



FOOTBALL
QUEENSLAND

Referee Appointments Manual

FOOTBALL QUEENSLAND REFEREE APPOINTMENTS MANUAL

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Introduction

Welcome to the Appointments Manual for Football Queensland Referees. This document is designed to take you through every element of how we manage appointing you as a referee and how you need to manage your availability and appointments so that you can get the most out of your season.

Appointing referees is incredibly complex and requires detailed work to manage fixtures and to get as many referees onto as many games as possible.

On average, the Football Queensland Referees Department covers 30,000+ matches per season. This is a huge process where we all need to work together to constantly improve and make sure that football is a positive experience for all participants.

Football is growing as a game which means the demand for referees is also growing.

There are many reasons why a Match Official can or cannot be appointed to a match. Broadly speaking, this includes:

- Referee availability and fixture scheduling
- Safeguarding Policies (e.g. age restrictions, workload management)
- Accreditation levels and progression pathways
- Geography of the state of Queensland
- Conflicts of interest

Within that, there are many sub reasons. It is our job, and yours as a Match Official, to help work through these factors with us, each week, so that we can get you out officiating.

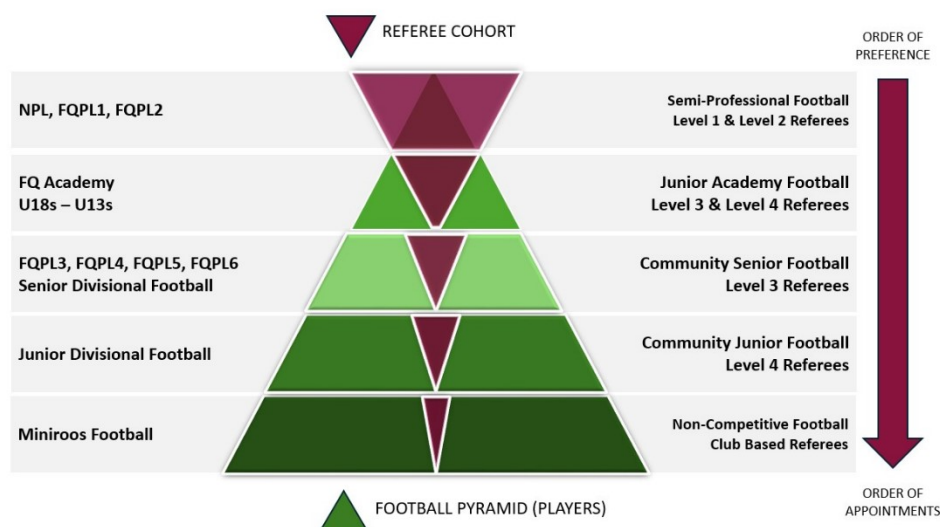
Reading this manual will help make sure you have the most successful season possible.

How do appointments work in Queensland?

There are numerous factors that dictate how and why Match Officials are appointed.

Appointments Hierarchy 2025:

The Appointments hierarchy dictates to our Appointments Officers which games take precedence for the limited number of Match Officials in Queensland. We would love to have more than enough Match Officials so that the hierarchy wasn't required, but referee numbers are finite and thus we must think very carefully about how we use our referees.



Two by Two Appointments:

At Football Queensland we will always try to appoint Match Officials together with their friends.

We have a safeguarding duty to all match officials, but especially Junior Football Match Officials to take appropriate steps to protect them, in line with this duty, we have outlined guidelines which essentially establish that:

- Junior Football Match Official can only referee on their own in very unusual circumstances on Junior Matches.
- Junior Football Match Officials cannot referee on their own in Senior Matches.

For more information on this guideline please head to the link [here](#).

How do I give myself the best opportunity to referee?

Squadi is the platform which you will use to manage your Referee administration. This includes:

- **Registrations -**
 - Personal Information is up to date (home address, email, phone number, Blue Card details and your Statement by a Supplier*).
- **Availability -**
 - refer to [page 6](#) of this manual.
- **Appointments -**
 - Notification settings turned “ON” for the Squadi app
- **Payments (via Stripe) -**
 - Enter your bank details so that you can receive payments

**Please note that your Statement by a Supplier must be uploaded to Squadi otherwise you may be required to pay Income Tax on your Referee Income - refer to page 14 for more information.*

Each of these aspects of your Squadi profile need to be set up correctly so that you can receive, manage and process your appointments and be paid for your refereeing.

Where can I Referee?

Before you get started as a Match Official, you must first consider where you live in relation to the football clubs you are comfortable travelling to and refereeing at. The best way to do this is to communicate with FQ Appointments Team via this email appointments@footballqueensland.com.au stating where you will be able to referee.

