

Frequently Asked Questions

- **How can I create a replacement product?**
Despite previous communications, SNSW are encouraging clubs to NOT create membership products using the replacement product method this season. SNSW are offering brand new membership products that don't have correlation with the existing products in terms of age groups (i.e. no age groups). Additionally, some members may choose to purchase a different membership to what they previously had where a replacement product may not be the best option to use if this is the case.
- **Pools are still closed in NSW so I'm not sure why our club should be opening our membership registrations now**
With the NSW Government providing a road map as to when they estimate our state will be 70% vaccinated with both doses of the COVID-19 vaccine on the 18th of October 2021, this provides clubs with the knowledge that swimmers should be able to return to training on this date. It is also a great time to encourage your members to sign up and register using their Active Kids voucher before they choose to potentially select a different summer sport over joining your club.
- **How can I send my members a purchase order so they don't have to go to the Store and look for the membership themselves?**
Clubs can send their members [a Purchase Order](#) (i.e. a membership product) so that it ends up in their trolley by going into the Legacy Home Page → Purchases → either Single + or Group +. See above link for more detail.
- **Our club only wants to use a select few of the membership products that Swimming NSW has created, and not all of them. Is this possible?**
Yes, clubs are not required to offer all membership types to their members; they can choose to have as many or as little membership categories as they wish. We recommend having a look at our membership guide prior to making this decision to decide what may be best for the club. Remember including all options may attract the most amount of members, as there is a category to suit everyone.
- **Why do I need to hide some of my created products from 'Requirements'? What does this mean?**
Clubs will be required to hide both the Dry Membership and Recreational Swimmer Membership from their requirements. This means that members that hold either of these memberships won't be able to enter meets (see [here](#) for more information). Swimming NSW will be auditing this throughout the season to ensure that clubs are not allowing Dry and Recreational members to enter meets.
- **Our club wishes to offer different types of Dry Membership categories, such as Coach, Committee Member, Technical Official or Parent. Is this possible?**
Yes, clubs can offer as many membership categories as they'd like. When creating a Dry Member (formerly Non-Swimmer) product, just name it 'Dry Member – Technical Official' or simply 'Technical Official', add in your fee and submit. Then create another identical product

with the next category (e.g. 'Coach), and so on until you have all relevant categories for your club.

- **If a member buys a product, are they able to upgrade their membership throughout the season?**
Yes. This is exactly the same as a membership transfer. [Follow this process](#) to upgrade your membership.

- **Where can my own members find some support with purchasing their membership and entering meets, etc?**
Swim Central Member Resources page [here](#), or simply through the 'Help' link on the left-hand side of a user's home page Swim Central.

- **Can I apply a discount for larger family groups (i.e. so a younger sibling doesn't have to pay full price)?**
Yes, see our relevant help guide under the Registration-Specific section [here](#).

- **Second claim memberships**
Members can purchase a second claim membership if they train or race for a different club, and the club requires them to purchase a second claim membership. Second claim members can generally compete at that club's Club Nights. When racing at any meets, these members can only compete for the Primary (first claim) club. Setting up a Second Claim product is now simply done in exactly the same way as a regular membership product.

- **What happens if there are newly-appointed Life members in my club?**
Just contact Olivia.kapocius@nsw.swimming.org.au and we can move this member into the LM category.