

MEMO 04 - 23

To: Queensland Clubs
From: Football Queensland
Subject: Implementation of Squadi Platform
Date: February 3, 2023

EMBARGOED UNTIL 12PM SATURDAY 4 FEBRUARY 2023

Dear Clubs

Following the distribution of Memo 01-23 outlining a staged approach to implementing the Squadi platform, and with the pilot rollout of the Squadi platform in the Northern region (Townsville) continuing to progress strongly throughout January, Football Queensland can confirm that all remaining regions and competitions across the state will transition to Squadi prior to, or by March 1, 2023.

As the rollout of the initial pilot commenced in Townsville over the last four weeks, Football Queensland's Squadi implementation team has worked closely with Football Australia to deliver and test integration software technology linking the Play Football system to the Squadi platform. This testing has now been satisfactorily completed and all Play Football registrations have been and will continue to be automatically ported across to the Squadi platform.

Football Queensland has also continued to work with World Sport Action (WSA) on minor modifications that will further enhance the Squadi system rollout, the majority of which are now complete, while further developing the extensive range of training resources for clubs, participants and referees including more videos and guides available on FQ's [Squadi Hub](#).

These resources include club guides, Squadi app videos and a series of Squadi onboarding videos for clubs that can be accessed using the password **2023FQSquad1** (for club use only).

Far North and Gulf region (Mt Isa and Cairns) will commence the transition to the Squadi platform in the coming weeks and all remaining regions across the state will transition by March 1. With season commencement for the bulk of the state occurring just after March 1, the transition removes the need for any mid-season shift between systems and ensures data collection and integrity can be maintained without disruption.

Football Queensland will deliver 14 initial statewide Squadi implementation sessions over five weeks, featuring training and Q&A sessions for all clubs, participants and referees commencing next Monday, 6 February. The training schedule has been designed specifically to accommodate club volunteers, providing multiple opportunities to access training at convenient times based on their schedules. A full suite of training videos are also available to be viewed any time and should be viewed prior to attending a Q&A session.

[View the full schedule of Squadi implementation training here.](#)

In addition to the Squadi implementation training sessions which will be delivered in the coming weeks, additional support will be available within the Squadi platform through the **TAWK Help Desk** for any queries relating to the platform functionality.



TAWK is a help desk function embedded within Squadi which uses a ticket-based system to manage system-related errors, managed full time and available daily during business hours.

Football Queensland has worked closely with WSA to tailor the Squadi platform to streamline the many facets of Queensland football operational functions into one single fully integrated competition management system, removing unnecessary duplication of effort for clubs, volunteers and participants, ultimately saving clubs significant time and money.

Where previously the administration and delivery of football in Queensland required the use of multiple systems, the integration of the game's operational functions through Squadi's comprehensive technology solution allows clubs to access real-time information on results, draws, ladders and fixture changes within the Squadi platform while reducing the workload for club volunteers.

As the statewide transition to Squadi continues over the coming weeks, the Squadi and GameDay platforms will continue to be run in parallel until March 1, from which date all competition management functionality will be managed within the Squadi platform for every region and competition across the state.

Ahead of March 1, clubs are reminded to **create a Stripe account** within the Squadi platform to set up their club wallet by this date to ensure payments submitted from this date can be received. More information on the Stripe account setup process is available in the [FAQs within the Squadi Hub](#).

Clubs are also reminded that from March 1, participants will be required to register in Play Football to complete their National Registration requirements. Participants will then receive an email from Football Queensland with a link to claim their Squadi Profile which will facilitate payment of the governing body fees and provide access to competition management tools.

For any enquiries relating to Squadi, please contact FQ's Squadi implementation team on squadi@footballqueensland.com.au or access the TAWK Help Desk via the Squadi platform.

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