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## Customer Service Centre

Q. "Will there be a dedicated support team for handling issues with GolfConnect?"

A. Yes, Golf Australia will provide a customer service team to handle support requests. For golfers, they will assist with issues like resetting passwords, verification of identity, and other technical support. For Club and Venue Administrators the support team will be able to assist with any issue with the GolfConnect platform.

Portal - [help.golf.com.au](https://help.golf.com.au)

Email - [help@golf.com.au](mailto:help@golf.com.au)

Phone - 03 7037 0400

## Email Functionality

Q. "What if a member shares an email address with their partner?"

A. It is acceptable in the GolfConnect platform that members share an email address. The member will need access to that email account to verify their identity when registering for GOLF.com.au or the GA Official App.

Q. "What happens to members who do not have an email address?"

A. Existing members without an email address will still be able to participate in competitions and access handicapping services with their Golf ID. They will not be able to login to GOLF.org.au or to the new GA Official App to view their handicap details. This is no different to the current state on golf.org.au or in the GA Handicap App.

Q. "How do we manage members who do not have an email address and are not IT-capable? Are they catered for?"

A. Non-tech-savvy members without email addresses can continue using their GOLF Link number (Golf ID) to participate in competitions.

Q. "What happens if a club member is unwilling to provide their email address?"

A. Existing members without an email can continue as normal. New members, however, must provide an email to access GolfConnect services

Q. "How do elderly members without email addresses check their handicap without receiving a verification code?"

A. Existing members without an email address will still be able to participate in competitions and access handicapping services with their Golf ID. They will not be able to login to GOLF.org.au or to the new GA Official App to view their handicap details. This is no different to the current state on golf.org.au or in the GA Handicap App.

## Fees and Affiliation

Q. "Will the fee for GolfConnect be the same as GOLF Link?"

A. Yes, GolfConnect will not cost more than GOLF Link. The fees may increase in the future, but no significant increases are currently planned. The GOLF Link fee will become a GolfConnect fee.

Q. "Will we no longer need to affiliate with the VGL?"

A. There will be no impact on your affiliation with the VGL or any other State/District association.

Q. "Once GolfConnect is operational, will members still need to pay a fee for each club where they are members, as they do with GOLF Link?"

A. No changes are planned to calculate the affiliation fees that clubs and venues are liable for.

Q. "What will the cost be for each player?"

A. The GOLF Link fee will transition to a GolfConnect fee. Clubs and Venues can expect similar increases in line with what has happened in the past.

## **GolfConnect Functionality**

Q. "Will we be able to enter scores/cards manually to GolfConnect, or will a third-party program be required?"

A. GolfConnect will include a Venue Management System which can be used for membership, competition and handicap management. It will replace the GOLF Link Tier 1 software.

Q. "Our social golf club plays at a public course. Are we required to provide the course information, or is that the responsibility of the course operator?"

A. Concerning the agreement, you will be required to sign the GA GolfConnect Use Agreement for Organisations in its entirety. Concerning the maintenance of the course data in the GolfConnect platform, in most cases this will be managed by the organisation that operates the course, however, this can be negotiated depending on the circumstances at the venue.

Q. "Can we skip course data in the contract if we don't manage a course?"

A. No, the GolfConnect Use Agreement for Organisations must be signed in its entirety.

Q. "For a day's competition, we have around 20-25 players. How does the new system handle these?"

A. The GolfConnect Venue Management System will have the capability to run individual Stroke, Stableford and Par events, noting that the VMS is intended to replace the GOLF Link Tier 1 software currently in use with typically smaller volunteer-run, regional and rural clubs.

## **Golfer Communications**

Q. "When would it be appropriate to communicate to members the transition to GolfConnect?"

A. In the coming weeks, Golf Australia will circulate to clubs and venues, a member's communications kit. It will include newsletter and website articles and other collateral, that you can use as a basis for communication to your members.

Q. "Will GA be providing templates for email/newsletter communication?"

A. Yes, Golf Australia will circulate to clubs and venues, a member's communications kit. It will include newsletter and website articles and other collateral, that you can use as a basis for communication to your members.

Q. "Do our members have to complete the email/registration process twice if they already belong to another club?"

A. No, the Golf ID will remain the same across multiple clubs. Members will not need to register twice to access their handicap record on GOLF.com.au or in the GA Official App.

