

## MEMO 14 - 23

**To:** Queensland Clubs  
**From:** Football Queensland  
**Subject:** Squadi System Update - **EMBARGOED**  
**Date:** April 4, 2023

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Dear Clubs

With competitions underway in every region, the Squadi platform has now been fully operational across the entire state for the last two weekends and is progressing well and functioning in line with expectations at this phase of implementation.

Football Queensland, in collaboration with WSA, is continuing to make planned enhancements and updates to the web administrator portal and incremental modifications to the Squadi app that will ultimately reflect the operational and end user requirements scoped by FQ and considerate of evolving feedback from clubs and participants. We are working on a three-week cycle of development and release, with many major updates coming this week, one of which will deliver significant enhancements to team sheet functionality.

To assist with the transition to Squadi for the 2023 season, late in 2022, Football Australia sourced the development of an API (Application Programming Interface) to act as an information bridge between the Play Football and Squadi platforms to ensure the data in one mirrored the other.

The overwhelming majority of the challenges faced by FQ and WSA during the rollout of Squadi have originated from issues surrounding the operational design of the API. Record duplication, incorrect account merging or transfer failure of more than 5,000 Play Football records have led to consequential impacts on basic task execution for Squadi end users involving user accounts, such as player grading, manager and coach allocations. This has heavily impacted club admin and the resourcing costs on FQ to maintain stability, continuity and rectify the API challenges have been extensive.

The API issue has also led to Squadi records previously repaired by the FQ Squadi support team being overwritten or rebroken. Due to the unsustainable nature of these ongoing challenges, Football Queensland has made the decision to disable the API currently linking the Play Football and Squadi platforms.

As a result, the Football Australia Registrations tab in Squadi will no longer be an accurate mirror of Play Football. This easily accessible tab of information within Squadi was intended to assist clubs through not having to separately access Play Football when specific information was needed, however the negative consequences of having this information mirrored outweighs any benefits to clubs. FQ will confirm processes around any player deregistration in a separate memo.

Clubs are further advised that all new participants who register to play or be involved in football will be required to **register and pay in Squadi as a first and primary step**. These participants can then later conclude any regulatory compliance by registering in the free products already sitting in each club in Play Football.



To assist with the completion of the census, FQ has also confirmed that the date all players are marked 'active' in Play Football will take place on **April 30**.

A range of platform troubleshooting FAQs have been made available for clubs on [FQ's Squadi Hub](#).

Clubs should continue to direct all other enquiries regarding the Squadi platform to the FQ Squadi Support Desk via [squadi@footballqueensland.com.au](mailto:squadi@footballqueensland.com.au)

End.