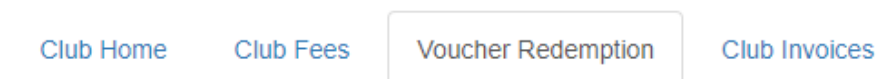


Registered Name ↑	Preferred Name	Main Sports	KidSport Approved?
Test Swim School	Swim School	Swimming	Approved

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[Club Fees](#)  
[Bank Details](#)  
[Redeem Vouchers](#)  
[Invoices](#)

- Once you have opened a view, you can switch between the views by using the tab button on your keyboard.

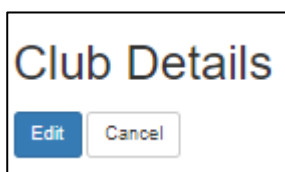


## 4.3 Updating KidSport club details

- After you have logged in, click the club's registered name (in blue).

DEPARTMENT OF LOCAL GOVERNMENT SPORT AND CULTURAL INDUSTRIES	Test Club 111	Flying Disc	N/A	▼
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- Click **Edit** to update any club details followed by **Save** when completed.



**Please note:** Updating your club details may result in your club being set back to pending. The KidSport team will review your changes within 7 business days.

# 5 Club fees

Fees are required to be updated each calendar year. Fees are used to assess KidSport voucher applications, so it is important to keep these up to date in the portal.

## 5.1 Adding or updating fees

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



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

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[Club Fees](#)
[Bank Details](#)
[Redeem Vouchers](#)
[Invoices](#)

## 5.2 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 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

### 5.2.1 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:
  - I. Select the fee type – registration fee, uniform fee or equipment fee.
  - II. Choose the age range from the drop-down options.
  - III. Enter the fee amount in whole numbers.
3. Click **Save** – you will be returned to the club fee page and your updated 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 \***  
 Registration Fee

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

**Age from**  
 5

**Age to**  
 12

**Amount (\$)**  
 245

**Save**

### 5.2.2 Editing or removing an existing fee

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

<a href="#">Create</a>			
Name ↑	Type	Ages	Amount
<a href="#">Juniors - Year 1-2</a>	Registration Fee	5-7 years old	\$150.00
<a href="#">Juniors - Year 3-6</a>	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 your club fees annually and list the full amount due payable by the parent as a single lump sum amount.

### 5.3 Uniform and equipment fees

KidSport clubs can opt-in to accept uniform and equipment vouchers. Providing uniforms and equipment is at the discretion of the club. To opt-in to accept KidSport vouchers for uniforms and equipment:

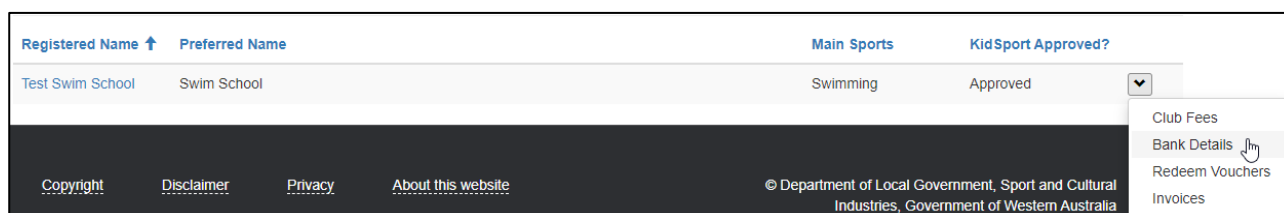
- The KidSport club must also have a registration fee listed to be eligible to offer uniforms and equipment.
- Simply enter a uniform fee line item and/or an equipment fee line item in the 'Registration Fees' box.
- These items must be purchased directly from the KidSport club where the child is registering.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

To opt-out of 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.

## 6 Bank details and verification

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



1. Update your bank details. Click **Save** to submit changes for processing 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.
2. Bank details are then processed by the KidSport team and scheduled for verification. The bank verification process is facilitated by an external company called OK2Pay.
3. You will receive an email from [noreply@prod.ok2pay.co](mailto:noreply@prod.ok2pay.co) with a secure link to start the verification process. **Please note:** the email is legitimate from this address but may still be sent to your junk inbox.
4. After you click on the link you will need to confirm your company (club), contact and bank details. You may be requested to provide some additional information.
5. You will then need to verify your bank account through one of the following methods:

- Online method
    - Securely connect to your bank via a secure platform powered by Illion, Australasia's leading consumer and commercial credit bureau. Illion is accredited by the Australian Competition & Consumer Commission (ACCC) to provide Consumer Data Rights (CDR) data.
    - This method instantly verifies your BSB, account number and account name.
    - No credentials are stored through this method, only the account details are verified.
  - Manual method
    - Upload 2 bank statements (PDF only) from 2 different months in the past 6 months. Sensitive data may be redacted. **Please note:** ensure that the account details on the bank statements match the account details you have entered in the KidSport portal.
    - A verification expert from Satori (OK2Pay) will contact you to confirm the details.
6. When this has been submitted, OK2Pay will complete the verification process and notify the KidSport team of the outcome. The club can then be taken off hold and payments resumed.

