

MEMORANDUM

To	Netball WA Member Association Presidents & Primary Contacts and Goldfields Netball Club Contacts
From	Simon Taylor
Re.	COVID-19 Update – Support, Staying Engaged, Season 2020 & Fees
Date	22 April 2020

All sports in Australia are being challenged during this unprecedented time in our history, so we know we are not alone. Most recently, Netball WA engaged with the other major winter sports of the WA Football Commission, Basketball WA and Football West as well as SportWest to develop a collaborative approach and joint position to the challenges that we are facing as a result of the impact of COVID-19. We welcome you to review this statement [HERE](#).

We have also received terrific support from our Associations and Clubs who continue to show unwavering patience and understanding as we navigate these uncharted waters, as well as our wonderful Partners, who help make our purpose a reality.

However, we know that our Associations, Clubs, Volunteers, Players, Coaches, Umpires and Supporters are being challenged in many ways and we want you to know that as your governing body, we are here to support you too. The health and wellbeing of our netball community is of paramount importance. The potential impact on our people has been at the forefront of every decision we have made thus far, and those that we will make in the future. We appreciate that you are eager to return to the court, and when that time comes, we want to ensure that we are all prepared and can do so safely.

Sport, and particularly Netball, is highly valued by our community as it develops friendships, social skills, teamwork and togetherness. Sport provides significant physical and mental health benefits and most importantly it builds strong communities. During this tough time, all netball Associations and Clubs are working hard to continue our purpose of “advancing netball, advancing communities” with the aim of remaining sustainable, so that there is a sport to return to when that time comes and where all of the above-mentioned benefits can be embraced.

We are all in this together and “Together through Netball”, what challenges us, will make us stronger!

Over the last four weeks, the Netball WA and West Coast Fever Boards with the support of the COVID-19 Crisis Action Team (CAT) have acted decisively to implement some difficult decisions impacting our hardworking and committed team to ensure we are in the best position possible to move forward. Many of these outcomes were clearly articulated in Netball WA’s April edition of CEO Insights found [HERE](#). However, as you can appreciate, our focus

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changes quickly and outlined below are some key reminders and updates for this week.

Staying Engaged

Netball WA is working hard to provide every Association, Club and Member with the most relevant and accurate information regarding our progress against the COVID-19 outbreak. As a reminder, the COVID-19 Portal has been established on the Netball WA website's home page and houses every communication that we have disseminated to our community. If you have not visited this site, we strongly encourage you and others to do so [HERE](#). A set of Netball WA Frequently Asked Questions (FAQ's) will be disseminated to all Associations this week and will be placed on the COVID-19 portal thereafter.

Please ensure that where a request to disseminate our communications to our Clubs and Members has been made, that this is undertaken. The more we know about this situation, the more agility we will have to make informed decisions and be ready to return to the court when the time comes.

Furthermore, our vibrant and energetic marketing and communications teams are busily engaging our membership through some great digital content via our social media channels. Whether it is engaging in "Share the Netty Love", having fun with an episode of "Netball at Home" or enjoying a "Fever Focus" moment, please share this information, engage where you can and encourage others to do likewise.

Season 2020 - Return to the Court

One of the first decisions that CAT endorsed was for all Community Netball, inclusive of trials, grading, training sessions, fixtures and matches, to be postponed until 30 May 2020. We have been continually monitoring this space and it is proposed that the 30 May timeframe will be reviewed by CAT at the end of April/beginning of May, with an outcome to be communicated thereafter. This postponement is consistent with most winter sports.

We are currently developing alternative competition structures and seasons for our Netball WA competition framework and are assisting our Associations to do the same. We are planning for community seasons and competitions to run in 2020 and although we may not be certain when these will resume, we can and are preparing for any scenario that eventuates.

Supporting You

Our Stakeholder Engagement & Membership Team of Jo, Jaime-Leigh, Sally and Kelly have been in constant contact with you across these last few weeks and they will maintain this engagement as we move forward. It is important during this period that you keep us informed of your season/competition's development as well as your financial position. We will be disseminating a survey later this week to help us better understand your position at this time, and we ask that you respond as accurately as possible and within the requested timeframe. This information will help us to help you and we need your assistance to do this.

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Additionally, the 2020 Netball WA Community Raffle will be formally launched by Friday this week and we are currently investigating the use of our Community Facility Fund as a hardship/relief fund to play a key support to our Associations and Clubs through this difficult time. Further details of this innovative change will be forthcoming.

Due to COVID-19, tickets for the raffle will ONLY be available via the online portal on our website and will remain at \$2.00 (GST incl.) each. An outstanding suite of prizes supplied by Netball WA partners will be on offer and in addition to the five main raffle prizes there will be two new prizes on offer in 2020 including an Early Bird Prize and Bonus Prize. Again, 60% of all raffle ticket sale proceeds will be returned to the Associations and Clubs who participate in the raffle.

