



## **MLC SWIM COACHES COMMUNICATION POLICY WITH SWIMMERS/PARENTS**

The success of the MLC Aquatic swim program is due to our talented swimmers, their families, parent volunteers and the MLC swim coaching team.

The swim coaches are employed by Methodist Ladies' College (MLC) and work within the Intensive Sport Program. The Aquatics team work alongside a cohort of coaches, managers and administrators from a range of sports, which form part of the co-curricular program offered at MLC.

Swim coaches are required to be on pool deck early mornings and late afternoons and attend competitions, held mainly on the weekends. Administrative tasks are scheduled around their rostered shifts. It is a demanding role and during non-work hours it is important that staff can relax and enjoy their recreation / family time.

Parents and swimmers are respectfully requested to limit text messages and phone calls to coaches to weekdays and preferably immediately before or after swim sessions.

MLC has a Service Standards Procedure policy which requires staff to respond to phone calls within 24 hours (weekends are exempt), emails within 1-2 working days and written communication within five working days. Please note that due to staff rostering some phone calls may be returned within 36 hours.

The MLC Aquatic committee members are volunteers and not employed by the College or paid for the work they carry out. It is therefore appreciated if all members understand that at times, there may be a delay in responding to requests or questions from club members.