



## **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 and transparency. We want to keep everyone informed about the vision, core values and the many other details with regard to the club 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](http://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.

The Bluefin Secretary will periodically send emails out to the parents and swimmers to update them as needed for events, changes to squads, etc.

Swimmers may engage in this conversation whenever they are talking with their coach. 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 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 necessary.

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