

CODE OF CONDUCT

Introduction

All members of North Balwyn Tennis Club (NBTC) and coaches operating from NBTC are bound by the Club's Code of Conduct as a condition of their club membership / engagement. This code of conduct is to be read in conjunction with the rules and by laws of tennis policies from Tennis Australia and the NBTC Constitution.

Participation in competition tennis (singles, doubles, etc.) against other clubs is an integral and enjoyable part of Club activities. Competing to the best of your abilities should be enjoyable, create a healthy incentive to improve your skills, represent your Club and contribute to your team's success.

This Club Code of Conduct complements the Tennis Australia (TA) guidance material¹ by providing more specific emphasis on areas the Club considers particularly relevant to our local circumstances.

The Code applies to both senior and junior competition play, with additional guidance for junior competition provided by the relevant association²

The Code is also intended to provide a useful guide for conduct during social play, although a more relaxed approach may be taken by agreement between players, providing the spirit of the Code is adhered to.

The Club's Management Committee will actively promote awareness of the Code amongst members through information and education activities to encourage compliance.

Minor breaches are to be expected from time to time and need not be cause for significant concern. However, the nature of breaches will vary in seriousness and sometimes even minor breaches, when not addressed in the right spirit, can result in more major incidents or conflicts that have the potential to cause upset and/or reflect poorly on the Club.

It is the Committee's hope that this Code can help to avoid such situations and ensure that we maximise the benefits for our members of participation in competition play.

¹ "Code of Behaviour: Tournaments and Competitions"; "Procedures for Matches Played without a Chair Umpire"

² "Guidelines for Junior and Senior Convenors and Supervisors" (Eastern Region Tennis; <https://www.ertinc.org.au/doc/Guidelines.pdf>)

General Code of Conduct

1. Respect the rights, dignity and worth of others by being fair, considerate and honest in all dealings with others and accepting responsibility for your actions
2. Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example
3. Be aware of, and maintain an uncompromising adherence to NBTC standards, rules, regulations and policies
4. Understand your responsibility if you breach, or are aware of any breaches of this Code of Conduct
5. Do not use your involvement with NBTC to promote your own beliefs, behaviours or practices where these are inconsistent with those of NBTC.
6. Avoid unaccompanied and unobserved activities with persons under 18 years of age, wherever possible
7. Refrain from any form of abuse towards others
8. Refrain from any form of harassment towards, or discrimination of others
9. Provide a safe environment for the conduct of the activity
10. Show concern and caution towards others who may be sick or injured
11. Excessive consumption of alcohol is not an acceptable behaviour
12. If you use the clubhouse kitchen equipment or the barbeque to prepare meals after tennis, please ensure that all the facilities are left clean and suitable for other members to use after you. Please remove clean dishes and place dirty dishes and glassware in the dishwasher. If the dishwasher is full please follow the instructions to start the dishwasher on its cleaning cycle. Please take empty bottles down to the recycle bins
13. Be a positive role model

Committee Code of Conduct

1. Attend Committee meetings or forward their apology prior to the meeting
2. Treat all people associated with the Club, including members, volunteers, partners, external stakeholders, and other Committee Members with respect
3. Be fair, considerate and honest in all dealings with others
4. Be professional in and accept responsibility for your actions. Your language, presentation, manners and punctuality should reflect high standards
5. Demonstrate a high degree of individual responsibility especially when dealing with persons under 18 years of age, as your words and actions are an example
6. Attend to their fiduciary responsibility and make decisions based on what is best for the Club, not for individual interest or gain
7. Declare any Conflicts of Interest as they arrive and act to ensure that these conflicts do not pose a risk to the organisation
8. Maintain strict impartiality
9. Maintain a safe environment for you and others
10. Be a positive role model for others
11. Be open to feedback from members and respond appropriately

12. Adhere to the policies and procedures established by the Club and the legislative requirements of the Club.

Coaches Code of Conduct

1. Treat all students with respect at all times. Be honest and consistent with them. Honour all promises and commitments, both verbal and written
2. Provide feedback to students and other participants in a caring sensitive manner to their needs. Avoid overly negative feedback
3. Recognise students' rights to consult with other coaches and advisers. Cooperate fully with other specialists (e.g. sports scientists, doctors, physiotherapists etc.)
4. Treat all students fairly within the context of their sporting activities, regardless of gender, race, place of origin, athletic potential, colour, sexual orientation, religion, political beliefs, socio-economic status, and other condition
5. Encourage and facilitate students' independence and responsibility for their own behaviour, performance, decisions and actions
6. Involve the students in decisions that affect them
7. Determine, in consultation with students and others, what information is confidential and respect that confidentiality
8. Encourage a climate of mutual support among your students
9. Encourage students to respect one another and to expect respect for their worth as individuals regardless of their level of play
10. At all times use appropriate training methods, which in the long term will benefit the students and avoid those, which could be harmful
11. Ensure that the tasks/training set are suitable for age, experience, ability and physical and psychological conditions of the students
12. Be acutely aware of the power that you as a coach develop with your students in the coaching relationship and avoid any sexual intimacy with students that could develop as a result
13. Avoid situations with your students that could be construed as compromising
14. Actively discourage the use of performance enhancing drugs, the use of alcohol and tobacco and illegal substance
15. Respect the fact that your goal as a coach for the student may not always be the same as that of the student. Aim for excellence based upon realistic goals and due consideration for the student's growth and development
16. Recognize individual differences in students and always think of the student's long-term best interests
17. Set challenges for each student which are both achievable and motivating
18. At all times act as a role model that promotes the positive aspects of sport and of tennis by maintaining the highest standards of personal conduct and projecting a favourable image of tennis and of coaching at all times
19. Do not exploit any coaching relationship to further personal, political, or business interests at the expense of the best interest of your students
20. Encourage students and coaches to develop and maintain integrity in their relationship with others
21. Respect other coaches and always act in a manner characterized by courtesy and good faith

