

## COMMUNICATION

The Club has established multiple communication channels to ensure all members have access to accurate and timely information.

- TWLA Website - [www.terriganwamberallittleathletics.com](http://www.terriganwamberallittleathletics.com) - contains general Club, competition and awards information; Committee contacts; past records, award winners and medalists; and links to useful resources.
- Bluebook - handed out prior to the season start and contains much of the same information that is found on the website all in one handy book.
- Team App (new!) - used for real time information like club announcements, calendar, competition timetables and notifications (e.g. weather cancellations).
- SignUp Genius website - used for duty roster signups and reminders.
- ResultsHQ website - posting of athlete results and signups for some external events. To login, go to <http://www.resultshq.com.au/login> and enter the email address given at registration. Select "forgot my password" and a link will be sent to you. Once logged in, you can see all athletes listed for your family and check their results and PBs.
- Email - used for both general and specific communications as needed. *Due to system limitations, you may at times receive multiple emails if you have multiple athletes registered - apologies in advance!*
- Facebook - an optional and supplementary source of general news, reminders, fun photos, links for those who choose to use it.

The Club encourages members to contact the relevant Committee member with any general or specific inquiries. Member complaints should be directed to the Club's Grievance Officer. Please remember that all Committee members, officials, coaches and age managers are volunteers - clear and respectful communication goes a long way towards preventing misunderstandings and facilitating effective solutions. **Verbal abuse will not be tolerated.**