



Policy		NWA Community and Pathway Refund		NWA-POL-59
Department	Community and Pathway	Creation Date	January 2026	
Custodian	GM Community Netball	Reviewed		
Review Period	2 years	Review Date	January 2028	

Policy Statement

Netball WA (NWA) is the governing body for netball in Western Australia and is committed to providing fair, inclusive, and accessible participation opportunities across all programs and services.

NWA acknowledges that, from time to time, participants, members, or affiliated organisations may request refunds due to changes in personal or unforeseen circumstances. While NWA endeavours to consider all refund requests fairly and consistently, it must also ensure that its operations remain financially sustainable.

All refund requests will be assessed on a case-by-case basis in accordance with this policy. NWA is committed to complying with the Australian Consumer Law and relevant Western Australian legislation when determining eligibility for refunds.

This policy aims to balance the rights of consumers with NWA's operational responsibilities, ensuring transparency, consistency, and fairness in all refund-related decisions.

Scope

This policy applies to all NWA members, participants, and organisations involved in NWA programs, competitions, events, and services.

For the purpose of this policy NWA includes West Coast Fever Ltd.

Purpose

The purpose of this policy is to outline the process NWA will follow to ensure a consistent, fair, and transparent approach to the assessment and processing of refund requests from members and stakeholders.

Implementation

1. De-registration of Individual Members

The closing date for the de-registration of Individual Members participating in Winter season competitions annually conducted by a NWA Affiliated Association or Entity is **1 May** of the competition year. The closing date for the de-registration of Individual Members participating in Spring season competitions is **23 October** of the competition year.

After these dates, additions to affiliation numbers will be accepted; however, **no de-registrations will be permitted.**

- 1.1 De-registration will not be permitted where an Individual Member or Individual Participant has lodged an insurance claim under the National Insurance Policy.
- 1.2 De-registration will not be permitted once an Individual Member or Program Participant who has taken part in any training, non-competitive or competitive match, or any netball activity that falls under the authority of a Member Association and/or NWA.
- 1.3 Players who have registered through PlayHQ and are attending trials for the purpose of team placement in an Affiliated Club or Entity Team—and who have not yet commenced training or competition, and have no intention of making an insurance claim under the National Insurance Policy—are eligible for de-registration if they withdraw **prior to 1 May** for the Winter season or **prior to 23 October** for the Spring season.

2. Netball WA and Netball Australia Refunds

- 2.1 NWA may issue a refund of the NWA membership or participation fee component if the Individual Member or Program Participant meets the eligibility requirements for de-registration.
- 2.2 Refunds for the Netball Australia (NA) portion of the NetSetGo fee will be administered in accordance with the [NetSetGo Participant Agreement](#).
- 2.3 The NA Administration Services fee, Stripe transaction fees, and PlayHQ service fees are **non-refundable**.

3. Carnivals (Association Championships, NAIDOC, Regional Championships, West Coast Fever Cup, etc)

- 3.1 NWA will issue invoices to each Association, school, or attending organisation once team nominations have closed.
- 3.2 Teams withdrawing after the team fee due date are required to pay the full outstanding balance of Competition fees. Where payment has already been made, no refund of Competition fees will be provided.

4. Development Academy / Aboriginal Development Academy

Players may be granted a refund of the program fee if withdrawal occurs before the commencement of the training program and one of the following conditions is satisfied:

- a. The player has incurred an injury that renders them unable to participate with a medical certificate provided; or
- b. The player has relocated from the region in which they were selected, and an equivalent position is not available within the region to which they have moved.
- c. If a player withdraws less than 14 days prior to the commencement of the program without one of the above criteria being met, no refund will be provided.

5. Fever in Time

Participants may be granted a refund of the program fee if one of the following conditions is satisfied:

- a. The participant has incurred an injury or illness that renders them unable to participate with a medical certificate provided; or
- b. Withdrawal is made prior to 28 days before the start of the program.

6. West Coast Fever Futures Trials

Refunds will not be issued for withdrawals occurring within 7 days of the first trial.

7. Clinics

Refunds will not be issued for cancellations occurring within 7 days of the clinic date. Where possible, and subject to availability, bookings may be transferred to an alternative clinic date of equal or comparable value if a child is sick or injured. This will be negotiated on a case-by-case basis.

8. State Umpire Performance Program / Tier 1 Umpire Program

Umpires may be granted a refund of the program fee if one of the following conditions is satisfied:

- a. The umpire has incurred an injury or illness that renders them unable to participate with a medical certificate provided; or
- b. Withdrawal is made prior to 7 days before the start of the program.

9. Netball Australia Coach and Umpire Accreditation Courses via Learning.netball.com.au

9.1 If you notify NA in writing (via learning@netball.com.au) that you no longer wish to complete the course before starting it, you will receive a full refund, minus an administration/processing fee. Receiving a refund will therefore remove your enrolment into the course.

9.2 If notification is provided in writing to NA (via learning@netball.com.au) after you have paid and subsequently completed the online course, no refund will be provided, as completion of the course is considered final.

9.3 If you choose to commence the course, no refund will be issued.

10. Netball WA Delivered Coaching and Umpiring Courses and Workshops

Refunds will not be issued for cancellations occurring within 7 days of the course/workshop date. Where possible, and subject to availability, bookings may be transferred to an alternative clinic date of equal or comparable value if participant is sick or injured. This will be negotiated on a case-by-case basis.

11. Exceptional or Unforeseen Circumstances

NWA may consider refund requests where exceptional or unforeseen circumstances occur that are outside the control of the participant or NWA. These may include events such as natural disasters, public health emergencies, government restrictions, or other situations that prevent a participant from taking part in a program, competition, or event.

Refund decisions will be made on a case-by-case basis, taking into account costs already incurred and consumer law requirements.

Support Documents

Document Number	Document Description
NWA-POL-07	Membership Policy
NWA Documents	Netball WA Competition and Event Handbooks (various)
Netball Australia	NetSetGo Participant Agreement.

Reference List

References
Australian Consumer Law https://consumer.gov.au/
Australia Competition and Consumer Commission https://www.accc.gov.au/

CONTROLLED DOCUMENT- MAY NOT BE CURRENT VERSION WHEN PRINTED