New Umpire Registration Guide – Season 2025

If you have never registered on Officials HQ previously, you will need to create an Officials HQ account by following the steps below. If you have registered on Officials HQ previously, and are trying to re-register for season 2025, please refer to the 2025 re-registration guide provided separately. **Please do not start a new account if you have had one previously – this will cause a duplication and create disruption.**

There are three main components to completing your umpire registration being:

1. Officials HQ & AFL ID registration (Steps 1-7 of this guide)
2. Umpire Education Module Completion (Step 8 of this guide)
3. Working with Children Check Application (Step 9 of this guide)

Step 1 – For any New Umpire who has not previously created an account on Officials HQ, please go to https://registration.officialshq.com which will bring you to the following page. Follow all prompts for registration details:

- Officials Information (Email, Name, DOB, Gender) "Click Next"

If for some reason the email address is already known to the system a warning will be displayed and the registration process cannot be continued. Please use this email address to login to your account at: https://home.officialshq.com/

- Address & Mobile
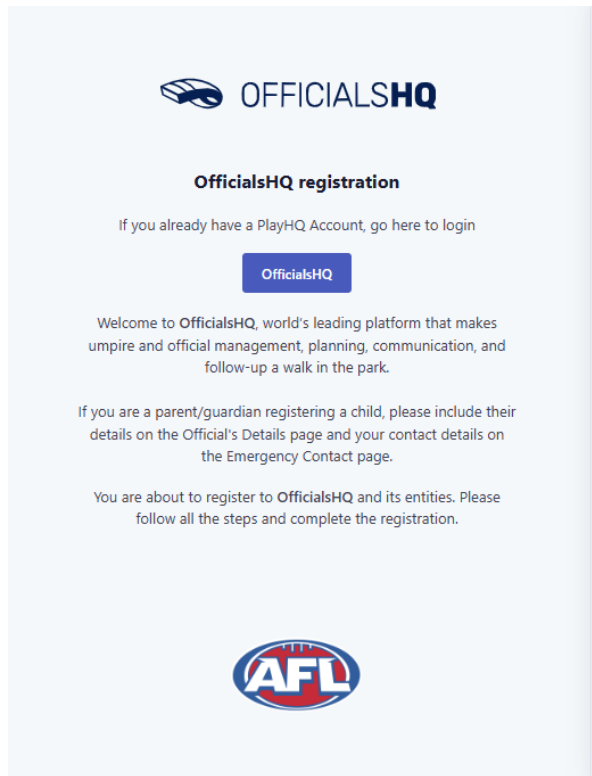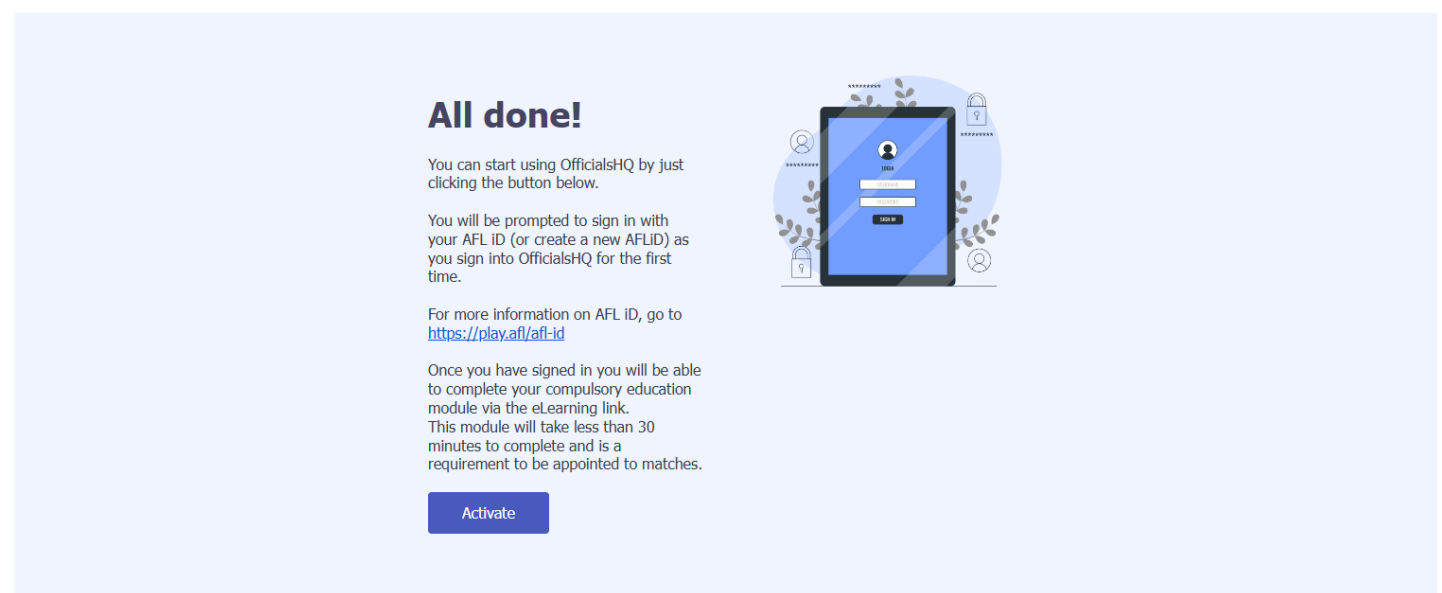
A Summary will then load – please check to ensure information provided is correct and click Submit. Your account is now created.

