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Important Memorandum



TOPIC: GOLFLINK AND GOLFCONNECT CUSTOMER SERVICE CENTRE CHANGES
TO: Australian Golf Club and Venue Administrators
FROM: Golf Australia
DATE: Tuesday 8 October 2024
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You are receiving this communication as you were registered as a club/venue administrator who required updates on the GOLF Link / GolfConnect transition project. This is the third in a series of communications that will be provided over the coming weeks as we progress towards the transition date.

1. BACKGROUND & TIMING

Golf Australia are pleased to advise that as part of the GolfConnect transition, the helpdesk service for the platform will be brought in house. The transition of the helpdesk will occur on Wednesday 9 October and will continue to service GOLF Link until the transition to GolfConnect.

The hours of operation will continue to be 7 days a week, 363 days a year (closed Good Friday & Christmas Day), the hours will be extended slightly and will be from 6.30am until 8.30pm (AEST/AEDT).

Golf Australia Customer Service will handle all issues previously addressed by GOLF Link support.

Upon the transition to GolfConnect, it will also be expanded to include assistance with;

- Course Ratings
- Rules & Handicapping
- Participation Program Technical Issues, and
- Club Support Enquiries

The Customer Service Centre will include an online help portal, email, and phone support. We encourage club staff and administrators to register themselves for the online portal. This will allow them to access knowledge base articles & submit issues directly to the service team.

The Customer Service Team is being led by Scott McPherson. Scott brings with him a career of golf administration experience, most recently having led the GOLF Link helpdesk team with MSL. A number of other team members have transferred to Golf Australia and we look forward to welcoming 2 new starters prior to the GolfConnect transition.

2. NEW CONTACT DETAILS

From Wednesday 9 October, please use the below contact details.

Phone: (03) 7037 0400 (Please include the area code even when dialing from Victorian mobile numbers)

Email: help@golf.com.au

Online Portal: help.golf.com.au

All previous contact points will be deactivated at COB Tuesday 8 October, with enquiries directed to the new contact points.

For the avoidance of doubt, if you engage a GA - Licensed Service Provider (MiClub, SimpleGolf, Golf Magic, Pulse Club, Golf Genius, or GolfBox) for digital services, they will continue to service the software they provide through their channels.

For further project information or to change contact details for your organisation please contact:

Matt Chesterman

Head of Transformation (GolfConnect)

Golf Australia

help@golf.com.au

To access previous GolfConnect communications, please click [HERE](#)



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