Our appointments team will take into account where you live, and try to minimise travel for you. This can change, based on built up knowledge and understanding of preference of each Match Official with the appointments team – but when we are unsure, we will do our best to stick to this guideline. Moreover, we do store notes on these preferences – you can send these into the appointments@footballqueensland.com.au email address.

Added to that, the more Senior the match, in line with the Appointments Hierarchy, the greater the expectation is upon things like travelling for an appointment. This expectation is negated by increased fees for refereeing.

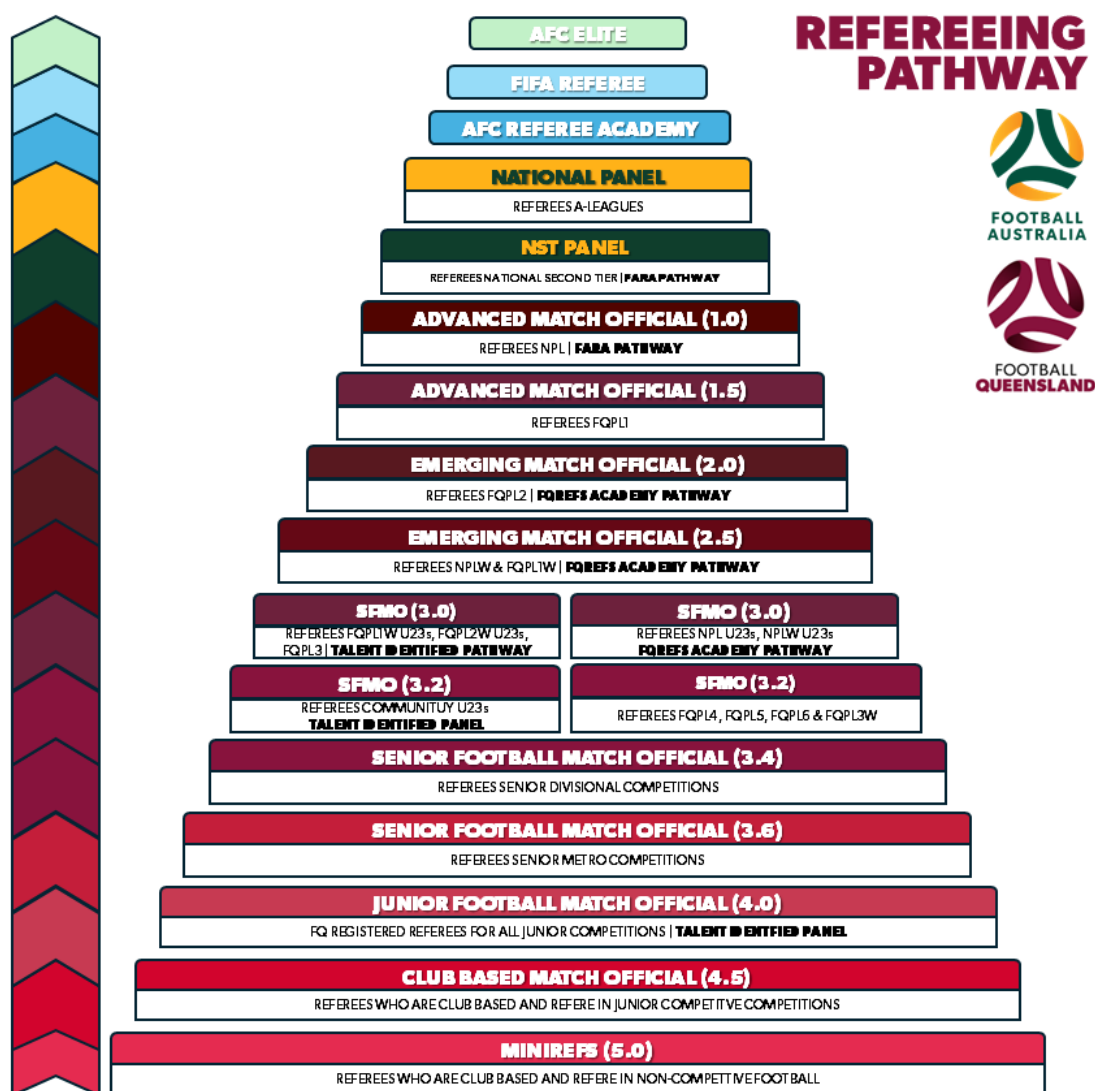
Added to the above please remember dependant on where you travel impacts the level of refereeing that you are exposed too.

This is a feature that is within your control, and as such you are accountable for these actions.

