



**WELCOME TO SEASON 2026**

**THIS SESSION WILL BE RECORDED AND  
UPLOADED TO THE WEBSITE**

# ACKNOWLEDGEMENT OF TRADITIONAL OWNERS



We acknowledge that today's session is being held on the traditional lands of the Whadjuk people of the Noongar Nation.

We pay our respects to their Elders, past and present, and extend that respect to Aboriginal and Torres Strait Islander peoples from other communities who may be here today

- **What's new for 2026**
- **How to login**
- **Admins and Working With Children Checks**
- **Inviting other Admins**
- **What is a product?**
- **How to create your products**
- **Payment Options**
- **Reporting**
- **Refunds**
- **ITCs**





## Admin Changes

The screenshot shows a dropdown menu with the following options:

- View Participant Detail
- Approve and Cite Registration
- Decline Registration
- Upload ID Photo
- Refund Request

The 'Upload ID Photo' option is highlighted with a red rectangular box.

#### Ability to upload profile photos for participants

[Learn more](#)[illegible]

A change in flow to allow WWCC exemption tickets to be acknowledged by clubs before Member Federations finalise them

**STANDARD REPORT**

1. Select Report Type

Select Report Type:  
Default Report Type

Approved Customer Management and Sales Report

Refund Report

Financial Report

History and Report

Creation of new reports (refund, financial, ITC, DTC & Disbursement)  
as well as increased fields to all details and custom participant reports

Regulation Name	Regulation Number	Approval Number	Payment Method	Status
Regulation 1	1-100-1000			2019-10-10
Regulation 2	2-100-1000			2019-10-10
Regulation 3	3-100-1000			2019-10-10
Regulation 4	4-100-1000			2019-10-10

Ability to view a refund request and to see what organisation has or hasn't actioned their approval ticket

[Learn more](#)

Payment status	Print ID Card
Product Name	De-Registration Request
Reg Type	View Refund Status
Total registration	Cancel Refund Request
Football Australia	
FA Test State 1	\$0
FA Test Assoc 1	\$0
PlayFootball Training	\$0

### Ability to cancel a refund request

[Learn more](#)

The screenshot shows the LEARNER QLD portal interface. On the left, there is a sidebar with navigation links: Registration status, Payment status, Product Name, Reg Type, Total registration Fee, Football Australia, and Football Queensland. The main content area displays a list of actions: View Registration Details, Upload ID Photo, View De-Registration Request (highlighted with a red box), Print ID Card, and Refund Request. On the right, there is a summary section with the same navigation links as the sidebar, followed by a table showing registration fees for Football Australia and Football Queensland.

Ability to view the next action of a de-registration

[Learn more](#)

4
Registration Season
5
Registration Type
6
Emails
7
Registration Options

☐ All clubs can access this Registration Type (Public)

☒ By Invitation (Nominated Organisations only)

Select the organisations that you want to invite

Select Organisations

Ability to make a registration type 'By Invitation' (Private)

[Learn more](#)

Check out the new Global Citizens with payroll deduction requirement for this specific country:

REGULATION FEE BREAKDOWN	
Below is a fee breakdown for each country organization. Please proceed to pay direct transfer fee via bank/transfer cost up to each organization.	
Organization / Country / Registration fee	Fee type / duration / Description comment
<ul style="list-style-type: none"> <li>✓ Facebook Platform</li> <li>✓ API</li> <li>✓ Advertiser</li> </ul>	<p>25.00</p> <p>0.00</p> <p>\$ 10.00 - \$10.00</p>
Total Registration fee	\$ 35.00 - \$35.00

### New Regulation Fee Section

[Learn more](#)

# What's NEW for 2026



## Admin Changes



The new rollover feature of reg types and products

[Learn more](#)



The introduction of the all registrations tab

Personal Appointments	Personal Appointments	Personal Appointments	Personal Appointments	Personal Appointments	Personal Appointments	Personal Appointments
Refund type	Refund type	Refund type	Refund type	Refund type	Refund type	Refund type
Refund type	Refund type	Refund type	Refund type	Refund type	Refund type	Refund type
Refund type	Refund type	Refund type	Refund type	Refund type	Refund type	Refund type
Refund type	Refund type	Refund type	Refund type	Refund type	Refund type	Refund type
Refund type	Refund type	Refund type	Refund type	Refund type	Refund type	Refund type
Refund type	Refund type	Refund type	Refund type	Refund type	Refund type	Refund type



Additional columns in the approval tab (submitted for, FFA number inclusive)

Discounts and Vouchers	Refund Finalisation	Refund type	Org type
All Registrations	Registration Type Creation	Club	Club
ID Cards	Registration under Suspension	Club	Club
Reports	Suspension	Club	Club
Standard Report	WWCC Exemption	Club	Club
	WWCC Exemption Acknowledge	Club	Club
	WWCC Upload	Club	Club
	DTC (Club)	Club	Club



Additional filters in the approval tab (refund finalisation, WWCC & DTC)



Global Search feature enhanced to provide more search metrics to find participants quicker and easier



Refund flow enhancement

[Learn more](#)

## GLOBAL SEARCH



Participants

Admins

Types and Products

Organisations

FFA Number

First Name  
John

Last Name  
Smith

Year of Birth

Contact Number

Email Address













Suburb

State

Receipt Number

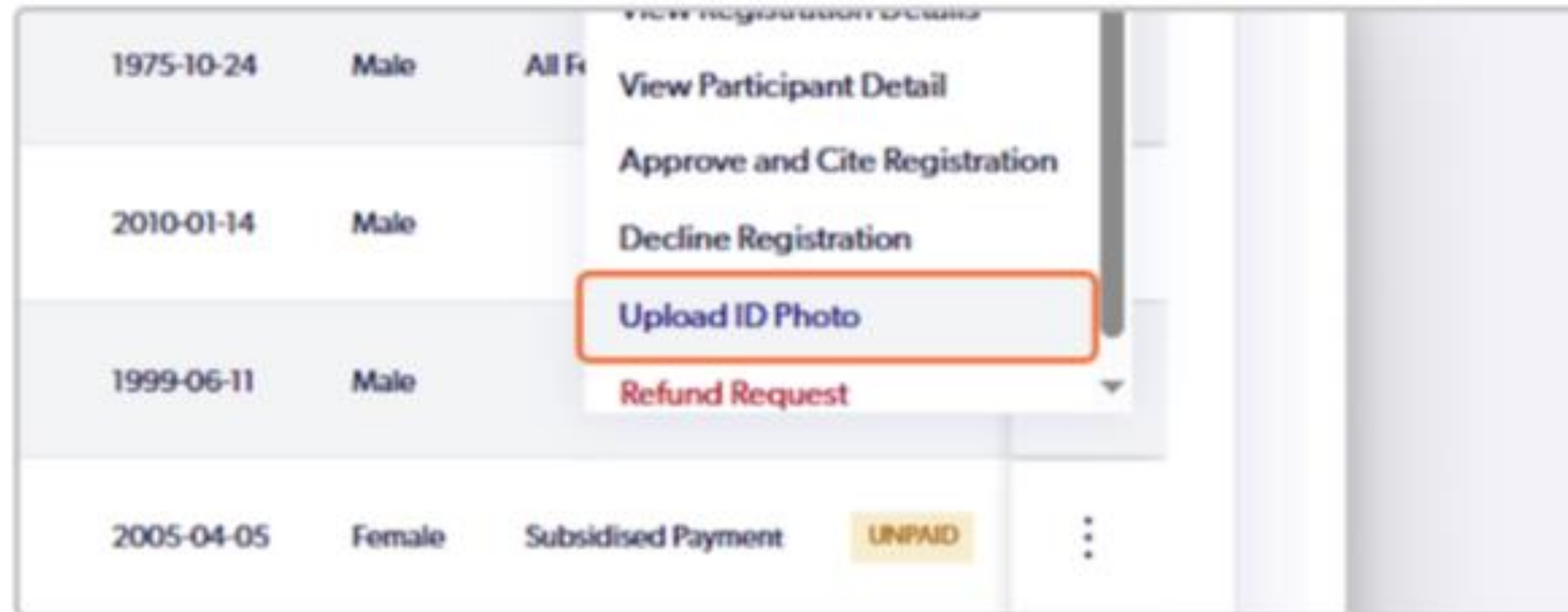
Search

Clear and search again

Search Results	
<div><div></div><div><b>John Smith</b> FFA Number: 10068521 • Organisation: N/A • DOB: N/A • Suburb: Suburb • State:</div></div>	<div><div></div><div><b>John Smith</b> FFA Number: 10098243 • Organisation: N/A • DOB: 01/12/1984 (40) • Suburb: Suburb • State: SA</div></div>
<div><div></div><div><b>john smith</b> FFA Number: 10111258 • Organisation: N/A • DOB: 08/02/1990 (35) • Suburb: Suburb • State:</div></div>	<div><div></div><div><b>John Smith</b> FFA Number: 10124641 • Organisation: N/A • DOB: 20/06/2008 (17) • Suburb: Suburb • State:</div></div>
<div><div></div><div><b>Johnny Smith</b> FFA Number: 10129306 • Organisation: Hunter Valley Football (Assoc) • DOB: 07/01/2010 (15) • Suburb: Suburb • State: NSW</div></div>	<div><div></div><div><b>John Smith</b> FFA Number: 10131141 • Organisation: Kellyville Kolts Soccer Club (Hills Football) • DOB: 04/10/1963 (62) • Suburb: Suburb • State: NSW</div></div>
<div><div></div><div><b>John Smith</b> FFA Number: 10140218 • Organisation: N/A • DOB: 01/11/1974 (50) • Suburb: Suburb • State: QLD</div></div>	<div><div></div><div><b>John Smith</b> FFA Number: 10272452 • Organisation: N/A • DOB: 07/07/1977 (48) • Suburb: Suburb • State: NSW</div></div>
<div><div></div><div><b>John Smith</b> FFA Number: 10299278 • Organisation: N/A • DOB: 07/09/1993 (32) • Suburb: Suburb • State:</div></div>	<div><div></div><div><b>John Smith</b> FFA Number: 10309070 • Organisation: N/A • DOB: 08/01/1993 (32) • Suburb: Suburb • State:</div></div>
<div><div></div><div><b>John Smith</b> FFA Number: 10409217 • Organisation: N/A • DOB: N/A • Suburb: Suburb • State:</div></div>	<div><div></div><div><b>John Smith</b> FFA Number: 10423587 • Organisation: N/A • DOB: 03/08/1987 (38) • Suburb: Suburb • State:</div></div>
<div><div>&lt;</div><div>1</div><div>2</div><div>3</div><div>4</div><div>5</div><div>...</div><div>10</div><div>&gt;</div></div>	



# What's NEW for 2026



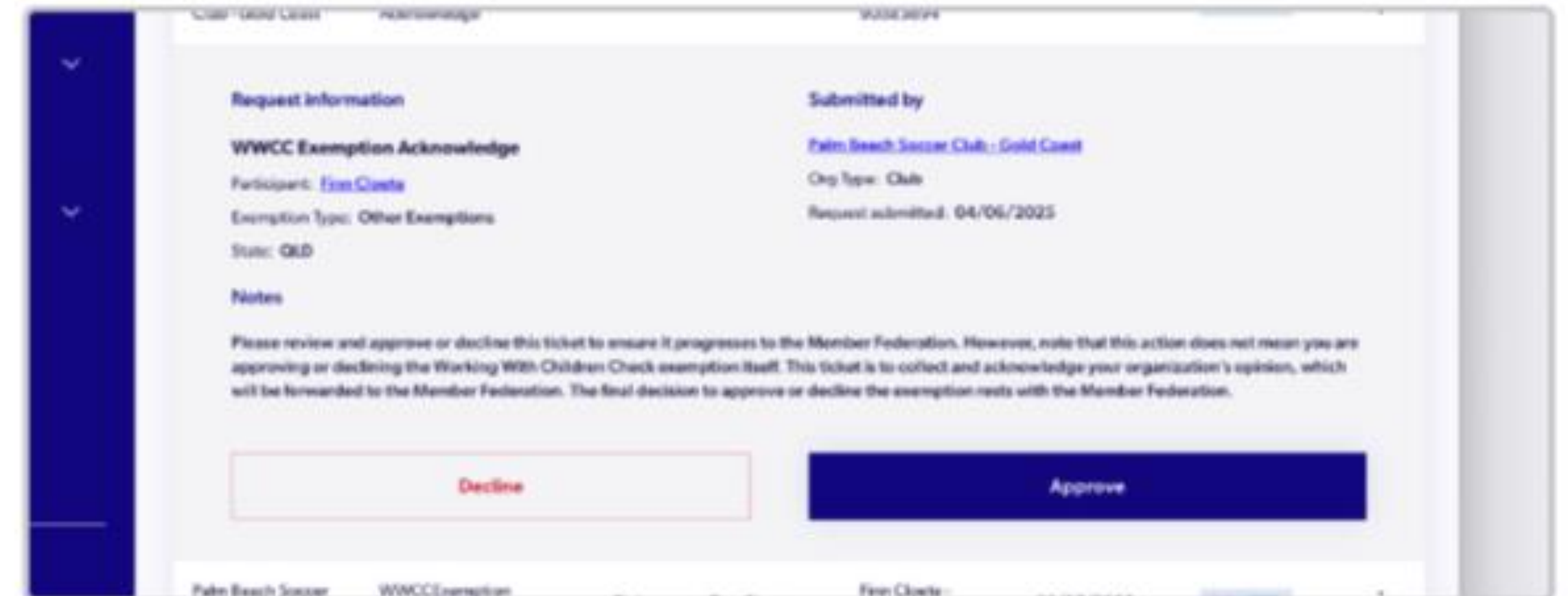
A screenshot of a web application interface for managing participants. A table lists participants with columns for date of birth, gender, and other details. A dropdown menu is open for the first participant, showing options: 'View Participant Detail', 'Approve and Cite Registration', 'Decline Registration', 'Upload ID Photo' (highlighted with an orange border), and 'Refund Request'.

