



PLAYHQ CONCUSSION MANAGEMENT FUNCTIONALITY

**LEAGUE AND CLUB
ADMIN GUIDE**

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1. What is Concussion

Concussion is a brain injury. It can happen when players get a head knock, a bump or an impact to the body that sends force to the head. In footy it could be from a tackle, a mark or even a bad landing or fall. Basically, it's a short-term change in how the brain works. For a little while, it takes more energy for the nerves to talk to each other. And you don't need to be knocked out to have a concussion. In fact, most concussions happen without the person losing consciousness.

Spotting a suspected concussion is key. A suspected concussion is a head knock or impact to the body that sends force to the head plus signs or symptoms afterwards. But here's where it gets tricky – concussion signs and symptoms aren't always obvious. Players might feel fine right after a knock, but symptoms can show up hours or even up to a few days later. Remember: if in doubt, sit it out.

Recovery is crucial, and is different for everyone. The good news is most players make a full recovery from concussions. But they need to give their brain time to heal. Just like with a sprained ankle, they can't rush back into play. Kick off recovery by seeing a doctor, and following the AFL Guidelines for [Graded Return to Play](#). Take it slow and steady, building up their confidence as symptoms improve. And then it's back to playing the game we love!

Remember, concussions can happen at any level of play. Whether you're a parent or a player, speak out if you see something that worries you. Sitting isn't quitting!

Learn more at the [AFL Play Concussion Hub](#).

2. Overview of PlayHQ concussion management functionality

The PlayHQ concussion management functionality includes the ability to enter suspected concussions which makes players ineligible for selection and triggers email notifications. The functionality requires that the PlayHQ profile owner (i.e. player or parent / guardian) make various declarations as part of their clearance to return to play.

Over time, this functionality will expand to include reporting capabilities to provide insights on concussion across community footy (e.g. concussion incident rates and average return to play timeframes by age group and gender).

This guide provides a step-by-step overview on how to enter a suspected concussion and the steps required for clearance to return to play.

3. Entering a suspected concussion

A suspected concussion can be entered by:

- a) Team Manager or Club administrators
- b) League administrators and above

A suspected concussion can be entered in relation to a match or non-match related incident (e.g. an incident at training or an incident outside football).

When a suspected concussion is entered:

- a) A player is automatically marked as ineligible for selection in line-ups until they successfully complete the steps required for clearance to return to play.
- b) The participant/profile owner will be notified of the suspected concussion via email and provided details on the process they must follow to safely return to play following a suspected concussion.
- c) The team manager and relevant club administrators will be able to see this concussion record. (Note: once the player has been cleared to return from the suspected concussion, the concussion record will only be visible to the participant/profile owner.)

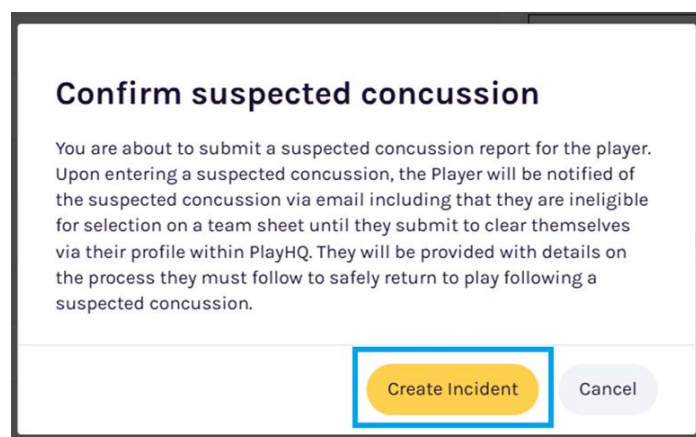
A suspected concussion incident can only be recorded within 7 days of the incident date.

3.1 Entering a suspected concussion following an incident during a match

To enter a suspected concussion from a match incident:

- a) Navigate to the **Game Details** of the relevant game in the **Admin Portal**
 - i. Clubs or Leagues can access the relevant game via the Game Day tab and then selecting the game date or date range and then clicking on the details for the game.
 - ii. Leagues can also access the relevant game via the Competition Management tab and then navigating to the relevant season, grade and fixture and then clicking to Update Scores & Stats
- b) Select the **Incidents** tab and click **Add Incident**
 - i. Leagues can select to add either a 'Behaviour' incident or an 'Injury – Concussion' incident
 - ii. Clubs can only select to add an 'Injury – Concussion' incident
- c) Select **Injury – Concussion** as the **Incident Type** and select **Start**
 - i. Game date must be within 7 days from the current date to allow entry
 - ii. Upon entering a suspected concussion, the Player will be notified of the suspected concussion via email including that they are ineligible for selection on a team sheet until they submit to clear themselves via their profile within PlayHQ. They will be provided with details on the process they must follow to safely return to play following a suspected concussion.