Step 2 – You will receive an email to activate your account and confirm it as per the below. Check spam/junk in email account if not received If still NOT received email umpire.afl@afl.com.au & ask for it to be re-issued **DO NOT proceed until email is received**

Clicking on the activate link will bring you to the following page, please re enter the email for the Officials HQ account that you have just created.
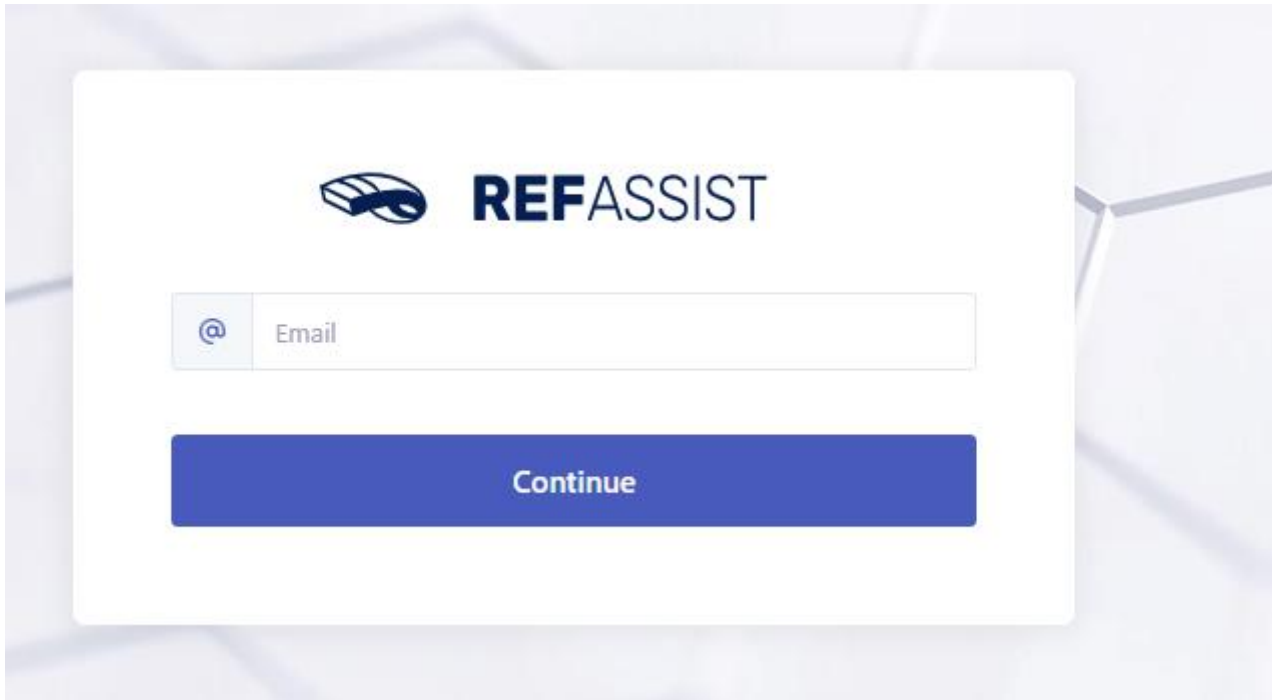
This will then request you to login with AFL ID as per the below screen shot. Click the blue Login with AFL ID button (even if you don't have an AFL ID yet, **DON'T** click the "Don't have an account? Create One" button on this page.
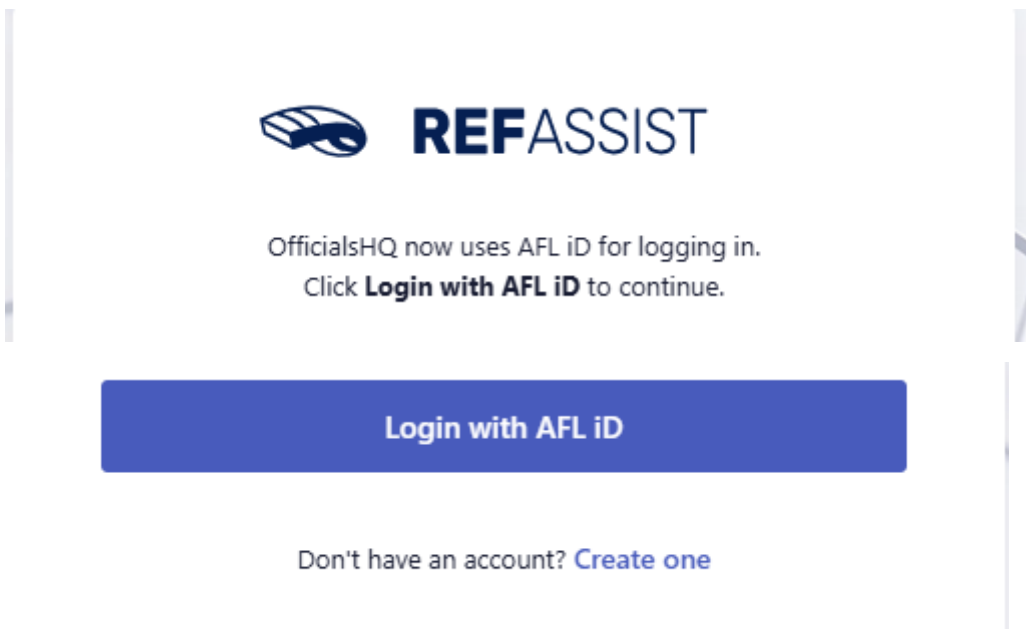
Step 3 – You will then arrive at the following page. If you have an existing AFL ID you can put in the details and click log in (please note this is separate details to your Officials HQ account) you can then skip directly to step 4. If you don't have an AFL ID, click the create AFL ID button.

Complete the prompts and hit create your AFL ID account as per the following two screenshots. Ensure you remember your password as you will need this to regularly login to Officials HQ moving forward.

Once you have completed your details and clicked Create AFL ID You will receive another email to activate your account to confirm it. Check spam/junk in email account if not received If still NOT received email umpire.afl@afl.com.au & ask for it to be re-issued **DO NOT proceed until email is received**

The email is as follows,

Clicking on the activate link will bring you to the following page, you can either click on the receive a code by SMS and confirm using the mobile number you signed up with for your AFL ID account for two factor authentication or click skip this step