Date of Birth	Gender	Other Details	Actions
1975-10-24	Male	All F	<ul style="list-style-type: none"><li>View Participant Detail</li><li>Approve and Cite Registration</li><li>Decline Registration</li><li>Upload ID Photo</li><li>Refund Request</li></ul>
2010-01-14	Male		
1999-06-11	Male		
2005-04-05	Female	Subsidised Payment	UNPAID



Ability to upload profile photos for participants

[Learn more](#)



A screenshot of a 'WWCC Exemption Acknowledge' form. The form includes fields for 'Request Information', 'Submitted by', 'Participant', 'Exemption Type', and 'State'. It also has a 'Notes' section with a paragraph of text. At the bottom, there are two buttons: 'Decline' (outlined) and 'Approve' (solid blue).

**Request Information**

**WWCC Exemption Acknowledge**

Participant: [Evan Clavette](#)

Exemption Type: Other Exemptions

State: QLD

**Submitted by**

[Palm Beach Soccer Club - Gold Coast](#)

Org Type: Club

Request submitted: 04/06/2025

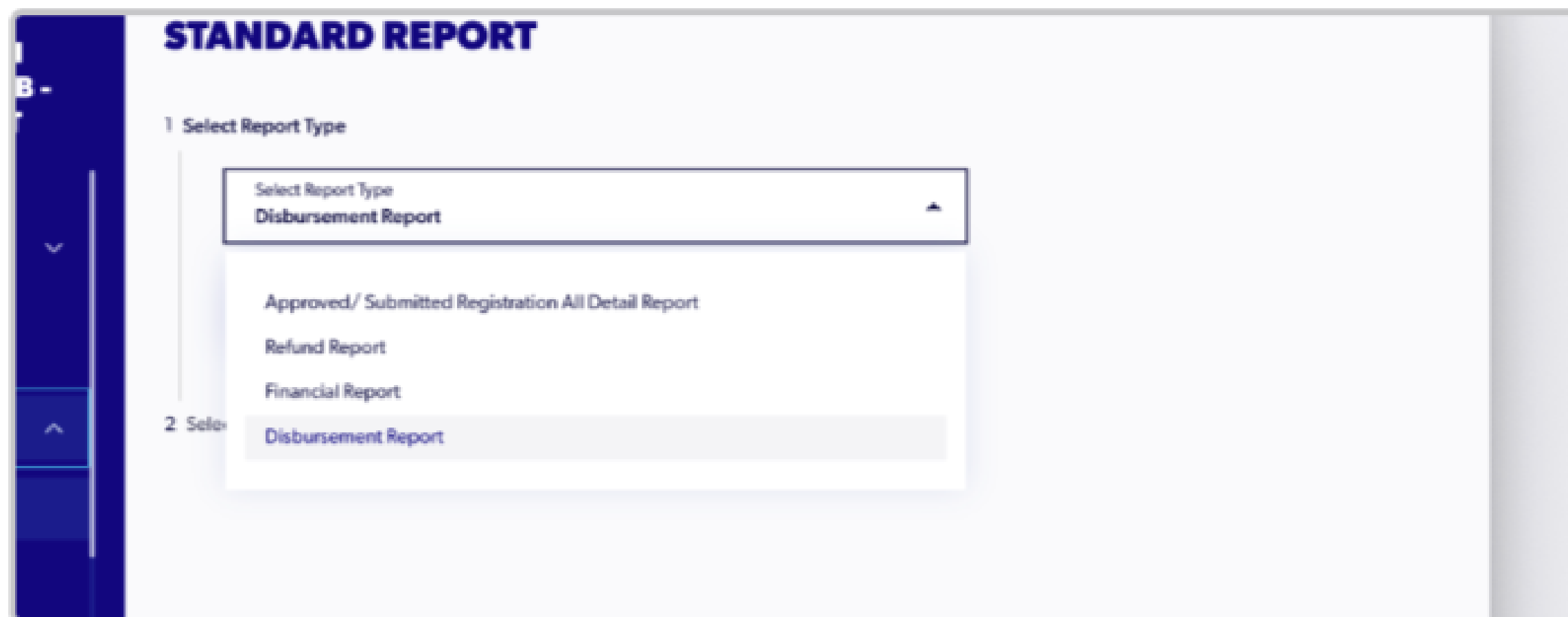
**Notes**

Please review and approve or decline this ticket to ensure it progresses to the Member Federation. However, note that this action does not mean you are approving or declining the Working With Children Check exemption itself. This ticket is to collect and acknowledge your organisation's opinion, which will be forwarded to the Member Federation. The final decision to approve or decline the exemption rests with the Member Federation.

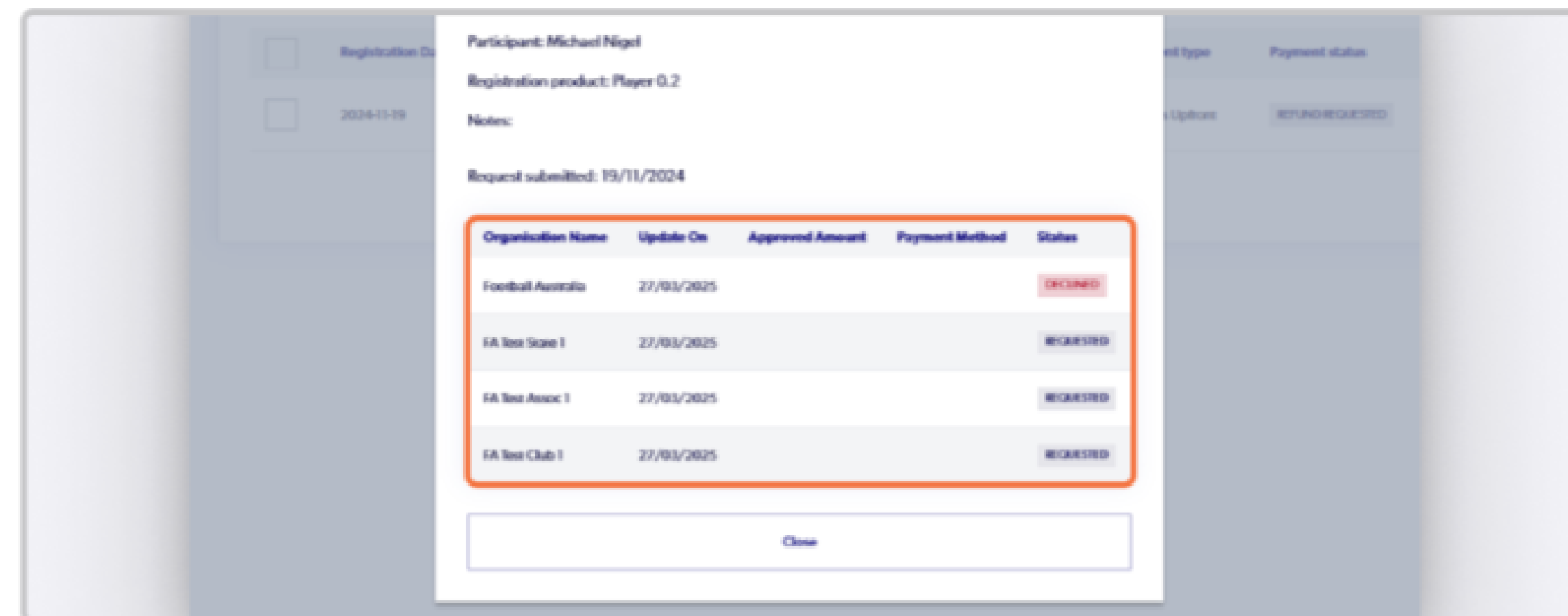
[Decline](#) [Approve](#)



A change in flow to allow WWCC exemption tickets to be acknowledged by clubs before MFs finalise them



Creation of new reports (refund, financial, ITC, DTC & Disbursement) as well as increased fields to all details and custom participant reports



Ability to view a refund request and to see what organisation has or hasn't actioned their approval ticket

[Learn more](#)



*Made the "By Invitation" a working feature*

PLAYERS

Which playing level are you creating this Registration Type for?

☒ Amateur players only

☒ Professional players only

☒ Professional AND/OR Amateur players

PRODUCT ACCESS

How will Associations and Clubs be able to register a product for this Registration Type

☐ All clubs can access this Registration Type (Public)

☒ By Invitation (Nominated clubs only)

Select the organisations that you want to invite

Select Organisations

Football NSW

Organisations that are not selected will not be able to use this Registration Type.

REGISTRATION AGE LIMITS

Set the expected age limits of this Type

Enter minimum age

 to 

Enter maximum age

ROLE CLASSIFICATION

Select Role

GENDER OPTIONS

Which gender groups will participate in this competition?

FOOTBALL

NEW REGISTRATION TYPE

Step 1

Structure

Step 2

Product Details

Step 3

Payment Options

Step 4

Terms and Conditions

Step 5

Additional Questions

Step 6

Review and Publish

REVIEW

Open Form Preview

PARENT REGISTRATION TYPE

Edit

Group

Not Provided

Season

1

Football Type

Not Provided

Playing level

Not Provided

Parent registration type

Not Provided

DETAILS

Edit

Visibility

private

Nominated Organisation

Football NSW, Tigris FC, Wolves FC, Marsh FC

Form of the game

Indoor, Outdoor

Player rank

Amateur Players Only, Professional And Or Amateur Players, Professional Players Only

