



FOOTBALL
WEST

Customer Charter

2026



Introduction

Football West is the governing body for football in Western Australia, dedicated to developing a game that unites communities and inspires participation at every level. Our role extends beyond administering competitions. We safeguard participants, uphold national standards, and deliver services that strengthen football across the State.

This Charter reflects our values of mutual respect, fair play and excellence, and sets out the standards you can expect from us: high quality service, clear communication, fair and consistent processes, and a safe, inclusive environment for everyone involved in the game.

Whether you're a player, parent, coach, referee, club representative, volunteer or supporter, this Charter outlines our commitments and how they connect to the policies and regulations guiding our work.

Who This Charter Applies To

- Players
- Match Officials
- Clubs and Associations
- Coaches and Volunteers
- Parents, Carers, Spectators and Supporters
- Partners and Sponsors
- Pathway Athletes
- Schools and Community Partners

Our Service Commitments

Professionalism and Respect

- Treat all stakeholders with courtesy, fairness and respect
- Provide knowledgeable, professional and friendly service across all departments
- Act in line with Football West's values and standards of integrity

Communication and Responsiveness

We are committed to providing clear, accurate, and timely communication. During standard operating periods, we aim to acknowledge all email enquiries and submitted forms within 24 hours, with a full resolution provided within three business days. This allows our team to complete the necessary checks and provide accurate, reliable information. Some matters may require additional time due to complexity or external dependencies. During peak periods, response times may extend slightly due to high enquiry volumes. When this occurs, we will keep customers updated and work through requests as quickly as possible.

To help us respond promptly and effectively, we ask that all queries and requests be submitted through the appropriate online forms or channels. This ensures they are logged, tracked, and directed to the right team for action. Telephone enquiries are available for general assistance and urgent matters; however, some requests may still need to be logged via our online forms to ensure they are properly tracked and resolved. Our staff will keep you informed of progress, anticipated delays, or if additional information is needed.



Fairness, Transparency and Accountability

- Apply established regulatory processes consistently for competitions, sanctions and disciplinary matters to ensure consistency and fairness
- Provide clear explanations for decisions affecting clubs, match officials, participants or competitions
- Offer escalation or review processes where applicable
- Publish annual reports, strategic updates and relevant governance documents
- Manage personal information responsibly and in accordance with Football West's Privacy Policy and relevant legislation
- Provide guidance where matters fall outside Football West's authority and direct stakeholders to the appropriate process or authority

Continuous Improvement

- Regularly review systems and processes to improve customer experience.
- Monitor service levels, identify trends, and work toward measurable improvements each year.
- Improve our systems and digital tools to support a smoother, more efficient experience.
- Welcome feedback about our services and encourage stakeholders to share suggestions, compliments or concerns through our website or contact channels.





What We Ask of You

- Treat staff, officials, volunteers, coaches, club representatives and participants with respect and courtesy
- Provide honest and accurate information when registering, reporting or submitting enquiries
- Follow all applicable Football West and Football Australia policies and regulations
- Communicate concerns constructively and allow reasonable time for resolution
- Maintain respectful communication across all channels, including online and social media
- Understand that any thorough review of issues may require time before providing an outcome

Contact us

If you need assistance, the Football West team is here to help. We aim to respond to enquiries as quickly as possible, and directing your enquiry to the right team will help us assist you faster. Please use the contact details below.

Telephone

(08) 6181 0700

Club Support

If you are a club administrator, regional association or similar and have an enquiry regarding club accreditation, local government conversations, volunteers, team entry, club development and club support, please email clubsupport@footballwest.com.au

Coach Support

If you are a coach and have an enquiry regarding coach education, registration and accreditation, please email coachsupport@footballwest.com.au

Competition Support

For professional competition matters only, including contracts, rosters, compliance, and related enquiries, please email competitions@footballwest.com.au

International Transfer Certificates (ITCs)

For all ITC requests and related enquiries, please email itc@footballwest.com.au

Participant Support

If you are a participant or have an enquiry on behalf of a participant regarding registration and/or participation in either a Football West program or competition, please email participantsupport@footballwest.com.au

Referee Support

If you are a referee or would like to become a referee and have an enquiry regarding refereeing, courses etc, please email referees@footballwest.com.au

Other Support

If you are unsure where to direct your enquiry, please email info@footballwest.com.au and we will connect you with the right person.



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