

Mount Beauty Tennis Club Child Safety and Wellbeing

Policy



The vision of the Mount Beauty Tennis Club is to promote and support the health and wellbeing of citizens of all ages in the Upper Kiewa Valley.

The mission of the Mount Beauty Tennis Club is to maintain our current healthy level of membership; to promote tennis to the community by providing and maintaining good quality facilities and offering a variety of opportunities for organised play and to provide a pathway for the development of junior players.

This Child Safety and Wellbeing Policy demonstrates the strong commitment of the committee, members and volunteers to child safety and wellbeing, and how our organisation keeps children safe from harm, including child abuse.

Commitment to child safety

All children and young adults who use the Mount Beauty Tennis courts and facilities have a right to feel and be safe. The welfare of the children in our care will always be our first priority and we have a zero-tolerance approach to child abuse and harm. We aim to create a child safe and child-friendly environment where children feel safe and have fun while enjoying playing tennis.

Purpose

This Policy outlines how the Mount Beauty Tennis Club prioritises the safety and wellbeing of children and what steps we will take to do this.

Scope

This policy applies to all members, volunteers, court users, spectators, children (under 18 years old) and other individuals using our facilities. This policy applies to all aspects of our club – lessons, competitions, and other organized events – conducted by Mount Beauty Tennis Club.

Definitions

Committee means the elected representatives who manage the club

Child abuse means:

a sexual offence committed against a child

an offence committed against a child under section 49M(1) of the Crimes Act 1958 (Vic), such as grooming

physical violence against a child

causing serious emotional or psychological harm to a child

serious neglect of a child.

Harm is damage to the health, safety or wellbeing of a child or young person, including as a result of child abuse by adults or the conduct of other children. It includes physical, emotional, sexual and psychological harm. Harm can arise from a single act or event and can also be cumulative, that is, arising as a result of a series of acts or events over a period of time.

Child/Children means a person who is under the age of 18 years.

Concerns and complaints

A concern refers to any potential issue that could impact negatively on the safety and wellbeing of children.

A complaint is an expression of dissatisfaction to Mount Beauty Tennis Club related to one or more of the following:

- our services or dealings with individuals
- allegations of abuse or misconduct by a member, a volunteer or another individual associated with Mount Beauty Tennis Club
- disclosures of abuse or harm made by a child or young person
- the conduct of a child or young person at Mount Beauty Tennis Club
- the inadequate handling of a prior concern
- general concerns about the safety of a group of children or activity.

The role of the Committee

The Committee has the role of making sure that the Mount Beauty Tennis Club prioritises children's safety and that action is taken when anyone raises concerns about children's safety.

The Committee will champion and model a child safe culture at Mount Beauty Tennis Club. We encourage anyone involved with the organisation to report a child safety concern. The Committee will work to create a positive culture around reporting so that people feel comfortable to raise concerns.

Everyone at Mount Beauty Tennis Club has a role in identifying and managing risks of child abuse and harm. The Committee will make sure that members and volunteers are conducting risk assessments and taking action to manage risks in accordance with this policy. They will also ensure that appropriate child safety training for staff and volunteers is identified and completed.

The Committee will conduct an annual review of how effectively Mount Beauty Tennis Club is delivering child safety and wellbeing. The input of people involved with Mount Beauty Tennis Club will be sought as part of this review.

Children's empowerment and participation

Mount Beauty Tennis Club is a family friendly club.

We want children to develop new friends and skills through their involvement with the Mount Beauty Tennis Club and encourage children to be supportive of each other. We do not tolerate bullying or abusive behaviour between children and take action if this occurs.

We respect the rights of children and provide them with information about their rights including the right to be safe at Mount Beauty Tennis Club. We actively seek to understand what makes children feel safe in our organisation. We regularly communicate with children about what they can do if they feel unsafe.