Step 4 – Once you have completed the details and confirmed your AFL ID account you should land back at the following page. Input your officials HQ email then hit continue.
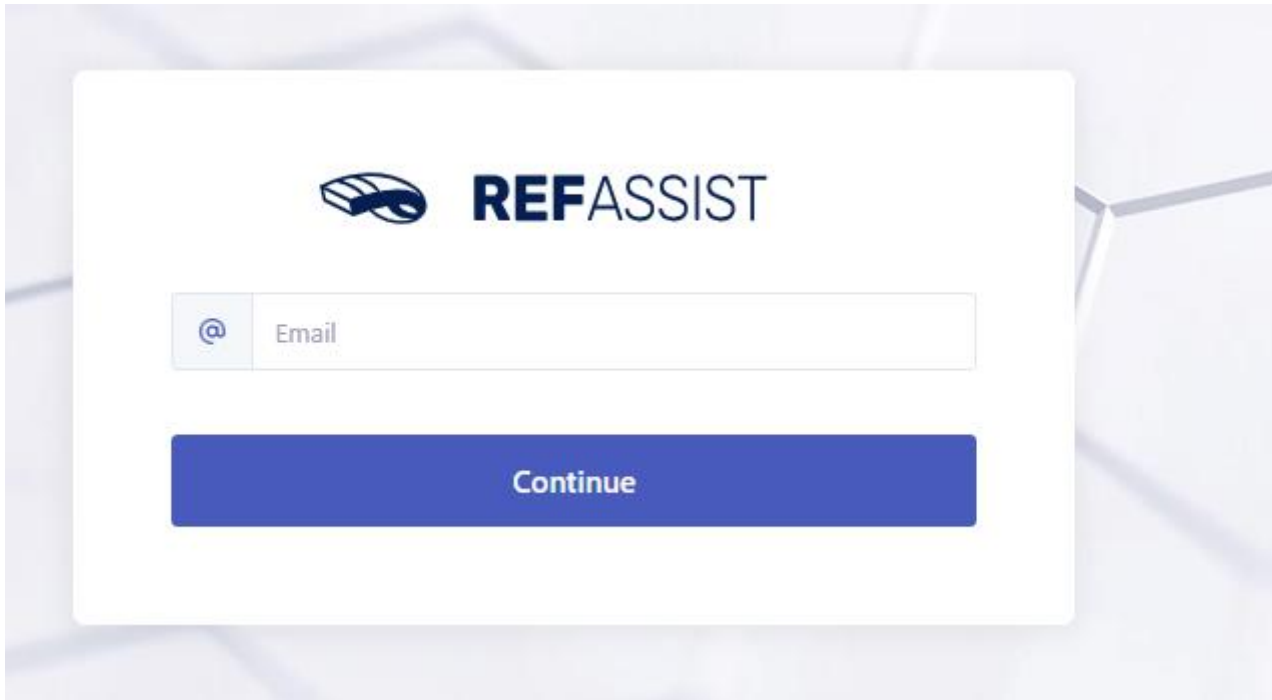
Then input your newly created AFL ID email address and password and hit login
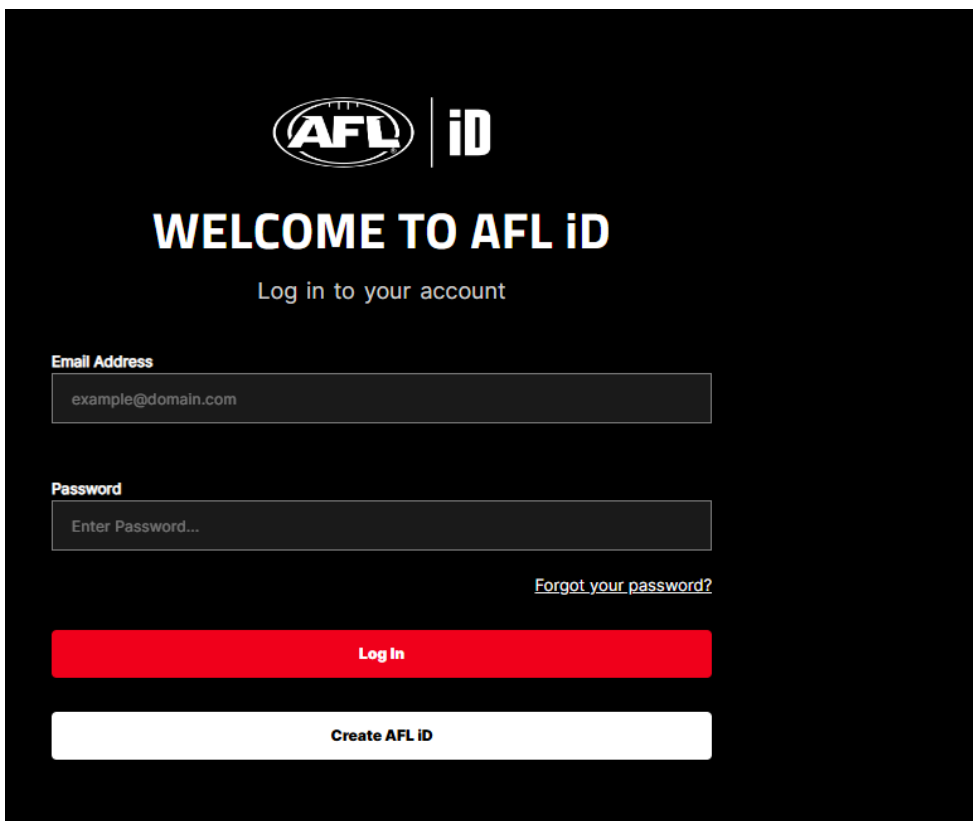
A message will tell you that your AFL ID is not linked as per the following screen. Click on the send email button to begin linking process

OFFICIALS**HQ**

Your **AFL iD** is currently not linked with **OfficialsHQ**

In order to proceed, click the button below and an email with further

Send email

Choose other email
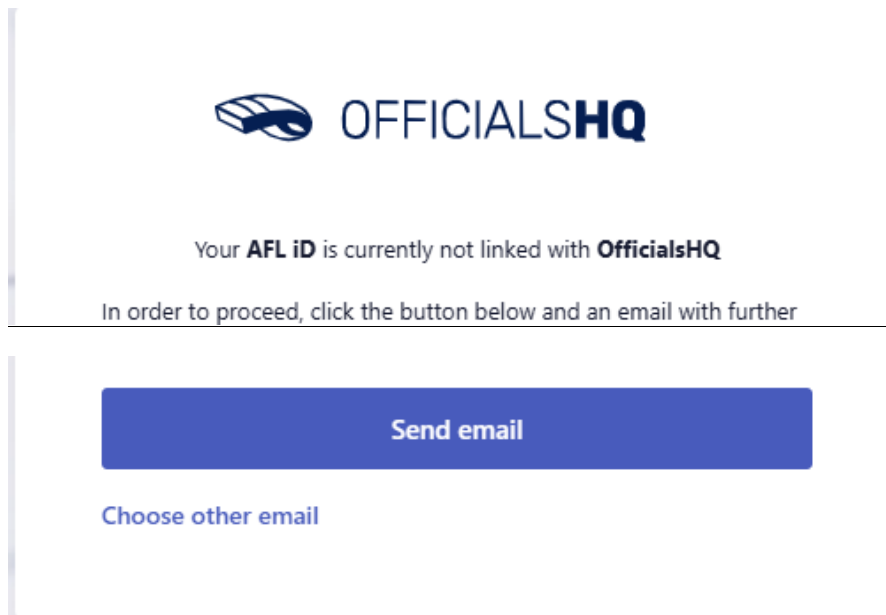
You will receive the following email, click on the Link to AFL ID button

OFFICIALS**HQ**

Request to link your AFL iD

Click the button below to link your AFL iD to OfficialsHQ

The link will remain active for 72 hour.

