

# DARWIN SWIMMING CLUB INC



## Communication Procedure

**Parap Swimming Pool**  
77 Ross Smith Avenue, Parap NT 0820

### Purpose

The aim of this procedure is help our members understand the most appropriate form of contact if they are needing assistance with club related matters.

### Website

Darwin Swimming Club website will provide up to date information about events, policies, procedures, training times committee members and contact information.

If you have any suggestions for improvement, or are unable to find the information you need please email [darwinswimclub@gmail.com](mailto:darwinswimclub@gmail.com)

This email address is monitored regularly and the club will endeavor to provide a response within 7 days.

### Social Media

Social Media forms part of Darwin Swimming Club's Communication Policy. We aim to keep our social media posts informative, positive and regular.

### **Members (private)**

Aims to provide information relevant to members including but not limited to competition updates, training updates and general club events.

### **Public**

Aims to provide Darwin Swimming Club with a public presence and will be used for promotional activities.

If you have any suggestions for improvement, please contact [darwinswimclub@gmail.com](mailto:darwinswimclub@gmail.com)

This email address is monitored regularly and the club will endeavor to provide a response within 7 days.

### General inquiries

Please check out the frequently asked questions (FAQ) section on our website.

If your query remains unresolved, you can email us at [darwinswimclub@gmail.com](mailto:darwinswimclub@gmail.com)

This email address is monitored regularly and the club will endeavor to provide a response within 7 days.

### Membership and Member Enquiries

If you are having difficulty registering as a club member, or with Swim Central (the portal for entries and purchases), please visit the Swim Central support portal.

If you are still having difficulties please email our Registrar on [darwin.swim.registrar@gmail.com](mailto:darwin.swim.registrar@gmail.com)

This email address is monitored regularly and the club will endeavor to provide a response within 7 days.

### Training and coaching enquiries

Coaches are usually available at 3.15pm on a Monday, Tuesday or Thursday afternoon on pool deck.

Please try to avoid speaking with a coach during squad training, as their focus is on the swimmers.

Alternatively, you can email the Head Coach at [timfew@bigpond.com](mailto:timfew@bigpond.com)

This email address is monitored regularly and the coach will endeavor to provide a response within 7 days.

### Suggestions or Improvements

If you have any ideas or suggestions to help improve our club, please feel free to talk to any one of our committee members or fill out this [Feedback Form](#).

Your suggestions are important to us, and we will ensure they are considered and discussed.

### Grievances

If you have any grievances, we encourage you to fill out this [Grievance Form](#).

Grievances will be considered in a timely manner. They will be appropriately managed, and a course of action determined by our President within 7 days. If considered necessary, the grievance may be discussed with the committee or escalated outside of the club (e.g. Swimming NT, Swimming Australia).

## Related Documents

Communications Procedure

[Social Media Policy](#)

[Complaints Procedure](#)

## **L.Reader**

Lee-Ann Reader  
President

11 February 2024