**Please note:** The bank details submitted will be used for all payments from CITS for your organisation (one account per ABN). You can update your bank details at any time.

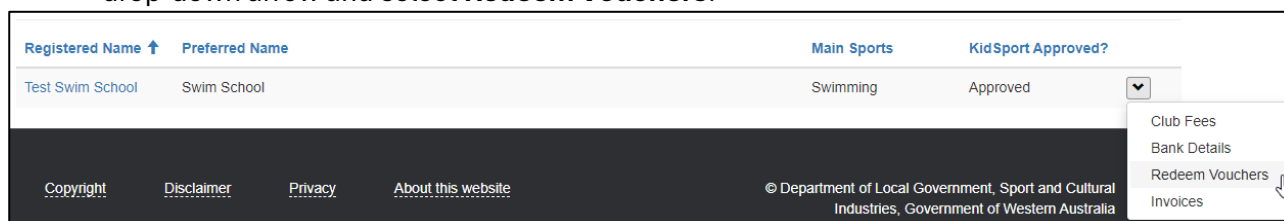
**Please note:** Bank verification through OK2Pay must be completed anytime that there is a new club, bank details are changed, or if a club is inactive from receiving any payments for a period of 18 months or more.

### Redeeming a KidSport voucher

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 the date of issue.

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

1. Once you have received the KidSport voucher code, navigate to the club home page, click the drop-down arrow and select **Redeem Vouchers**.



2. Click on the **child's first name**.
3. In the 'KidSport Voucher Redemption' screen – check all amounts to be paid are correct. KidSport will pay the full amount shown on screen.
  - If any amounts are higher than the fees due, reduce the amount to match.
4. Enter the code in the 'Voucher Code' field then click the **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.

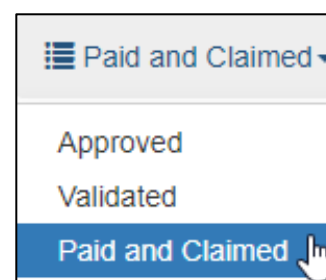
[Send Validation Code](#) [Cancel](#)

5. 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'.

## 6.1 Viewing claimed vouchers

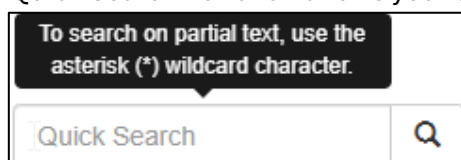
- 'Validated' view shows vouchers that have been processed with a valid code and are pending payment.
- 'Paid and Claimed' view shows vouchers that have been paid to the club. This view also includes the invoice number attached to the paid voucher.

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



### Helpful hints:

1. The 'Quick Search' function allows you to search all fields.



2. Use the filter options to narrow down any view. You can export the displayed view to an excel spreadsheet by clicking the **Export** button.
3. 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.
  - Contact the parent and/or guardian and ensure they have applied for KidSport and chosen your club.
  - Contact the KidSport team if you are unsure.

# 7 Payment of KidSport funding

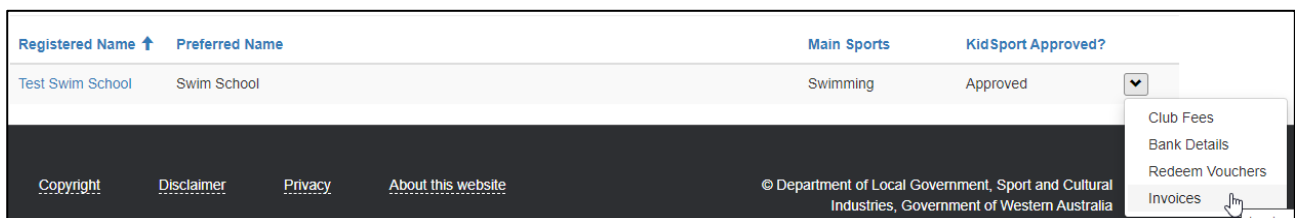
- **Clubs need to validate the child's voucher with the unique code to receive funding.**
- KidSport voucher payments cannot be split across organisations, the full amount listed on a voucher will be paid directly to your KidSport club.
- All clubs will receive direct payments from CITS.

