



Bluefin Swimming Club

Communication Policy

Communication is the key to success in any organisation or team.

The Bluefin Swimming Club has an open policy about communication. We want to keep everyone informed about the vision, core values and the many other details with regard to the team and the swimmers. However, there needs to be some structure about how we communicate with one another to prevent confusion and misinformation.

The Bluefin Swim Team website (bluefinswimteam.com) has a great deal of information on it about upcoming meets, practice schedules as well as swimmer and parent updates and billing information. Many of your questions about day-to-day things can be answered by reviewing the website. We encourage all parents to subscribe to the website on the website itself to be alerted of new/updated information and postings.

The Bluefin Secretary will periodically send emails and WhatsApp messages to parents and swimmers to update them as needed for upcoming events, changes to squads, etc. You may opt-in or opt-out of WhatsApp. Please contact the club secretary for further information.

Parents must refrain from speaking with the coaches before, during or after practice. All coaching or squad movement queries must be made by email to the Bluefin Head Coach, outlining specific questions or concerns. If the issue cannot be answered/resolved over the phone or by email, an appointment will be made for parents to meet with the head coach and, if required, the athlete's primary coach. The coach may invite a member of committee to attend.

If the Head Coach is unable to answer or resolve the issue, you may then contact committee through the Club Secretary for mediation with the Club Chairperson.

If a parent has an idea, concern, suggestion, or complaint, they must go through the most appropriate club contact listed below via email. It is not useful, acceptable or appropriate if a parent complains to another parent about a coach, swimmer or other member.

- Concern with your child's health/well-being/protection– CCO (Children's Officer) Bluefin.cco@gmail.com
- Questions about anything swimming-related – Head Coach Bluefin.headcoach@gmail.com
- Ideas about helping the club, fundraising, questions about forms or membership or any general queries – Secretary Bluefin.secretary@gmail.com
- Queries related to payments – Treasurer Bluefin.fee@gmail.com