



GOLDEN GROVE TENNIS CLUB

PLAYER INFORMATION BOOKLET

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[HTTP://WWW.TENNIS.COM.AU/GOLDENGROVETC/REGISTER/LINKS](http://www.tennis.com.au/goldengrovetc/register/links)

[HTTPS://GGTC.TEAMAPP.COM/](https://ggtc.teamapp.com/) [REFER TO THE 'KEY INFORMATION' BUTTON.] 6

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GOLDEN GROVE
TENNIS CLUB

Welcome Pack for New Members

WELCOME TO THE GOLDEN GROVE TENNIS CLUB

Congratulations on joining one of the best tennis clubs in the North East...

We think so anyway! This guide has been compiled to provide you with some information about our club, and where you can to get more information if you need it.

We have tried to cover everything you need to know, but if we have missed your particular issue, please don't hesitate to contact the club for specific information. We suggest that you keep this handy for future reference, and use this as your first resource for information that you. If you can't find the answer you can then speak with someone from the club or email (refer pages 5 and 6).





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WHERE TO FIND INFORMATION ABOUT GGTC



Website: <http://www.tennis.com.au/goldengrovetc/>

Facebook: <https://www.facebook.com/www.ggtc.org.au/>

Team App: <https://ggtc.teamapp.com/>

email: secretary@ggtc.org.au

We suggest that you:

- check our website as your first point of call
- download our Team App (details available on our website) to keep up to date
- check out our Facebook page.

You will find information about our competitions, coaching, social events, match programmes, latest newsletter, court rosters etc.

CLUB PROFESSIONAL

Our Club Professional, **Craig Mousley** is an experienced senior coach who has helped to build our club into one of the strongest clubs in the north east. If you are interested in participating in group development sessions, one on one coaching or even fitness sessions, then Craig is the man to see.

More information about the available development programs that Craig offers is available on our website, or on Craig's Facebook page. Links to both of these pages can be accessed via our Team App.

You can contact Craig on **0412 262 006**.

Website: <http://www.tennis.com.au/goldengrovetc/coaching>

Facebook: <https://www.facebook.com/craigmousleytennis>





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FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION

Where can I find out the match fixtures and results?

Results are available via League Manager, a Tennis SA run website. Refer to our website for links and instructions. This link is on our website: <http://www.tennis.com.au/leagues>. You can also link to this from our Team App.

How can I find out what is happening at our club?

Check out our website as a first point of call, download Team App (details available on our website) to keep up to date, or check out our Facebook page. You will find information about our competitions, coaching, social events, match programmes, court rosters etc.

Who do I see if I have any questions or concerns?

This can depend on the subject matter.

- ❓ If you have a general question or concern you can email the Club Secretary at secretary@ggtc.org.au
- ❓ If your question relates specifically to juniors, contact our Junior Coordinator by email at juniors@ggtc.org.au
- ❓ If you aren't sure - email the Club Secretary at secretary@ggtc.org.au and your enquiry will be directed to the best person to deal with your query.
- ❓ We also have a player/parent representative as an alternative contact for sensitive issues or if you feel you need further assistance, email player.rep@ggtc.org.au or if you have a specific coaching issue please email coaching@ggtc.org.au.

Where can I find the club policies?

Our club policies are available on our website or through our Team App. <http://www.tennis.com.au/goldengrovetc/register/links> <https://ggtc.teamapp.com/> [Refer to the 'Key Information' button.]

How can I help the club?

You can help the club in a variety of ways. Some suggestions are:

- become a junior team manager
- offer to help out behind the scenes at social functions
- join the social committee
- join the general committee
- sponsorship
- volunteer for general maintenance/cleaning up on and around the courts
- let us know if you have any unique skills you can offer
- attend social functions

Please make yourself known to the President or any committee member if you are willing to help – we can always use extra pairs of hands, and we are very appreciative of any help given.

If you would like to volunteer please email volunteers@ggtc.org.au.





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Do all team managers need a Police Check for working with children?