22. When asked to coach a student, ensure that any previous coach-student relationship has been ended by the student-others in a professional manner
23. Accept and respect the role of officials in ensuring that competitions are conducted fairly and according to established rules
24. Know and abide by tennis rules, regulations and standards, and encourage students to do likewise. Accept both the letter and the spirit of the rules
25. Be honest and ensure that qualifications are not misrepresented
26. Be open to other people's opinion and willing to continually learn and develop

Players Code of Conduct

1. Play by the rules
2. Do not continue an argument with an official or the opposition team players
3. If you disagree with a situation or decision, have your team captain approach the other team captain during a break, or after the match
4. Control your temper and your language at all times
5. Verbal abuse of officials, other players, or deliberately distracting or provoking an opponent, are not acceptable or permitted behaviours in any sport
6. Be a good sport - applaud good plays whether they are made by your team or the opposition
7. Treat all participants in your sport as you would like to be treated. Do not bully or take unfair advantage of another player or spectator
8. Participate for your own enjoyment and benefit, and the enjoyment of others
9. Respect the rights, dignity and worth of all participants, spectators and the general public, regardless of their gender, ability, cultural background or religion
10. Players participating in tennis – either competition or social – must keep the volume and tone of their language at a respectable level for the comfort of the general public, persons using the surrounding parklands and for the benefit of the neighbours
11. Players are required to dress respectfully in neat casual tennis clothing when on court. A top must be worn at all times.
12. Proper footwear must be worn at all times whilst on the court. This means flat sole shoes without heels and no rippled soles or other shoes that are clearly not tennis shoes. Thongs and bare feet are not regarded as being proper footwear.
13. Courts 1, 2, 7 and 8 must be bagged and watered (if required) at the end of each set. Courts 3, 4, 5 and 6 must be bagged at the completion of play. For social tennis completion of play refers to the end of your booking. You must leave sufficient time in your booking to bag and water the courts so as to not encroach on the next persons allocated time.
14. Social night tennis must be finished by the times set out in the NBTC information guide – lights will automatically switch off at 10.30pm. Players must leave the club's premises quietly and safely, shortly thereafter
15. Refrain from any form of harassment of any other person
16. If you witness improper behaviour on or off the tennis courts, or you feel you have been inappropriately treated by another person, please see the Grievance Procedure below
17. Please respect the clubhouse, courts and surrounding grounds and treat the club's facilities as if they were part of your own home

Parent/Guardian and Spectators Code of Conduct

1. Ensure that children participate in sport for their enjoyment, not yours
2. Encourage children to participate, do not force them
3. Encourage children always to play according to the rules and to settle disagreements without resorting to hostility or violence
4. Never ridicule a child for making a mistake or losing a match
5. Remember that children learn best by example. Appreciate good performances and skilful plays by all participants
6. Support all efforts to remove verbal and physical abuse from our club's sporting activities
7. Avoid unaccompanied or unobserved activities with children, wherever possible
8. Respect officials' decisions and teach children to do likewise
9. Show appreciation for volunteer coaches, officials and administrators. Without them, your club members could not be participating in such a great sport
10. Respect the rights, dignity and worth of every young person regardless of their gender, ability, cultural background or religion
11. Ensure children are under parental control within the clubhouse, and on the grounds surrounding the tennis courts
12. If a child is unduly noisy or misbehaving, bring the matter to the attention of the child's parents, or the Junior Convenor/Supervisor, if he/she is present (during Junior's competition)
13. If children who are not playing tennis, are outside of the tennis Clubs' secure grounds, parents must take appropriate steps to ensure those children are safe.
14. Check to make sure that the main entrance door to the clubhouse is always closed and locked, and especially when children are inside the clubhouse without an adult present

Grievance Procedure

1. The Grievance Procedure is detailed in Rules 25 to 29 of the Club's Constitution.
2. Rule 26 of the Constitution states that the parties to a dispute must attempt to resolve the dispute between themselves within 14 days of the dispute coming to the attention of each party.
3. Rule 27 of the Constitution states that a mediator must be appointed if the dispute remains unresolved and the appointment process.
4. Refer to Rule 28 of the Constitution for the mediation process
5. Refer to Rule 29 of the Constitution for what happens if mediation does not resolve the dispute.