Link to AFL iD
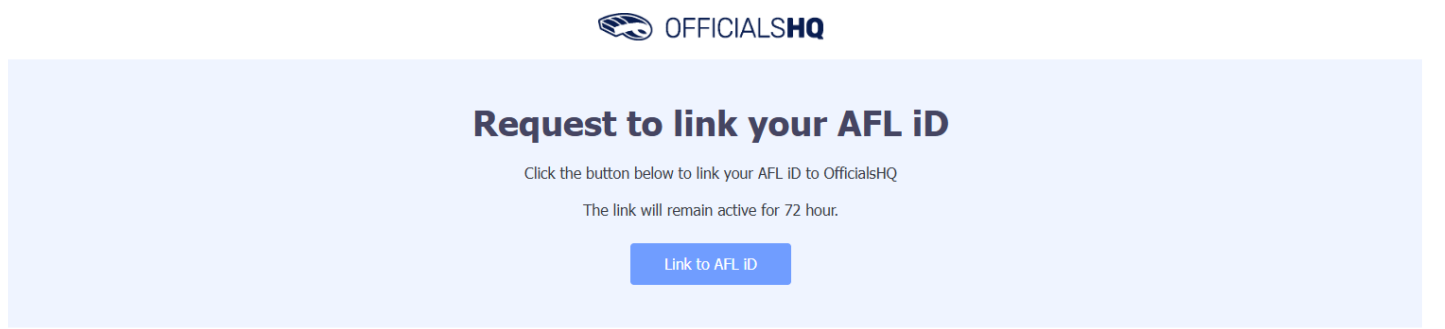
It will then bring you to the following page, accept the terms and conditions and click OK

Terms and Conditions

Thank you for registering with your umpire club / league. We wish you well in your umpiring journey this season and greatly appreciate your involvement in our great game.

To support that objective, all umpires are required to complete an annual education module in order to be considered for match appointments within your local umpire club / league. To access the relevant education module for your registration please use the user guide available here.

I understand that by submitting this application for registration I declare that I have read and understood, and agree to be bound by, the Umpire Terms & Conditions.

I have read the terms and conditions and agree.

Logout   Ok

Step 5 – This should then bring you to the following page to input your details, ensure you complete details on each tab and click next through to completion, explanation of each tab is as follows. Fields marked with an asterisk are mandatory and it will not allow you to complete the registration at the end without completing them.

Roles

The umpire must select at least one umpire club and role combination to register to the system. It is possible to add multiple umpire club/role combinations at one time but your first add will be considered your first preference.

For every umpire club/role the user whishes to add:

1. In Province / State, Select the state **(SA)**
2. In Organization, Select the umpire club/league you intend to umpire with
   (e.g Adelaide Plains FL Umpires)
3. In Umpire Type, select your discipline
   (Field, Boundary Goal etc.)
4. Click Add
5. **Note – if umpires are interested in doing more than one discipline or intend to umpire across multiple leagues they can add further roles. Umpires should ensure they have made contact with the umpire coach / coordinator from that league prior to registering with them so they know their intent to umpire with them**

Clubs

If you are a current player or hold an official capacity with a club, search for their name by typing in the text box and click on the green plus to add. If you are not involved with a club in any official capacity, this can be left blank.

Umpire Info

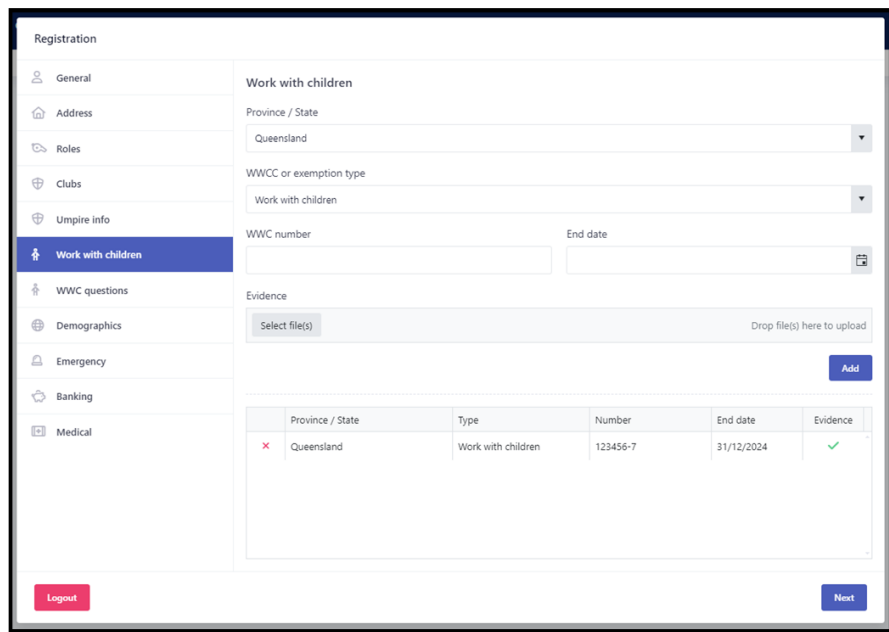Are you an active player? What year did you begin Umpiring? How did you find out about Umpiring?

Working with Children

Where possible we would like to have umpires WWCC details recorded in Officials HQ, however more importantly we require you to submit a copy of your check to your League Umpire Coach or Coordinator to retain a copy, please discuss this with them. **If you do not currently have a WWCC, please refer to Step 9 of this guide for instructions of how to apply for one – this is compulsory under state law for any umpire over 14 years of age.** If you do have one, you can upload details to your profile as follows:

- Select your State (SA) and WWCC or Exemption Type
    - For Working with Children Check, select "Work with children".
    - Exemptions
        - Underage – If you are under the age of 14 currently
        - SAPOL – Police Officer

- WWCC Number and End date should be entered (End date is 5 years from date of issue).
- If possible, Please upload a file as evident of proof for the check (email file, PDF, Word doc).
- Click on Add and details will show in the below information boxes.