- iii. Upon entering a suspected concussion, the team manager and relevant club administrators will be able to see this concussion record. Once the player has been cleared to return from the suspected concussion, the concussion record will only be visible to the PlayHQ profile owner.
- d) Select the **Team** –
 - i. Clubs can select either home or away team, however, Clubs will only be permitted to select players from their team.
 - ii. Leagues can select either home or away team and will be permitted to select players from either team.
- e) Choose the **Player** and provide a brief **Incident Description**, then click **Next**. You will be prompted with a confirmation screen (as per below).

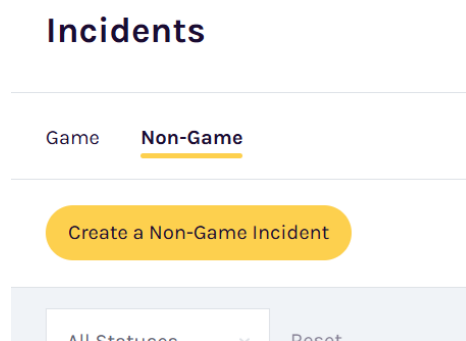


- f) Click **Create Incident**

3.2 Entering a suspected concussion for a non-match related incident

To enter a suspected concussion for a non-match incident:

- a) From the **Admin Portal** main menu, select **Incidents**
- b) Select the **Non-Game** Incidents tab and click **Create a Non-Game Incident**



- c) Select **Injury – Concussion** as the **Incident Type** and select **Start**
 - i. Leagues can select to add either a ‘Behaviour’ incident or an ‘Injury – Concussion’ incident
 - ii. Clubs can only select to add an ‘Injury – Concussion’ incident

Please select the incident type

Incident type*

Injury - Concussion

Start Cancel

- d) Search for the **Player** by their **Last Name** and click **Search**
 - i. You can also search by First Name, Email and Date of Birth
- e) When the player you want shows in the results, select that player and click **Next**

Create a Non-Game Incident

• ○

Next

Cancel

Participant Search

Search for a participant you would like to add an incident to.

First name	Last name*	Email	Date of Birth	
Please enter	March	Please enter	DD/MM/YYYY	<input type="button" value="Reset"/> <input type="button" value="Search"/>

4 Results

NAME	EMAIL ADDRESS	D.O.B	ADDRESS	
Meg March	marmee.march@litlew.com	17 Oct 2000	TUART HILL WA 6060	<input type="radio"/>
Amy March	marmee.march@litlew.com	04 Apr 2004	TUART HILL WA 6060	<input checked="" type="radio"/>
Beth March	marmee.march@litlew.com	16 Dec 2002	TUART HILL WA 6060	<input type="radio"/>

- i. The non-game incident date must be within 7 days from the current date to allow entry.
- ii. The Owning organisation and all organisations above it in the hierarchy will be able to edit this incident, and create and edit outcomes.
- iii. Upon entering a suspected concussion, the Player will be notified of the suspected concussion via email including that they are ineligible for selection on a team sheet until they submit to clear themselves via their profile within PlayHQ. They will be provided with details on the process they must follow to safely return to play following a suspected concussion.
- iv. Upon entering a suspected concussion, the team manager and relevant club administrators will be able to see this concussion record. Once the player

has been cleared to return from the suspected concussion, the concussion record will only be visible to the PlayHQ profile owner.

f) Select **Related Season** and provide a brief **Incident Description**, then click **Next**

Create a Non-Game Incident

NextBack

Incident Details

Please note:

- Upon entering a suspected concussion, the Player will be notified of the suspected concussion via email including that they are ineligible for selection on a team sheet until they submit to clear themselves via their profile within PlayHQ. They will be provided with details on the process they must follow to safely return to play following a suspected concussion.
- Upon entering a suspected concussion, the team manager and relevant club administrators will be able to see this concussion record. Once the player has been cleared to return from the suspected concussion, the concussion record will only be visible to the PlayHQ profile owner.