In development there is an option to select venues/teams on Squadi – however it is not presently functional until further notice.

What Level of match can I Referee?

Your accreditation will dictate which level of football you are allowed to referee. This is mandated by Football Australia in line with Safeguarding policy. The Football Queensland Refereeing Pathway outlines which level you can referee based on your classification.



For more information on the requirements to move through the pathway please view the Football Queensland Referee Pathway and promotion structure supporting documentation [here](#).

How will I get games relevant to my own age?

We will always try to make sure that Referee Appointments in the Junior Competitions are age appropriate. Under normal circumstances, for example, we would not have a thirteen-year-old Match Official take charge of an U16s competitive fixture. In terms of being an Assistant Referee we have more flexibility.

There will also be a situation where a Senior Referee would only wish to referee in Junior Football – something which we can of course accommodate.

Can I Referee gender specific competitions?

At present our Senior Competitions are Male and Female genders. Some Junior Competitions are mixed gender, and some are gender specific. As a Match Official you may only wish to referee in

a competition which relates to one gender. Once again, this can be accommodated. If this is your preference, please let the Football Queensland Appointments team know via email: appointments@footballqueensland.com.au

What if a family member plays for a team?

It's important to consider the impact of accepting an appointment if you have a conflict of any kind:

- If you have any connection or involvement with a club(s) (Playing/Coaching/Other)
- If you have had an incident occur, involving a particular team(s) or club(s).
- If you have a family member play for a team.
- If you play in the same League which you are asked to referee.

Please make our appointments team aware of any circumstances that you feel conflict your refereeing duties. **Remember perception is reality.**

If you find yourself in a situation where you have been appointed to a game, and there is a conflict in place, please communicate this with the Football Queensland Appointments Team, and we will seek to correct the appointment as soon as possible.

What if I don't have a game this weekend?

It is a challenge for us to appoint a Match Official to every single game when you consider the many reasons that a Match Official may or may not be able to take to the field. A lot of the appointments rely on personal preferences and safeguarding procedures each week, with this in mind, we do ask that you come forward and tell us which games you can referee yourselves. Appointing is still a manual process, and unfortunately there are occasions where we might miss people.

We publish all competitive matches for each region to our website ([here](#)). This gives you the opportunity to apply for additional matches or the ability to see where you can assist if prior appointments were not applicable. We aim to publish this information on a Monday or Tuesday of the game day week at the latest.

It is important to remember that when you are requesting a game, this is done so in the correct manner. All appointment communications must come through via email to: appointments@footballqueensland.com.au

In addition to that, whenever emailing the appointments team about an appointment in any manner you must format your subject line in this manner:

[Region Of Match] | Date Of Match | Teams Involved | Kick Off Time

Please do not abbreviate any of these details.

Failure to use this formatting may result in your request being missed by our team.

If at any point you request a game from our website, please make sure you are available on Squad1 before you make the request.

By making our appointments team aware of these preferences by emailing appointments@footballqueensland.com.au, refereeing panels can be streamlined and purpose fit for all referees.

How Do I See What Games Are Available For This Weekend?

In order to see where opportunities to referee each weekend in **all regions** please go to: <https://footballqueensland.com.au/Resources/referee-resources/referee-appointments/>

When reading your Regions Spreadsheet please only request matches where Match Official opportunities are available.

You can find this out by looking at the following:

Saturday	18/01/2025 17:00	FQPL 3 Sunshine Coast U23 Men -	Baringa FC FQPL 3 U23 Men	Gold Coast Knights FQPL 3 South Coast U23 Men	BARINGA - Field 1	Pre- season	FQ REFEREE	FQ REFEREE	FQ REFEREE
Saturday	18/01/2025 14:00	FQPL 2 U23 Men_	Beerwah Glasshouse Utd FQPL 3 U23 Men	Pine Hills U23 Men	MMSC - Field 1	Pre- season	FQ REFEREE	FQ REFEREE	

The first column with FQ REFEREE relates to the Referee role for the match. The next two columns relate to the Assistant Referee Roles for the match.

On the above example, the top match is "fully allocated" as it has three FQ REFEREES appointed.

The bottom match still requires an Assistant Referee as there are only two FQ REFEREES appointed.

Therefore if you are free on the 18th January at 14:00, and available on Squadi for that time, you can request to be the Assistant Referee for the bottom match.

To do this, you will need to email appointments@footballqueensland.com.au using the aforementioned formatting and we will then assign you to the match provided the match is within your skill set.

If at any point you request a game from our website, please make sure you are available on Squadi before you make the request.

How does FQ know when I can referee?

How do I make myself available?