WWCC questions

ensure you answer the queries on 1. Conviction of a criminal offence 2. Have you obtained a WWCC that meets state law requirements? If you answer no to the second question, you should not be permitted to umpire a game until you do so, unless you are under 14 years old. **Please refer to Step 9 of this guide for instructions of how to apply for one – this is compulsory under state law for any umpire over 14 years of age** You must answer these questions truthfully and accept liability for your answers.

Registration

Roles	**WWC questions**
Clubs	
Umpire info	It is an AFL requirement that all registered umpires and coaches must hold a working with children check (or equivalent) or otherwise meet the working with children requirements in their State or Territory.
Work with children	
WWC questions	Example 1: In Victoria, a Police Officer is not required to obtain a working with children check but will meet the working with children requirements in Victoria.
Demographics	
Emergency	Example 2: In NSW, an individual under 18 years of age is not required to obtain a working with children check.
Banking	
Medical	

Have you been convicted of a criminal offence (other than a spent or annulled conviction under relevant spent conviction or crimes legislation in Australia) or are you currently charged with a criminal offence? *

Have you obtained a working with children check (or equivalent) or do you otherwise meet the working with children requirements in your State or Territory? *

Logout   Next

Demographics

Complete section on Demographics

Registration

Roles	**Demographics**
Clubs	
Umpire info	Are you from Aboriginal or Torres Strait Islander origin? *
Work with children	
WWC questions	Were you or any of your parents born overseas? *
Demographics	
Emergency	Country of birth *
Banking	
Medical	Ethnicity *
	Do you identify as living with a disability/disabilities? *

Logout   Next

Emergency

Input Emergency Contact Details in case you have an incident on the field and we need to contact someone

Banking

Input your Banking details. Please note your BSB number must have a "dash" (-) between the first three and second three numbers. If your League is using Officials HQ for Match Payments, please ensure that the details are correct so you receive your fees accordingly. If Your League is not using Officials HQ for Match payments and you would prefer not to list your bank account, feel free to input:

Bank name – Umpire

Account Holder: Umpire

Account number: 1000 0000

BSB: 000-000

Medical

Input appropriate medical details and hit the complete button

Step 6 – Once you Click Complete this will take you to the Dashboard indicating your registration is now complete. You can navigate the dashboard to utilise different functions within Officials HQ

Step 7 - You can log back into your Officials HQ account anytime at: https://home.officialshq.com/