Gender

Male, Female, Mixed

Age bracket

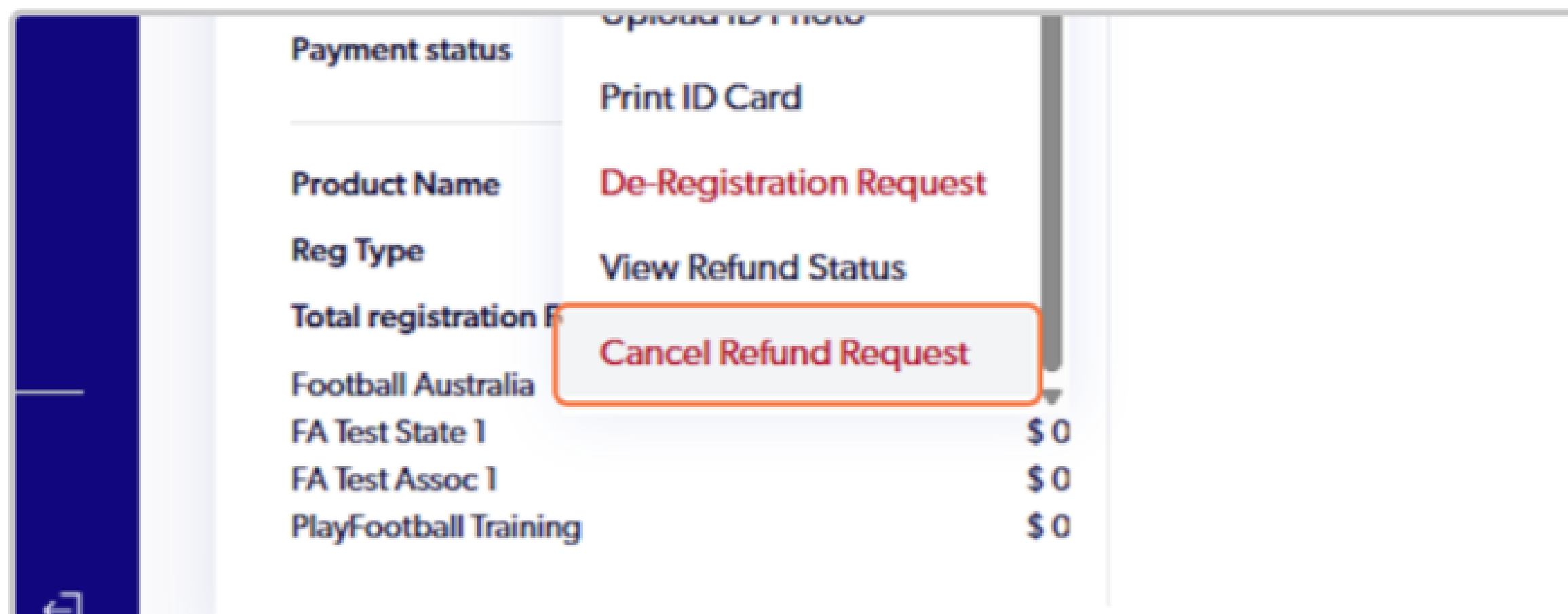
0 - 0

Registrations open date

01/01/2024

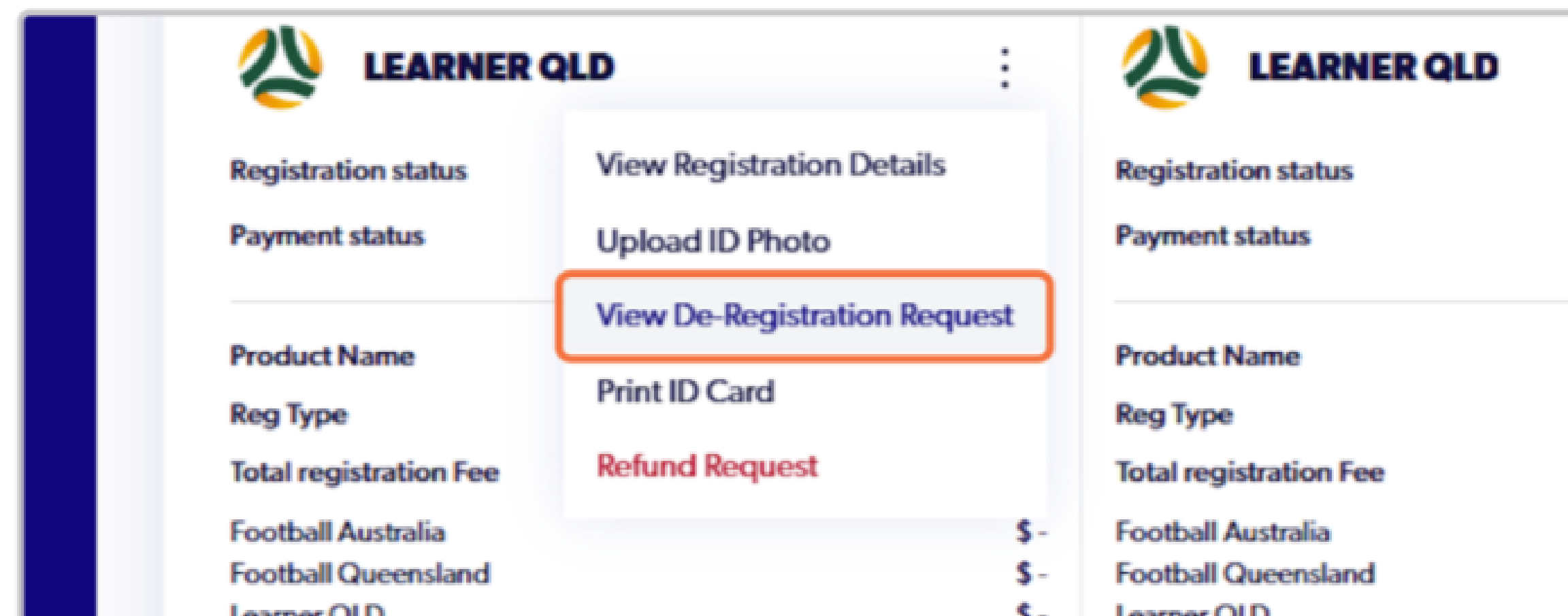
Registrations closed date

31/12/2024



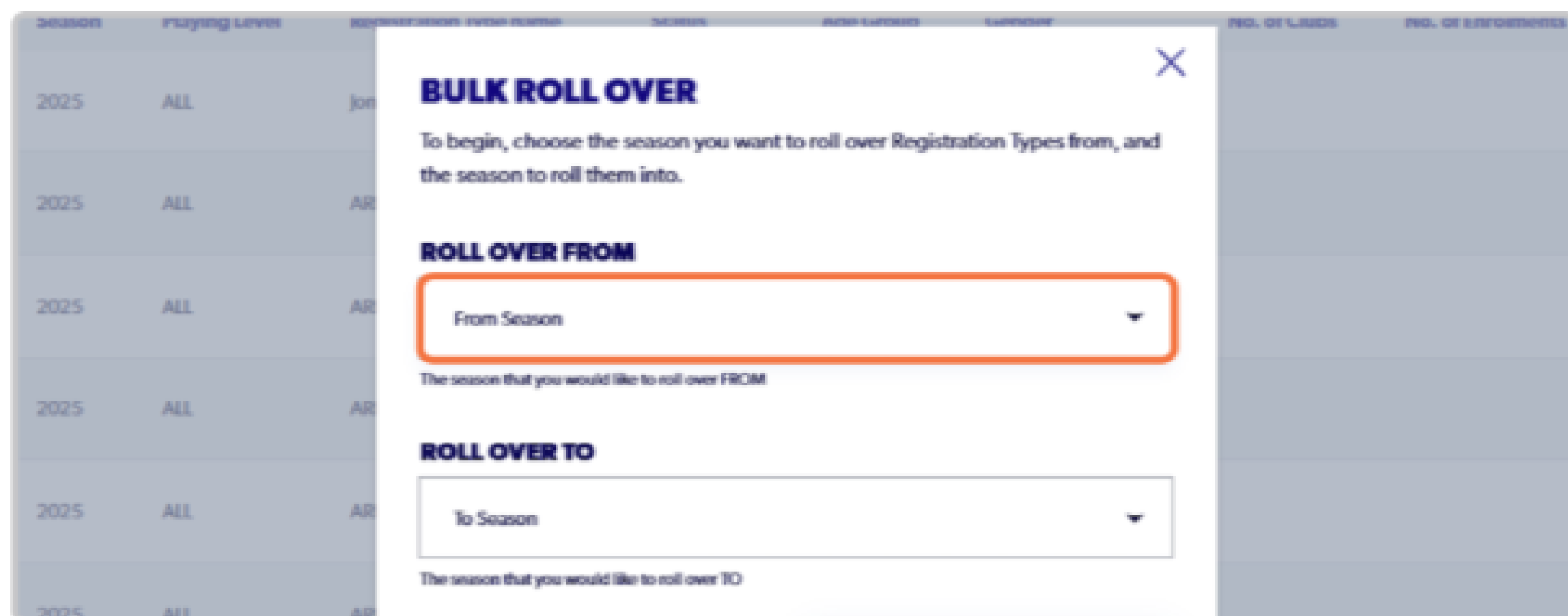
Ability to cancel a refund request

[Learn more](#)



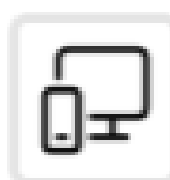
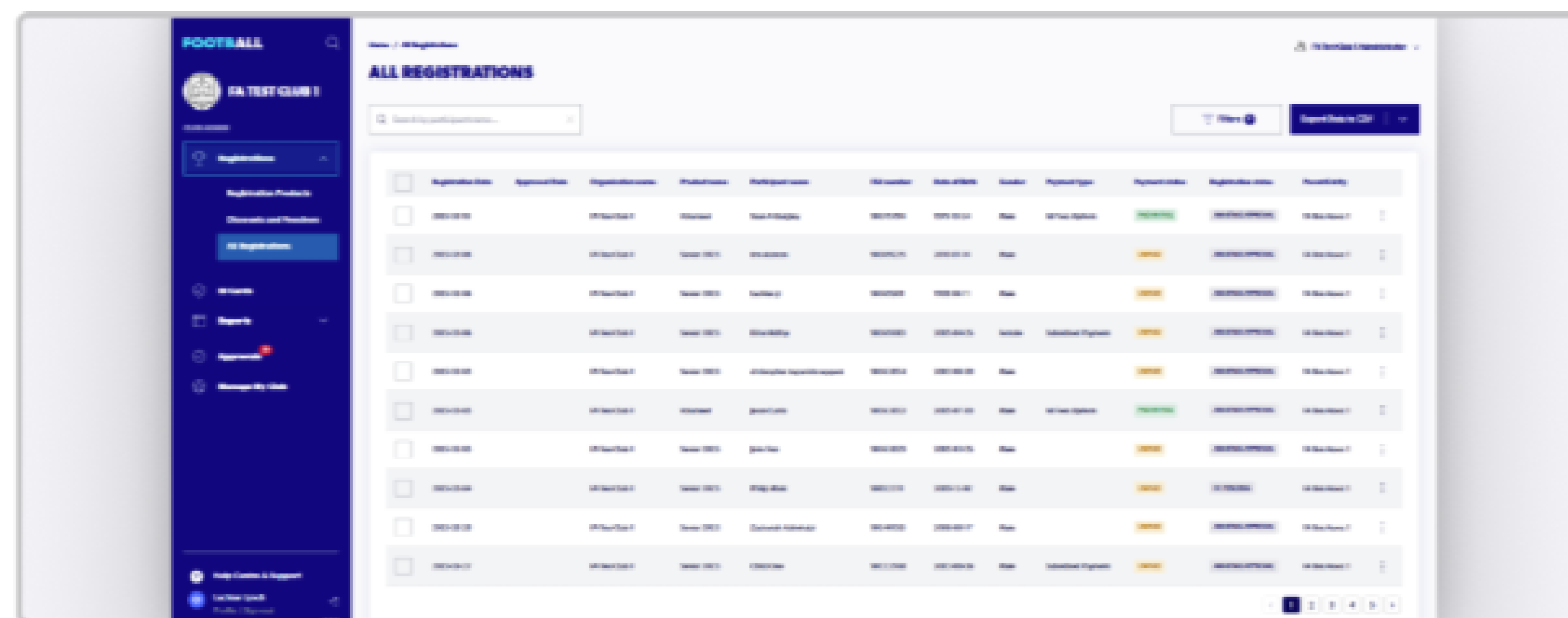
Ability to view the next action of a de-registration

[Learn more](#)



The new rollover feature of reg types and products

[Learn more](#)



The introduction of the all registrations tab



Received Approvals						
Search by submitter (org) name, submitter by, or submitted for...						
Received from	Submission type	Org type	Submitted by	Submitted for	Submitted on	Status
Football Queensland	De-Registration	State	PlayFootball Support		25/06/2025	99997700
Football Queensland	Edit Registration Type or Product	State	Fed Admin		18/06/2025	99997702
Football Queensland	Edit Registration Type or Product	State	Fed Admin		18/06/2025	99997703
Football Queensland	Edit Registration Type or Product	State	Fed Admin		18/06/2025	99997704
PD - South Coast	Refund Finalisation	Association	Tim Yao		18/06/2025	99997705



Additional columns in the approval tab (submitted for, FFA number inclusive)

Discounts and Vouchers		Refund Finalisation	mission type	Org type
All Registrations		Registration Type Creation		
ID Cards		Registration under Suspension	Club)	Club
Reports		Suspension		
Standard Report		WWCCExemption	CCExemption nowledge	Club
		WWCC Exemption Acknowledge		
		WWCC Upload	CCExemption nowledge	Club
		DTC (Club)		



Additional filters in the approval tab (refund finalisation, WWCC & DTC)

## Regulation Fee Breakdown

Review and Publish

?

Help & getting started

e

Amy Herbert  
Profile | Sign out

V1.0.0

SET THE PAYMENT OPTIONS FOR PROFESSIONAL PLAYERS

Which payment options do we want to allow Clubs to offer their Professional players?

