SquadGoo Terms of Use

Effective: 2026

These Terms of Use ("Terms") are a for marketing and product mock purposes only. They are not final legal advice and must be reviewed by qualified Australian counsel before publication. By creating an account or using SquadGoo, you agree to these Terms (when finalised and presented for acceptance).

1. Platform nature — what SquadGoo is (and is not)

- SquadGoo is a technology platform that helps Customers, Sole Trader Businesses, Company Businesses, and Jobseekers discover, match, communicate, and (where applicable) track paid shifts or tasks.
- SquadGoo is not a traditional job board and does not operate as an employer of Jobseekers for engagements arranged through the platform (unless expressly stated in a separate written agreement).
- Recruiters/Businesses and Customers create offers or Match Maker requests and may match with KYC-verified Jobseekers directly through platform workflows (Manual Fill / Quick Fill), rather than open applications to public job ads.
- Except where Pay via SquadGoo (Guaranteed) escrow and payout features apply, payment and employment/contractor arrangements between users may occur off-platform after the platform role ends for that flow.

2. Eligibility and account types

You must have legal capacity to contract in Australia. Account types include:

- Customer — private/general service seekers using Match Maker to post task-style requests and invite helpers (Manual or Quick style).
- Business — Sole Trader / Small Business (sole_trader) or Company / Enterprises (business). Display labels may say Business while API roles remain recruiter subtypes.
- Jobseeker — individuals seeking work or Match Maker opportunities.

You are responsible for accurate registration details, safeguarding credentials, and all activity under your account. Switch account type (where offered) does not waive verification requirements for features that need KYC, KYB, tax, or Hiring Active / Receiving Offers unlocks.

3. Verification (KYC / KYB) and eligibility gates

- Jobseekers and personal Business users may need KYC verification before certain real-mode features unlock.
- Company Businesses may need KYC and KYB before Hiring Active unlocks.
- Tax profile fields (ABN/TFN) and visa/work-rights declarations may affect matching eligibility for Manual/Quick offers; incomplete profiles may reduce matchability.
- We may suspend or refuse accounts that fail verification, appear fraudulent, or breach these Terms.

4. Offer modes: Manual Fill and Quick Fill

4.1 Manual Fill

Business users may create an offer, browse matched candidates (typically ranked by match percentage), and send offers. On Jobseeker accept, a matchmaking fee may be deducted from the Business wallet; thereafter the platform role for Manual Fill generally ends (off-platform engagement), subject to contact-window and other residual features described in-product.

4.2 Quick Fill

Quick Fill auto-sends or prioritises offers to eligible Active Jobseekers for shifts starting within the product window (for example up to 7 days ahead). Inactive Jobseekers generally do not receive Quick offers. Two payment paths may apply:

- Pay via SquadGoo (Guaranteed) — matchmaking fee and salary amounts may be held/escrowed in SG Coins; tracking continues through arrival, code exchange, clock in/out, and a payout hold window as described in-product.
- Pay direct (Direct Pay) — matchmaking fee may still apply; tracking through arrival and 4-digit code handoff;

platform role ends at code verification; no app wallet labour payout to the Jobseeker.

5. Fees, SG Coins, escrow, and Guaranteed payouts

- SG Coins are on-platform units (illustratively 1 SG Coin "H 1 AUD for product accounting). They are not a bank deposit product.
- Quick Fill Guaranteed requires sufficient available SG Coins for matchmaking holds and salary escrow when confirmed; Manual send may hold a tiered matchmaking fee per candidate.
- On accept, matchmaking fees may become non-refundable as described in-product; unused salary escrow may be released per shift outcomes.
- Guaranteed Jobseeker payouts may be held for a defined window (for example 7 days) subject to disputes and admin/finance processes.
- Insufficient balance blocks certain sends/confirms until top-up.

Fee schedules, holds, refunds, stop-filling, and reopen rules are set out in the product and may change; the in-app quote at the time of confirmation controls the hold amount for that transaction.

