



Tuggeranong Vikings Hockey Club

Est. 1976

PO Box 2157

Tuggeranong ACT 2901

Club Communication Protocols & Organisation Chart

Version 1.0

BACKGROUND OF THIS DOCUMENT

This document was developed after the amalgamation process of the Tuggeranong Vikings Women's Hockey Club (TVWHC) and the Tuggeranong Vikings Hockey Club (TVHC). The TVHC Committee considered a structured communications protocol vital in assisting the volunteers on the committee communicate effectively and efficiently with TVHC members.

GENERAL

In 2019, the decision was taken to implement some structure and guidance as to how our members communicate with the committee. The TVHC has built its success on the idea that all members are of equal importance, no matter their level or involvement, and we value all contribution and feedback.

For our entire member base, it is important to remember that you are dealing with volunteers, who are gifting their time to the club. Whilst the size of the club has more than doubled since the amalgamation at the start of the 2019, the size of the committee has only expanded by two members, so the workload for our committee has increased disproportionately to the size of the club. When you have a question or there is an issue you would like dealt with, you must remember that club officials have jobs, families and other commitments, and hockey is not always going to be their top priority. This requires a level of understanding and patience from all members. You can rest assured that our committee will respond to you as quickly as possible.

Whilst the club is not a strictly hierarchical organisation, it is vital that members communicate to the appropriate person this will help ensuring your concern is answered as quickly as possible. The club has implemented the following process for members to raise a concern please following the guidance below.

Men

If you are a player/parent in the Men's competition and you wish to raise a concern, please follow below.

Player/Parent → Coach/Manager → Men's Registrar → VP Operations → Secretary → President (if required)

Women

If you are a player/parent in the Women's competition and you wish to raise a concern, please follow below.

Player/Parent → Coach/Manager → Women's Registrar → VP Operations → Secretary → President (if required)

Girls

If you are a player/parent in the Girl's competition and you wish to raise a concern, please follow below.

Player/Parent → Coach/Manager → Girl's Registrar → VP Operations → Secretary → President (if required)

Boys

If you are a player/parent in the Boy's competition and you wish to raise a concern, please follow below.

Player/Parent → Coach/Manager → Boy's Registrar → VP Operations → Secretary → President (if required)

Hookin2Hockey

If you are a player/parent and your concern is in relation to Hookin2Hockey please follow below.

Player/Parent → Coach/Manager → Hookin2Hockey Co-ordinator → VP Operations → Secretary → President (if required)

Fees

If you have a concern or question about fees, please use the guide below.

Treasurer → VP Operations → Secretary → President (if required)

Member Specific

If your concern is in relation to another with member with the Club or the broader Hockey ACT community, please follow below.

VP Operations → Secretary → President (if required)

The above is a guide, if you do not feel comfortable raising an issue with the first point of contact, of course you are welcome to contact another relevant club or committee member to assist you.

EMAIL ADDRESSES

TVHC Officials are available to contact via the following email addresses:

TVHC President	president@vikings.org.au
Secretary	secretary@vikings.org.au
Treasurer	treasurer@vikings.org.au
Vice President: Communications	comms@vikings.org.au
Vice President: Operations	ops@vikings.org.au
Women's Registrar	women@vikings.org.au
Men's Registrar	men@vikings.org.au
Boy's Registrar	boys@vikings.org.au
Girl's Registrar	girls@vikings.org.au
Hookin2Hockey Coordinator	hookin2hockey@vikings.org.au
Umpiring Coordinator	umpire@vikings.org.au
Website & Newsletter Editor	editor@vikings.org.au

ORGANISATION CHART

To understand the TVHC Committee hierarchy, it can be viewed [here](#) or under the [Club Admin](#) tab at www.vikings.org.au.

Tuggeranong Vikings Hockey Club Committee

March 2019

Version Control

Version	Date	Author	Notes
1.0	March 2019	Chris Lazzari	Submitted to and endorsed by the TVHC Committee