You can also update any of the data you have input in Officials HQ during registration (except for your login email address) by clicking on your profile picture in the top right hand corner and then account as per the screenshot below. If you wish to change your log-in email address, you will need to contact SANFL via matthew.northcott@sanfl.com.au to do so.
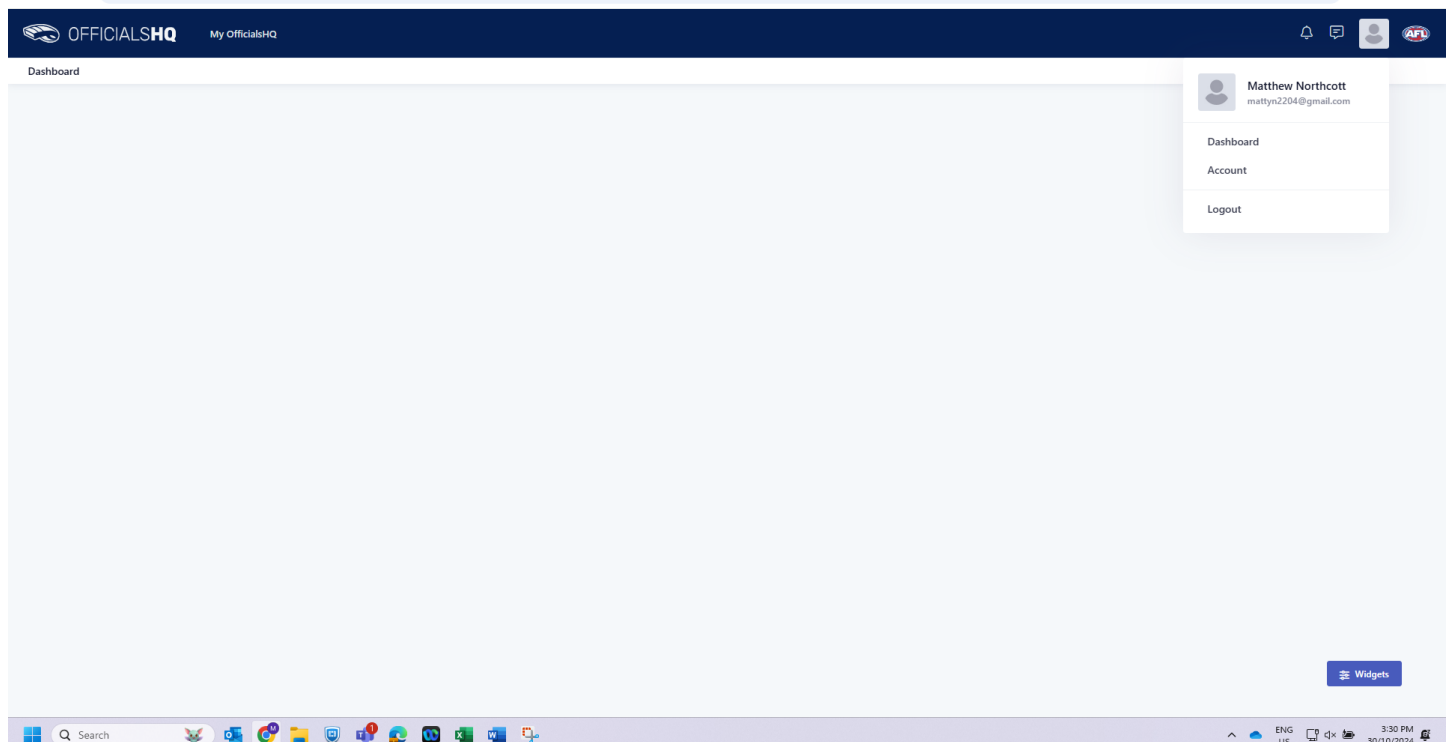
This will take you to the following page where you can update the details by clicking on the appropriate tab on the left hand side
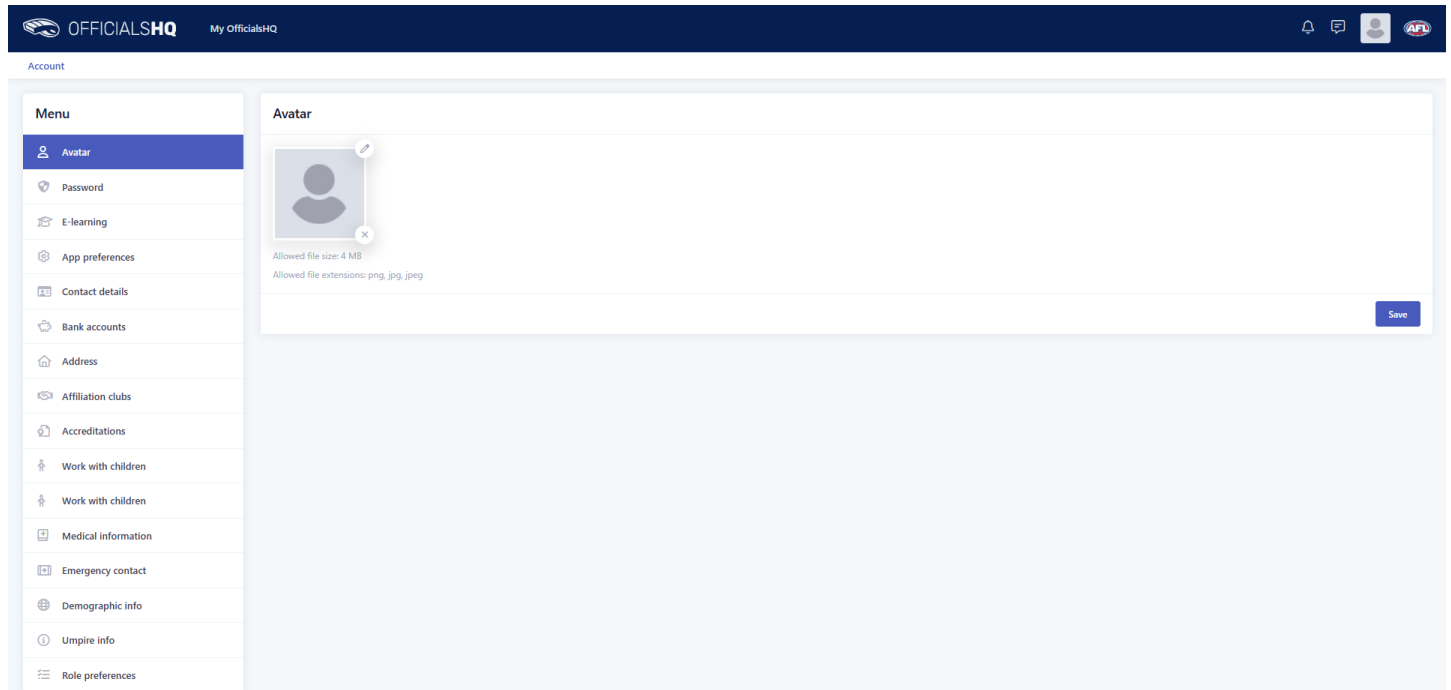
If anyone has any queries or gets stuck on any section when re-registering, please contact Peter Angel via email (peter@adelaidefooty.com.au)

Step 8 – Umpire Education Module

You don't have to do this at the same time as registration but it is recommended to finish it off in one hit as it is compulsory to complete it prior to the first game of the season.