6. Direct Pay ends at code

For Quick Fill Pay direct, after the Jobseeker arrives and the Business verifies the 4-digit code, SquadGoo's operational role for that engagement ends. Any remaining payment between parties is off-platform. Direct Pay does not include SquadGoo Guaranteed clock-out labour payouts or the Guaranteed 7-day wallet credit path.

7. Match Maker (Customers)

Customers may post task/help requests and invite Jobseekers via Manual-style browse or Quick-style auto-invite to Active helpers. Match Maker requests are not the same as Company staff jobs with Guaranteed escrow at post unless a Guaranteed Customer path is expressly enabled. MVP invites may be Direct-style without matchmaking fee/wallet hold. Customers must describe tasks accurately and comply with Australian Consumer Law and workplace/safety obligations applicable to their engagement.

8. Jobseeker availability and shift conduct

Jobseekers are responsible for accurate preferences, availability toggles, and compliance with travel/grace and overlap rules shown in-product. Cancelling shifts, declining offers after grace, or leaving Manual matches may affect acceptance ratings as disclosed in the product. Location permission may be required for DEPART and tracking features.

9. Acceptable use

You must not:

- Provide false identity, tax, visa, or business information, or circumvent verification.
- Harass, discriminate unlawfully, scrape, reverse engineer, or disrupt the platform.
- Use the platform for illegal work, wage theft, sham arrangements intended to evade law, or prohibited content.
- Share another person's personal information without authority, or misuse KYC/KYB materials.
- Manipulate match scores, ratings, wallets, escrow, or dispute processes in bad faith.

We may investigate, suspend, terminate, or report conduct that breaches these Terms or law.

10. User content and reviews

You grant SquadGoo a non-exclusive licence to host and display content you submit (profiles, messages, forum posts, reviews) as needed to operate the service. Reviews may be limited to one lifetime review per author–subject pair with edit rights as described in-product. Do not post unlawful, defamatory, or infringing content.

11. Disclaimers and liability

To the maximum extent permitted by law, SquadGoo provides the platform on an "as is" and "as available" basis and does not guarantee continuous uptime, successful fills, or the conduct of other users. You engage counterparties at your own risk, subject to non-excludable rights under the Australian Consumer Law (ACL).

Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy under the ACL or other law that cannot be excluded. Where liability can be limited, our liability for failure to comply with a consumer guarantee is limited (at our option) to resupply of services or payment of the cost of resupply, to the extent permitted.

Subject to the ACL and other non-excludable laws, we are not liable for indirect, incidental, special, or consequential loss, loss of profits, or loss of opportunity arising from platform use. Our aggregate liability for claims relating to the platform in any 12-month period is limited to the fees you paid to SquadGoo for the relevant paid features in that period (or AUD $100 if greater/none), except where prohibited.

12. Australian Consumer Law

If you are a consumer under the ACL, our goods and services come with guarantees that cannot be excluded. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have services remedied if they fail to be of acceptable quality and the failure does not amount to a major failure. These Terms should be read subject to those rights.

13. Disputes between users and with SquadGoo

- User-to-user shift/payment disputes on Guaranteed paths may use in-app dispute chat and finance/accounts workflows; recommendations and settlements follow product rules.
- For disputes with SquadGoo about these Terms, contact support@squadgoo.com.au first and attempt good-faith resolution.
- Unresolved disputes may be referred to mediation in New South Wales before litigation, except for urgent injunctive relief.

14. Governing law and jurisdiction

These Terms are governed by the laws of New South Wales, Australia. Subject to consumer rights and mandatory laws, the courts of New South Wales (and appellate courts) have non-exclusive jurisdiction.

15. Changes to the Terms

We may update these Terms. Material changes will be notified in-app or by email where appropriate. Continued use after the effective date constitutes acceptance to the extent permitted by law. If you do not agree, stop using the platform and close your account.

16. General

- If any provision is invalid, the remainder remains in force.
- Failure to enforce a provision is not a waiver.
- These Terms (plus Privacy Policy and in-product policies referenced at acceptance) form the agreement for platform use when finalised.
- Contact: support@squadgoo.com.au.

ONLY — Not final legal advice. Do not rely on this document as binding Terms until counsel-approved and formally presented for user acceptance.