



Ku-Ring-Gai Netball Association Inc.

## **KNA LOFBERG ROAD COMMUNITY LIAISON PROCEDURES**

- ❖ Remember you are representing KNA so be **calm & courteous** at all times!
- ❖ Be very **careful** what you say: **don't criticize** Ku-ring-gai Netball Association or Ku-ring-gai Council.
- ❖ We are only responsible for solving problems which is in our power to solve.

**Most complaints will be about parking issues. When you answer the phone please follow this "script":**

- **"Hello this is Lofberg Netball courts"**  
*Listen to problem and record brief details in book, including the make, colour, and registration number of car*
- **"I'm very sorry you've been inconvenienced. I'll go and check if it is one of our players and ask them to move their car immediately. I'll just take your name and contact number so I can let you know what's happening "**  
*Record name and number in book - we will be checking for complaint patterns. If they refuse to give their details politely let them know that you can't help them unless you can follow up the complaint.*
- **Try to find the owner of the offending car**, either using the loudspeaker or going to each court and asking around.
- **Phone the resident** and let them know the car is being moved (apologise again!) **OR** say **"I'm really sorry you've been inconvenienced but unfortunately the vehicle doesn't appear to belong to a netball person, so unfortunately I'm unable to help you"**.

**If the complaint is not about parking –**

- For example: *"you shouldn't be playing here on Saturdays"*  
Say **"I understand your concerns but it was the Council's decision for us to be here so you really need to take it up with them"**.  
*Briefly record the nature of their complaint in the book.*

Remember **we cannot be responsible for traffic control**, that's a police or Council matter.

If you have a problem you can't solve, contact the Community Liaison Committee member on duty, or phone the Canoon Road complex.

Updated 24 February 2013