

## MEMO 07 - 25

**To:** Queensland Clubs

**From:** Football Queensland

**Subject:** Introduction of Football Queensland's New Customer Service Team and Enhanced Support for Clubs

**Date:** March 2, 2025

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Dear Clubs,

At Football Queensland (FQ), we are committed to delivering exceptional customer service to our football community. As part of our ongoing efforts to improve and enhance our support, FQ recently established a dedicated Customer Service (CS) Team. The objective of this team is to provide timely, effective, and high-quality assistance to our clubs, players, parents, and other key stakeholders.

Our new CS Team is composed of a multi-disciplined group of professionals who work closely with Subject Matter Experts for more complex requests. The team's goal is to ensure that your queries are resolved efficiently and effectively, with minimal wait time. Over the coming months, we will be launching new initiatives to enhance accessibility to our services and provide better tracking of requests.

As we approach the start of the season, the CS Team has been handling a significant volume of requests, particularly related to international transfer certificates (ITCs), registrations, sanctions, and general enquiries. This has been a busy period for our team, and we would like to share some insights into our current workload.

To give clubs a clearer understanding of the volume of requests, we're pleased to provide a snapshot of the ITCs being processed by our CS team.

- Over 200 ITC requests were processed last week alone. As of now, 350 ITC requests have been fully approved and finalised by the CS team, while 300 have been processed by FQ's CS team but remain pending with Football Australia (FA).
- For 55% of adult ITC requests, the required participant information is submitted on time, and the request is typically sent to FA within 24 hours by the CS team. The remaining 45% require follow-up with clubs for additional information or player registration, which can add an average of 4 days to the process.
- Only 10% of minor ITC requests are submitted with all the required documentation for immediate submission. The remaining 90% require additional documents, which typically take clubs 2-3 weeks to provide due to the information required by FIFA.

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Once all ITC requirements are met, FQ typically receives confirmation from FA within 24-48 hours. However, due to a high volume of requests, processing delays may occur. To avoid delays in submitting ITC requests to FA, clubs are encouraged to follow these steps:

1. For **adult** requests, this includes a copy of the player's passport. For minors, ensure all documents listed on the applicable form are submitted.
2. For **minor** applications, the club must sign the Declaration Form, ensuring the correct form for minor ITC applications is used. The Blue form is the general form for minors. Please refer to the [\*\*Guide-to-ITCs-and-Minor-Applications-ITCs-2019\*\*](#).
3. Ensure the player is registered in PlayFootball v2.0.
4. Clubs must approve and verify the passport by clicking the three dots and inspecting the submission on PlayFootball v2.0.
5. Once approved, submit the passport details via email at [itc@footballqueensland.com.au](mailto:itc@footballqueensland.com.au).

Please note that incomplete applications cannot be processed, all necessary documentation must be provided for an application to be considered complete.

To better support our hardworking club administrators, many of whom are volunteers, during this busy period, especially with community leagues kicking off, the CS Team will be operating on extended hours. These hours are designed to ensure that we can provide the support needed to get players on the pitch.

### **New Operating Hours:**

- Monday to Friday 8:00AM – 9:00PM
- Effective from Monday, 3 March through to Friday, 14 March 2025.

Please note that these extended hours are exclusively dedicated to club administrators and will not be advertised to the public, ensuring priority access to support for our clubs.

If you're unable to get through to the CS Team when calling, please leave a message with a brief description of the support required. Be sure to let us know if there are specific times you'd prefer for a call back, and we will make sure a member of our CS Team contacts you as soon as possible.

At Football Queensland, we are committed to continuously improving our services and support for the football community. We welcome your feedback and suggestions on how we can better serve our clubs, players, and stakeholders.

Thank you for your continued support. We look forward to assisting you in the upcoming season.

End.