Incident Type*

Injury - Concussion

Participant

Amy March

Owning Organisation* ⓘ

Concussion Club

Incident Date*

DD/MM/YYYY

Related Season* ⓘ

Please select

Incident Description*

Please provide a brief description of the incident that resulted in the suspected concussion including any signs or symptoms of concussion.

g) You will be prompted with a confirmation screen (as per below). Click **Create Incident**

Confirm suspected concussion

You are about to submit a suspected concussion report for the player. Upon entering a suspected concussion, the Player will be notified of the suspected concussion via email including that they are ineligible for selection on a team sheet until they submit to clear themselves via their profile within PlayHQ. They will be provided with details on the process they must follow to safely return to play following a suspected concussion.

Create Incident

Cancel


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Once a suspected concussion is entered, the player is automatically marked as ineligible for selection in line-ups until they successfully complete the steps required for clearance to return to play. See example of a player being ineligible for selection due to a concussion:

×

Add Line-up









HUGHESY SENIOR BOYS



Maximum of 22 players are required for this game.
Please ensure there is no duplicate player number.

Team Players - Out

Players that have been allocated to this team, but have not been selected for the line-up in this game.


#	Player	
-	Edmund Barton	
-	Alfred Deakin	
-	Andrew Fisher	
-	Billy Hughes	
-	Joseph Lyons	
-	Robert Menzies	
-	Concussion Test	
-	Malakai Youseff	

Line-up (0/22)

Players that have been selected for this game.

There are no players in the line-up.

[Select line-up from a previous round](#)

 Edit Captains

Non-team Players

Add to the line-up players that have not been allocated to the team.

[+ Select Player](#)

Player has not met the following criteria to be selected in this game:

- Injury - Concussion

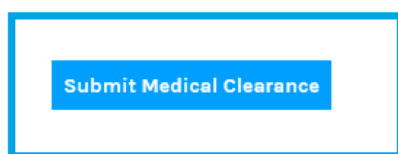
4. Submitting a clearance to return to play

Only a player (or profile owner on the player's behalf) can submit a clearance to return to play.

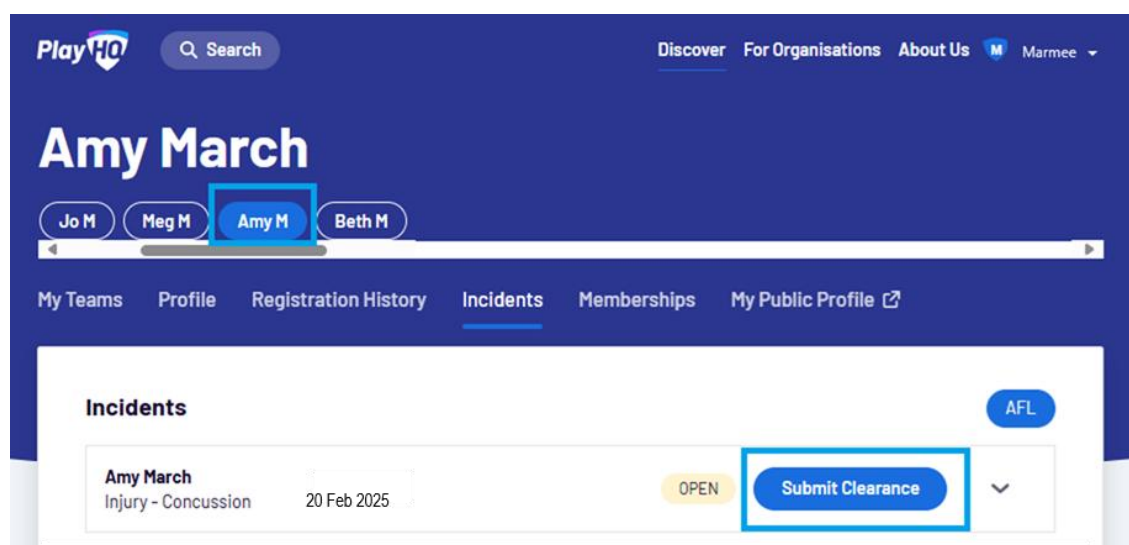
The player will be notified via email that a suspected concussion has been entered and that they are ineligible for selection in games. That email will also advise them of the steps to complete to return to play. Once they are ready to submit to return to play, they need to follow these steps:

- a) Navigate through to the **Clearance to Return to Play** page by either:
 - i. Clicking to **Submit Medical Clearance** via the email notification they received.