Team Managers are not required to have a Police Check as they are not dealing with children in a one on one situation; they are merely managing a team to assist the parents and children in their team. We have two Child Safety Officers at our club. You can contact them by emailing child.safety@ggtc.org.au.

NB: Parents are expected to attend junior matches – it is not a kiss and drop zone. Also please remember to respect officials as they are volunteers. Please refer to [parent code of conduct](#) available on our website and Team App.

How do I find out about local tournaments?

You can keep up to date with tournament information by checking the Tennis SA Website and the NETA Website, or by checking the Tea Tree Gully Tennis Club Facebook page. We also endeavour to email information to club members relating to specific junior tournaments approaching. You can register with Tennis SA to receive emails informing you of upcoming tournaments.



EXPECTATIONS

If my child is rostered off on a particular week is it expected that they will make themselves available should another player pull out?

Yes, most definitely, unless you have particularly requested the match off due to a school, work or important family commitment. It is expected that a team of 5 will be able to field a team of 4 each week unless there is illness, injury or last minute reason for inability to play. Please remember that all players have made a commitment to a team sport and it is necessary that all players are available.

Does my child have to wear the club shirt?

All juniors from green ball up are expected to wear the club uniform and seniors are encouraged to wear it also on match days. Polo shirts and hoodies are available to order at affordable prices. We also have pre-loved items for sale from time to time. Please see our website apparel information for sizing charts and pricing. To order or enquire about apparel please email: uniforms@ggtc.org.au

Is it OK to leave the courts as soon as my child has finished playing?

Given that your child is part of a team, it is expected that you will remain at the venue until all matches are completed. Obviously from time to time there may be reasons to request that your child plays first so you can leave to attend another commitment... this is acceptable, just let your team manager know. Please encourage your children to support their team mates when they are playing their matches – this helps to create good team spirit.





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GRADING AND TEAM SELECTION

Who does the team selections for my child? Can I request a particular grade for my child?

Team selections are made by the Junior Coordinator in close consultation with the Club Professional. Final grading of all teams is decided by NETA. Requests are welcome and we are happy to consider all information to hand. On your registration form there is a section for comments and any requests can be made here, for example if there is a particular person you would like to play with. Both players must make this request when completing their registration (see below).

Please also see the [junior selection guidelines](#) on our website, and also available via our Team App, for all factors we take into consideration when grading team/players, as it is quite comprehensive.

What if my child wants to play with a particular player? Do you consider friendships whilst selecting teams?

You are most welcome to include this request with your registration form (there is space for comments) and you can request to be with certain players. Friendships are considered, and are a high priority when we are selecting teams. Every endeavour will be made to accommodate requests. However, if this is a priority for you but the friends are of different standards, we may have to place players in appropriate divisions. Teams are decided when all registrations have been received.

What happens if my child's team wins or loses by big margins – will they be re-graded?

Unfortunately, there is no re-grading in tennis once a season has commenced. From time to time, this may be considered as unfortunate, but please keep in mind the grading process isn't perfect and is subject to human error.

Our club delegates spend many hours deciding which team each player is placed in, and which grade is applied for. The association grading committee also take the decision-making process very seriously and club delegates are involved in these meetings to provide feedback and answer any questions about individual players and/or teams.

Are there adjustments to teams during the season? What if my child wins or loses all their matches – will they be promoted or demoted?

Please refer to our [junior selection guidelines](#). If you feel changes need to be made, you can bring it to the attention of your Team Manager (juniors) who can relate your concerns to the Junior Coordinator, or you can contact the Junior Coordinator directly. Please note that Team Managers do not make changes to playing order, changes are made by the Junior Coordinator only.

Team Managers and parents are welcome to discuss their thoughts during the season. Seniors need to contact their respective club captain if they feel an Order of Merit change is necessary. The Junior Coordinator will keep an eye on results throughout the season and may decide to make adjustments within a team if deemed beneficial or necessary.





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How is winter season different from summer season?

