

Section 2



Communication - Who to Contact

Knowing who to contact and when can sometimes be a bigger challenge than coordinating your teams!!! Having a list of emergency and day to day Council contacts will help you access the services you require more effectively. Hopefully this will mean that you can spend less time chasing things up and more time on the field, track, court, pitch, rink, etc.

The following section will give your club a list of emergency contacts and an overview of the Leisure Services department within Council.

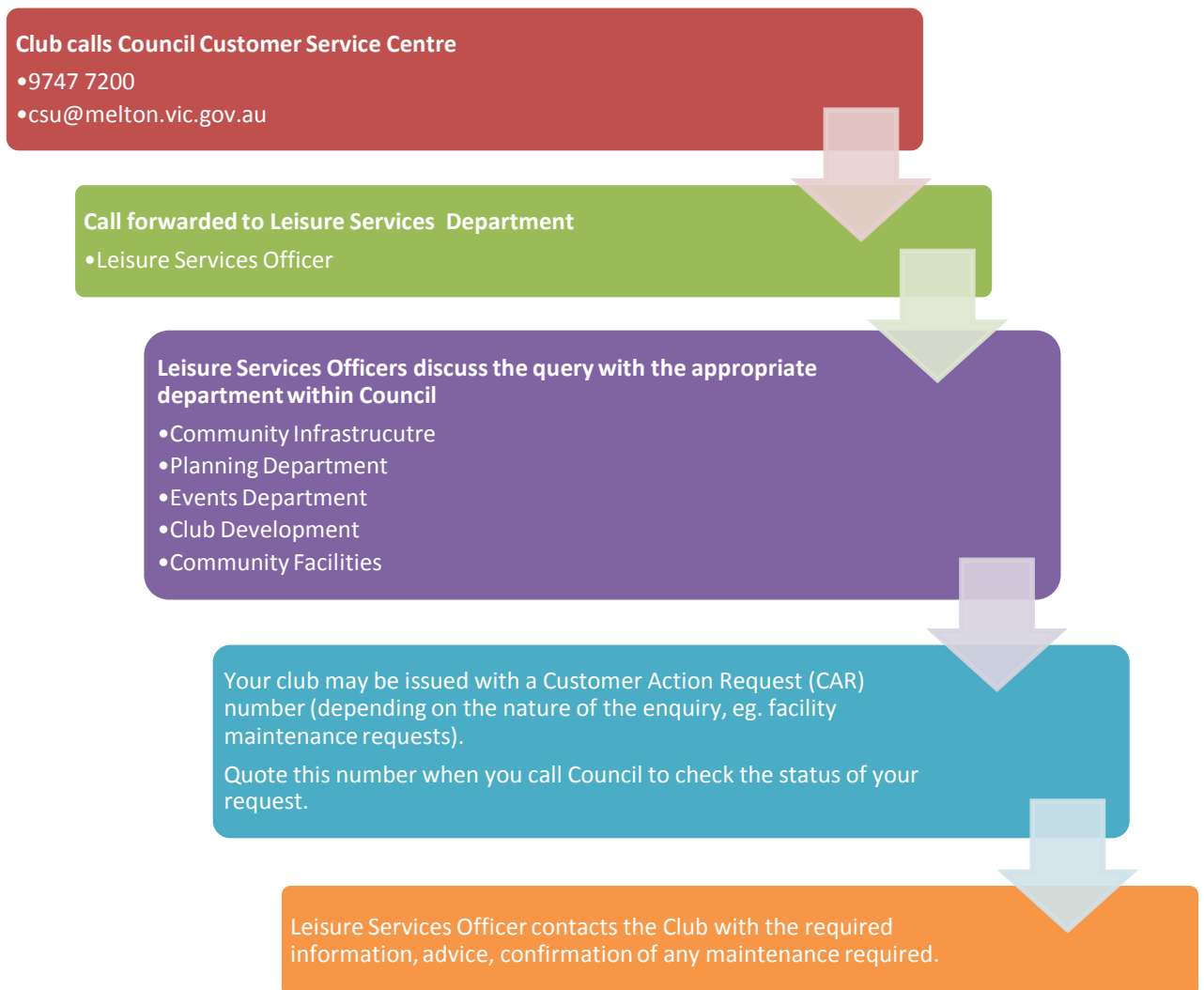
2.1 Emergency Contacts

Name	Number
Police, Fire, Ambulance	000
Origin	
Electricity	132 412
Natural Gas	132 771
AGL	
Electricity	131 626
Gas	132 771
Western Water	9218 5400
City West Water	131 691
Poisons Information Centre	131 126
Melton Shire Council After Hours Emergency Assistance	*9747 7200
* Clubs requiring emergency assistance outside business hours should call this number and follow the prompts. The relevant department will be contacted and the appropriate course of action will be taken based on the issue raised.	