Mount Beauty Tennis Club values the voices of children and will act on safety concerns raised by children or their families. The Mount Beauty Tennis Club supports children's participation in the following ways:

- Regular discussions with children, including child-led conversations on what makes them feel safe and unsafe.
- Information provided to children and families about Mount Beauty Tennis Club operations and programs are made suitable for different age groups and diversity of the children. Child safety information is made available on the club website and on the noticeboard.

Families and communities

Mount Beauty Tennis Club recognises the important role of families and involves parents and carers when making significant decisions about their child. Parents, families, and communities are welcome to provide feedback at any time through our contact email address and are encouraged to raise any concerns they have with us.

Mount Beauty Tennis Club provides information to families and community about our child safe policies and practices including through publishing this Child Safety and Wellbeing Policy and Code of Conduct on our website, including articles and information on child safety and wellbeing, and reminders about our policies and procedures, in our newsletter.

Creating culturally safe environments for all Aboriginal children and their families

Mount Beauty Tennis Club is committed to creating environments where Aboriginal culture is celebrated and Aboriginal children, families and community members are welcomed and included. Strategies to embed cultural safety for Aboriginal children include:

- an Acknowledgement of Country at all special events.
- consulting with families and members of the Aboriginal community to identify opportunities to promote Aboriginal culture and practices in the Mount Beauty Tennis Club.
- providing opportunities for children to share their cultural identity and express their culture
- supporting children who wish to explore their culture, including consulting with their family and relevant Aboriginal organisations
- providing training for staff and volunteers on the strengths of Aboriginal culture and its importance to the wellbeing and safety of Aboriginal children
- celebrating NAIDOC Week and acknowledging significant events including National Sorry Day and National Reconciliation Week
- seeking feedback from Aboriginal children, families and communities on their experience at Mount Beauty Tennis Club particularly how safe they feel expressing their identity including their culture.

Valuing diversity

We value diversity and equity for all children. To achieve this, we:

- welcome and support participation of all children, including children with disability, children from culturally and linguistically diverse backgrounds, those who are unable to live at home, LGBTIQ children and Aboriginal children and their families
- offer students and families through our enrolment forms the opportunity to provide information about themselves, including any specific needs to participate fully in our programs
- have zero tolerance of racism and other forms of discrimination and take action when discrimination or exclusion is identified
- have a physical and online environment that actively celebrates diversity
- commit to ensuring our facilities and online activities promote inclusion of children of all abilities.

Code of Conduct

Mount Beauty Tennis Club has a Child Safe Code of Conduct (see appendix A). The Committee and its members must comply with the Code of Conduct at all times. Breaches of the Code of Conduct may result in disciplinary action including termination of a person's involvement with the organisation.

All third-party contractors are also expected to abide by the Child Safe Code of Conduct, and where they are engaging with children will have to sign an agreement to comply with the code, prior to delivering any services.

Supporting the committee, coaches, leaders and volunteers of Mount Beauty Tennis Club

Mount Beauty Tennis Club is committed to ensuring that all coaches, leaders and volunteers receive adequate training to ensure they understand their responsibilities in relation to child safety and to support their engagement with children. Mount Beauty Tennis Club assists its coaches, leaders, and volunteers to incorporate child safety considerations into decisions and to promote a safe environment where children are empowered to speak up about issues that affect them.

It is recommended that all Mount Beauty Tennis Club committee, coaches, leaders, and volunteers complete annual child safety training. Training will be recorded in meeting minutes. Tennis Victoria supply free Safeguarding online training through Bounce;

To complete the online training, please follow these steps:

- a. a) If you **do not** already have a Bounce account, [create one here](https://bounce.tennis.com.au/login/signup.php?t=club) (<https://bounce.tennis.com.au/login/signup.php?t=club>)

Follow the prompts and click on 'Create my new account' to gain access.