☐

Club and Regulation fees upfront

☐

Regulation fees upfront

☐

Scheduled payment

☐

Subsidised payment

SET THE FEE FOR THIS PRODUCT

These are the fees that all players will pay with their registration for this specific Product.

REGULATION FEE BREAKDOWN

Below is a fee breakdown for each parent organisations. Please expand to see detail on the fee variations/exceptions set up by each organisation.

Organisation / Variation / Exception Name	Fee Range / Variation / Exception Amount
FA	\$ XX - \$ XX
MF	\$ XX - \$ XX
Assoc	\$ XX - \$ XX
Total Regulation Fee	\$ XX - \$ XX

Club Fee

\$ 10.00

New Total Fee

\$ XX - \$ XX

You can update this fee, or, if it's correct you can click the 'Next' button to continue

←

Step 2 of 9

Next



# What's NEW for 2026



## Regulation Fee Breakdown

REGULATION FEE BREAKDOWN	
Organisation / Variation / Exception Name	Fee Range / Variation / Exception Amount
^ FA	\$ XX - \$ XX
XX regulatory fee	\$ XX
Professional Variation Fee	Not Provided
Current Variation Fee	Not Provided
Age Exceptions	Not Provided
Time Exceptions	Not Provided
Gender Exceptions	Not Provided
^ MF	\$ XX - \$ XX
XX regulatory fee	\$ XX
Professional Variation Fee	Not Provided
Current Variation Fee	Not Provided
Age Exceptions	Not Provided
Time Exceptions	Not Provided
Gender Exceptions	Not Provided
^ Assoc	\$ XX - \$ XX
XX regulatory fee	\$ XX
Professional Variation Fee	Not Provided
Current Variation Fee	Not Provided
Age Exceptions	Not Provided
Time Exceptions	Not Provided
Gender Exceptions	Not Provided
Total Regulation Fee	\$ XX - \$ XX



# How to login to Playfootball as an admin Step-by-step

## Step-by-Step Guide

Open the  
Admin Portal

- Go to the PlayFootball admin sign-in page
- <https://registration.playfootball.com.au/management/signin>

Enter your  
login details

- Use your registered email address and password to sign in

Accept Terms  
& Conditions

- Tick the checkbox to confirm you agree to the Terms & Conditions

Sign in

- Click sign in to access your admin dashboard

### Visual Walkthrough

View the step-by-step guide:

[https://scribehow.com/viewer/How to login as an admin in playfootball\\_b-ORsTG5ReOpJi8SvIthAg](https://scribehow.com/viewer/How%20to%20login%20as%20an%20admin%20in%20playfootball_b-ORsTG5ReOpJi8SvIthAg)

**Sign in** – Log in to your PlayFootball admin account

**Open club management** – Click my club from your dash board

**Access Administrators** – Select the administrators section

**Enter contact details** – Click invite an administrator

**Assign Role** – Fill in the required administrator information

**Send invitation** – Click invite to complete the process

#### Help & Support Guide

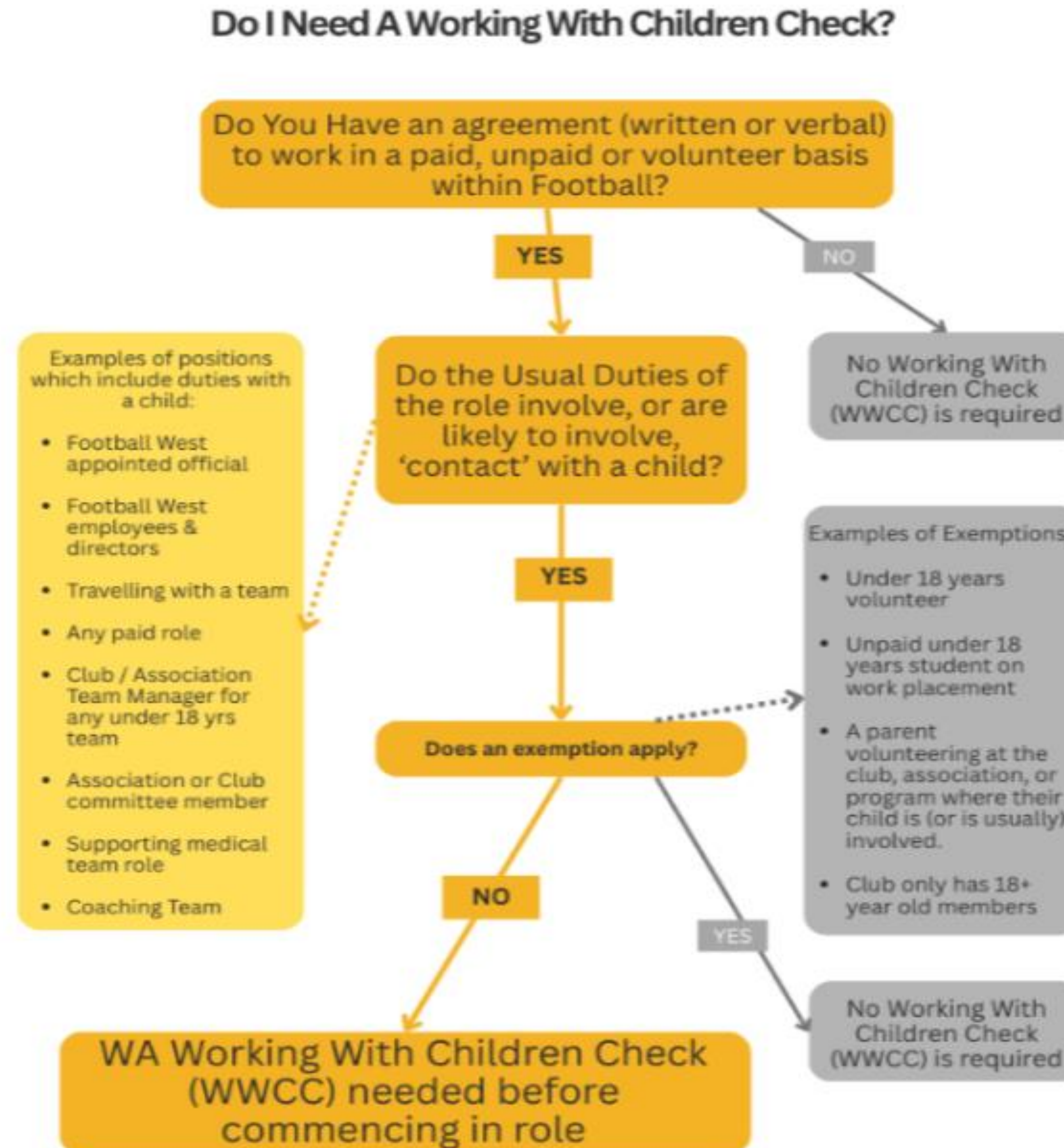
View the official step-by-step instructions:

<https://support.playfootball.com.au/support/solutions/articles/22000283702-admin-club-how-to-invite-an-administrator-to-your-organisation>

- Football Australia now requires all individuals who are seeking administrator access to PlayFootball to hold a current [WWCC / WWVP / Blue Card].
- No exemptions will be granted, even for those who may be exempted from holding a [WWCC / WWVP / Blue Card] in other capacities or for other purposes (e.g., in some states certain occupations, like teachers, do not need a check when performing that occupation).
- Additionally, we have been advised by Football Australia that individuals under the age of 18 will not be granted PlayFootball administrator access.
- Whilst we are aware that there is still capability on the PlayFootball platform for an administrator to request an exemption, these will automatically be rejected by Football Australia. We have been advised by Football Australia that they will be removing this capability in due course.
- Football Australia has strict obligations under the Privacy Act and Australian Privacy Principles with respect to the personal information they hold and maintain through the PlayFootball platform.
- Whilst we acknowledge this may require some transitional adjustments for some clubs and associations, Football Australia is taking a standardised and firm approach across all states and territories
- If you have any concerns or difficulties in obtaining a [WWCC / WWVP / Blue Card] and there is no alternate administrator at your club or association, please contact us.

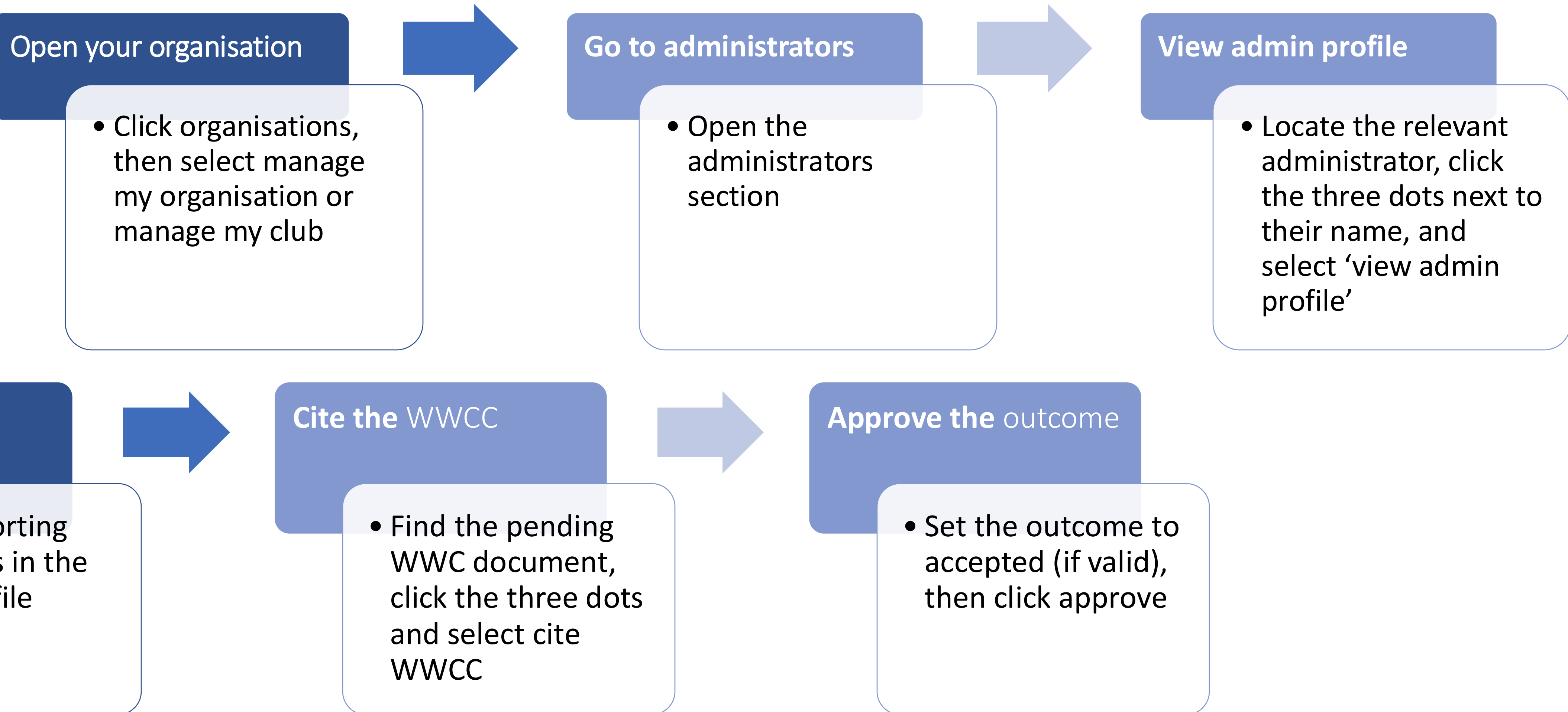


# Who needs a Working with Children Check?



# How to accept WWCC for other admins

## Step by step:



### Help Support Guide

View the official step-by-step instructions:

<https://support.playfootball.com.au/support/solutions/articles/22000287104-admin-how-to-cite-admin-wwcc>

- What is a Product in PlayFootball 2.0?
- A **product** is the **specific registration option** you select when signing up in PlayFootball. It tells the system **who you are and what you're registering for**.
- Examples: Player Under 12, Women's Metro, MiniRoos, Coach.
- Each product includes:
  - **Role** (player, coach, referee, volunteer)
  - **Age group & gender** (e.g. U10 Boys, U18 Girls)
  - **Competition level** (community, metro, amateur)
  - **Fee** set by the club/association
- Products are **created by clubs** so participants can choose the correct one for their season.