Submitting your Referee Availability is one of the most important aspects of your refereeing administration.

As a Football Queensland Match Official your first duty is to submit your availability.

- Ensure availability is set within the Squadi Availability calendar.
- Availability must be outlined from Monday – Sunday for each week.
- Please remember that there are midweek fixtures during the season for all competitions in each region.
- **Please make sure your availability is set to allow for you to arrive to a ground at least 60mins before kick-off. For example, if you have a match kicking off 10:00am you need to be available from 09:00am.**

Availability is defaulted in Squadi to available. This means if you have not yet edited this, our Appointments officers will appoint you as you are showing available.

No assumptions are made on availability, although we do work on the premise that a date is available unless made unavailable.

You will never be appointed to a game if you are marked as unavailable unless you receive prior contact from the appointments team.

If available → **Green (can be appointed)**

If unavailable → **Red (cannot be appointed)**

To prevent having to decline an appointment please follow this process on a Monthly basis and amend as circumstances change:

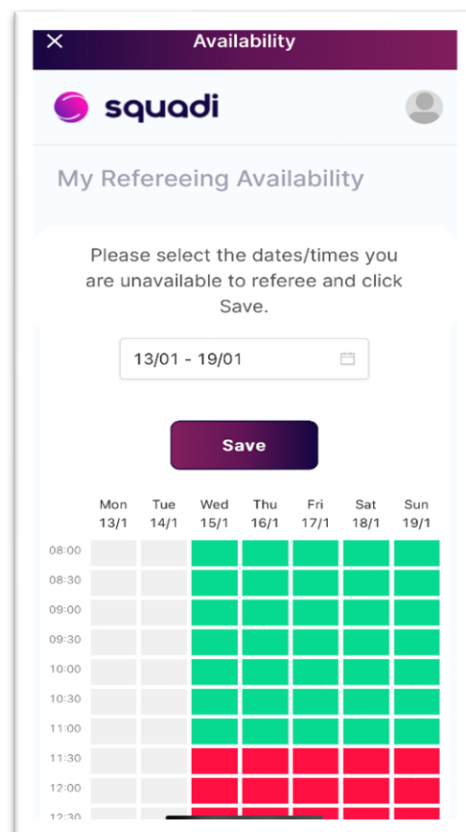
Process for managing your availability:

1. Open the Squadi App
2. Select three dots on Home Screen (More)
3. Then select Referee Availability.
4. Select weekly date range (green boxes show available and red boxes show unavailable)
5. Click on save before exiting

For a “How To” video on this please head [here](#).

Obviously, there are things that you should mark yourself as unavailable for in advance, such as:

- Family holidays
- Mother’s Day and Father’s Day
- Work schedules
- Important events
- School events including exams



However, it is also very important to remember that you need to mark yourself as unavailable for:

- Times you are playing and/or coaching football matches including warm up, cool downs and travel time.
- If you need to rest from refereeing due to load of matches.

What if I am injured?

If you have an injury, please make sure that you have amended your availability to reflect your injury and inability to referee. Only mark yourself as available, from the date you are match fit again.

If you recover sooner than expected, please communicate this to us via referees@footballqueensland.com.au and we will appoint you once you have opened up your availability again.

What if I also Referee on the Advanced Leagues?

For Advanced League Officials, to help us manage your workload, you will need to manage your availability to avoid declining Community appointments as well. It would be advisable to be aware of when community competitions take place in your region and then positively manage your availability to incorporate them into your schedule.

With over 90,000 appointments to process each season it would greatly aid us if you were able to amend your availability in line with this.

We only appoint subject to your availability and expect you to do all levels of football that you are appointed to.

How far in advance will appointments be published?

The timeline of appointments being released will vary from region to region, and sometimes depending on what point of the year we are in.

The Gold Standard which we try to apply is that you will receive your appointments between two - three weeks in advance, in line with the same timeline which we request you submit your availability.

We want you to be able to plan your appointments around your busy life. Added to that, the sooner we get appointments released, the more protected we are from the disruption that declining an appointment can create. This is why we are trying to give you as much warning as possible.

How do I know when I am appointed?

Once you have been allocated to a fixture that has been published within Squadi, a notification is sent through the Squadi app.

If you cannot see a notification, you can find your match within your referee schedule, with the option to either accept (Yes) or decline (No). Please ensure that you have Squadi notification set as "ON" in the app, and on your phone.

Referees have 24 or 48 hours to action their appointments.