Membership and Suncorp NetSetGO Fees & KidSport Vouchers

Outlined below is Netball WA's current position on participant fee's in relation to Membership and Suncorp NetSetGO. Additionally, Netball WA has been provided with information from the Department of Local Government, Sport and Cultural Industries (DLGSC) in relation to KidSport vouchers, which has been shared with you.

Membership

Netball WA provides a range of membership-based services (including junior and senior netball competitions and NetSetGO programs) that have been suspended due to government restrictions to combat the COVID-19 crisis. It is important to note that these services have not been cancelled, but instead postponed until a point in time when the existing government restrictions are lifted with respect to sport participation.

Under the Australian Consumer Law, customers of membership-based services who have made an upfront payment that covers a period of suspension are not entitled to a refund if the suspension is due (directly or indirectly) to government restrictions. Any entitlement to a refund will be dealt with under the Netball WA [2020 Membership Policy](#) and the [2020 Membership and Affiliation Procedures](#). Currently, most Membership fees are sitting with either Associations or Clubs, therefore, Netball WA requests that Associations hold Membership fees in credit and wait until an outcome regarding the commencement of the 2020 competition season is known.

Netball WA has agreed and communicated our extension of the de-registration dates for 2020, with the first being Tuesday, 7 July 2020. We have also communicated that payment of the 50% Fees deposit payment has been extended to Friday, 12 June 2020. Information around any possible fee reduction for the Netball WA 2020 Membership Fee will be communicated once Netball WA has a full understanding of possible competition durations.

Netball WA understands the current environment may have created extraordinary personal circumstances for some members, who may be experiencing genuine hardship, therefore they may be deregistered using the manual deregistration function in MyNetball (during the deregistration window) allowing associations and clubs to refund member affiliation fees.

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Any refund incurring a processing fee will be at the member's expense. We will work with our Associations to provide the appropriate support required to implement this process.

If payments to Netball WA have been made directly through the Disbursement Gateway, then we ask that you (association, club or individual member) contact Netball WA direct through your member service coordinator for the process via the Disbursement Gateway - contacts as follows:

Jaime-Leigh Strickland-Metro Jaime-Leigh.Strickland@netballwa.com.au

Kelly Dominiak-Great Southern, Mid-West Gascoyne, Wheatbelt
Kelly.Dominiak@netballwa.com.au

Sally Allardyce-South West, Peel, North West Sally.Allardyce@netballwa.com.au

Jo Smith – Goldfields Jo.Smith@netballwa.com.au.

Suncorp NetSetGO

Suncorp NetSetGO is a Netball Australia product and as such their advice is that all traditional Suncorp NetSetGO programs and competitions be postponed until a later date. Presently, in Netball WA's case this would be 30 May 2020.

However, to ensure the Suncorp NetSetGO program is continued throughout the year, Netball Australia is currently working on an exciting virtual delivery model which can potentially start as early as Term 2. The virtual program is not intended to replace the traditional format of the current program and competition but rather provide an alternative offering to ensure continued engagement across this period. Netball Australia and Netball WA will keep you informed over the coming weeks on the progress of this digital initiative. Therefore, it is our intention to align with Netball Australia and hold Suncorp NetSetGO fees in credit and wait until an outcome regarding the commencement of the 2020 programs and competition is known.

As this point, Netball Australia will not be processing withdrawals for COVID-19 reasons alone.

The current Suncorp NetSetGO withdrawal process and criteria remains the same. The Netball Australia participation fee will only be refunded in circumstances where:

- the designated centre does not commence to run the NetSetGO program;
- the participant has a medical condition that prevents them from commencing the NetSetGO program with a supporting medical certificate from a medical practitioner;
- Netball Australia or their relevant Member Organisation deems that the NetSetGO program has not been delivered to a reasonably expected standard.





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The above criteria are outlined within the withdrawal application. Please note, the withdrawal and refund of the Netball WA participation fee will be guided by Netball Australia withdrawal and refund outcomes

KidSport

Advice received from DLGSC indicates that KidSport will be extending all voucher expiry dates on previously approved vouchers through until the 30 June 2020. This allows Association and Clubs to hold off on claiming vouchers until such time as seasons, competitions or programs are confirmed. The 90-day expiry will still be in place for any future voucher approvals.

Given the uncertainty surrounding seasons and competitions for many Associations and Clubs, KidSport is placing a hold on any current refund requests to allow Associations the opportunity to confirm delivery of future seasons, competitions and programs. For further details please email the KidSport team kidsport@dlgsc.wa.gov.au.

We are continuing to monitor the COVID-19 situation, basing our decisions on advice from State and Federal Government and Netball Australia. Our focus remains on netball returning as soon as permitted with the health and well-being of our members at the forefront of every decision. We will get through this with everyone working together and we will continue to collaborate and communicate with our people and partners. Thank you once again for your ongoing support.

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