This ensures:

- You're placed in the **right competition**
- Insurance and system records are correct
- The right fees are charged and managed



## Initial Setup & Eligibility

Navigate to Product  
Management

- Log in to the Playfootball management and select registration then click product management

Define Product  
Identity

- Choose a product name that includes the year and age group e.g., 2026 – Junior Player – U12

Age & Gender  
constraints

- Set the minimum and maximum age and select the gender (Male, Female, or Mixed)

Availability dates

- Set the open and close dates for the product

NEW FOR SEASON 2026  
Product Rollover functionality  
In the old system this used to be called product migration

### Help Support Guide

View the official step-by-step instructions:

<https://support.playfootball.com.au/support/solutions/articles/22000283744-admin-how-to-create-a-registration-product>

# How to create a product – Payment Options

## Financials & Customization

### Fee breakdown

Enter your Club fee  
(this will be added to  
the governing fee)

### Payment Setting

Add any fee exceptions  
that you may have  
(free exceptions  
included age groups,  
time period and  
gender)

#### Payment Options Explained

- All Fees Upfront - All fees paid online at the time of registering
- Regulation fees upfront - Football Australia, Member Federation & Association fees paid online at the time of registering. The remaining Club fee to be paid outside of system.
- Scheduled payment - Football Australia, Member Federation, Association & 1/4 of the club fee to be paid online at the time of registering. The remaining 3/4 of the Club fee is to be collected between the Participant and Club outside of the system
- Subsidised payment - Club will subsidise your payment and you may need to pay Club back outside of the system. Club will need to pay the Regulation fees in system for these registrations.

### Help Support Guide

View the official step-by-step instructions:

<https://support.playfootball.com.au/support/solutions/articles/22000283744-admin-how-to-create-a-registration-product>

# How to Create a product – Kidsport Vouchers

- In Relation to Kid Sport vouchers

1. We recommend setting up a new Kid Sport voucher product with a subsidized payment option. When participants select the subsidized payment method, they will not pay anything at the time of registering.

Your club will then make the payment of the FA/FW fees via the Play Football system.

2. The other option is for the club to create a voucher code and set the product up with any other payment option.

The participant will still be required to pay the Football Australia and Football West fees upfront however the voucher can be used to discount the club fees. The club will then not have to make any payments on behalf of the participant.

- **Football West recognises the challenges this presents for clubs and participants and is actively working to identify solutions to assist with the process.**

# How to create a Product – Regulation Fee Breakdown (New for 2026)

## Regulation Fee Breakdown

- As an administrator you can now view the breakdown of fees set from the levels above when building/editing your Registration Types. Located in the **Payment Options step** is the new "Regulation Fee Breakdown" giving you oversight of each variation/exception of fee set by association/Member Federation or Football Australia.

FOOTBALL

NEW PRODUCT

Step 1  
Registration Group

Step 2  
Football Type

Step 3  
Playing Level

Step 4  
Registration Season

Step 5  
Parent Registration Type

Step 6  
Details

Step 7  
Payment Options

Step 8  
Terms & Conditions

Step 9  
Additional Questions

Help Centre & Support

REGULATION FEE BREAKDOWN

Below is a fee breakdown for each parent organisation. Please expand to see detail on the fee variations/exceptions set up by each organisation.

Organisation / Variation / Exception Name	Fee Range / Variation / Exception Amount
Football Australia	\$ 0
Football Australia regulatory fee	\$ 0
Professional Variation Fee	\$ 0
Current Variation Fee	Not Provided
Age Exceptions	Not Provided
Time Exceptions	Not Provided
Gender Exceptions	Not Provided
FA Test State 2	\$ 0
FA Test Assoc 2	\$ 0
Total Regulation Fee	\$ 0

Club fee  
\$ 0

New Total Fee  
\$ 0

You can update this fee, or, if it's correct you can click the 'Next' button to continue

FEE VARIATIONS

Set fee exceptions for different participant roles.



## Step 3. Add Terms and Conditions

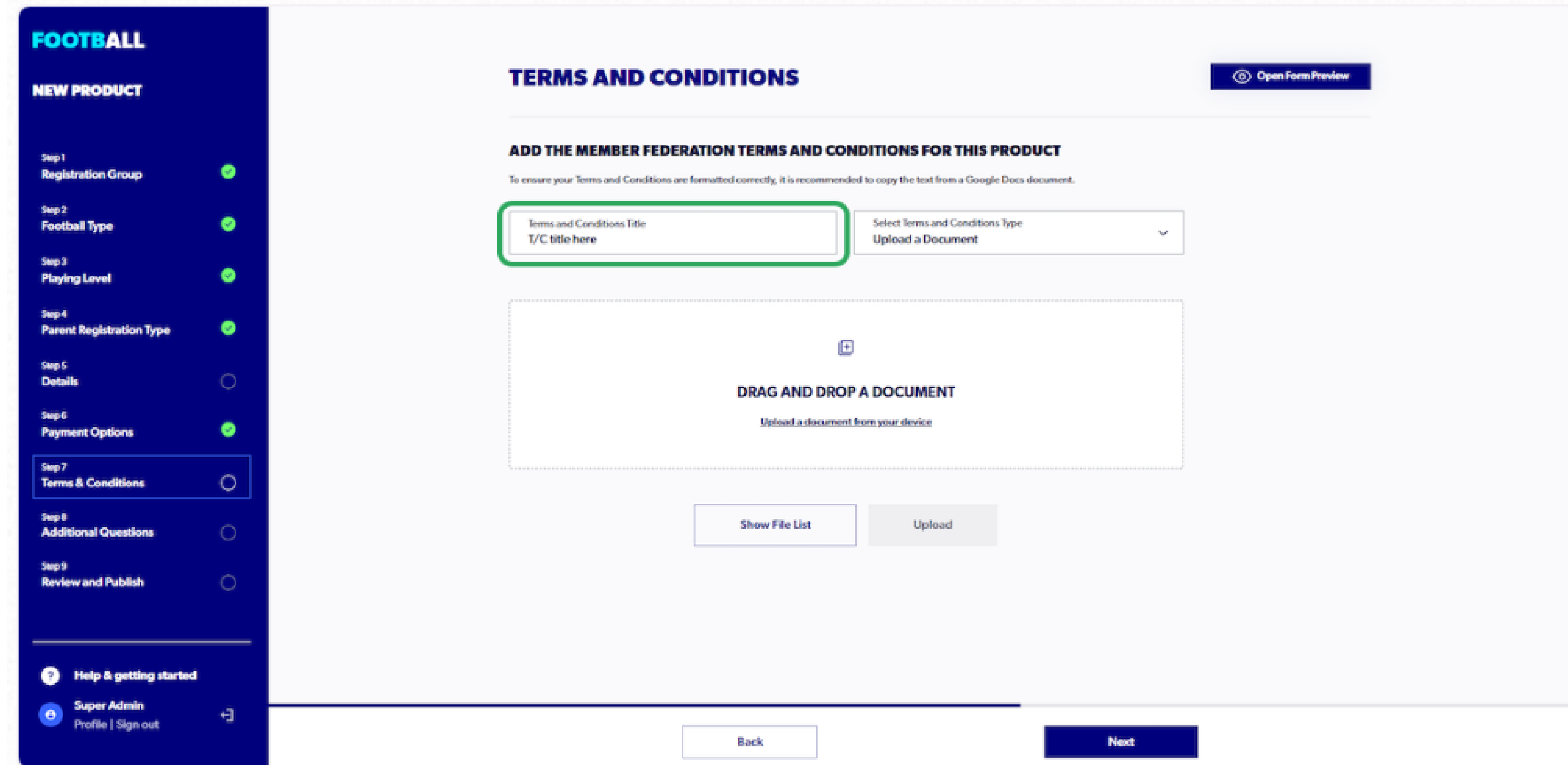
Once you have completed your fees add your terms and conditions

Helpful Hint: Make sure you upload a title of your terms and conditions.

## Step 4. Review everything to make sure all details are correct

Once everything has been reviewed click on submit

Helpful Hint: All columns in the side bar should be ticked green for you to create the product



The screenshot shows the 'TERMS AND CONDITIONS' form in the Football West system. The left sidebar, titled 'NEW PRODUCT', lists steps 1 through 9. Steps 1 through 6 are marked with green checkmarks, indicating completion. Step 7, 'Terms & Conditions', is currently active and marked with a radio button. Steps 8 and 9 are marked with empty radio buttons. The main content area is titled 'TERMS AND CONDITIONS' and includes a sub-header 'ADD THE MEMBER FEDERATION TERMS AND CONDITIONS FOR THIS PRODUCT'. Below this, a note states: 'To ensure your Terms and Conditions are formatted correctly, it is recommended to copy the text from a Google Docs document.' The form contains two input fields: 'Terms and Conditions Title' (with a placeholder 'T/C title here') and 'Select Terms and Conditions Type' (with a dropdown menu showing 'Upload a Document'). Below these fields is a large dashed box with a plus icon and the text 'DRAG AND DROP A DOCUMENT' and 'Upload a document from your device'. At the bottom of the form are two buttons: 'Show File List' and 'Upload'. The footer of the form has 'Back' and 'Next' buttons.

- Video [Admin - How to Create a Registration Product : playfootball](#)