Mainly winter is different because it's colder!!! OK, only joking... The rules remain the same regardless of the season. There are some subtle differences, outlined below:

Winter

- On Saturday mornings there is one session only, scheduled for a 9am start.
- There are also generally fewer players in winter which means your child may be placed in a higher division. However, this does not mean when summer comes around again that they will stay in that higher division as more players return to play which makes the standard stronger.
- The wet weather policy is also more likely to come into play – please refer to questions below relating to weather and/or our policy on our website.

Summer

- As a result of the higher number of teams playing the Saturday morning competition has two time slots (8:30 and 10:30 commencement times.) If you are in a Saturday morning team for half the season you play at 8.30 and for the other half you play at 10.30.
- Please note the heat policy (available on the NETA website, our website and the Team App.



What if I am not happy with my child's team placement – do you have a grievance policy? Is there someone I can talk to?

You can talk to the Junior Coordinator and if you feel the outcome is not satisfactory you should contact the Parent/Player Representative who will raise your concerns with an appropriate club member, or the General Management Committee if need be. We appreciate parents bringing these issues to our attention, email: player.rep@ggtc.org.au

How is Orange Ball different from “normal” tennis?

Orange ball is a beginner standard tennis competition for ages 5 and up. The main differences are:

- Modified court size to suit younger, inexperienced players - $\frac{3}{4}$ of the size, using singles court only for singles and doubles with a (temporary) baseline $\frac{1}{2}$ way between the service line and the baseline.
- Modified balls – lower and slower bounce gives young players more time to develop their shot making and encourages better rallies
- Teams of 3 – comprising of boys &/or girls - each player plays 2 doubles matches and one singles match
- Each match is first to 4 games with sudden-death deuce
- Matches are played on Saturday mornings during school terms, at locations around the North Eastern Suburbs
- The net height is reduced to 81 +/- 1 cm
- If only 2 players attend the match it will still go ahead - with both players playing all 3 doubles and one player playing 2 singles.
- Parents/coaches (1 per team) to assist with helping the players keep score & assist in “coaching” (education for both parents and kids)
- Player must be able to serve, with a bounce serve allowed if necessary



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MATCH RULES/ETIQUETTE

My child is a beginner – will their match be umpired? Am I allowed to go on the court and act as umpire?

As a general rule you should not be supervising your own child on court, it should be another adult, however it also depends on the club you are playing, as most clubs are flexible and understand that sometimes a beginner player's parent might be the only suitable person.

In the lowest division green ball competition, which is for beginners, an adult is allowed to stand on the court and assist with scoring (we all know how hard it is to keep the score while trying to remember all the other rules). The match will not be 'umpired' as such, however - one adult is allowed to overlook each match, but if possible it should not be a parent of a child involved in the match.

The adults must on no account be calling the balls 'in' or 'out' - that is up to each player. Please refer to the junior programme for all the rules applicable to the junior competition (available on our Team App). Please also refer to [parent code of conduct](#) available on our website and Team App.

Is there a particular order that singles are played in? i.e. do the number 1 players always play their singles first?

No, there is not a certain order that you are required to play in (i.e. 1, 2, 3, 4). Players can play their singles in any order, by mutual agreement with the other team. Common sense usually applies. Whichever doubles team finishes first would normally have a quick break and then one of those players will generally go on to start their single. If there are spare courts, please utilise them and put another single on. When the next doubles team finishes, they too would have a quick break and go on to play singles as courts become available.

During mild weather it is not unusual for players to get straight into their singles match after the doubles. It is beneficial to try to avoid having the same players always playing their singles last. Please use ALL available courts. If either team has only 3 players ready when match commencement time arrives, put a doubles and a singles match on and put the other double on when the 4th player arrives.

We have 5 in our team and have made the finals. Who decides which players will stand off in finals? Who decides the doubles combinations for finals?

For finals the whole team will come out and play. Generally the number 5 player will play in the second double with the number 3 player, and the number 4 player will sit out and then play the single. So the number 4 and 5 players play one rubber each. However, this is only a guideline. For instance, your number 3 and 4 player may have an awesome doubles record and therefore you may want to play them together, with the number 5 player playing singles only. You might also like to take into account an individual player's past performance against specific opponents.