Once the umpire has setup and linked their AFL iD, they can access the Umpire Education Module when they are logged in to Officials HQ. In the top right corner click on name and select Account
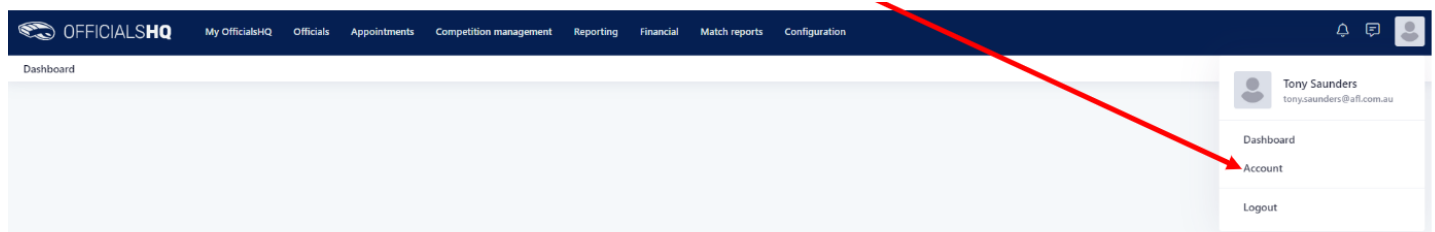
When in profile select E-learning and click the Get e-learning link button.
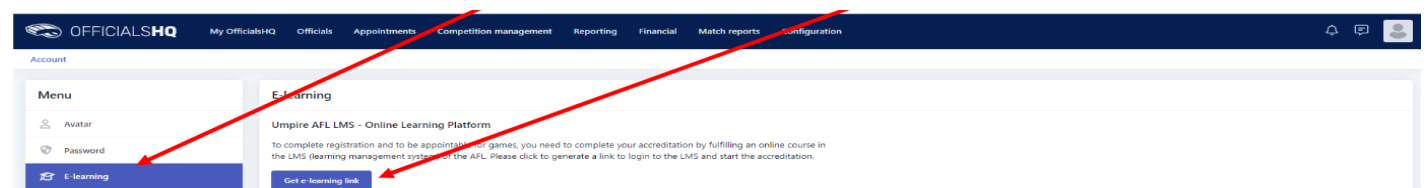
Click the 'Go to e-learning platform' to access the learning platform.
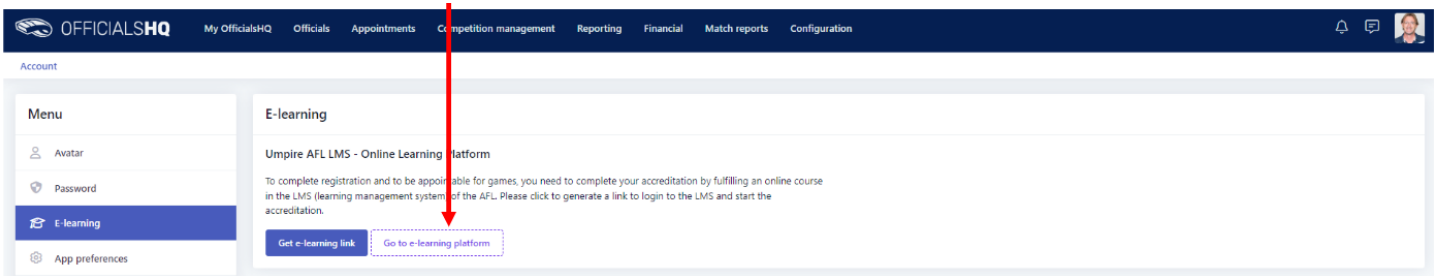
Unable To Generate Link. If the you are unable to generate link, you will be advised to contact the AFL Customer Service team who will be able to assist. Being unable to generate a link may be caused by different user fields in the umpire OfficialsHQ and / or the LMS profile e.g. email, name, The AFL Customer Service team will be able to assist any umpire or umpire coach, please contact umpire.afl@afl.com.au or call 1800 PLAYAFL not SANFL.
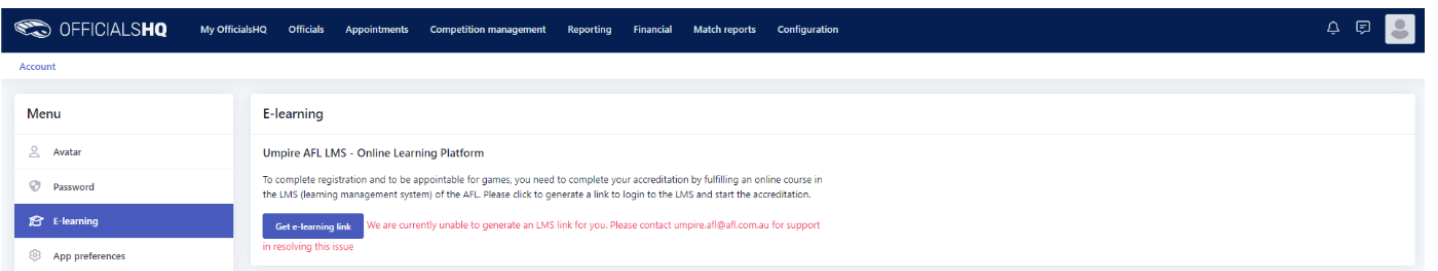
Once you enter the LMS via OfficialsHQ, click on 'Complete The Umpire Education Modules' tile to commence the module.
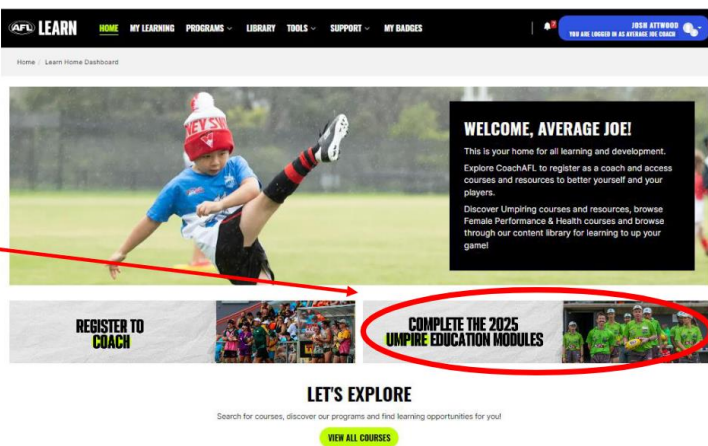
Now enroll into the Umpire Education Package

Once enrolled, you can access the course and complete their education modules. Please note, you can return later at any time to complete the remaining modules.

Once the education module is completed the 'Congratulation Course Complete' tile will appear, you can then obtain a course certificate.
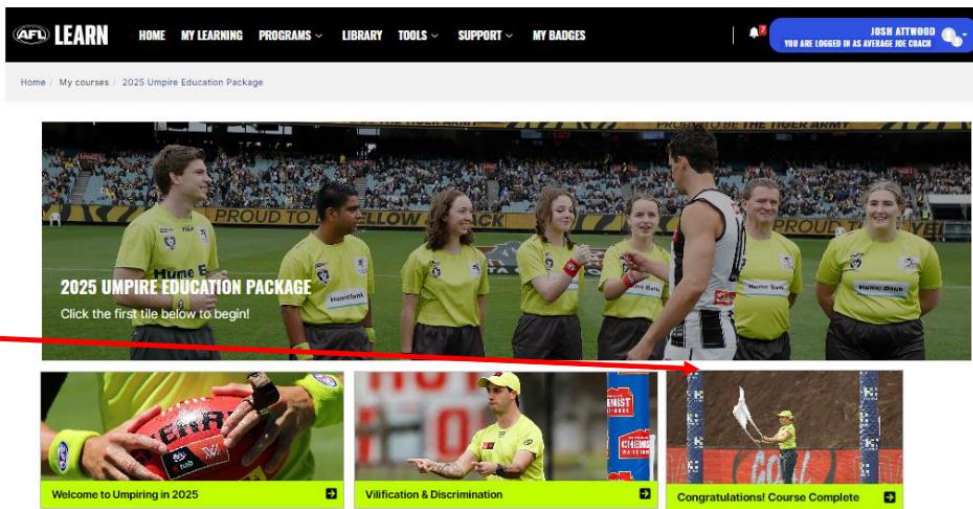
Following the completion of the education module, the education package completion will be reflected in your OfficialsHQ account. Please note, this may take 24hrs to occur.
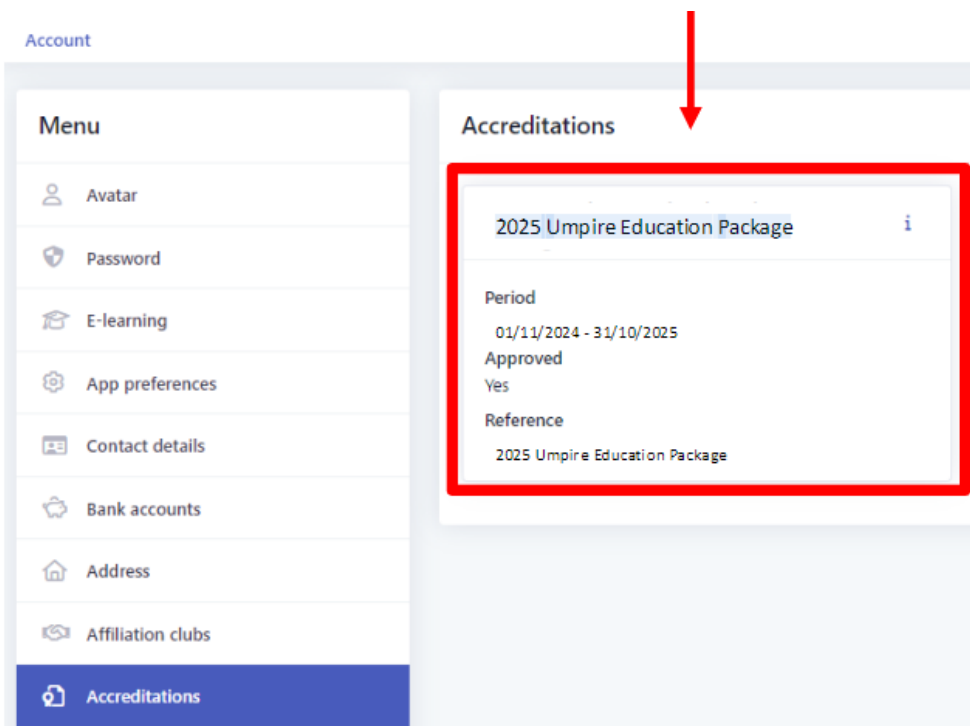
Step 9 – DHS Working With Children Check

