

Water Polo WA – Club Communication Process Policy

Prepared for	Water Polo WA and Water Polo WA Clubs	
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Approvers	Water Polo WA Board	
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1. Purpose

Water Polo WA (“WPWA”) is committed to consistent and timely two-way communication with our valued Clubs and members. The purpose of this Communications Process Policy is to establish clear, consistent, professional and timely communication practices between Water Polo WA (WPWA) and its **affiliated Clubs**.

This policy ensures that:

- Enquiries are directed to the appropriate WPWA staff member,
- Clubs receive consistent and timely responses, and
- A respectful and safe communication environment is maintained for all.

2. Scope

This policy applies to:

- All affiliated Water Polo WA Clubs
- Club Presidents and authorised Club representatives
- WPWA Staff, and
- WPWA members, players and parents (via their Clubs)

3. Authorised Club Contacts

- 3.1.** To ensure efficient communication, for general enquiries each Club must nominate their authorised club representative/s in writing at the time of rollover for the new season.

The authorised club representatives shall be:

1. **Club President**, and
2. **One authorised club representative.**

These individuals are permitted to contact WPWA on behalf of the Club

- 3.2.** For specific tasks such as, but not limited to season rollover, registrations or result entry issues, Clubs can nominate a further official to communicate on these specified tasks. This person will need to be pre-approved by WPWA. All authorised representatives must be formally notified to WPWA prior to submitting enquiries
- 3.3.** WPWA will continue to communicate only with these authorised individuals.

4. Enquiry Channels for Clubs

4.1. Communication Method

- All Club enquiries must be submitted via email, unless a phone or face-to-face meeting has been booked through WPWA's booking system
- WPWA standard response time is three (3) business days
- Clubs are **not** to directly communicate with Board or Committee members. Communications to the Board and/or Committee members are to be done via WPWA.

4.2. Phone or face-to-face appointments

Appointments with WPWA staff can be made only through info@waterpolowa.asn.au

4.3. Competition enquiries related to:

- Fixturing
- Team Nominations
- Grading

should be directed to competition@waterpolowa.asn.au

4.4. Participation enquiries related to:

- Player transfers
- Competition results entries
- School Clinics and competitions
- Flippaball
- Inclusion Programs

should be directed to csso@waterpolowa.asn.au

4.5. Good news stories and events

Good news stories, event information and promotional requests should be directed to marketing@waterpolowa.asn.au

4.6. Registration and Club Support

- Sport Integrity Education
- Referee, Coach or Table Official accreditation support
- Player registration matters
- Refunds
- Kidsport voucher
- Club Governance

should be directed to development@waterpolowa.asn.au

4.7. General Enquiries

All other Club enquiries should be directed to

Natalie Butler – CEO at natalie.butler@waterpolowa.asn.au

5. Enquiry Channels for Members, Players and Parents

WPWA does not respond directly to competition-related enquiries from individual members, players or parents.

All such enquiries must be submitted through the individual's authorised club representative (e.g. Registrar, Delegate, Secretary)

The approach ensures:

- Clubs can resolve matters internally where appropriate

- Enquiries escalated to WPWA are clearly framed
- The correct WPWA staff member receives the enquiry and
- Consistency and fairness in responses are maintained across all Clubs

WPWA's response time to Clubs remains three (refer 9.3) business days.

6. Safeguarding and Integrity Enquiries

WPWA is committed to ensuring the physical, mental and emotional safety of all participants.

The National Sanctioning Policy provides a consistent, nationwide framework for sanctioning offences committed during or related to a game of water polo. [National Sanctioning Policy](#)

Safeguarding and integrity matters outside the National Sanctioning Policy may be reported directly to:

WPWA CEO – Natalie Butler natalie.butler@waterpolowa.asn.au

OR

Sport Integrity Australia www.sportintegrity.gov.au

7. State Teams / High-Performance Enquiries

Any communication related to State Teams or High-Performance must be directed to Water Polo WA Competitions Coordinator competition@waterpolowa.asn.au

Parents and players are able to contact WPWA directly in relation to State Team and High-Performance enquiries.

This includes queries relating to:

- Selection policy and timelines
- Trials and squad trainings
- National State Championships event, including travel logistics
- Costings
- Injury Management
- State Team complaints

Clubs, parents and players are **not** permitted to contact State coaches directly. Any queries must be directed through WPWA.

8. Bookings for Phone or Face to Face Meetings

All phone and in-person meetings with WPWA staff must be arranged through info@waterpolowa.asn.au

9. Respectful Contact Policy

WPWA is committed to providing a safe, respectful and professional communication environment for staff, Clubs and members.

Unreasonable behaviour will not be accepted. This includes:

- Aggressive, abusive or intimidating language or tone
- Excessive or repetitive contact
- Unreasonable demands
- Disrespectful or harassing communication

9.1. Emails from Non-Authorised Club Representatives

If WPWA receives an email from an unauthorised individual, WPWA will respond with:

“Thank you for your email. As per WPWA’s Communication Process Policy, WPWA communicates only with a Club President or authorised Club representative. Please forward this enquiry to your Club President/authorised representative.”

9.2. Emails containing Unacceptable Language or Tone

If an email contains abusive, intimidating or unreasonable language, WPWA will respond with:

“This email contains unacceptable language and/or is written in an unreasonable tone. There will no further communication regarding this matter.”

9.3. WPWA Communication Standards

WPWA will communicate with all Clubs using respectful tone and professional language at all times.

If a Club believes WPWA has:

- Not responded within the time periods stipulated above, or
- Communicated in a manner not consistent with this policy,

The Club President or authorised club representative may escalate the matter to:

- **CEO – Natalie Butler** natalie.butler@waterpolowa.asn.au
- **WPWA Chair – Justin McMillan** chair@waterpolowa.asn.au

9.4. Repetitive Communication

Repeated emails or contact regarding the same matter, after WPWA has provided a response, will be considered unreasonable behaviour and may constitute a breach of the WPWA Code of Conduct.

10. Compliance

All Clubs and Club representatives are required to comply with this policy as a condition of membership with Water Polo WA.

Failure to comply may result in restricted communication access, formal warnings or action under the WPWA Code of Conduct.

11. Review

This policy will be reviewed annually or earlier if required by operational needs, regulatory changes or organisational priorities.