The Team Manager or any parents can contact the Junior Coordinator if they are unsure or want some advice. The Junior Coordinator will make the final decision about who will play which rubbers.





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The opposing team played their number 3 in the first doubles – is this allowed?

As long as the number 1 (or number 2 if number 1 isn't playing doubles) plays in the first/top doubles combination, the 3 or 4 player can be their partner. Other than the above rule, doubles combinations can be made up of any of the 4/5 players and can change from week to week. Work out which combinations work best for your team.

Do we at Golden Grove always combine players for doubles as 1 and 2, and then 3 and 4?

Generally yes, but your Team Manager is welcome to speak with the Junior Coordinator to discuss whether it is beneficial to mix up the double combinations (eg 1 & 3, 2 & 4).

I saw a boy filling in for a girl's teams – is this allowed?

Yes, in the bottom division of juniors (green ball) either gender is allowed to play in the boys or girls divisions.

My child has been asked to fill in for the grade below – is this allowed?

Yes. Juniors don't have an Order of Merit so players can move up and down between divisions to fill in.

What happens if the players don't agree on the score?

The players must discuss the score and see if they can agree and try to figure out what the score is. If they cannot come to a solution the Court Supervisor must be called. The rule is that they have to go back to whatever score they can both agree upon, even if they have to start the whole match again (believe it or not). Parents **must not interfere or offer their opinion** about the score, it is up to the players to keep and remember the score. Call the Court Supervisor if assistance is required. They will assist the players in re-counting and agreeing upon a course of action.

Am I allowed to talk to my child while they are on court?

Not as a general rule, you can ask them the score or remind them to drink water at change of ends (we all know they forget!). **However you must not coach them in any way**, this doesn't just include coaching about technique. Things like 'move your feet, hit from side to side, stand closer on his serve, they (the opposition) can't hit a backhand' are all coaching.

Clapping and saying 'good shot' or 'well done' is definitely encouraged. Please remember that tennis is a courteous game, and acknowledgement of good play should be made for both players on the court. **Cheering the opposition's errors is not considered good manners.**





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Am I allowed to say anything if I think my child is playing on an unsafe surface?

Who do I talk to?

Yes. You can bring this to the attention of the Court Supervisor on duty to assess your concerns.

When does the game go to a tie break? Am I allowed to help with the scoring?

As the parent of the child you are not allowed to help with their match. You may call the Court Supervisor who can score or another parent can go out and help them score but it has to be mutually agreed with both sides.

What if my child is gets sick or injured during the game? At what stage do they stop playing? Who do they tell?

A player can stop playing at any time of the match or before the match has started if they feel unwell or become injured. At any stage they will need to forfeit their match. If the match has already started and is 3-3 for instance they are still to record those three games, so it would be 3-6 (forfeit) to the other team.

What is the age limit for juniors?

The current rule is as follows: A Junior shall be 18 years and under as at 30th September for Winter competition and 30th April for Summer competition. Explanation: if your child turns 19 before 30/9 they are not eligible to play winter. If they turn 19 before 30/4 they are not eligible to play summer.

What happens if my child's opponent is consistently making bad line calls? Can I say or do anything? What should my child do?

Your child should lay their racquet on the ground on their court and ask an adult (Team Manager is best) for the Court Supervisor to attend the court and they can

express their issues and request an umpire. This can also be done at change of ends or between games.

If a player is behaving in an inappropriate manner (e.g. throwing their racquet, swearing) can I do or say anything?

Please bring any inappropriate behaviour to the attention of a) the Team Manager b) the Court Supervisor c) any other official.

Volunteers

Please "RESPECT the OFFICIAL".

Officials are volunteers who do it for the love of the game. Officials aren't perfect; they do make mistakes just like players. Set a good example for your kids by respecting these volunteers. The number of volunteers is diminishing every year so help us to keep them.