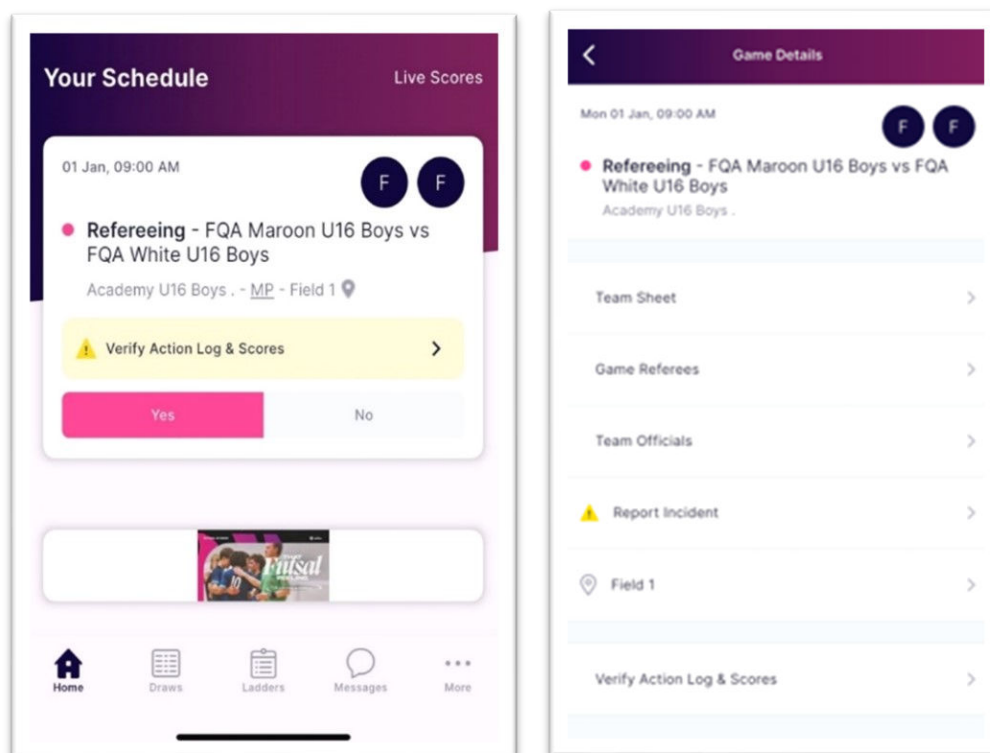
We use this matrix:

GAME DAY	EXPECTED ACTION TIME
Less than 7 days away	24 hours or less
More than 7 days away	48 hours

Unactioned appointments effect how efficient we can be with appointments. "Sitting" on an appointment is discouraged greatly. If you have been sent an appointment and your ability to action the appointment sits outside of these timelines, then you run the risk of being removed from the appointment, and another referee being found.

Even if you do not want to do a game you have been sent, best practice is still to decline the appointment following our Decline Procedures (see the next section), as opposed to just leaving the appointment sitting there. You will have been appointed as you were showing available therefore our expectation is that you will confirm the match.

You will know when you have accepted an appointment as your Squadi Home Screen will look like this, and you will have the ability to access all game details:



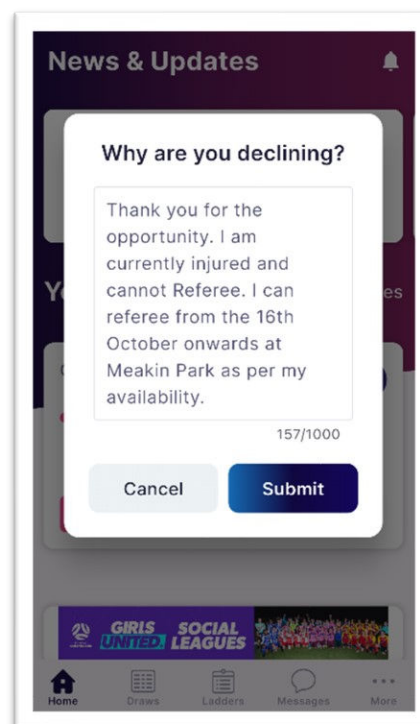
What if I cannot fulfill an appointment?

How do I decline an appointment on Squadi?

If you want to decline your appointment, please select **"No"** below the match, and type "Confirm" confirming that you want to decline that match. You will also need to supply a valid reason with a minimum of one sentence.

At this point you should also follow the “Positive Decline Process”:

- 1** **DECLINE YOUR APPOINTMENT AS SOON AS POSSIBLE**
- 2** **ON THE REASON, OUTLINE WHAT GAMES IN THE FUTURE YOU CAN REFEREE**
- 3** **CAN YOU REFEREE OTHER TIMES ON THE SAME DAY THAT YOU ARE DECLINING?**
- 4** **AMMEND YOUR AVAILABILITY TO REFLECT YOUR DECLINE ACTIONS**
- 5** **REFLECT ON YOUR PROCESS TO AVOID FUTURE DECLINES OCCURRING**



Does Squadi know I am not available once I decline?

