



# ONKAPARINGA SWIMMING CLUB INC.

## COMMUNICATION POLICY & PROCEDURES

### 1. INTRODUCTION

The Onkaparinga Swimming Club is committed to a high standard of communication within the club at all times. It is also committed to ensuring that members, parents and swimmers are provided with enough information, in the most effective format, to facilitate full participation in the club. Effective communication will also ensure that members are fully aware of their responsibilities.

### 2. POLICY OBJECTIVE

The objective of the Communication Policy is to facilitate communication within the club to enable club members to participate to their maximum capacity. The intent is to create a welcoming, inclusive and safe environment where all swimmers, parent/s and members are fully informed and supported.

### 3. RESPONSIBILITIES

The Club Committee is responsible for;

- Ensuring that this policy is adhered to by monitoring compliance and undertaking remedial actions as required.
- Reviewing the policy each year and updating as required.

The Communications Officer is responsible for;

- The preparation and distribution of the club member newsletter monthly.
- Informing the membership of social events.

The Registrar is responsible for;

- The maintenance of a register of members.
- Providing an orientation pack to all new swimmers/parents of new swimmers.
- Ensuring new members are aware of responsibilities under Child Safe Environment Policy.
- Allocating an appropriate "buddy" member to new members (refer to section below regarding the "buddy" program).

The Secretary is responsible for;

- Preparing the Club's Annual report and distributing to members at the AGM
- Maintaining the Correspondence listings and handling of all in-coming and outgoing correspondence.
- Communicating relevant correspondence issues with the membership.
- Managing the upkeep of the Constitution and By-Laws and ensuring the membership is aware of their responsibilities and obligations under these instruments. Keeping the main electronic and hard copy of the latest version of these documents on file.
- Ensuring that the Swimmers and Parents Club Handbook is updated annually and ensuring that all members have access to the updated version. Keeping the main electronic copy of the latest version of the handbook on file.

- Maintaining a confidential email listing of members choosing to receive information by email.
- Sending information to members by email as requested by club office bearers.
- Informing membership of ad hoc changes to training times and venues by email.
- Regular and timely communication with Swimming SA on relevant issues – acting as the main contact person for the club.
- Ensuring that club members are provided with the Swimming SA Handbook of Events.

The Minutes Secretary is responsible for;

- The preparation and distribution of committee meetings agendas and minutes.
- The preparation of the agenda for the Annual General Meeting and distributing the approved agenda to membership in a timely manner (in accordance with the Constitution).
- Preparing minutes for the Annual General Meeting.
- Keeping records of all agendas and minutes.

The Treasurer is responsible for;

- Providing members with timely information in relation to their training fee accounts and any other moneys to be paid.

The Head Coach is responsible for;

- Ensuring swimmers are provided with clear performance and behaviour expectations.
- Ensuring parents of swimmers under 18 years of age are kept informed of problems or concerns in relation to swimmer's behaviour at training or at events.
- Ensuring swimmers are provided with feedback in relation to performance at training or competitions.
- Swimmers are provided with information and tools to support the setting and achievement of personal swimming goals.

The Nominations Officer is responsible for;

- Undertaking communication with Swimming SA and the club membership in relation to nominations to ensure that the Club's members are well informed in relation to nominations processes and timeliness.

The Assistant Nominations Officers are responsible for;

- Assisting the Nominations officer to achieve the above responsibility.
- Informing swimmers/parents of accepted nominations.

The Uniform Steward is responsible for;

- Providing the communications officer with regular articles for the club newsletters informing the membership of changes or updates to the club uniform.
- Ensuring all members are provided with timely information regarding uniform orders.

Publicity and Media Officer is responsible for:

- Managing the Club Brand and arranging regular reviews and updates of the Club brand.
- For arranging regular Newspaper articles to be prepared and submitted to The Courier and The Advertiser at least 12 times per year
- For preparing and releasing media statements when significant events or achievements occur for the club.

- Managing the Club's "Photo stock" and regularly calling for new photos from members to keep the stock up to date.

Parents and Members are responsible for:

- Ensuring that they make every effort to keep themselves well informed by regularly checking the club web page, reading notices at training and attending club meetings.

## **4. COMMUNICATION METHODS**

The club applies a range of methods for communication. These include;

### **4.1 Web Page**

A Club Web Page [www.onkaswimmingclub.com.au](http://www.onkaswimmingclub.com.au) provides an overview of the club's purpose, activities and achievements. The web page is regularly updated. The club's newsletters, policies, procedures and governance documents are all published on the web page.

### **4.2 Newsletter**

A Club newsletter is produced at least 4 times per year. The newsletter is distributed to members by email and it is lodged on the club web page. The newsletter provides updates on all club activities as well as informing the membership of new and updated Club policies and procedures and upcoming social events and swimming events.

### **4.3 Emails**

Emails are sent through the secretary to members who have registered their email address with the club secretary. Emails will inform members of ad hoc events and changes to training, reminders and general information in regards to a range of issues. Emails are also sent to members by Swimming SA informing them of issues relating to Swimming SA and Swimming Australia.

### **4.4 Notices**

Notices are placed at the "sign in counter" at the Army Pool to inform members of a range of issues including social events, fundraising activities, upcoming competitions and the need to submit nominations, uniform purchases, changes to training times etc.

### **4.5 Annual social event calendar**

A social events calendar is produced by the committee at the beginning of each calendar year and provided to members by email and is lodged on the Club Web Page.

## **5. ORIENTATION OF NEW SWIMMERS AND PARENTS**

### **5.1 Provision of initial information**

Upon initial inquiry prospective swimmers / parents are provided with the link to the club web page and the Club Swimmer's and Parent's Handbook is recommended as the preferred document to read as an introduction to the club. Initial inquiries may be handled by the President, The Head Coach or the Registrar.

As new swimmers register they will be provided with an orientation pack by the Registrar consisting of the following documents:

- Swimmer's and Parent's Club Handbook
- Swimming SA Handbook of Events
- Onkaparinga Swimming Club Child Safe Environments Policy and Procedure
- Onkaparing Swimming Club Risk Management Policy
- Swimming Australia Behavioural Guidelines
- List of Committee and Club Office Bearers contact details

## **5.2. Buddy System**

New Swimmers/Parents will be given the option of linking with an experienced member of the club to act as a buddy or mentor. The buddy will assist the new swimmer/ parent with their "orientation and induction" into the club. The buddy will also facilitate introductions to other club families and help welcome the new families into the club.

The Registrar will facilitate linking new swimmers/parents with a buddy. Buddies will be experienced parents of swimmers who are knowledgeable and who volunteer to act as buddies.

## **6. CLUB BRANDING AND IMAGE**

The club has a logo or brand featuring a Kookaburra that is applied to all club documentation, the web page and uniforms.

The brand is managed by the Publicity & Media Officer.

## **7. CLUB PUBLICATIONS AND PROMOTIONAL MATERIALS**

The Club produces an information brochure that gives an overview of the club's activities. This brochure is regularly updated by the Committee and then maintained by the Communication's officer. The Publicity and Media officer is responsible for keeping an electronic version of the latest version of the brochure on file in Word, Publisher, PDF and JPEG format.

## **8. REVIEW OF COMMUNICATION POLICY**

This policy is reviewed every three years by the Committee.