- b) If you **do** already have a Bounce account, [log in here](#)

2. Navigate to the [Child Safety](#) resources in the 'Welcoming Safe and Inclusive Culture' pillar of Thriving Tennis Communities

3. Scroll down and click onto the [Safeguarding Children e-learning module](#) and enter the course

4. If you need any assistance logging in or creating an account call 1800 PLAY TENNIS or email bouncesupport@tennis.com.au

Issues or concerns about behaviour with children will be raised immediately and addressed in line with our Code of Conduct, complaint handling policy and disciplinary policy.

Complaints and reporting

All reports of child abuse and child safety concerns will be treated seriously, whether they are made by an adult or a child and whether they are about the conduct of an adult or a child. All complaints and child safety concerns will be responded to promptly and thoroughly.

Mount Beauty Tennis Club has a complaint handling policy that includes information for coaches, leaders and volunteers about how a complaint or child safety concern will be responded to. An easy-to-understand complaints information sheet will be provided for children, families and the community to know about the complaint process and the supports available to those making a complaint and those involved in the complaint process.

If a complaint includes an allegation or incident of child abuse or harm, the committee, coaches, leaders and volunteers at Mount Beauty Tennis Club must report it in accordance with the complaint handling policy. Mount Beauty Tennis Club committee, coaches, leaders and volunteers are required to prioritise children's safety in any response and to report all potentially criminal conduct to Victoria Police. Under the complaint handling and disciplinary policies, staff and volunteers may be subject to actions to support child safety including:

- being stood down during an investigation or terminated following an investigation
- having their duties altered so they do not engage with children at Mount Beauty Tennis Club
- not allowing unsupervised contact with children at Mount Beauty Tennis Club
- removing their access to the Mount Beauty Tennis Club IT system and facilities.

Complaints can be sent to:

Gillian Harrowfield. Phone: 0427052572 Email: jharrowf@bigpond.com

Michelle Forrer. Phone: 0417206672 Email: mishforrer@gmail.com

If there is concern for the immediate safety of a child, immediately call 000.

24 HOUR TELEPHONE REPORTING AND ASSISTANCE SERVICE: 1800 11 SAFE (1800 117 233)

Tennis Victoria: To raise a complaint securely online, please [follow this link](#) and complete the information as required, or email: integrity@tennis.com.au

Member Protection Information Officer (MPIO)

A member protection information officer (MPIO) is the first point of contact in a club or sporting organisation for any enquiries, concerns or complaints around harassment, abuse and other inappropriate behaviour. The MPIO provides information and moral support to the person with the concern. The MPIO for the Mount Beauty Tennis Club is:

Michelle Forrer. Phone: 0417206672 Email: mishforrer@gmail.com

What does a member protection information officer do?

An MPIO:

- Listens and acts as a sounding board
- Clarifies basic points and concerns
- Refers to a sport's member protection or welfare policy and explains what constitutes inappropriate behaviour
- Explains the complaint process and options available under a sport's member protection or welfare policy
- Discusses any relevant laws and the right to complain to external agencies (for example to the Victorian Equal Opportunity and Human Rights Commission)
- Offers to provide details for counselling or other referrals if appropriate or requested
- Monitors and follows up the enquiry or complaint

It is important that a member protection information officer:

- Takes complaints seriously
- Tackles one issue at a time
- Doesn't take sides
- Maintains confidentiality if possible
- Provides reassurance about victimisation
- Keeps notes

Child Safety Persons

Mount Beauty Tennis Club has two trained child safety persons with responsibility for responding to any child safety related complaints or concerns.

Child safety persons are introduced to children so they know and understand who the appointed officers are, and how and when they may contact them. Photos and names of the child safety persons are displayed on our noticeboard and in our newsletters.

If a person does not feel comfortable making a report to a child safety person/s, they may report their concern to any member of the club committee.

Record keeping

Mount Beauty Tennis Club is committed to making and keeping full and accurate records about all child-related complaints or safety concerns.

All child safety complaints, concerns, incidents and near misses will be recorded in the incident reporting system (see Appendix B).

Records which may assist with the investigation of a complaint or safety concern will be identified and kept as part of the record of an investigation. Records will be kept even if an investigation does not substantiate a complaint.