*I fear no-one
but respect
everyone.*

Roger Federer





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ROLES AND RESPONSIBILITIES

How can I find out more about the Team Manager role?

The role description is available on our website and team app, or you can request a copy by emailing secretary@ggtc.org.au.

What do I do if I think my Team Manager is not doing their job properly?

Contact the Junior Coordinator in the first instance and subsequently the player/parent representative, email player.rep@ggtc.org.au.

My team is rostered to do the Canteen – how many parents need to serve, and are there any instructions about what to do?

Gail Mousley (Craig's Mum) will be operating the canteen this coming summer (2016-2017) but if you are rostered to play on courts 1 & 2 she would be happy to receive any offers of help if it is busy.

*I'd like to be a Team Manager but I'm not sure of all the rules – is there a special training or an information session for new managers that I can attend?
Is there an information kit for new managers?*

The duties of the Team Manager are available on our website and team app, or you can talk to the Junior Coordinator. A Team Manager information session is conducted each season.

What is the role of the Court Supervisor?

The Court Supervisor has the authority to stop/delay matches due to rain or other weather issues. They assist with on-court disputes. They monitor parent and child behaviour. They are available to adjudicate on any issues raised by parents or players. Please keep in mind that our Court Supervisors are volunteers who will do their best to assist and make fair decisions.

If you are playing at home, the Court Supervisor should be easily identifiable as they wear a 'high vis' vest.





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WEATHER

If it's raining do I still have to go out to the game?

Yes. The only time this is not required is if you have received a message from your Team Manager or another club official to advise that all matches have been cancelled. Mainly each venue decides whether play can proceed based upon the condition of the court (wet) and/or the weather conditions.

How do I find out about cancellations due to weather?

You should receive a message via text or Team App (mobile app) or a phone call/message from your Team Manager or another club official.

If it rains during the match how do we know when to stop playing? Do we wait for the Court Supervisor to tell us to stop?

You can continue to play until the court is wet. This would then make them possibly unsafe to play on. The Court Supervisor will provide further instructions.

What happens with the score if the match is only partially played before we stop due to weather?

The score will remain as is if play does not continue.

What if the courts are wet and one team wants to play but the other team doesn't?

The Court Supervisor on duty will decide if the courts are safe to play on. Our wet weather policy is available on our website and on our mobile app. We have a 'wet courts – no play' policy for juniors.



No player can be forced to play if they feel the courts are unsafe. This is not seen as a forfeit unless the Court Supervisor at the venue has deemed the courts playable.

Is there a hot weather policy? At what temperature are matches cancelled?

We operate under the Hot Weather Policy provided by NETA. A copy is available to read in the canteen or the club will be happy to email you a copy. It is also on our website and our mobile app Team App. This policy is available on the NETA website at http://www.neta.org.au/scores/NETA_Heat_Policy.pdf.

Usually where it is known in advance that games are to be cancelled due to heat, the Junior Coordinator will advise your Team Manager.



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COACHING/PRACTICE

Who do I talk to about coaching for my child?

Craig Mousley is our Club Professional, you can talk to him if you see him hanging around the courts (he often is!), email him at coaching@ggtc.org.au or call his mobile **0412 262 006**.

What is the benefit of group lessons compared to one on one lessons? Should we do both?

Group and private lessons are very important in their own way. Of course in private lessons the student will hit more balls and it is much easier to change and improve a particular technique, as it is one-on-one personalised training.

However, group training compliments the private lesson as the student can now practise what they have been taught, hitting against their peers in a non-stressful environment. They will be less likely to try new techniques in an actual match if they have not yet attempted the technique in a match situation.

The other advantage to participating in group training session is we focus far more on game play, co-ordination, movement and ball skills which are major factors in their development. I highly recommend doing both if you want to see improvement in all areas of their game. I believe that some coaches actually make it compulsory to do a group lesson if you are doing private lessons!

How can I get help in selecting a racquet for my child?

Craig or one of the other coaches can assist with advice on racquets or re-strings.