One of the most important things to remember here is that when you decline a game your **availability doesn't automatically mark you as unavailable**.

You may have declined a game two or three weeks in advance, and when the FQ Referees Department comes back round to appointing, they will have no way of tracking the fact that you already said you were unavailable.

It just isn't possible for us to remember who said no to what game.

Therefore, it is crucial that if you aren't available, and have actively declined a game, you then mark yourself as unavailable for that date and time.

How does Football Queensland know when I have declined a game?

When you decline a match, the appointments team **do not** receive a notification in relation to this fixture. If the declined fixture is still appearing on your profile, please contact the appointments team via email (appointments@footballqueensland.com.au) as it will mean we haven't seen or processed the decline.

By declining your appointment, the impact has a follow-on effect whereby we need to source numerous different referees to replace your decline.

We understand that from time-to-time unprecedented changes occur within your personal lives, and therefore you cannot referee your fixtures.

Are there any consequences when I decline a game?

If you decline for a reason that can be avoided with better control of availability, for example:

- Celebratory Days e.g. Birthdays, Weddings etc

- Family Holiday
- Football Training
- Playing for my own game

(all of which we experienced in the 2024 season)

Then this will have an impact on how confidently we can appoint you.

A Decline of a match triples the workload of the Football Queensland Referee Department. When you decline a game, we then must follow this process:

1. Process the decline and remove you on Squadi.
2. Search for another Referee who can do that game at that time.
3. Sometimes this Referee has to come from another fixture lower on the hierarchy.
4. Then we have to try and replace that referee with another referee and the domino effect continues.
5. If we can't find a referee, then we may have to send out a Communication asking for help.
6. If we still can't find a referee, then we will have to contact the club effected and inform them of the situation.
7. Then the club has to try and source a solution, often times from the same pool of people we have already tried.

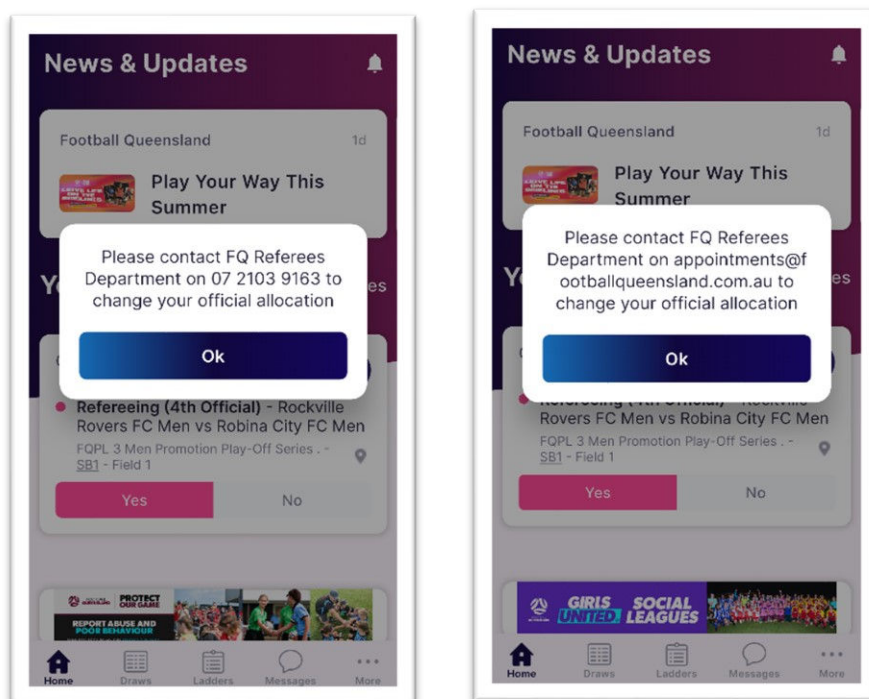
Ultimately, you are accountable for your availability and this is integral for your enjoyment of your appointments, in the same way Football Queensland is accountable for appointing you to games.

Why has my decline not worked?

Within Squadi, we have a "block decline" in place. This is to ensure that Match Officials cannot decline already accepted games, close to kick off.

By changing your availability to "unavailable" after you have been appointed, this will not change the appointment status – this is why marking yourself as unavailable as far in advance as possible is encouraged.