2.2 Council Contacts and Flowchart

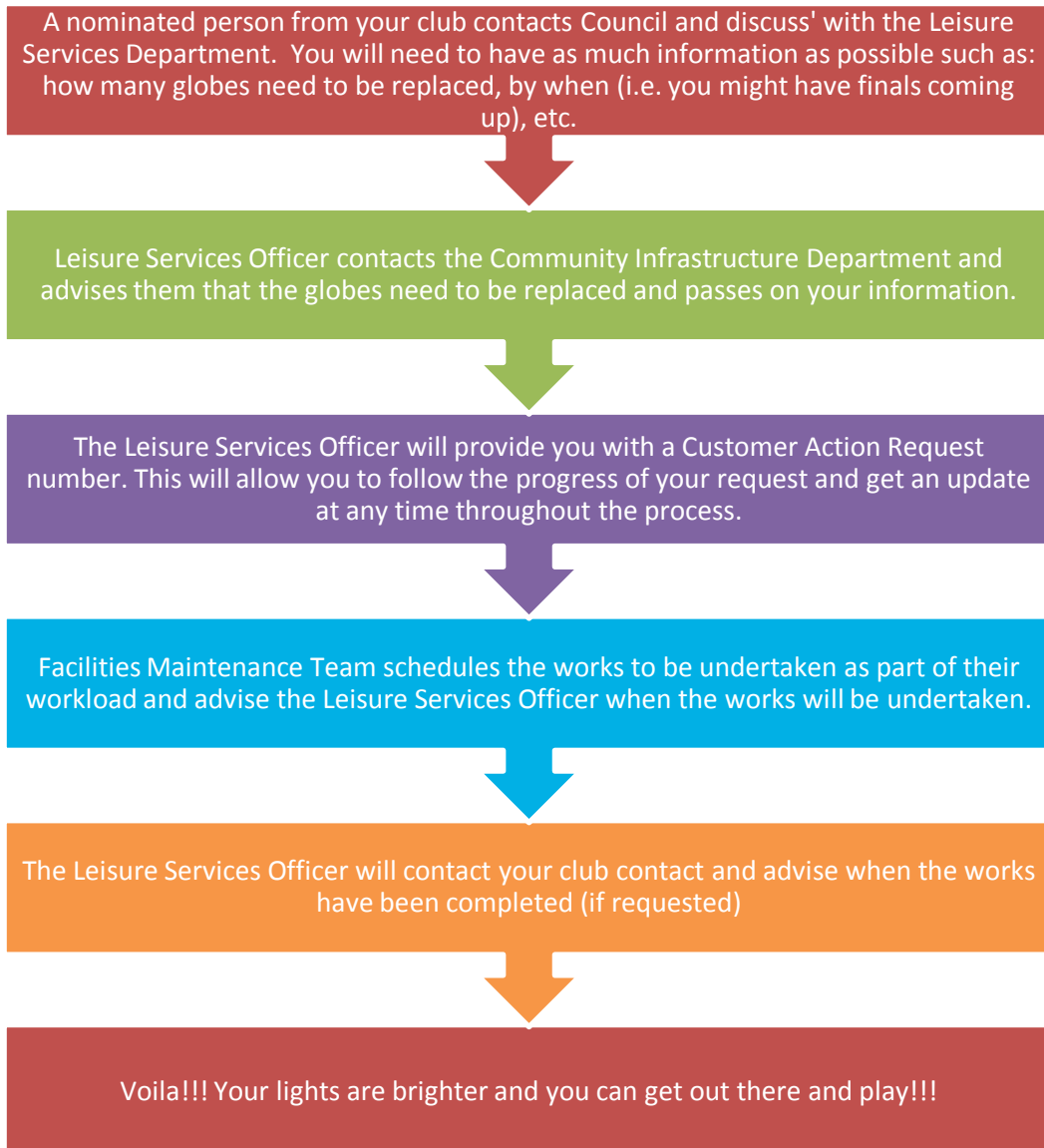
The following flowchart indicates the internal Council process when your club makes a call or inquiry.

The Leisure Services Officers will field the initial call, email or letter and if other Council departments are required to be involved, Leisure Services will contact the correct department in regards to your club's query.



Once the Leisure Services Officer has heard back from the relevant Council Department, they will contact your club. This way you only have to deal with one person in Council, which should make your life a lot easier!!!

For example:



More Information

- www.melton.vic.gov.au/leisure
- Contact Leisure Services 9747 7200
- Come into Council's Customer Service Centre at **Melton** - 232 High Street Melton or **Caroline Springs** - 193 Caroline Springs Boulevard Caroline Springs

2.3 Council Officers

Leisure Services Officers - Darren Tucker & Vacant

Phone	9747 7200
Email	darrent@melton.vic.gov.au
Internet	www.melton.vic.gov.au/leisure
Role	Council contact for all sports groups Seasonal lease / licence agreements Ground allocations Ground and building maintenance requests Water Restrictions

Council's Leisure Services Officers are dedicated to assisting sporting clubs in the areas of ground allocations, reserves and pavilions maintenance requests, water restrictions and are the main club contact.

The Leisure Services Officers are your first point of contact with Council. They will be able to discuss your questions, issues, concerns, etc in "Council language" with other staff and come back to you with a response that you can understand!!!

Recreation Development Officer - Chris Lunn

Phone	9747 7200
Email	chrisl@melton.vic.gov.au
Internet	www.melton.vic.gov.au/leisure
Role	Club Development Volunteer Training Marketing Opportunities Club Network Newsletter

You may also have some contact with the Recreation Development Officer at Council. This person is primarily responsible for the development of clubs and recreation opportunities with the Shire. Generally, you will be referred to the Recreation Development Officer if your query relates to club development. From time to time you may be contacted with information about new programs, club development opportunities, grant information or volunteer training opportunities.

The organisational chart provided in Section 1.2 Leisure Services Organisational Chart, provides a brief overview of the members of the Leisure Services Team.

Leisure Centre Contact

Indoor tenants Caroline Springs Leisure Centre / Melton Indoor Recreation Centre
Direct Contact Numbers **CSLC:** 9747 5327 **MIRC:** 9743 1011