# How to create a product – Editing After creation

Home / Registration Products FA Test Club 1 Administrator

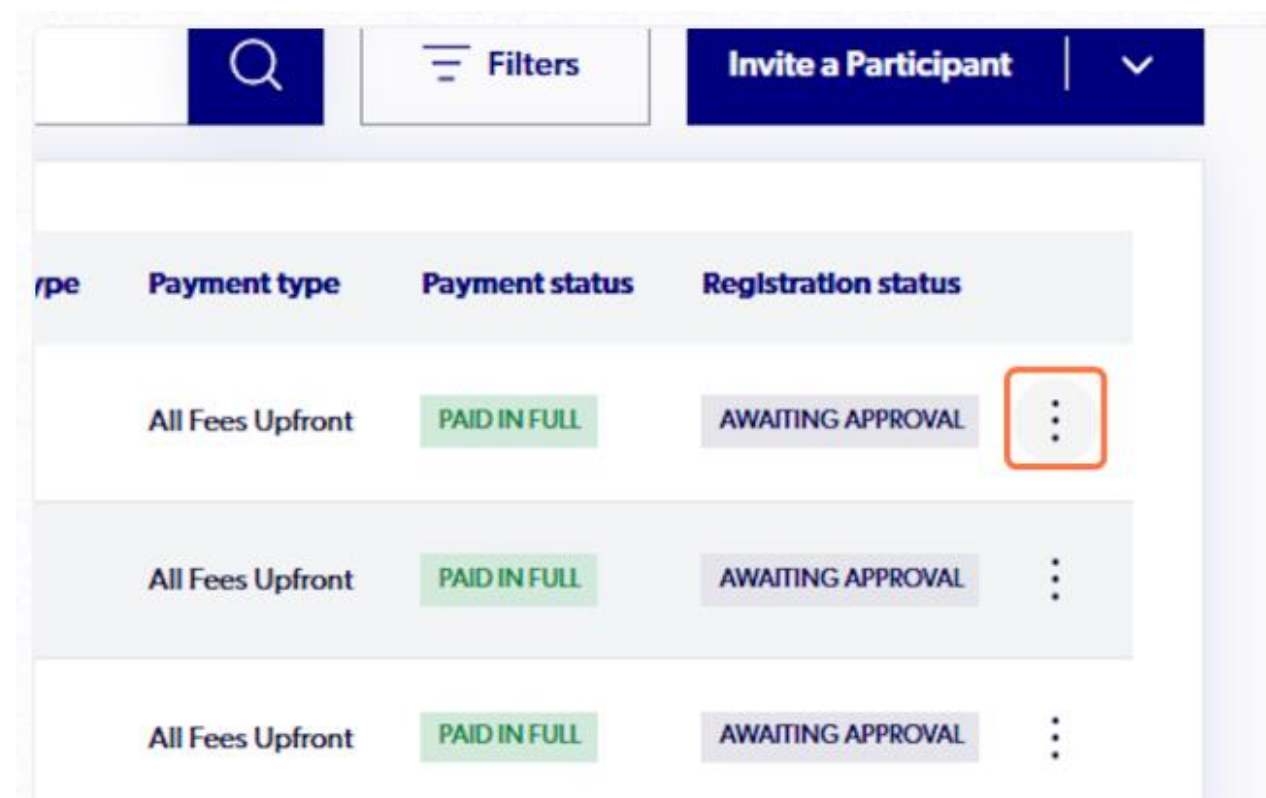
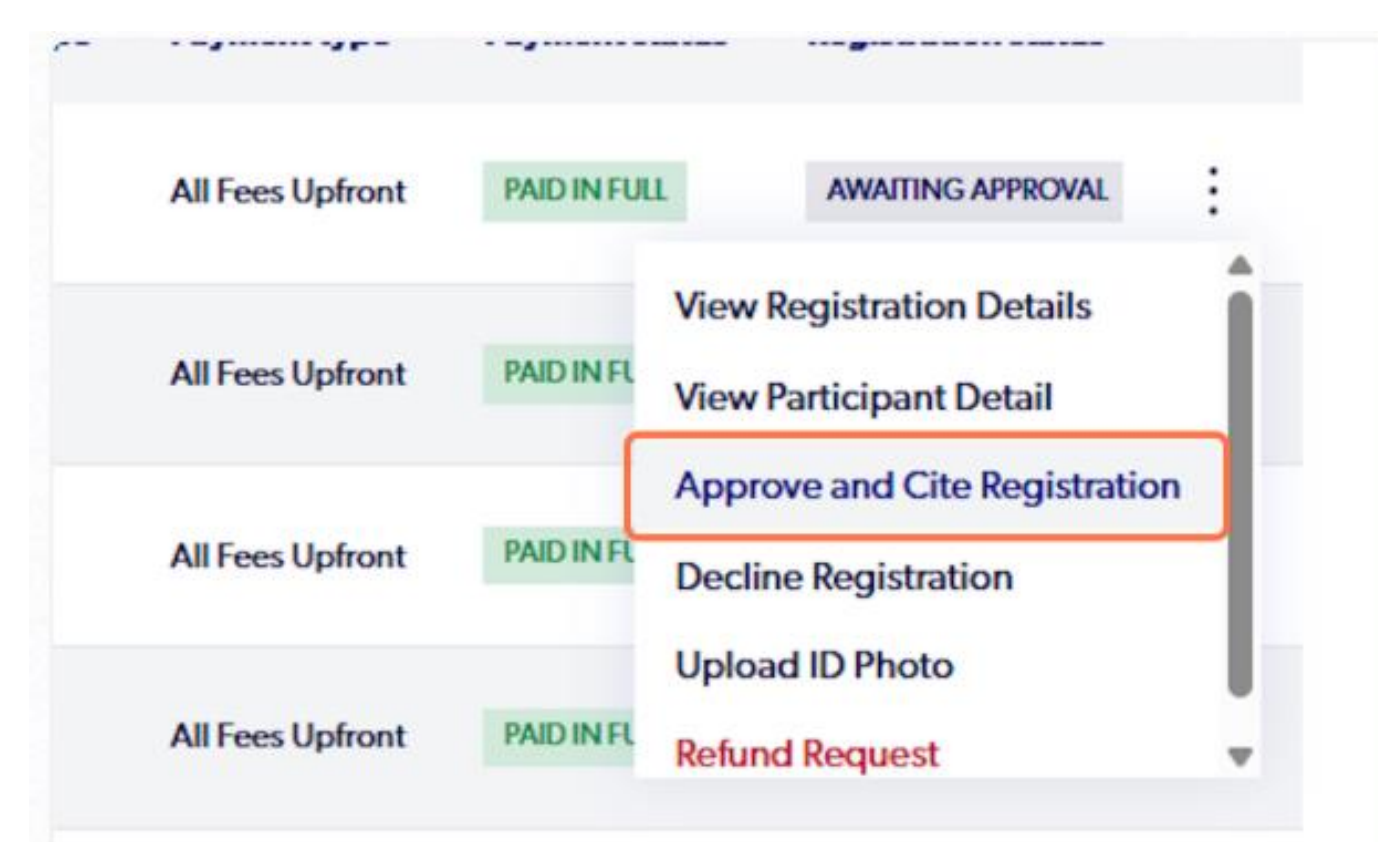
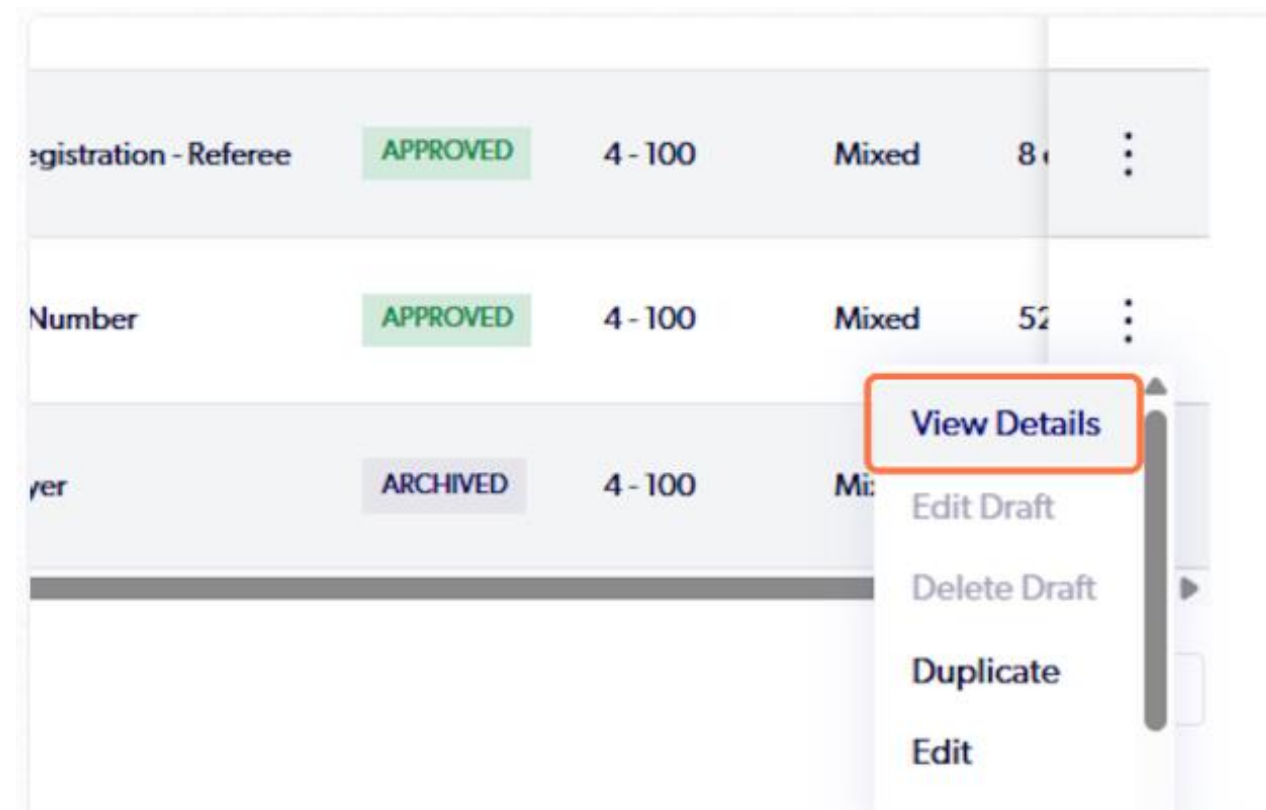
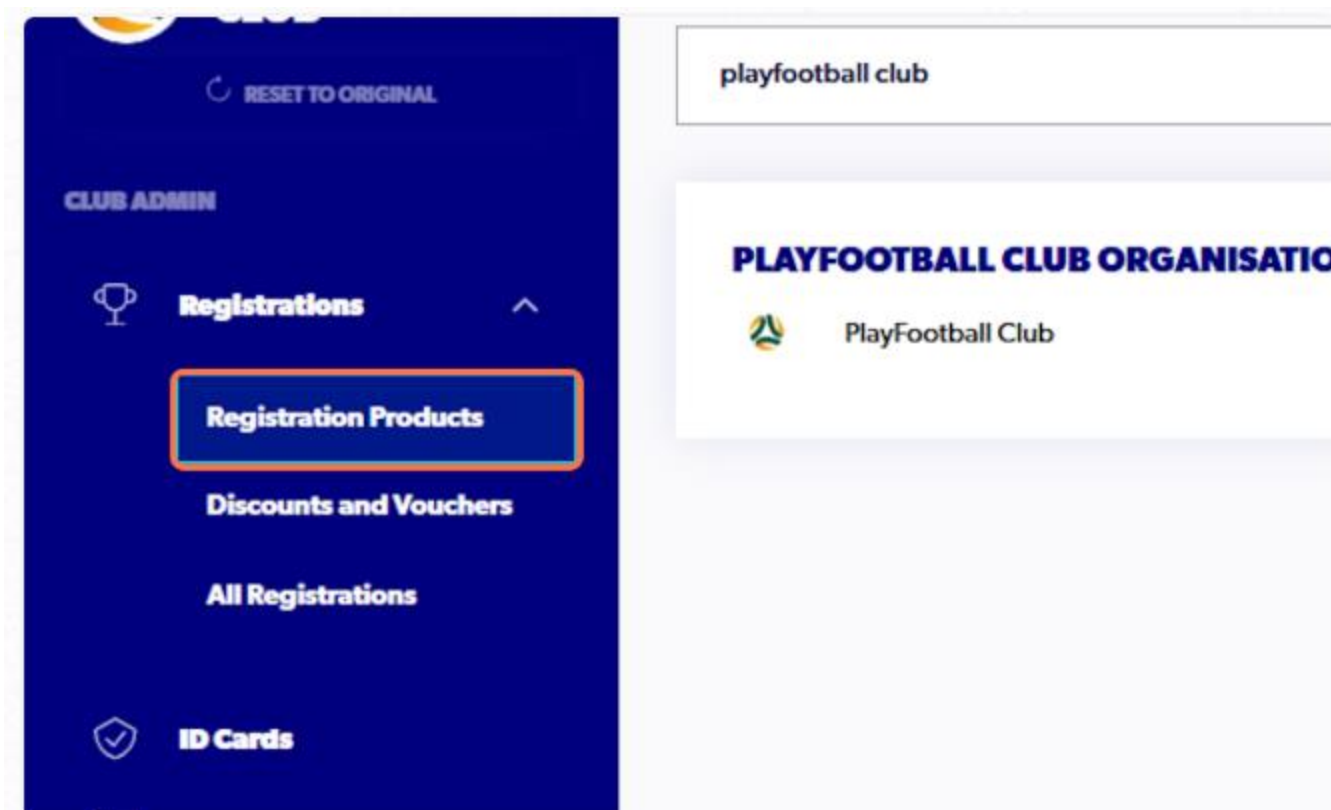
## REGISTRATION PRODUCTS

Search by product name:  Filters 1 Bulk Roll-over Create New Product

Season	Registration Group name	Playing Level	Role	Registration Type name	Registration Product name	Status	Age Group	Gender	No.
2025	Club Football Players	Community	Player	Senior 2025	Senior 2025	DRAFT	14 - 100	Male	...
2025	Club Football Players	Community	Player	Senior 2025	Senior 2025	APPROVED	14 - 100	Mixed	...
2025	Non Playing Roles	ALL	Referee	Referee - Club Football	Referee - Club Football (2025)	APPROVED	4 - 100	Mixed	...
2025	Club Football Players	Community	Player	REG Type Test - Community Juniors Dinitri	REG Type Test - Community Juniors Dinitri	ARCHIVED	8 - 16	Mixed	...
2025	Club Football Players	Community	Player	REG Type Test - Community Juniors Dinitri	Lack 5 - Capacity testing	APPROVED	8 - 16	Mixed	...
2025	Club Football Players	Community	Player	REG Type Test - Community Juniors Dinitri	REG Type Test - Community Juniors Dinitri	APPROVED	8 - 16	Mixed	...
2025	Club Football Players	Representative	Player	Junior REP - Lack Test	Junior REP - Lack Test	APPROVED	4 - 18	Mixed	2 on ...
2025	Non Playing Roles	ALL	Volunteer	Volunteer Registration	Volunteer	DRAFT	4 - 100	Mixed	...

FQ - South Coast Junior 11-17 Years	FQ - South Coast Junior 11-17 Years	DRAFT	11 - 17	...
FQ - South Coast Junior 11-17 Years	Capacity - 1	APPROVED	0 - 9	...
FQ - South Coast Junior 11-17 Years	Expression of interest - No	APPROVED	...	...
FQ - South Coast Junior 11-17 Years	FQ - South Coast Junior 11-17 Years	APPROVED	...	...
Senior NPL (MF Sub)	Senior NPL (MF Sub)	DRAFT	...	...
FQ - South Coast Junior 11-17 Years	FQ - South Coast Junior 11-17 Years	APPROVED	11 - 17	...
FQ - South Coast Junior 11-17 Years	FQ - South Coast Junior 11-17 Years	SUBMITTED	11 - 17	...

