

Piccadilly Tennis Club –Procedures

A. Committee Succession Plan

The Piccadilly Tennis club relies on the excellent work of its many volunteers, in particular its committee members and team managers. The Club asks that all committee members adhere to the following procedures:

- Actively encourage new members of the club and in the case of juniors parents of members to join the Piccadilly Tennis Club committee.
- Advise the committee of your intention to cease in a committee role by providing at least 3 months notice.
- Use all efforts to find a suitable replacement for your role.
- If unsuccessful in finding a suitable replacement seek the Committee's assistance in seeking a replacement.
- Remain in the role until a suitable replacement is found.
- Provide a briefing to your successor.
- Provide all relevant documentation relating to the role and the club to your successor.
- Remain on the committee for twelve months after ceasing in a key role to assist with the transition of your successor.

B. Coaches Code of Conduct

The Piccadilly Tennis Club adopts the Tennis Australia Code of Conduct for coaches and expects its coaches to adhere to it. Refer <http://www.tennis.com.au/wp-content/uploads/2013/03/Coaches-code-of-conduct-15.03.2013.pdf>

C. Financial Hardship

In cases of genuine financial hardship members are encouraged to speak with the Treasurer to seek assistance in relation to the payment of fees and other concerns.

D. Play by the Rules

At the start of each season all members of the club should be encouraged to undertake 'Play by the Rules' online training to help make our club inclusive, safe and fair.

E. Alcohol Policy

The Piccadilly Tennis Club supports responsible use of alcohol. Alcohol consumption on club premises during club events is to be by adults only and in moderation.

F. Piccadilly Tennis Club Policies

Attachment A: Volunteer Management Policy

Attachment B: Member Protection Policy

Attachment C: Hot/Wet Weather Policy

ATTACHMENT A:

PICCADILLY TENNIS CLUB VOLUNTEER MANAGEMENT POLICY

INTRODUCTION

Piccadilly Tennis Club relies heavily on the unpaid work of volunteers and values their contribution highly.

PURPOSE

This policy is intended to ensure that volunteers working at Piccadilly Tennis Club have work that is safe, significant, fulfilling, and appreciated.

POLICY

All volunteers shall be treated with respect and gratitude for their contribution. Volunteers shall carry out duties assigned by the committee of Piccadilly Tennis Club

AUTHORISATION

Approved on 29 February 2016
Piccadilly Tennis Club

VOLUNTEER MANAGEMENT PROCEDURES

RESPONSIBILITIES

The Junior Co-ordinators of the Piccadilly Tennis Club shall also be the Volunteer Co-ordinators.

The Volunteer Coordinators shall be responsible for organising the recruitment, training, and supervision of volunteers. The Volunteer Coordinators shall report to the Piccadilly Tennis Club Committee.

The Volunteer Coordinators shall supervise the volunteers and shall monitor the work of the volunteers. They shall ensure that each volunteer is trained and capable of fulfilling their functions adequately.

PROCEDURES

Recruitment

All volunteers must have a valid police screening certificate.

Recruitment of volunteers shall also take into account Piccadilly Tennis Club's commitment to cultural diversity.

Induction

All volunteers shall be offered appropriate information and training to discharge their functions, and successful completion of this training shall be a condition of carrying out these functions.

Supervision

All volunteers shall receive appropriate supervision in the exercise of their functions.

Reimbursement

All volunteers shall be reimbursed for all pre-approved expenditure incurred in the exercise of their functions.

APPENDIX A

VOLUNTEER SATISFACTION SURVEY

Surveying your volunteers is a practical and common-sense way of gaining feedback from those who have taken part in a volunteer-based partnership activity.

Feedback from surveys like these can be used not only to gauge reaction to certain aspects of the activity undertaken, but also to cater better for volunteers' needs and wants the next time an activity is planned.

The following is a sample survey. It can, of course, be varied to suit more specific volunteering tasks, but it provides a general guide to the sort of questions and comments you should ask of volunteers.

Remember to:

- Encourage the prompt return of the surveys.
- Stress to volunteers their responses to the survey will remain confidential and that they don't have to put a name to the survey if they do not wish.
- Encourage volunteers to answer as many questions as they want, but say they don't have to answer them all.

SAMPLE SURVEY

Following the recent volunteer activity you helped with, we would like you to take a few minutes to fill in as many questions contained in this survey as you can.

Your responses will remain confidential. We will study your responses, as well as those of other volunteers, to see if there are any ways in which we can improve the next volunteer activity we organise as part of our partnership.

Thank you for your time.

- Name (optional): _____
- How many times have you volunteered? _____
- Are you planning to volunteer again in the future? _____
- Why did you volunteer? _____

TRAINING

- Was there any training needed for your volunteer role?

- If so, what sort of training was needed, and how many hours of training did you receive?

- Was this on-the-job training or a special training session?