We will record and keep the outcome of any investigations, and the resolution of any complaints. This includes findings made, reasons for decisions and actions taken.

Records will be stored securely and kept by Mount Beauty Tennis Club for at least 45 years.

Information sharing

Mount Beauty Tennis Club may share relevant information to promote the safety and wellbeing of children, where it is appropriate and in their best interests. Mount Beauty Tennis Club will keep information about complaints confidential, except where it is necessary to share information to respond properly to a complaint or to prioritise child safety. We may also need to share information about incidents or complaints with external authorities to comply with the law or to prioritise safety. More information is available in our complaint handling policy.

Risk management

We recognise the importance of identifying and managing risks of child harm and abuse in the physical and online environments operated by Mount Beauty Tennis Club

We conduct regular risk assessments and have a risk management plan to address the risk of child abuse and harm at Mount Beauty Tennis Club (Appendix C). The risk management plan will be developed in consultation with our staff, volunteers, parent representatives and children. We will ensure that any risk controls put in place balance the need to manage harm with the benefits of participating at Mount Beauty Tennis Club. The Committee is responsible for approving the risk management plan.

Any contractors or other providers of services will always be supervised by a member of staff while working with us to ensure child safety. See also Code of Conduct above.

Non-compliance with this policy and the Code of Conduct

Mount Beauty Tennis Club will enforce this policy, the Code of Conduct and any other child safety and wellbeing policies (see list below). Potential breaches by anyone will be investigated and may result in restriction of duties, suspension or termination of employment or engagement or other corrective action. More information can be found in our disciplinary policy.

Review

The Mount Beauty Tennis Club committee will review all child safe practices and policies at least every two years. We also review relevant practices and policies in response to a child safety incident or 'near miss'. Findings from reviews will be reported to the people involved in our organisation and also inform our approach to continuous improvement of our child safety practices. Reviews are overseen by the Committee and will be informed by consultation with children, families and members.

Supporting documents – Mount Beauty Tennis Club child safety and wellbeing system

The following policies and procedures work together to support child safety and wellbeing across all of our operations:

- Child Safety and Wellbeing Policy
- Code of Conduct (Tennis Victoria – Appendix A)
- Complaint/incident handling forms (Appendix B)
- risk management plan (Appendix C)
- recruitment and screening policy (Appendix D)
- working with children policy (Appendix E)
- child safe training plan.

Supporting legislation

Child Wellbeing and Safety Act 2005 (Vic) (including Child Safe Standards)

Children, Youth and Families Act 2005 (Vic) (including reporting to Child Protection)

Crimes Act 1958 (Vic) (including Failure to Protect and Failure to Disclose offences)

Wrongs Act 1958 (Vic) (including Part XIII – Organisational liability for child abuse)

Policy approved: Committee Meeting

Date: July 19th, 2022

APPENDIX A: Mt Beauty Tennis Club Code of Conduct

The Mt Beauty Tennis Club is committed to the following guidelines developed by Tennis Australia. It aims to provide clear guidance to all personnel in relation to the treatment of children within tennis. It is designed to ensure a high level for safety to children and protect them from abuse and neglect and provide personnel with standards of care that are clear, transparent and practical.

- Sexual misconduct

Under no circumstances is any form of 'sexual behaviour' to occur between, with or in the presence of, children while they are participating in a tennis service, program or event. Engaging in sexual behaviour while participating in or delivering tennis services, programs or events is prohibited, whether consensual or not, and even if the person involved is above the legal age of consent.

'Sexual behaviour' must be interpreted widely, to encompass the entire range of actions that would reasonably be considered sexual in nature, including contact behaviour and non-contact behaviour such as flirting, sexual innuendo, inappropriate text messaging, inappropriate photography or exposure to pornography or nudity.

- Positive guidance

We require all personnel to use strategies that are fair, respectful and appropriate to the developmental stage of the children involved. The child needs to be provided with clear directions and given an opportunity to redirect their misbehaviour in a positive manner.