If a medical doctor determines that the player did not suffer a concussion, the player must provide a medical report and clearance to their club. It is vital that players are honest in outlining to their doctor the reasons for the suspected concussion and any signs / symptoms. Where a player has been cleared of having suffered a concussion, they may submit to clear themselves via their PlayHQ profile. In these circumstances their team manager or club administrator must confirm via PlayHQ that they have sighted the medical clearance for the player to then be cleared and eligible for selection on a team sheet.



- ii. Logging into playhq.com and navigate to **My Account > Incidents**, and click **Submit Clearance**



- b) Enter the proposed **Return Date** to return to play, provide your registered medical GP / Doctor name, Medical Centre Address and Contact Number and then confirm compliance with the relevant return to play steps and click **Submit Clearance**.

20 Feb 2025 (Injury - Concussion Incident)

Review and submit your clearance to return to play. Please submit the date which you are proposing to return to play.

Return Date*

25/04/2025 

GP/Doctor Name*

Please enter

Provider Number

Please enter

Medical Centre Address*

Please enter

Medical Centre Contact Number*

Please enter

- ☐ I / player have successfully completed the stages of the graded return to play and have remained symptom free throughout the graded loading program
- ☐ I / player have obtained a clearance to return to play (from a registered medical doctor) to return to full contact training / playing
- ☐ I / player feel confident to return to play
- ☐ I / player understand that I may be required to show my team manager or a club administrator my clearance to return to play

Submit Clearance **Cancel**

Please note that if the player is seeking to return to play immediately (i.e. a doctor has cleared them of having suffered a concussion), they will follow the same process, however, they will be asked to confirm compliance with an alternate list of relevant return to play steps. In this scenario, the Club will also need to confirm they have sighted the medical clearance before the player is eligible for selection (see section 5).

Once a clearance to return to play has been submitted, the participant, Team Manager and relevant Club Administrators will be notified via email.

The Incident status will update from **OPEN** to either:

- a) **NEEDS REVIEW** (if player is seeking to return before 21 days) – in this scenario, a Team Manager or Club Administrator must confirm via PlayHQ that they have sighted the medical clearance before a player can be selected in a team sheet.

- b) **PENDING** (if player is seeking to return after 21+ days) – in this scenario, no further action is needed, and the incident will automatically close on the player's return to play date and the player will be eligible for selection.

Note: for player privacy, once a concussion incident has closed and after the return to play date, the incident will disappear from the incident list.

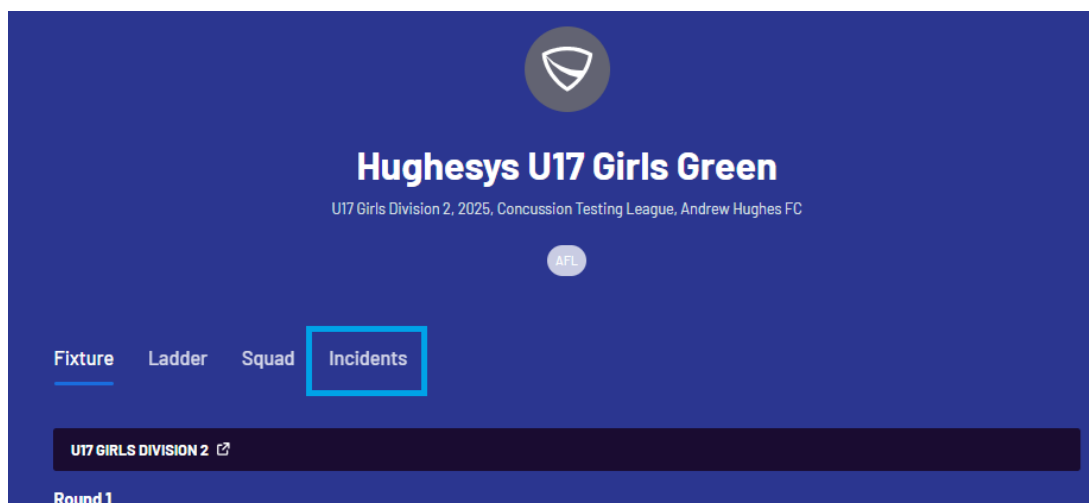
5. Verifying a medical clearance (if seeking to return before 21 days)

If a player submits a clearance and their **Return to Play Date** is **less than 21 days** from the incident, a Team Manager or Club Administrator must **review and verify that they have sighted the medical clearance for the player via PlayHQ** before the player becomes eligible for selection on a team sheet. This scenario should only occur when a medical doctor has assessed a player and confirms that no concussion was sustained.

