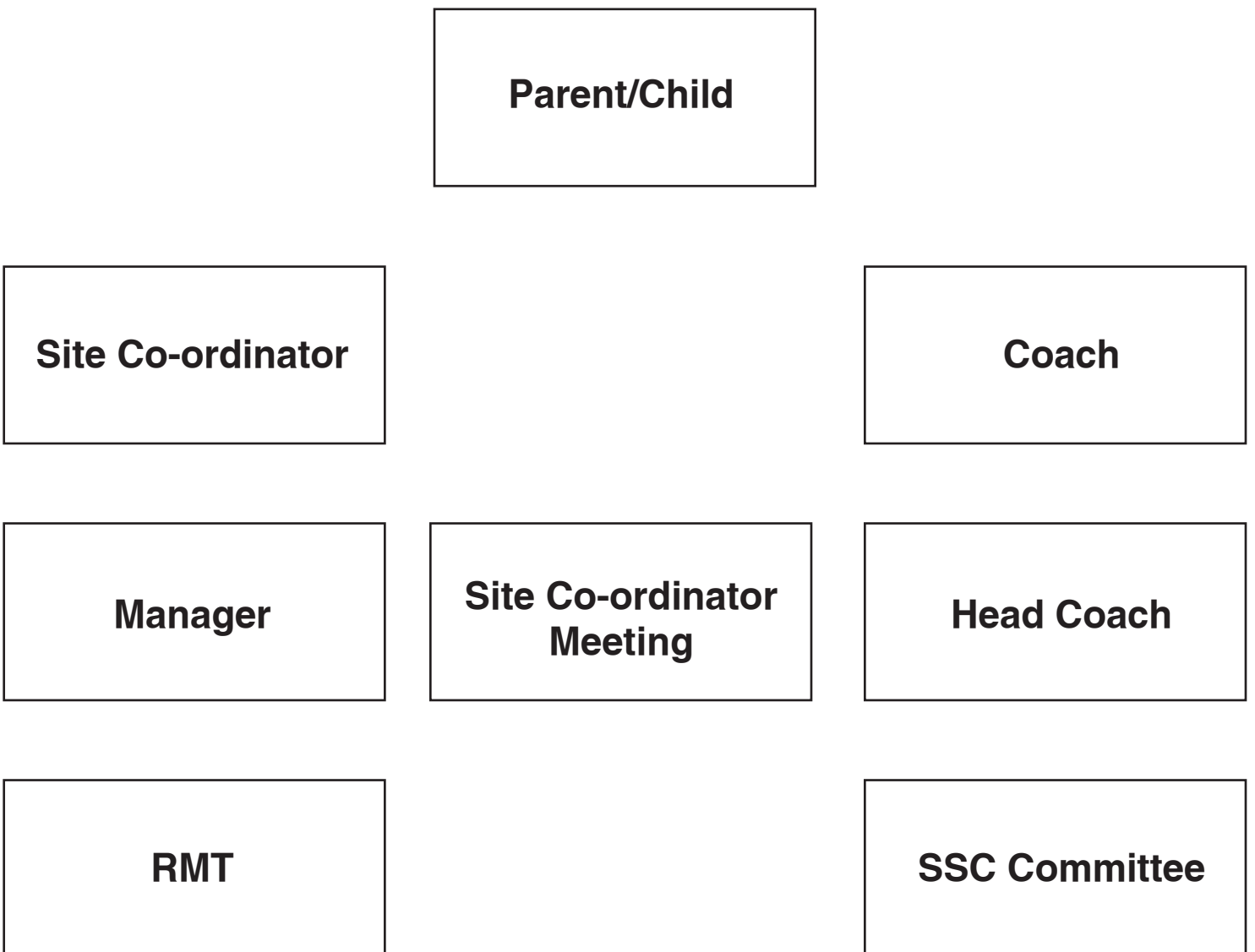




SSC Communication Chart





Parent/Child

- Has an administrative question, it goes to the Site Co-ordinator, either via email, telephone call or feedback form.
- Has a swimming question, they ask their Coach.

Site Co-ordinator (SCO)

- If the SCO cannot answer an admin question or have questions of their own, they ask their Manager and take it to the SCO meeting.
- If the SCO needs a swimming question answered they ask the Head Coach.

Coach

- If the Coach can not answer a swimming question or they have questions of their own, they ask the Head Coach.

Manager

- Answers any questions relating to current PSS policy and SSC policy.
- Refer any questions which are not current policy to the RMT

Site Co-ordinator Meeting

- All questions requiring SSC committee clarification are compiled and presented at SSC meeting.
- All questions requiring PSS clarification are compiled and given to the National Operations Manager for clarification by Regional Managers.

Head Coach

- Answers any swimming related questions and anything related to current policies of the club.
- Any new ideas/ policies/activities the Head Coach takes to the SSC committee.

Regional Management Team (RMT)

- Answer any questions posed via SSC committee, Managers or SCO's and send feedback back through the appropriate meeting, either SSC or Manager's meeting.

SSC Committee

- SCO rep. reports to the committee and back to the SCO.
- PSS rep. report to the committee and back to PSS.