masters swimming SOUTH AUSTRALIA

Frequently Asked Questions (FAQs)

MSSA FAQ's aim to provide information to members, clubs and respond to enquiries. This is a live document and will grow as topics and details are added or updated and as new information is gathered

SWIM CENTRAL

There is a large section on FAQ's for Swim Central here:

https://mastersswimming.org.au/swim-central-for-members/

Most Swim Central questions have solutions and assistance on this page.

MSSA QUESTIONS AND RESPONSES

MEMBERSHIP

Q: How do I request a refund for an incorrect membership purchase?

Contact your club Treasurer as a first step to check the situation. They will commence the refund process and contact the MSSA Administrator with the member's name, club, and reason for the refund. Refunds must be approved at club level before being processed in Swim Central.

Q: How do I update my membership details?

Members have a level of access that enables them to update contact and other details. However, if you wish to change the email address associated

The best place to start is to talk to your Club Coach as they are a wonderful resource

and you will need their support. The MSA website is the next place to go where you will find all the information about the Club Coaching Course.
https://mastersswimming.org.au/coaching-and-officials/

Contact the MSSA Coaching Coordinator for more information
mssa.coach@gmail.com

with your Swim Central account, send the details in an email to MSSA and the request will be forwarded to MSA as this can only be done at the national level.

Q: What is the process for joining a club as a second-claim member?

Refer to the Second Claim link on the MSA website and go through that process:
https://mastersswimming.org.au/second-claims/

Q: My Swim Central account is inactive or expired—what should I do?

Contact your club Treasurer as a first step to check your status and advise on steps to re-activate or renew your membership. In certain cases your Treasurer may then need to contact MSSA for further assistance.

EVENTS AND INTERCLUB MEETS

Q: How do I find swim events, event programs or results for Interclub meets?

Event programs and results are posted on the MSSA website (Events Tab), on the website events calendar and Facebook page. Clubs are also emailed directly prior to each event.

Q: How do I nominate my club to host a Presentation Night or Open Water event?

MSSA will call for nominations annually. Email expressions of interest to the Administrator.

Q: What happens if I accidentally enter the wrong event?

Contact the MSSA Recorder (**mssarecorder@outlook.com.au)** as soon as possible and request changes you would like.

Q: What happens if an event is cancelled due to an algae bloom or other risk?

MSSA follows a documented cancellation and risk management process (outlined in the Event Management Plan). Refunds or postponements are considered based on timing and severity.

CLUB INSURANCE – CERTIFICATE OF CURRENCY

Q: As a Club Secretary, where can I find the Certificate of Currency for my clubs insurance?

You will be able to generate your clubs Certificate of Currency online. Please use this link:

https://vinsurancegroup.com/masters-swimming/certificate-of-currency/

Q: And what if my club conduct an open water swim?

For clubs conducting Open Water Swims, please contact the MSSA Administrator to arrange a Certificate that incorporates specific coverage for your event.

WEBSITE, SOCIALS AND COMMUNICATIONS

Q: Where can I find information on upcoming events or news?

The MSSA website, Facebook and Instagram are the main ways MSSA communicates swim events and updates to clubs. Key updates are also shared via email to clubs and members. Events are advertised on the front page of the website.

Q: How do I submit something to be shared on MSSA website and socials?

Email your request with images, event details, and suggested wording to the MSSA Administrator.

Q: Do I need to be careful about using photos from other sites?

Take great care where you source and use pictures and photos from. Many websites pictures are copyrighted and will charge a fee for use and chase clubs for unauthorised usage. It is always best to use your own photos.

Q: How do I receive Club Committee and MSSA Board meeting Minutes?

Your Club Secretary is the first point of contact for ALL club communications. They play a very important role in dissemination of information and ensuring effective communication, including making sure members are well-informed about various meetings, events and club and state news.

COACH ACCREDITATION AND DEVELOPMENT

Q; How do I check if a coach is accredited with Masters Swimming?

MSSA maintains an updated SA Coaches List under the Documents > Officials / Coaches tab. Clubs are encouraged to review this regularly and report any discrepancies.

Q: What are the steps to become an accredited Masters coach?

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Q: How do I update my CPR or reaccreditation status?

Log into your Dita account and look at your Task folder - for your annual CPR upload your certificate for verification. For your reaccreditation click on the Re-accreditation folder and upload and submit your evidence of continuing professional development.

PAYMENTS AND INVOICES

Q: Where do I find invoices for event entries or club-related payments?

Invoices are sent to club contacts via email. Contact MSSA if a copy is required or if payment details are unclear.

TRAILER AND EQUIPMENT

Q: Who do I contact for issues regarding trailer condition or storage?

Contact the MSSA Open Water Coordinator with photos and a description of the issue. Repairs are logged and coordinated via the Open Water Committee.