



FAQs

What's in an Optus Junior Dolphins participant pack?

We've included an Optus Junior Dolphins t-shirt, drawstring bag, temporary tattoo and colouring in competition flyer in our participant packs for swimming clubs.

How much do Optus Junior Dolphins participant packs cost?

Nothing! We're providing free participant packs to all Optus Junior Dolphins participants in swimming clubs in NSW aged between 5 and 7.

How do I order participant packs for new Optus Junior Dolphins members?

Just make sure your membership data is up-to-date in ClubLANE. When a new Optus Junior Dolphins participant aged between 5 and 7 signs up to your club and their details are added to ClubLANE, this automatically triggers a pack order.

Who is eligible to receive a participant pack?

We provide free participant packs to every club member aged between 5 and 7 at the start of the season, or on the date they started their membership at the club.

We have members taking part in Optus Junior Dolphins who are younger than 5. Will they receive a pack?

No. Kids aged 4 and below won't receive a participant pack. They'll receive a pack in the new membership year if they have turned 5.

What address will my Optus Junior Dolphins participant packs be sent to?

We'll send all participant packs to the postal address listed for your swimming club in ClubLANE.

My postal address is wrong, can I change it?

Yes. If you'd like to change this address, then log in to ClubLANE and update your club's mailing address.





When will I receive my participant packs?

Depending on your club's location, participant packs should arrive within 21 days of us receiving Optus Junior Dolphins member registrations.

We've received some packs, but not all, why?

Our participant packs are being sent in multiples of 5. If you've ordered more than 5, your packs will be posted in multiple shipments. Generally, all parcels should arrive on the same day but sometimes shipments may get separated.

We had an Optus Junior Dolphins member (who meets your eligibility requirements) sign up over three weeks ago, but haven't received their packs yet. What do we do?

If everything is up to date in ClubLANE and you've still not received your packs, then pop us an email at Junior.Dolphins@swimming.org.au. Let us know your club name, names of the member(s) who should have received a pack and we'll look into it.

Our club is running an Open Day and we'd like some participant packs on standby to give to any new Optus Junior Dolphins participants that sign up on the day. Can we order some in advance?

No. While it's a great idea to drive membership registration on the day, we can't do this with our free packs at this stage as it's not possible to provide accurate quantities and ensure required information is collected.

