



SWIMMING NEW ENGLAND & NORTH WEST INC.

Version 1

Approved: Board

Date: 23/11/2017

Correspondence Policy

This policy is to ensure that appropriate arrangements are in place to support good internal and external communication. Communication systems enable the exchange of effective and efficient information. Swimming New England & North West Inc. strives to provide relevant and timely correspondence.

Definitions

Area Swimming New England and North West Inc.

External communication is an exchange of information which occurs between the Area and external parties, such as clubs, members, Swimming New South Wales.

Internal communication is an exchange of information which occurs within the Area Board.

Procedure

Methods of communication

Use the following communication methods:

- **email** (whenever possible to save time and to provide a written record which is dated)
- **telephone calls** (between individuals, to discuss and negotiate. (Confirm any decisions with an email)
- **meetings** (to inform and discuss issues and make decisions. Note that meetings can be time-consuming and should only be held when communication by telephone, email and letters cannot achieve the desired outcome)
- **letters** (to formally communicate information, when time is not an issue.)
- **Area Newsletter** to provide Area information to all clubs and members. Sent to clubs for distribution to members.
- **SMS** only to be used when all other forms of external communication as above have been used without a response.

Responding to communications

Generally, respond using the same method as the original communication (eg if you receive an email, reply by email).

Email and SMS communication



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Board directors, coaches and team managers may use SMS and email to provide information about competition, training, Area-sanctioned social events and other Area business, however:

- SMS messages should be short and about Area/team matters
- email communication will be used when more information is required
- communication involving children will be directed through their parents.

Area Email Accounts

Secretary

swimmingnenw@gmail.com

This account is managed by the Area Secretary and all Area email correspondence must be carbon copied to this email address.

Area Registrar

swimmingnenwregistrar@gmail.com

This account is managed by the Area Registrar and used predominantly for competition committee correspondence

Area Treasurer

areatreasurer7@gmail.com

This account is managed by the Area Treasurer and used for financial and banking correspondence.

Area Technical Swimming Committee Coordinator (ATSCC)

swimmingnenwatscc@gmail.com

This account is managed by the ATSCC and is used for technical official and training correspondence.

Area Development Coordinator

nenwswimdevelopment@gmail.com

This account is managed by the Area Development Coordinator and is used for Area development squad and development committee correspondence.

Email Account Protocols

- All email account passwords are to be provided to the Area President and Area Secretary.



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- The setup of a new email account by directors for the purpose of Area correspondence must be approved by a majority vote at a Board meeting and will be setup by the Area Secretary.

Related Documents

Swimming New England & North West Inc Communications Policy

Privacy Policy

Swimming Australia Safe Sport Framework

Version Control

Version	Date	Author	Approved
1	16 November 2017	Susanne Kable	Board 23/11/17