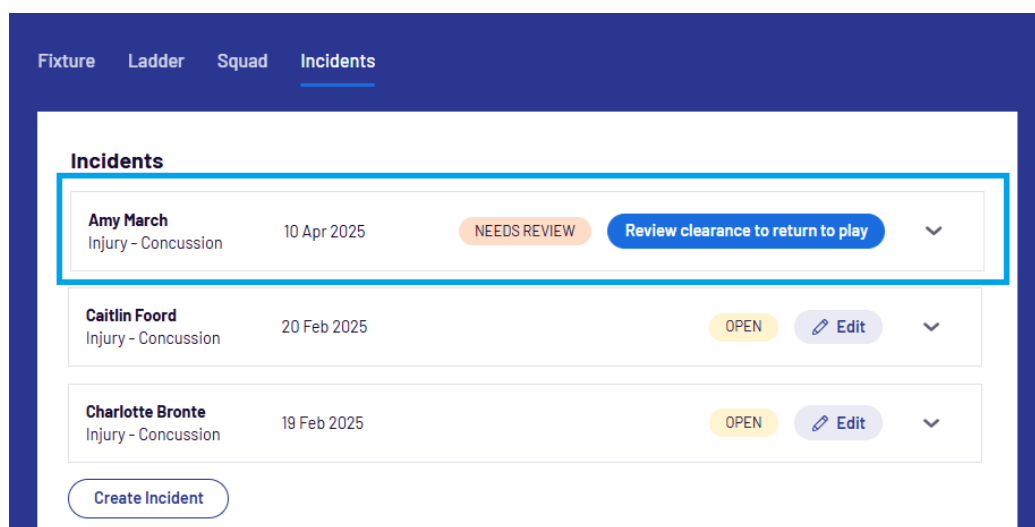
To review and verify the clearance request and close the incident on PlayHQ, a Team Manager or Club Administrator must follow these steps:

5.1 Team Manager with Management Access verifying via My Teams

- a) Switch to the **Incidents** tab



- b) Find the relevant players' concussion incident, click **Review clearance to return to play**



- c) Review the clearance details provided, and click **I have sighted the clearance to return to play**

Fixture
Ladder
Squad
Incidents

Amy March

10 Apr 2025 (Injury - Concussion Incident)

Once complete and for player privacy, this incident will disappear from the incident list after the return date.

Clearance Return Date
10/04/2025

GP/Doctor Name
Dr Smith

Provider Number
Not yet submitted by participant

Medical Clinic Address
33 Smith St

Medical Clinic Contact Number
0411 222 555

I have sighted the clearance to return to play
Cancel

5.2 Club or League Admin verifying with Admin Access

- a) Navigate to the **Incidents** tab and find the relevant players' concussion incident and find the incident where the status is **Needs Review** and click **Details**

Incidents					
Game		Non-Game			
		10/04/2025		17/04/2025	
All Statuses		Reset		1 - 4 of 4	
INCIDENT DATE	NAME	TEAM	TYPE	STATUS	
16 Apr 2025	Malakai Youseff	Hughesys Senior Boys	Injury - Concussion	CLOSED	Details
12 Apr 2025	Nicole Bolton	Hughesys U17 Girls	Injury - Concussion	NEEDS REVIEW	Details

b) Click on **Review Medical Clearance**

The screenshot shows the 'View Incident' page. At the top, there's a breadcrumb 'Incidents > Game' and a 'View Incident' button with a 'NEEDS REVIEW' status. A 'Done' button is in the top right. The main content area has two sections: 'Incident details' and 'Outcome Details'. The 'Incident details' section shows '12 Apr 2025 - Concussion Club U17 Girls vs Hughesys U17 Girls' and 'Andrew Hughes FC, Concussion Test U17 Girls, 2025'. The 'Outcome Details' section shows 'Return to play details for Nicole Bolton'. A blue box highlights the 'Review Medical Clearance' button in the 'Outcome Details' section.

c) Outcome Details will display

- Clearance Return Date
- GP/Doctor
- Provider ID
- Medical Clinic Address
- Medical Clinic Contact Number

d) The **Clearance sighted by** details need to be filled in for the person who has sighted the clearance. This includes, First Name, Last Name, Email and Mobile.