Q. "How do members without an email check their handicap without a verification code?"

A. Members without an email can continue using their Golf ID to check their handicap however they do now, likely directly with their club. It's worth noting that a golfer cannot currently look up their handicap on the current Golf Australia website (golf.org.au) or GA Handicap App without an email address.

Q. "If our members already belong to a home club, do they need to complete the registration process twice?"

A. No, the same Golf ID will be used across all clubs

## **Golfer Information**

Q. "Why do you need our players' dates of birth?"

A. Dates of birth are required to verify identity, ensure participation in age-specific competitions, and comply with online safety requirements

Q "Will Golf Australia automatically transfer existing golfer data from GOLF Link?"

A. Yes, existing data in the GOLF Link platform like GOLF Link numbers (now Golf ID), Names, Addresses, D.O.B. etc will be transferred automatically

Q. "How will Golf Australia ensure the security and privacy of golfer data, especially email addresses?"

A. GolfConnect has been built with privacy by design, adhering to privacy guidelines from the Australian Office of the Information Commissioner. Additionally, independent security tests are conducted to protect data on an ongoing basis.

## **Transition & Onboarding**

Q. "Will Club and Course information on GOLF Link be moved across to GolfConnect?"

A. Yes, the existing data will be transferred to GolfConnect. You will be required to check this data as part of the onboarding process. Hole-by-hole data (Par, distance, stroke index) is not currently stored in GOLF Link and will either be imported from your GA - Licenced Service Provider software (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius and GolfBox) or will need to be entered by a club administrator during the onboarding process.

Q. "Our club uses the GOLF Link Tier 1 software; will this be the same under GolfConnect?"

A. The GOLF Link Tier 1 software is being retired and replaced with the GolfConnect Venue Management Software (VMS). Unless you have entered an agreement with a GA - Licenced Service Provider (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius and GolfBox) you will use the GolfConnect VMS to manage your golf operations.

Q. "What process will be in place for updating course data (e.g., changes to holes, par, distance)?"

A. This process will be covered in week 2 of 4 in the onboarding process, prior to the offline week and transition to GolfConnect.

Q. "Can clubs adjust timesheets during the shutdown period?"

A. The timesheets in your GA - Licenced Service Provider software (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius and GolfBox) will not be impacted by the transition

Q. "Can clubs upload new members or change contact details during the shutdown period?"

A. No, to ensure data accuracy during the transition, no changes can be made during the offline period.

Q. "Does the shutdown period affect clubs' ability to communicate with members through the E-news platform?"

A. This functionality in your GA - Licenced Service Provider software (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius and GolfBox) should not be impacted by the transition. We encourage you to check directly with your LSP.

Q. "Will we still use MiScore to enter scores?"

A. If you currently use a GA - Licenced Service Provider (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius and GolfBox) to manage your golf operations, you will continue to use that software at your venue.

Q. "What forms need to be filled out?"

A. Golf Australia requires each club or venue to complete the online "GolfConnect Onboarding Form". It includes some basic organisation details (name and address), who your authorised contacts are for signing the GolfConnect Use Agreement for Organisations and receiving the GolfConnect activation link, and which GA - Licenced Service Provider software (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius and GolfBox) that you use, if any.

Q. "Will existing golfer data from GOLF Link be automatically transferred?"

A. Yes, existing data in the GOLF Link platform like GOLF Link numbers (now Golf ID), Names, Addresses, D.O.B. etc will be transferred automatically.

## **Use Agreement for Organisations**

Q. "If we decide we don't want to use the GolfConnect platform, what are the consequences?"

A. If a club decides not to sign up for GolfConnect, they will not have access to the World Handicap System for their members use.

Q. "What happens if the GolfConnect platform experiences downtime? What compensation/support will clubs receive?"

A. There will not be compensation by default. Golf Australia's agreement with DotGolf includes clauses around guaranteed uptime. Historically the GOLF Link platform has been very stable, with unscheduled outages being extremely rare, and Golf Australia expects the GolfConnect platform to perform comparatively.

Q. "Our club is incorporated under the Associations Incorporation Act 2015, and we don't have an ABN. Can we use our Registered Number?"

A. Yes, an Incorporated Association registration number is acceptable for clubs that do not have an ABN

Q. "What happens if the club doesn't sign the agreement?"

A. If a club does not sign the agreement, they will not have access to GolfConnect and subsequently the World Handicap System.