Adhere to professional boundaries.

If you become aware of any situation in which a child requires assistance that is beyond the confines of your role, or beyond the scope of your organisation's usual service, you should at the earliest opportunity:

(e) Refer the matter to an appropriate support agency.

(f) Refer the child to an appropriate support agency;

(g) Contact the child's parent or guardian; or

(h) Seek advice from: (i) Club committee member; (ii) Child Safety Officer

- Use of language and tone of voice

The language and tone of voice you use in the presence of children should:

(a) Provide clear direction, boost their confidence, encourage or affirm them; and

(b) Not be harmful to them.

- Supervision

Personnel responsible for supervising children who participate in tennis services, programs or events provided by the Mt Beauty Tennis Club should ensure those participants:

(a) Positively engage in tennis services, programs or events;

(b) Behave appropriately toward one another; and

(c) Are in a safe environment and are protected from external threats. Personnel are required to avoid one-to-one situations with children under their supervision and (where possible) should conduct all activities and/or discussions with participants in view of other Personnel.

- Use of electronic communications

All Personnel are required to follow both the Tennis Australia Social Media Policy and Tennis Australia Participation and Online Systems Terms and Conditions.

Wherever possible, emails and text messages sent to a child should be copied to their parent or guardian.

- Giving gifts

Personnel are prohibited from giving gifts to children to whom they provide a service, except when the value of the gift does not exceed \$25 and the child's parent/s or guardian(s) have been made aware of the gift and consented to it being given.

- Photographs and video recordings of children

Personnel are reminded that at all times they must act in accordance with any applicable laws or regulations relating to the capture, storage and dissemination of photographs or video recording of children. Parents are not prohibited from taking photos or videos of their own child.

- Physical contact with children

Any physical contact with children must be appropriate in the context of delivering tennis services, programs or events and based on the needs of the child rather than the needs of personnel.

Personnel are required to report to the Child Safety Officer any physical contact initiated by a child that is sexual and/or inappropriate (eg acts of physical aggression) as soon as possible, to enable the situation to be managed in the interests of the safety of the child, personnel and any other participants.

- Overnight stays and sleeping arrangements

Overnight stays are to occur only with the written authorisation of the parents/guardians of the children attending.

Practices and behaviour by Personnel during an overnight stay must be consistent with the practices and behaviour expected during delivery of an ATO tennis services, programs or events at other times.

Adequate chaperones must be present; and any chaperones adequately screened, briefed and trained. Examples of an adequate chaperone ratio are:

(i) 16/u: One chaperone to four children; or (ii) Over 16: One chaperone to six children.

- Change room arrangements

Personnel are required to supervise children in change rooms while balancing that requirement with a child's right to privacy. Personnel need to use their discretion based on the age, developmental stage and needs of the child.

- Alcohol or drug use, possession and supply

While on duty, Personnel must not:

(a) Use, possess or be under the influence of an illegal drug;

(b) Use or be under the influence of alcohol;

(c) Be incapacitated by any other legal drug such as prescription or over-the counter drugs; or

(d) Supply alcohol or drugs (including tobacco) to children participating in our tennis services, programs or events.

Use of legal drugs other than alcohol by personnel is permitted, provided such use does not interfere with your ability to care for children involved in our service.

- Transporting children

Children are only to be transported in circumstances that are directly related to the delivery of tennis services, programs or events. Children are only to be transported with prior written authorisation from the child's parent/guardian.

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All incident reports must be stored securely.

Date of Incident	
Time of Incident	
Location of Incident	
Name(s) of child/children involved	
Name of Club Member/volunteer/parent involved	

Does the child identify as Aboriginal or Torres Strait Islander?