The screenshot shows the 'Edit outcome' page. At the top, there's a 'Save' button and a 'Cancel' button. The main content area has a section titled 'Outcome Details' with the subtitle 'Return to play details for Nicole Bolton'. Below this is a blue box with a message: 'Once complete and for player privacy, this incident will disappear from the incident list after the return date.' The 'Clearance Return Date' is '16 Apr 2025'. The 'GP/Doctor' is 'Dr Brown'. The 'Provider ID' is 'Not yet submitted by participant'. The 'Medical Clinic Address' is '140 Harbour Esplanade'. The 'Medical Clinic Contact Number' is '041255888'. The 'Clearance sighted by' section is highlighted with a blue box and contains four input fields: 'First Name*', 'Last Name*', 'Email*', and 'Mobile*'. Each field has a 'Please enter' placeholder.

e) Click on **Save**

Note: Once complete and for player privacy, this incident will disappear from the incident list after the return to play date.

6. Set up Automated Email Concussion Incident Notifications

PlayHQ allows administrators to configure email addresses to receive automatic notifications when concussion incidents occur in your organisation.

This feature helps administrators stay informed about any concussion incidents. This functionality is already used to alert administrators for new registrations, transfers and permits.

To configure notification recipients, please follow these steps:

- Navigate to **My Organisation > Overview > Notifications** tab in the Admin Portal
- Enter a valid email address and click **Add**. From here, you can configure which events the email addresses will receive notifications for. Click on the **Toggle** for **Concussion Incident** to turn it from grey to green.
- After making changes (i.e. adding emails, removing emails, or changing notification preferences), click the **Update & Save** button.

My Organisation

Details Contacts **Notifications** Vouchers Payments

By adding an email address, you agree to use the information that is sent in any email you receive solely for your organisation's purposes.

Notifications
Add an email address to receive emails whenever a new registration, transfer request and permit request is triggered.

Email

concussion@test.com.au **+ Add**

Limit 30

EMAIL ADDRESS	CONCUSSION INCIDENTS	TRANSFERS	PERMITS	COMP. REG.	PROG. REG.
concussion@test.com.au Added by: Tony PP Saunders 24 February 2025	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Update & Save Cancel

Note: you can update the **Concussion Incident Toggle** for an email address that is already receiving notifications – i.e. you do not need to add the email a second time. Simply toggle on the Concussion Incident from grey to green and click **Update & Save**.

7. Frequently Asked Questions (FAQs)

What happens once a player has been recorded as having a suspected concussion?

Once a suspected concussion incident is entered, a player is automatically marked as ineligible for selection in line-ups until they successfully complete the steps required for clearance to return to play.

Team Managers and Club Administrators can view concussion incidents via the **incidents** list in the **Admin Portal** and **My Teams**.

How does a player request a clearance to return to play?

As per section 4, once the player is ready to submit to return to play, they need to navigate through to the **Clearance to Return to Play** page by either (a) clicking to **Submit Medical Clearance** via the email notification they received or (b) logging into playhq.com and navigating to **My Account > Incidents** and clicking **Submit Clearance**.

They will then be prompted to enter their proposed **Return Date**, the registered medical GP / Doctor name (along with Medical Centre Address and Contact Number) where they received the medical clearance and confirm they have completed various steps as part of a safe return to play prior to clicking **Submit Clearance**.

If the player is seeking to return to play immediately (i.e. a doctor has cleared them of having suffered a concussion), their Club will also need to confirm they have sighted the medical clearance before the player is eligible for selection (see section 5).

My medical doctor / GP cleared me of a concussion, but my Coach can't select me on a team sheet. What should I do?

If a medical doctor / GP determines that a player did not suffer a concussion, the player must submit a clearance and their Club will need to confirm via PlayHQ that they have sighted the medical clearance for the player to then be cleared and eligible for selection on a team sheet.

Can concussion incidents be edited or deleted?

Team Managers and Club Administrator can edit a concussion incident date, or incident description, or delete the incident altogether (if accidentally created). Edits must be made within 7 days of the incident date and must be made prior to the player requesting a clearance to return to play.

Can a concussion incident be viewed after a player returns to play?

For privacy reasons, Team Managers and Club Administrators will be unable to view a player's concussion incident history, after they are cleared to return to play. Only the profile owner can view historic concussion incidents in their Account Details, under the incidents tab.

Our Coach or Captain enters team line-ups – can they record a suspected concussion incident?

No – only Team Managers and Club Administrators can create and manage suspected concussion incidents. If a team does not have an assigned Team Manager with Management Access, please contact a Club Administrator with Admin Portal access, to record a suspected concussion incident.