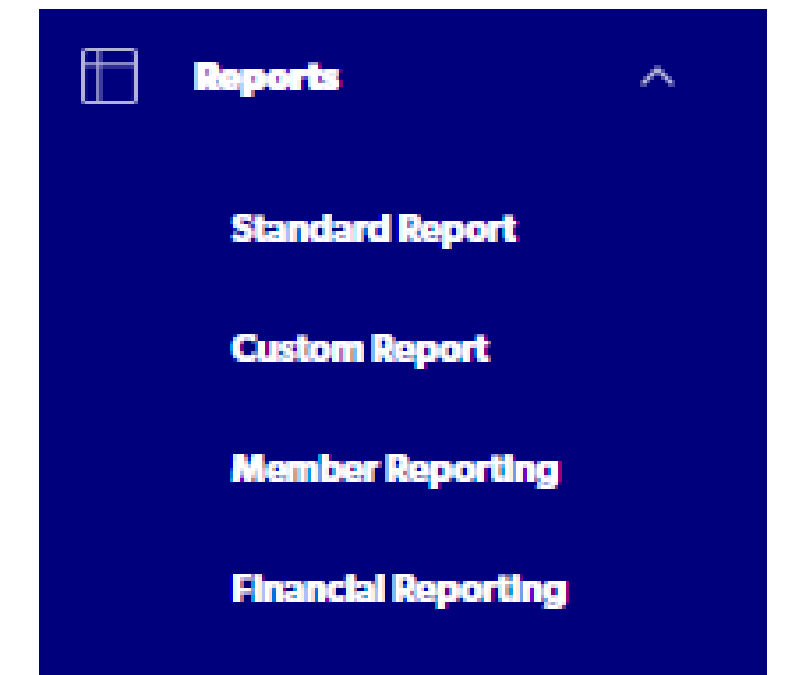




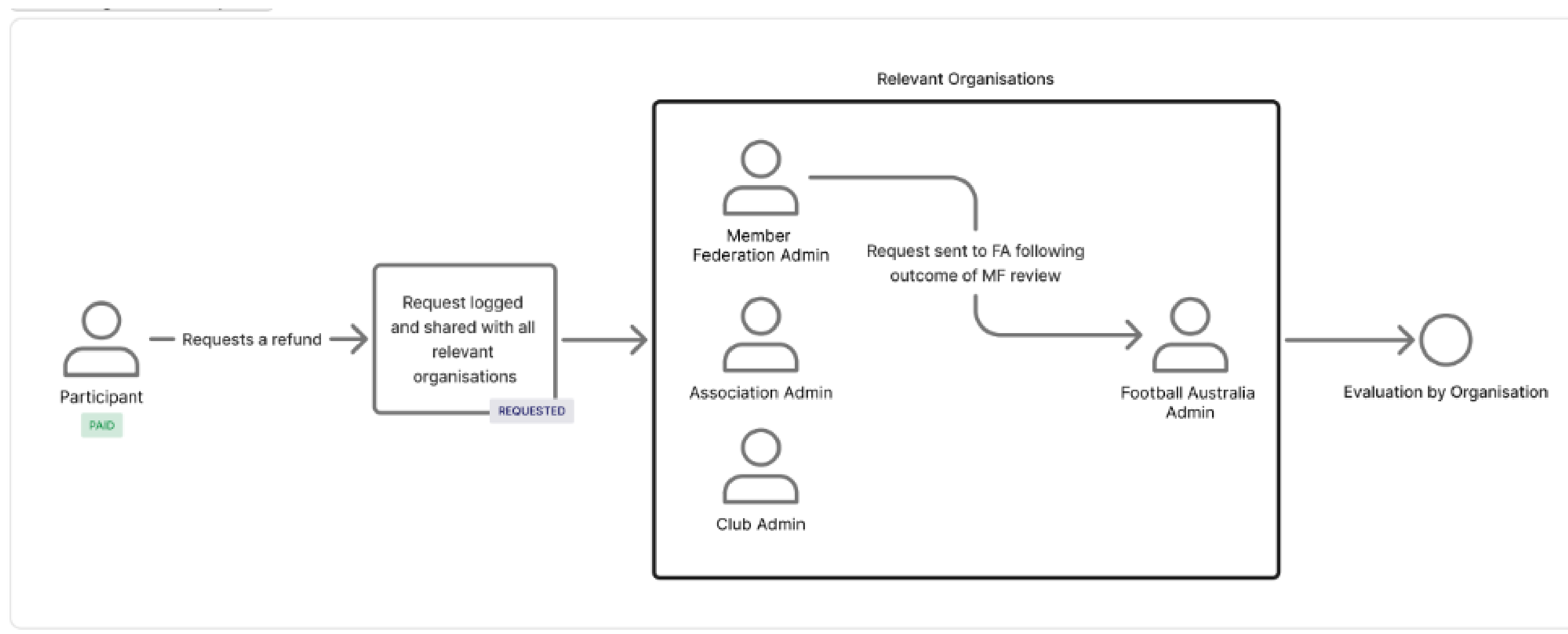
1. Click on Registrations
2. Click on Registration Products
3. Click on the 3 vertical dots
4. Click on View Details
5. Click on the 3 vertical dots
6. Click on Approve and Cite Registration
7. Check the photo and document they have selected
8. Check on the checkbox to confirm
9. Click on Approve
10. After successful approvals, the "Successfully approved registration" pop up will appear
11. Select the Checkbox next to the relevant participant(s)
12. Click on "Approval and cite"
13. Click on "Approve"
14. After successful approvals, the "Successfully approved registration" pop up will appear



- **Standard Report:** Provides a list of all registered participants
- **Custom Report:** Provides a list of the participants and the responses entered during the registration process.
- **Member Report:** Coming Soon.
- **Financial Report:** Provides a list of transactions made through the system to the club.

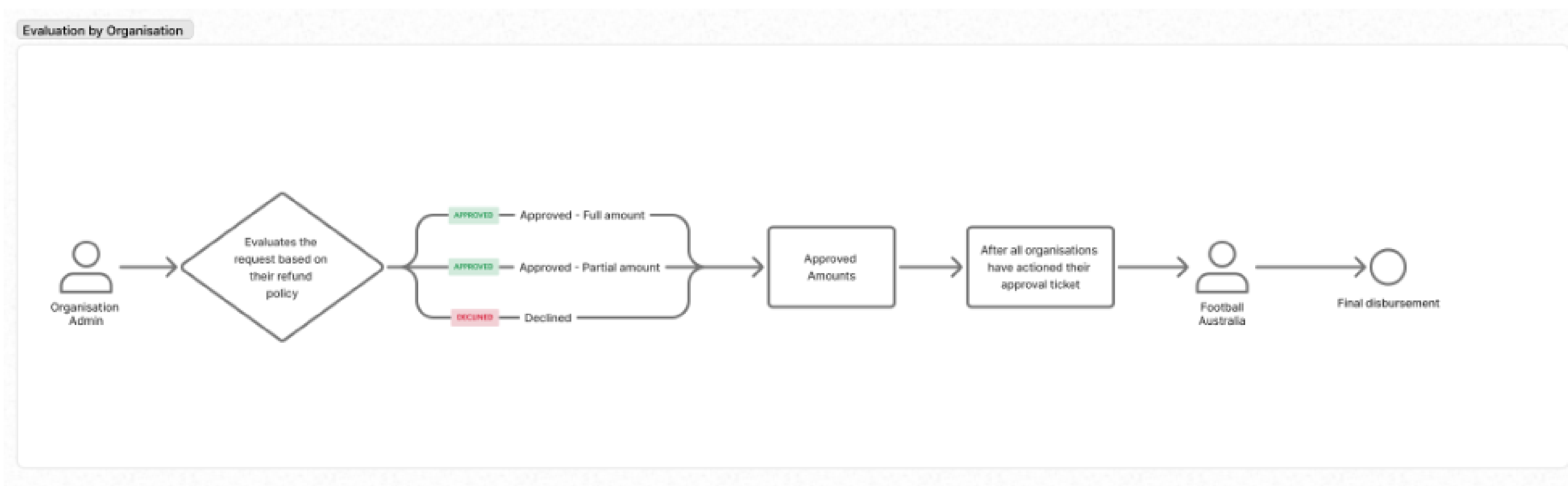


- The refund process has been enhanced for Season 2026 to make it easier for organisations and Football Australia to manage and reconcile refunds. Participants can still request refunds of their registration fees, and the amount approved is determined by each organisations refund policy.
- The new solution introduces improved tracking and reporting, including the ability to net refunds against disbursements, providing clearer visibility of financial transactions.
- **How does the refund process work?**
- The refund process follows a sequence of steps involving both participants and organisations. While the participant experience remains largely the same, the backend tracking and reconciliation have been enhanced



# Refunds

- **Submitting a refund request**
- A participant requests (or an Admin on behalf of a participant) a refund through PlayFootball. The request is automatically logged and shared with all relevant organisations (e.g. member federation, association, and club) for review.
- **Evaluation by Organisations**
  - - Each organisation evaluates the request based on its refund policy. This may include a partial or full approval, or a full decline with justification
  - Refunds are now netted off against disbursements for each organisation. Organisations are no longer invoiced unless the net-off process cannot be applied.

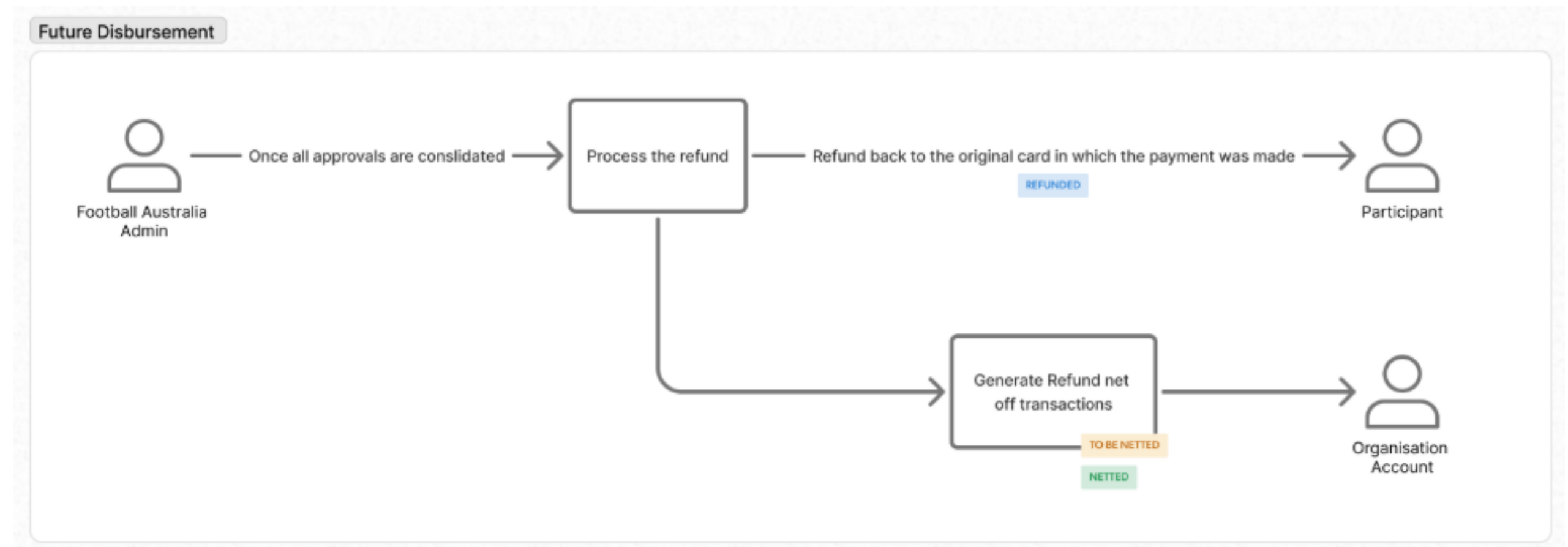


# Refunds

- **Final disbursement/Net off**
- Once all approvals are consolidated, Football Australia processes the refund back to the participant's original payment method.
- For each organisation's approved refund amount it will be taken off of their upcoming disbursement e.g.

