



Referees Communication Guidelines

Policy No: FSCREF-011

Revision No: 2

Date: February 2024

“The purpose of these guidelines is to provide clear contact points for members and to professionally manage communications reducing and simplifying the impact on our volunteers.”

1. General Enquires

For all general enquires please contact the FSC Office during office hours:

Ph: **(02) 4285 6929** select **Referees Option**

Or

Email: referees@footballsouthcoast.com

2. Grievance

For all grievances please complete the online form accessible via the FSC website:

[Referees Grievance Lodgement Form](#)

3. Incidents

For all Referee incidents, please contact Bobby Mazeovski

Ph: **0407 284 770**

4. Appointments

Any matters relating to appointments should be emailed to:

Email: referees@footballsouthcoast.com

5. Urgent Matters

For all urgent matters please contact either:

FSC office during office hours

Ph: **(02) 4285 6929**

Or

Kat's Mobile:

Ph: **0412 460656**

Please note, the Referees Appointments mobile will only be able to be called:

- Weekends between the hours of 7am and 9pm
- If you are unable to get through via call, please ensure a voicemail or text message is left.

6. Member Protection

To discuss or report a harassment issue, please contact:

Managing Director and CEO Football South Coast

Ph: **(02) 4285 6929** (during office hours)

Email: ceo@footballsouthcoast.com

Or Tracey Freeman, Freeman HR Pty Ltd

Ph: **0408 316 630**

Email: tracey@freemanhr.com.au

Reason for the change

- Professionally manage inquiries, grievances and urgent matters
- Track grievances to ensure the proper corrective actions are being taken and grievances are being appropriately managed
- Better utilization of FSC Office staff and our volunteers on the Referees Coordination Council

Please do not use personal phone numbers for enquiries and grievances. Please follow the Guidelines as outlined above.