Do all coaches have a Police Check for working with children?

Safety of our junior members is of paramount importance to our club, so all coaches are required to have a current Police Check.

Is there anything I can do at home to help my child to improve?

Yes!! Anything is good for the child's development. Just doing basic racquet and ball skills out the back will help gain control of the racquet and assist with hand eye co-ordination, practicing the ball toss on the serve and letting the ball bounce is very important, while sitting down watching TV the child can squeeze a soft stress ball during the commercial breaks to strengthen their wrist and forearm (remember both arms if double handed backhand) and also watch more tennis!! Kids develop much quicker when they see things and want to copy them.

Does my child's team have a practice night? Will there be a coach available to assist with practice?

The courts are always open and coming out with your team is highly encouraged. Doubles can be practised but also you can just have fun!! Unfortunately a coach will not be present but this is a positive as well. Tennis isn't a closed sport (predictable) so always being told what to do isn't a good thing as when you are in a match you need to think for yourself (problem solve). So organise a night to come out with your team and enjoy yourselves! Use the mobile Team App to keep in touch with your team mates and arrange a hit!

When can I access the courts for practice?

The courts can be used for practice at any time that they are not being used for competition and/or coaching. There are only rare times that there are zero courts available. Each Sunday of school term the courts are open from 11am until sun-down for use by members. There are usually courts available in the evenings also, as only some courts are used for coaching. Lights can only be used when coaching is in progress.





GOLDEN GROVE
TENNIS CLUB

Welcome Pack for New Members

PAYMENTS/INSURANCE

Will I receive a refund if my child is injured or sick for most of the season?

The committee will always consider situations of this kind. Obtain a health professional's certificate and email secretary@ggtc.org.au with details to the committee can review.

When are fees due?

Before the first match of the season so that you are then a financial member which includes insurance cover. Currently we have an early payment discount structure in place; fees and payment structures are reviewed annually. Payments are due in full prior to the first match of the season.

How do I pay fees?

Fees are paid via EFT (this is most definitely our preferred payment option and we discourage payments via cheque/cash). Bank details are: BSB 065-150 Account No 00901472 Please use your SURNAME & ID Number (on your invoice) as the payment reference and email your bank receipt to treasurer@ggtc.org.au

Are Government Sports Vouchers accepted?

Yes. One per primary school aged child per calendar year if the voucher hasn't been used elsewhere. Payment of fees is to be made in full to the club and a refund will be made via EFT when the club is reimbursed by the Government. See the website for further information: <http://www.sportsvouchers.sa.gov.au/>

Am I covered by insurance if my child is injured?

EVERY financial member of our club is covered by personal injury insurance via our Tennis SA Affiliation fees.

Policy information is available here:

📄 http://marshadvantage.com.au/Portals/10/Documents/Player_Accident_Lloyds_Policy_Wording_2810.13.pdf

📄 <http://marshadvantage.com.au/tennisau/Home.aspx>

Please refer to this website for further information.

What am I covered for? How do I claim?

Firstly, obtain medical assistance and if possible report the incident to a coach or club official at the time or as soon as practicable after the incident. A medical certificate and any other details will need to be provided to the club and we can provide contact to online claiming services as required.

<http://marshadvantage.com.au/tennisau/Home.aspx>

What if an ambulance needs to be called – is this cost covered?

Yes. Full details of the policy:

📄 http://marshadvantage.com.au/Portals/10/Documents/Player_Accident_Lloyds_Policy_Wording_2810.13.pdf

Thank you for joining our club, we hope you enjoy the experience. Please let us know if there is anything that hasn't been covered in this booklet by emailing us at secretary@ggtc.org.au.



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GLOSSARY

NETA North East Tennis Association

Junior Coordinator A volunteer, appointed by the club, to act as the central coordination point for all junior players.

Team Manager A volunteer, usually a parent or guardian, who coordinates the team each week, makes sure the scorecard is completed, enters the results in the Tennis SA Match Centre etc.

Club Professional A trained and accredited tennis coach.