ALL umpires over the age of 14 are now required to hold a Department of Human Services (DHS) Working with Children Check (WWCC).

Information regarding the need for checks can be found here: https://screening.sa.gov.au/types-of-check/new-working-with-children-checks

If you have a current WWCC (they are valid for 5 years from the date of issue) please ensure that your League Umpiring Coach / Coordinator has a copy and you have ideally uploaded it into Officials HQ, then you can skip this section. If you do not currently have a valid WWCC, you will need to follow the below steps to apply for one.

Note: You are NOT required to pay for your WWCC. Following the instructions provided will result in you not being charged. SANFL do not refund anyone who makes payment for their WWCC.

The process of receiving your WWCC can take between 4-6 weeks, so you are encouraged to begin the application well in advance of the season commencing. You can check the status of your application at the following: https://www.dcsiscreening.sa.gov.au/SCApplicationStatus
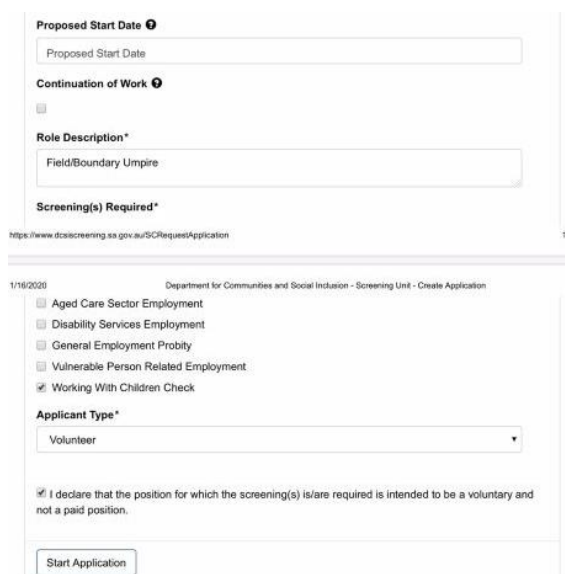
APPLICATION PROCESS

If you do not currently have a valid WWCC, you can apply for one here: https://www.dcsiscreening.sa.gov.au/SCRequestApplicationIndividual

Read the below tips for applying and follow the prompts at the link to complete the entire application online if possible.

TIPS FOR APPLYING:

- When applying please enter your details, then the following (please specify which umpire type you are): Under Reference number, just place 'Community Football Umpire'
- Ensure you select 'Volunteer' under the Applicant type to receive the check Free of Charge. Even though you get paid for Football Umpiring , you are still classed as a volunteer as it is a recreational hobby

Follow the prompts and complete your application. Upon confirming your application, you will receive a seven digit Application Number from DHS e.g AP1234567. Please note this is not your Working with Children Check number, only your application number.

In the following 1-6 weeks, you will receive your official WWCC clearance (which will arrive via email) and will include your official eight digit WWCC number e.g SRN1234-5678 and will have either cleared or not prohibited or prohibited. A copy of this document needs to be provided to your League Umpiring Coach / Coordinator and ideally details loaded into Officials HQ (refer back to Step 5 under the WWCC questions).

APPLICATIONS FOR THOSE UNDER 18

If you are Under 18 you may not be able to complete the entire application online due to not having necessary ID documents, please see below to complete your application.

1. Start your application online
2. When you get to the ID section, select Print and Seek Verification (page 5)
    Please see the link to identify an authorised verifier (**this includes full time teachers if this is easier**)
    https://screening.sa.gov.au/about-checks/proof-of-identity
    Please note: the verifying officer should **not** be a close relative of the applicant
3. If under 18 a parent or guardian is required to sign the application (page 4)
4. Upload the verified documentation and submit your application online
5. Upon confirming your application, you will receive a seven digit Application Number from DHS e.g AP1234567. Please note this is not your Working with Children Check number, only your application number.
6. In the following 1-6 weeks, you will receive your official WWCC clearance (which will arrive via email) and will include your official eight digit WWCC number e.g SRN1234-5678 and will have either cleared or not prohibited or prohibited. A copy of this document needs to be provided to your League Umpiring Coach / Coordinator and ideally details loaded into Officials HQ (refer back to Step 5 under the WWCC questions).

If after four weeks you have not received your clearance, I would encourage the umpire to send a follow up email to DHSScreeningUnit@sa.gov.au. You need to include your supplication number in the subject line and query the status of the check in the email body.