## Example: How the Net-Off Process works & Reporting

- The new refund solution introduces a net-off process, which means refund amounts are automatically deducted from an organisation's future disbursement instead of being processed separately or invoiced.
- In the above example, Club A has approved \$100 in refunds. Once all organisations have completed their review and Football Australia has processed and settled the refund, the amount is netted off in the disbursement period in which it is processed (shown here as 21 October 2025)




Organisation	Disbursement Period	Total Disbursement	Refunds Approved	Final Disbursement
Club A	21 October 2025	\$300.00	\$100.00	<b>\$200.00</b>



- **Financial Reporting**
- This screenshot below shows how refunds appear in the organisations financial reporting tab
- Note: Even if the organisation has approved a refund, it will not immediately appear as a row in the ledger. It only appears after the entire refund has been processed and settled by Football Australia

FOOTBALL



CLUB A

CLUB ADDRESS

Registrations

ID Cards

Reports

Standard Report

Custom Report

Member Reporting

Financial Reporting

Approvals

Manage My Club

Help Centre & Support

Refund Admin

Profile | Sign out

Home / Financial

TRANSACTIONS

Transaction ID

Search by Transaction ID...

Filters

Export Data to CSV

Transaction ID	Participant Name	FB Number	Product Name	Organisation Name	Payment Option	Payer	Payee	Type	Amount	Due Date	Settlement Date	Status	Notes
9ea573174260488e9557892b12145f	Participant C	85478998	Coles MiniBox	Club A	All Fees Upfront	Club A	Participant C	Card	\$ -50	01/11/2025 16:50		YOMI METTED	
0a80172b548a485f9a43a3ac023f96c	Participant E	85478900	Coles MiniBox	Club A	All Fees Upfront	Participant E	Club A	Card	\$ 100	01/11/2025 16:47		YOMI DISBURSED	
3124c19f73d4440b448b494866122065	Participant A	85478996	Coles MiniBox	Club A	All Fees Upfront	Club A	Participant A	Card	\$ -100	20/10/2025 14:00	21/10/2025 23:12	NETTED	
vf8c023f379yc64y0840c	Participant D	85478999	Coles MiniBox	Club A	Subsidised Payment	Refund Admin	Football Australia	Card	\$ -121.50	20/10/2025 13:56	21/10/2025 23:12	PAID	
72b8b24a4c0a4f0a4954ac14808ca33	Participant C	85478998	Coles MiniBox	Club A	All Fees Upfront	Participant C	Club A	Card	\$ 100	20/10/2025 13:59	21/10/2025 23:12	DISBURSED	
ac38395a439c47f6483534a094ab7085	Participant B	85478997	Coles MiniBox	Club A	All Fees Upfront	Participant B	Club A	Card	\$ 100	20/10/2025 13:58	21/10/2025 23:12	DISBURSED	
fac7a22f293a409a404e1a77fb8e179	Participant A	85478996	Coles MiniBox	Club A	All Fees Upfront	Participant A	Club A	Card	\$ 100	20/10/2025 13:34	21/10/2025 23:12	DISBURSED	

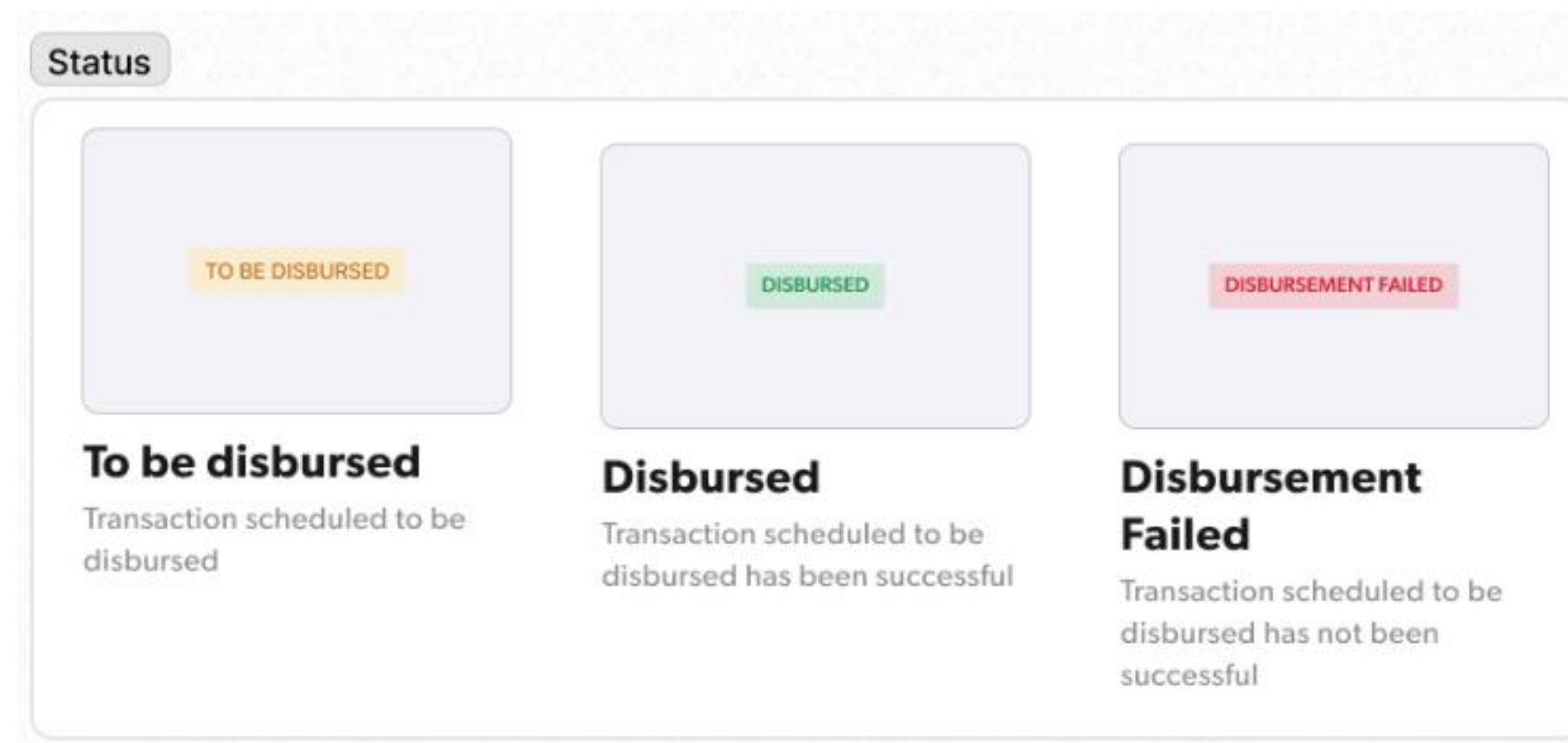
<

1

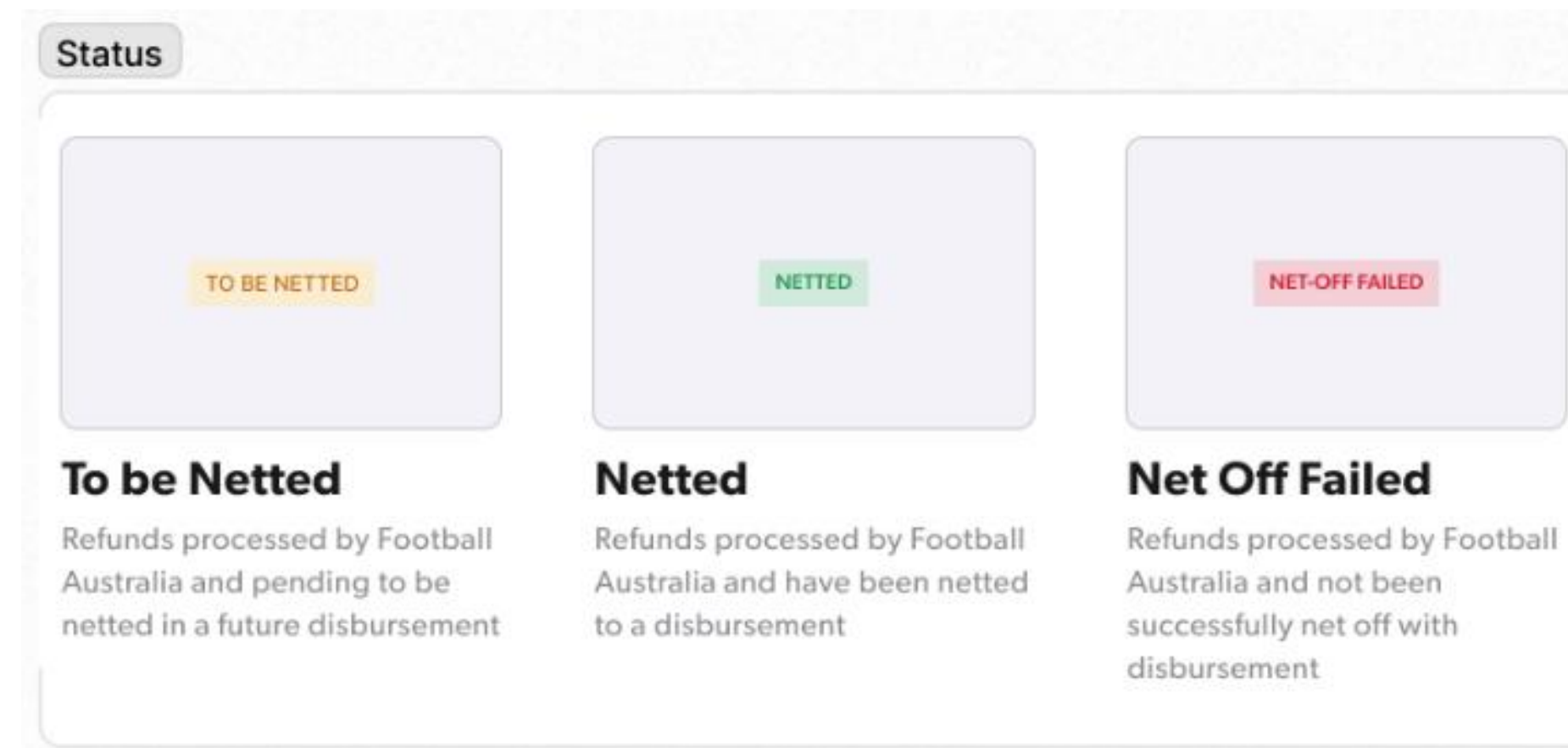
>

- In addition, the ledger now includes enhanced statuses for all transactions, not just refunds. This allows admins to quickly distinguish transaction types and track the stage each transaction is at.
- Transactions in the organisation financial reporting fall into three main types (status'):
- Funds the organisation has paid on behalf of the participant.
- **Disbursement Reporting**
- The disbursement report has been updated to reflect the new refund process. Key changes include:
- Refunds included as negative amounts – Any approved refunds are now shown in the report as negative values, reducing the organisation's total disbursement.
- Final disbursement total – The report now calculates the net disbursement, automatically deducting refunds from the total amount to be paid.

Organization:



Participant:



*An ITC is required whenever a player aged 10 or older is moving from one country to another to register with a new club.*

*It's a FIFA-mandated process, and Football West, as part of Football Australia, follows FIFA and FA rules closely*

- **Responsibility:** The *new club* must initiate the ITC process through **PlayFootball** when registering the player
- **Age requirement:** Any player aged **10** years and over who last registered overseas needs an ITC to play in Australia. Players under 10 don't require one
- **FIFA system:** The request goes through FIFA's **Transfer Matching System (TMS)**, where the former federation must confirm whether the player is free to move.
- **Minor players (under 18):** If the player is under 18, additional FIFA "Minor Exemption" documentation is required (proof of parent's residency, school enrolment, etc.). This part often causes delays.
- **Processing time:** It can take anywhere from a few days to several weeks depending on the responsiveness of the former association. FIFA rules allow up to 30 days for a response.

#### Common club mistakes:

- Playing a player before clearance is confirmed (which makes them *ineligible*).
- Not uploading the correct supporting documents for under-18s.
- Assuming a "pending" status in PlayFootball means the player can play (it doesn't).

**We have a power point presentation with further information – we will circulate this to the Clubs that would like it**



# QUESTIONS



FOOTBALL  
WEST



## Thank You & Reminder

- Thank you all for attending today's information session.
- We hope the information shared was clear and useful
- If you have any further questions or require clarification, please email [clubsupport@playfootball.com.au](mailto:clubsupport@playfootball.com.au)
- This session will be recorded and uploaded to the website in the next week.
- Please make sure your Club has subscribed to the Play Football STATUS page.
  - [PlayFootball Status](#)