No		Yes, Aboriginal	<input type="checkbox"/>	Yes, Torres Strait Islander	<input type="checkbox"/>
No				Yes, Disability	<input type="checkbox"/>
No		Yes, culturally and/or linguistically diverse			<input type="checkbox"/>

Physical environment (ie health/ hygiene issues)

Inappropriate / special relationship between adult/child

Breach of the Code of Conduct

Physical violence or suspicion or belief of physical violence

Serious emotional or psychological abuse

Sexual offence

Other

Please describe the incident

When did it take place?	
Who was involved?	
What did you see?	
Other information	

Office Use:

Date incident report received:	
Person managing the incident	
Date MTBTC President & Vice-President notified	
Follow-up date.	

Has the incident been reported?

Child Protection	
Police	
Another third party (please specify)	

Incident Reporter wishes to remain anonymous?

Please mark as applicable

Yes

☐

No

☐

Appendix C: Adopting a Risk Management Approach

Potential Risks

Unintentional/accidental harm

- Poor physical environment leading to injury
- Poor or lack supervision
- High-risk activity

Physical Abuse

- Physical punishment
- Pushing, shoving
- Punching, slapping, biting, kicking
- Not meeting the physical needs of children

Psychological Abuse

- Bullying
- Threatening language
- Intentional ignoring and isolation (either face to face or online)
- Not meeting the cognitive needs of children

Sexual Abuse

- Sexual abuse, assault or exploitation
- Grooming
- Inappropriate touching
- Inappropriate conversations of a sexual nature
- Crossing professional boundaries

Cultural Abuse

- Lack of cultural respect
- Racial or cultural vilification or discrimination
- Lack of support to enable a child to feel comfortable with and proud of their cultural identity.

Reducing the Risk

- Promote Safeguarding Children as a priority of the club.
- Ensure proper recruitment practices are in place.
- Ensure all staff and volunteers are made aware of the Club's practices and expectations. This includes recognising signs of abuse and then following correct procedures.
- Ensuring children are aware of their rights and what to do if feeling unsafe.
- Ensure that health and safety standards are high and the state of the courts and the surrounding are maintained in good condition.
- Encourage sportsmanship, good behaviour and tolerance from all members of the club at all times.

- Appendix D: Mt Beauty Tennis Club Employee/Volunteer Screening Checklist

Name		
Contact Details	Phone:	Email:
Position		
Working with Children	YES	NO
Volunteer or Paid	Volunteer	Paid
Check Number		
Expiry Date		
Police Check	YES	NO
NPC Number		
Expiry Date		
Member Protection Policy Signed	YES	NO
Checked by		

Appendix E: Mt Beauty Tennis Club Working with Children Policy

The Mt Beauty Tennis Club is committed to meeting our obligations under the Working with Children Act 2005 by taking the steps outlined below and using best practice to manage personnel.

- Paid and volunteer workers engaged in child-related work will hold or will have applied for a Working with Children Check card.
- The Mt Beauty Tennis Club will take all reasonable steps to ensure that anyone charged with, found guilty or convicted of a serious sexual, physical or drug-related offence is not allowed to do child-related work unless they can produce their Working with Children Check card.
- Receipts and cards of all new workers will be sighted before they are engaged in child-related work. The validity of the cards of all workers (including volunteers) will be regularly checked to ensure no-one has been given a 'Negative Notice' or had their card revoked or suspended.
- Cardholders will be reminded that they must inform the Working with Children Check Unit of any new work details and changes to personal and contact details within 21 days.
- A register of all workers (and volunteers) with a Working with Children Check will be kept, recording expiry dates, card numbers and card type (volunteer or employee).
See Appendix D
- The Mt Beauty Tennis Club will check that all paid workers have an Employee card as it is an offence to use a Volunteer card for paid child-related work.
- Ensure cardholders renew their Working with Children Check card by the card's expiry date if they wish to continue in child-related work.
- Any worker (or volunteer) who is given a Negative Notice will not be eligible to do any child-related work, even if they are directly supervised.

It is the responsibility of the Vice- President of the Mt Beauty Tennis Club to ensure that the above guidelines are monitored and adhered to.