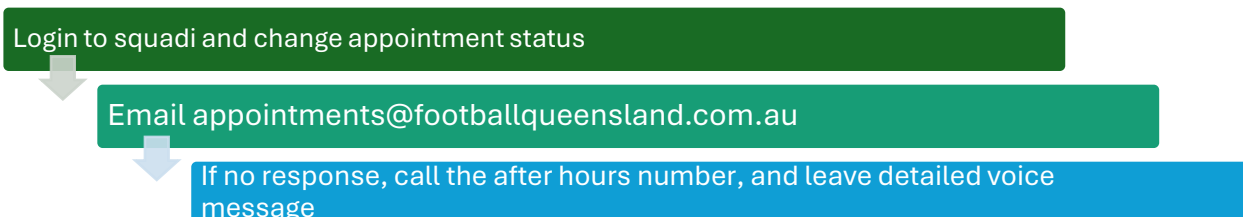
The Block Decline Screens will look like this:



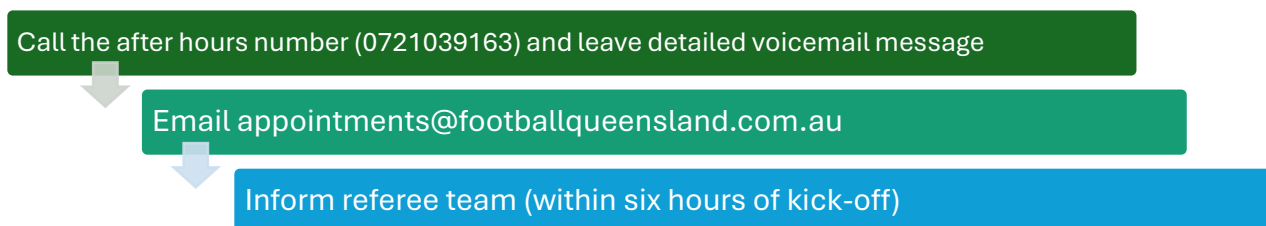
In the 2024 season, we had a number of people contact us when they saw this message assuming that their ability to decline was “broken” or they ignored this message and then remained appointed to the fixture it related to – which causes difficulties in the appointing process.

Who do I contact to decline a game I have already confirmed?

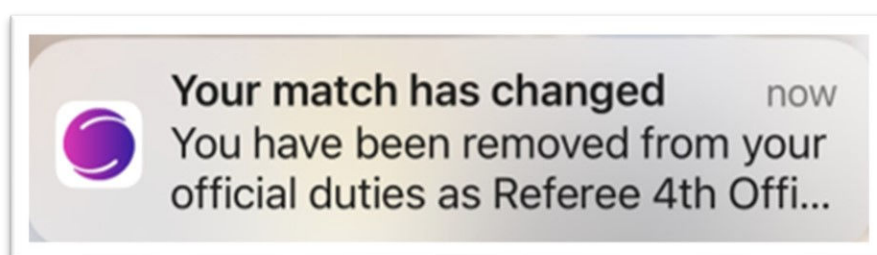
With more than 48 hours’ notice – In the event that you must withdraw from a previously confirmed appointment please ensure you complete the following procedure:



With less than 48 hours’ notice – whenever you must withdraw from a previously confirmed appointment, please ensure you complete the following:



Once you have been removed from your appointment you will receive a notification:



How do I get more challenging appointments?

As a Match Official if you feel as though you want to progress further and receive more challenging appointments, please look at the following options:

- Request a field test
- Request a Match Day Coaching report
- Speak to your Referee Development Officers
- Make sure your administration is helping FQ, not hindering us
- Attend training (statewide online and in person)
- Make sure your accreditation reflects the level you want to referee through doing more courses

- Tick off all requirements for the classification above your current classification throughout the season.

All progression must be in line with your accreditation.

What if I step into a game at short notice/last minute?

There will be times throughout the season when you will jump on a game without being appointed by Football Queensland.

If this has occurred Football Queensland will need to know what games you have refereed over a weekend, and making sure you are appointed to the game is important for the following reasons:

1. You will not be able to Verify the game unless you are the match referee
2. We cannot pay you until the game is verified and completed.
3. We need to make sure that you are being paid the correct amount for the role you had

If you step into a game as an Assistant Referee, you need to get the match Referee to add you to the game on Squadi.

They can do this by:

1. Opening the game card on their Squadi home screen
2. Click on 'Roles'
3. Match Officials
4. Add Match Official
5. Search for the Referee
6. Confirm

In the second instance, and if there isn't a Referee, who can add to the game, you can request the Home Team Manager or Coach to add you as the Match Referee up to 15mins before Kick Off. They can do this by:

1. Opening the game card on their Squadi home screen
2. Click on 'Roles'
3. Match Officials
4. Add Match Official
5. Search for the Referee
6. Confirm

To ensure this process is successful, you must make sure that before someone tries to add you to a game, that you are available on Squadi first.

