

# Water Polo WA – Parent Communication Process Policy

**Prepared for** WPWA and WPWA Club Member, Players and Parents

**Author** Justin McMillan (WPWA Chair)

**Reviewers** Water Polo WA Board

**Approvers** Water Polo WA Board

**Revision** 2.0

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## 1. Purpose

Water Polo WA (WPWA) is committed to providing clear, respect and timely communication for everyone involved in our sport. This document explains how members, players and parents should communicate regarding competitions, programs and general enquiries and who to contact when support is needed.

## 2. Scope

This policy applies to:

- WPWA Members, players and parents
- Club volunteers and officials who support member enquiries
- WPWA Staff

## 3. How members, players and parents should communicate

### 3.1 Competition or season – related enquiries

Including:

- Fixtures, game times and forfeits
- Team nominations or grading
- Rules, results or ladder questions

These enquiries **must** go to your Club first. WPWA does not respond directly to competition-related questions from individual members or parents.

Your Club will:

1. Try to resolve the matter and
2. If needed, escalate the enquiry to WPWA through their authorised Club representative/s.

This ensures:

- Questions are handled consistently across all Clubs
- WPWA staff receive enquiries already checked and clearly explained with all relevant facts
- Responses can be given fairly, accurately and in a timely manner

### 3.2 General Club or Member Enquiries

Members and parents should contact their Club's appropriate representative (e.g. Registrar, Team Manager, Delegate or President).

Your Club will determine whether it needs to escalate a matter to WPWA.

## 4. Safeguarding and Integrity Concerns

The safety and wellbeing of all participants is a priority.

You may report safeguarding or integrity issues directly without going to your Club.

### 4.1 Refer to the National Sanctioning Policy

The policy can be found here

<https://cdn.revolutionise.com.au/cups/wpa1/files/pxr8odxk3zrpnazy.pdf>

Use the **Report a Concern/Complaint Form**. (this is found inside the Policy)

- This form is completed by any member regarding breaches or concerns relating to any other policy within Water Polo Australia or its affiliated State Bodies, including WPWA.

Examples of matters appropriate to report:

- Bullying or harassment
- Abuse or threats
- Child safeguarding concerns

- Integrity concerns (e.g. discrimination, protection issues, behaviour concerns)

#### 4.2 Safeguarding and integrity matters

Safeguarding and integrity matters may be reported directly to:

**WPWA CEO – Natalie Butler** [natalie.butler@waterpolowa.asn.au](mailto:natalie.butler@waterpolowa.asn.au)

OR

**Sport Integrity Australia** [www.sportintegrity.gov.au](http://www.sportintegrity.gov.au)

### 5. Direct Contact with WPWA

Members, parents and players may communicate directly with WPWA for:

- State Teams/High-Performance information, other than National Age Group Program
- Safety or integrity matters
- Education and accreditation support

### 6. Respectful Communication

WPWA is committed to creating a safe and respectful environment for everyone. This means:

- Communication must be courteous and appropriate
- Aggressive or abusive behaviour, including on pool deck, will not be accepted
- WPWA may limit communication if behaviour becomes unreasonable and redirect your communication to your Club.

WPWA will only respond to email enquiries.

### 7. Safeguarding and Integrity Enquiries

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

Safeguarding and integrity matters may be reported directly to:

**WPWA CEO – Natalie Butler** [natalie.butler@waterpolowa.asn.au](mailto:natalie.butler@waterpolowa.asn.au)

OR

**Sport Integrity Australia** [www.sportintegrity.gov.au](http://www.sportintegrity.gov.au)

## 8. State Teams / High-Performance Enquiries

Any communication related to State Teams or High-Performance must be directed to Water Polo WA Competition Coordinator [competition@waterpolowa.asn.au](mailto:competition@waterpolowa.asn.au)

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.

## 9. 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](mailto:info@waterpolowa.asn.au)

## 10. 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

### 10.1 Emails from Non-Authorised Club Representatives

If WPWA receives an email from an unauthorised individual, excluding for matters listed under Item.5, 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.”*

### **10.2 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.*

### **10.3 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](mailto:natalie.butler@waterpolowa.asn.au)
- **WPWA Chair – Justin McMillan** [chair@waterpolowa.asn.au](mailto:chair@waterpolowa.asn.au)

### **10.4 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.

## **11. 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.

## 12. Review

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