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. CITS will make a payment to the club's bank account. This will appear as a payment from CITS.
4. A PDF remittance advice will be emailed to the club from [accountspayable@cits.wa.gov.au](mailto:accountspayable@cits.wa.gov.au) once the payment has been paid. This remittance will list the KidSport invoice numbers that have been paid.

## 7.1 Viewing invoices

On the club home page, click the drop-down arrow to select **Invoices**.



- Click on the invoice number that you want 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.

## 8 Refund process

Prior to arranging a refund, please view the [Refund guidelines](#) 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 CITS and the club.**

Please note CITS will adhere to all individual organisation's refund policies.

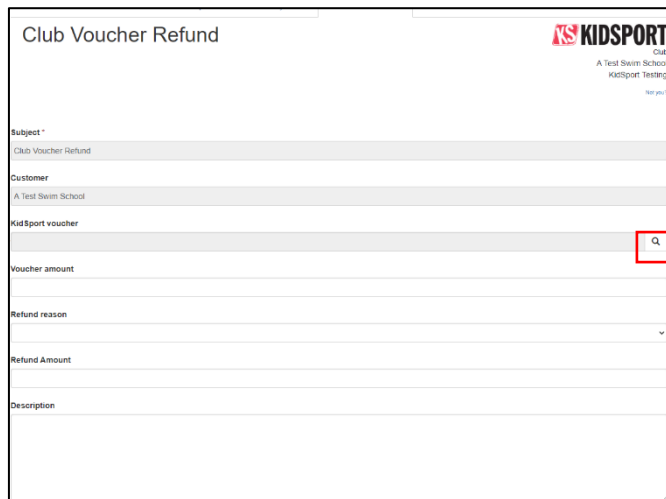
To initiate a refund:

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:



- 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.



- Use the magnifying glass button to search for the paid voucher, you will only be able to see vouchers paid in the past 6 months.
  - The voucher amount should match the amount paid from CITS to your club.
  - The refund amount should be the amount you wish to return to CITS.
4. Click **Submit** and all information will be sent through to the KidSport team to action. If further information is required, the KidSport team will contact you via email.
5. Once assessed against the KidSport refund guidelines, CITS will issue an invoice to the club for payment of the refund, this will include CITS EFT details.
- Returned funds will be made available for a child to use within the voucher round.
6. Your club can then make the payment and email the KidSport team with remittance advice.

**Note:** KidSport clubs that fail to make payment of invoices within the required timeframe may be placed on-hold and will not receive any further KidSport funding until the invoice is paid.

## 9 Promotional material

Help us spread the word about KidSport and give more children the opportunity to experience the benefits of being part of a local sporting club.

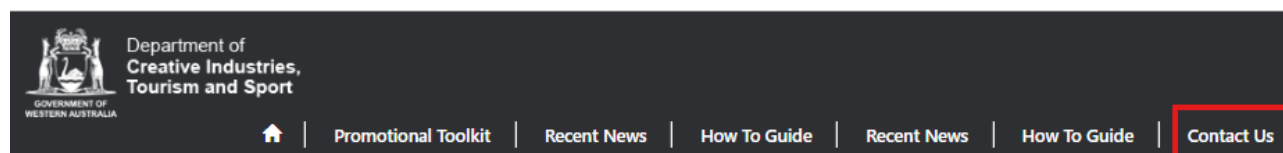
To help you do this, we've created a promotional toolkit which includes a KidSport poster that you can email to your contacts and print and display at your club, images you can use on your social media channels and website as well as social media and newsletter text suggestions.

We'd love for you to tag us in your social media posts:

- **Facebook:** @wagovernment and @CITSWA
- **Instagram:** @wagovernment and @CITS\_WA
- **LinkedIn:** @Department of Creative Industries, Tourism and Sport

If you would like any further promotional material or if you have any suggestions on how we can support you to promote the KidSport program, please contact the KidSport team at CITS by emailing [kidsport@cits.wa.gov.au](mailto:kidsport@cits.wa.gov.au) or calling (08) 9492 9911.

## 10 Contact us



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

Phone: (08) 9492 9911

Email: [kidsport@cits.wa.gov.au](mailto:kidsport@cits.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
3.0	17/11/2025	G Stanton	Full review, CITS branding update

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