

Introduction

Good communication is critical to the smooth running of Masters Swimming Australia. It is important that everyone understand and use standard lines of communication set out in this policy.

The National Office is responsible for the day-to-day administration of Masters Swimming Australia, and its functions include the co-ordination of communications between it and the various components of the organisation: the Branches, the National Board of Management, the various National Committees, the National Championships organising committees and, more rarely, directly with the clubs or their individual members.

Generally speaking, all formal communications to and from Masters Swimming Australia will be done through the National Office. This includes in particular anything in writing (letters or emails).

All members are, and should feel, free to contact any member of the National Office staff, any National Board member or National Committee member. If you don't know who to contact on any particular question, contact the National Office first.

Communications from the National Organisation

Routine communications from the National Office

The routine distribution of information from the National Office will be to the various Branch administrators or secretaries. This will include the dissemination of memos and circulars, and will usually be done by email unless the volume or nature of the material dictates otherwise. Material will be distributed in hard copy where the volume or nature of the material requires this, but material that has been sent by email will not be re-sent in hard copy.

Branches are expected to pass this information on (where relevant) to their clubs or their individual members — and clubs are expected to pass on relevant information to their members — in accordance with their own practices.

Communication through SportsTG

The implementation of the Sports TG database allows communication from the National Office to clubs and individual members directly. It is anticipated that this will be used to distribute electronic newsletters and to assist with the processing of member registrations.

Communications from the National Committees

It is expected that the members of National Committees will communicate amongst themselves as they see fit.

However, generally speaking all National Committees should communicate with the National Board of Management, the Branches, clubs or individual members only through the National Office.

Communications to the National Office

All communications to Masters Swimming Australia should be addressed to the National Office — the National Office's contact details are set out below.

All formal communications from Branches should come from their Administrators or Secretaries. However, all members of any club affiliated with Masters Swimming Australia are welcome to contact the National Office at any time. Specific queries may be referred to the relevant National Committee, Board member or any other office-holder.

Communications should not be sent or copied to members of the National Board or National Committees directly unless there has been some prior contact.

Agenda Items and Matters for Discussion at Meetings

All agenda items or matters for discussion at General Meetings of Masters Swimming Australia or meetings of the National Board of Management should be submitted to National Office before the relevant deadline so that agendas can be drawn up and distributed on time.

The deadline for agenda items for a general meeting of Masters Swimming Australia is 60 days before the meeting, and the deadline for a Board meeting is 14 days before the meeting.

All agenda items and matters for discussion at general meetings of Masters Swimming Australia must be submitted by a Branch (through its Board or Committee) or by the National Board of Management.

Common Sense and Courtesy

Please remember that we are a national organisation that is essentially made up of volunteers with a few key employed staff members, some of whom only work part-time. This is relevant, for example, to the speed with which communications can be answered and difficult questions addressed.

Please also remember that emails can be on-forwarded to anybody immediately. This includes people who were not intended to receive them in the first place. When preparing and forwarding emails, please bear in mind that anybody may be able to read them even if that is not what you intend.

National Office contact details

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t. +61 3 9682 5666

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