Why can't I find the Match Official on Squadi to add them to the match?

If you cannot find the Match Official you are searching for this will be because of two reasons:

1. The Match Official is currently marked as unavailable
 - To resolve this, ask the Match Official to amend their availability to reflect the game they are now doing and try to add them again.
2. The Match Official is not on the Panel for the Competition that you are officiating
 - To resolve this, please email appointments@footballqueensland.com.au
 - Informing us of the following:
 - The date of the game
 - The league of the game
 - Time of kick off of the game
 - The region of the game
 - The corresponding Referees and the Roles they have done for the fixture

It is the responsibility of the Match Official who has stepped in at short notice to do a game to inform Football Queensland of the change.

If you are informing Football Queensland Referees Department of a change in role at a game then this must be done before the Monday of each week, as this is when payroll is processed. If this is not done, your pay will be delayed.

How much do I get paid to Referee?

Payment for fixtures is dictated by a couple of factors:

- Region you are refereeing in
- Level of the Competition

For a published list of Referee Fees please head [here](#).

How is pay processed?

Pay is processed via a third-party company called Stripe. To be paid correctly you will need to ensure that your Stripe Account is set up correctly. To find out how to do this please head [here](#).

Pay is processed every Monday, and you can expect to receive your pay around 10 days after you have Refereed a fixture provided the following has been done:

- The match referee has verified the game by completing all paperwork in relation to the match.
- You have accepted your game on Squadi.
- If you stepped in at short notice, you have been added to the game by the match referee, Home Team Manager/Coach or Football Queensland.

If you are not appointed to the game, you will not be paid.

The only other time pay will take longer than 10 days is if you are receiving your first payment. This timeline is closer to 14 days whilst your Stripe account is verified by their security.

Statement by Supplier Documentation

It is incumbent on all Match Officials (including Junior Match Officials) to fill out and upload to Squadi their Statement by Supplier form. Without this document, you may have to pay Income Tax on your income. If you have this document on your Squadi Profile, then it enables you to declare your income as a hobby to the ATO.

To find the form please click here:

STATEMENT BY SUPPLIER

To upload this to your Squadi profile please follow the following steps:

Three Dots and More > My Profile > My Full Profile > Three Dots (next to Activity) > Personal Details > Documents > + Document > Document Type > Statement by Supplier > Click to upload > Upload Document > Save

Managing Your Appointments and Injuries

Football Queensland Referees Department will need to help you manage your appointments around any injuries you may pick up during a season when refereeing for Football Queensland. As part of our Wellbeing Procedures, once the Referees Department has received a Referee Injury Report they will be able to work with you to establish a safe return to refereeing.

If an injury occurs whilst you are actively refereeing or whilst you are at a referee training event it is important that all parties involved have a time sensitive and accurate report for what happened - with this in mind please make sure you fill out the form below within 24 hours of sustaining an injury.

REFEREE INJURY REPORT POLICY

Once the Referees Department receives your report, they can establish next steps and any further action which may need to be taken.

*Please note, if a player sustains a **serious injury** during your game you will need to fill out an Incident Report here:*

https://footballqld.formstack.com/forms/referee_send_off_incident_reports_form

All Football Queensland Match Officials are covered with insurance by Gow-Gates. For further reading on this please head here: <https://www.gowgates.com.au/sport-programs/football-qld>

If you happen to injure yourself in leisure or personal activities, please communicate this to the Referees Department Appointments team via email; appointments@footballqueensland.com.au and make sure that you adjust your Squadi Availability to reflect the period of time you are injured for.

Key Summary:

- The first role of a referee is administration.
- Ensure your Squadi availability is accurate on a four-week rolling basis.
- Accept or decline your appointments within 24 or 48 hours.
- You will never be appointed if you are unavailable.
- Preference for appointments shall be communicated via email only.
- Declined appointments are avoidable.
- Update your availability after you have declined an appointment.
- Follow the Positive Decline Process.
- Ask the Referee or Home Team Manager/Coach to add you to a game if required.
- After hours number: 0721 039 163
- Please ensure that you leave a message outlining your issue in full, do not ask us to simply "call you back".

By understanding and managing your season in line with this Manual you will have a much more successful and rewarding season.

Thank you for taking the time to read this Manual, and please always refer to it when you have any other questions in relation to appointments.

You can also view our FAQs on the Football Queensland website [here](#).