- Was the training you received (Please circle one):
Excellent/Good/Fair/Poor/Received none

- Did your training prepare you for your volunteer role? (Please circle one):
Very well/Somewhat/Didn't relate/Received none

- If you have comments you'd like to share, please include them below.

SUPERVISION

- Were you provided with a clear outline of what was expect from you?
YES/NO

- Did your direct supervisor provide adequate support?
YES/NO

- Did he/she make you feel like a valuable member of the team?
YES/NO

- Did you feel that the [Name of Organisation], as a whole, supports volunteers?
YES/NO

- Did you feel that the [Name of Organisation] got as much from your service as it could have?
YES/NO

- If you have comments you'd like to share, please include them below.

RECOGNITION

- Did you feel that your efforts were being/have been recognized and appreciated?
YES/NO
- Did you receive recognition for your service? If so, what was it?

- Was the recognition you received sufficient?
YES/NO
- Were the efforts of volunteers recognised publicly, or in the media? If so, how?

FEEDBACK

- Were your views on the Piccadilly Tennis Club program sought out?
YES/NO
- Were your views listened to?
YES/NO

OVERALL SATISFACTION

- How would you rate your overall volunteer experience? (Please circle one): Excellent/Good/Fair/Poor
- Were you treated properly and with respect?
YES/NO
- Did you enjoy working with other volunteers on the day?
YES/NO
- What was the highlight of your volunteering stint?

- Please use the space below to make any further comments about your experience that could help us improve the volunteer experience for yourself and others?

Thank you for taking the time to complete and return this survey. Your answers are important to us and will be kept confidential. If you would like further information about this survey, please provide your contact information below.

MEMBER PROTECTION POLICY

1. INTRODUCTION

MISSION: WE WILL CONTINUE TO BE RECOGNISED AS A FRIENDLY, WELCOMING CLUB AND A GREAT PLACE TO PLAY TENNIS IN THE ADELAIDE HILLS REGION BY PROVIDING EXCELLENT TENNIS FACILITIES AND A RANGE OF OPPORTUNITIES FOR MEMBERS OF ALL AGES AND ABILITIES TO PARTICIPATE IN THE CLUB.

2. Purpose of Our Policy

The main objective of our Member Protection Policy (policy) is to maintain responsible behaviour and the making of informed decisions by participants in this club. It outlines our commitment to a person's right to be treated with respect and dignity, and to be safe and protected from abuse. Our policy informs everyone involved in our club of his or her legal and ethical rights and responsibilities and the standards of behaviour that are required. It also covers the care and protection of children participating in our club's activities.

3. WHO OUR POLICY APPLIES TO

Our policy applies to everyone involved in the club including committee members, administrators, coaches, officials (umpires/referees/judges), players, parents and spectators.

4. Extent of Our Policy

Our policy covers unfair decisions (e.g. team selection) and actions, breaches of our code of behaviour and behaviour that occurs at practice, in the club rooms, at social events organised or sanctioned by the club (or our sport). It also covers private behaviour where that behaviour brings our club or sport into disrepute or there is suspicion of harm towards a child or young person.

5. CLUB RESPONSIBILITIES

We will:

- implement and comply with our policy;
- promote our policy to everyone involved in our club;
- encourage everyone involved with our club to undertake the 'play by the rules' online training;
- promote and model appropriate standards of behaviour at all times;
- respond to breaches or complaints made under our policy promptly, fairly, and confidentially;
- review this policy every 2 years; and
- seek advice from and refer serious issues to the Hills Tennis Association, Tennis SA, Families SA or SA Police

Serious issues include unlawful behaviour that involves or could lead to significant harm and includes criminal behaviour (e.g. physical assault, sexual assault, child abuse) and any other issues that our state or national body request to be referred to them.

6. Individual Responsibilities

Everyone associated with our club must:

- comply with the standards of behaviour outlined in our policy;
- treat others with respect;
- always place the safety and welfare of children above other considerations;
- be responsible and accountable for their behaviour;
- follow the guidelines outlined in this policy if they wish to make a complaint or report a concern about possible child abuse, discrimination, harassment or other inappropriate behaviour.

7. Protection of Children

7.1 Child Protection

Piccadilly Tennis Club is committed to the safety and wellbeing of all children and young people accessing our service. We support the rights of the child and will act without hesitation to ensure a child safe environment is maintained at all times. We also support the rights and wellbeing of our staff and volunteers and encourage their active participation in building and maintaining a secure environment for all participants.

Piccadilly Tennis Club acknowledges that our coaches, members and volunteers provide a valuable contribution to the positive experiences of children involved in our sport and aims to continue this and to take measures to protect the safety and welfare of children participating in our sport by:

7.1.1: Identify and Analyse Risk of Harm

Piccadilly Tennis Club will develop and implement a risk management strategy, which includes a review of existing child protection practices, to determine how child-safe and child-friendly the organisation is and to determine what additional strategies are required to minimise and prevent risk of harm to children because of the action of an employee, volunteer or another person.

7.1.2: Codes of Conduct for Adults and Children

Piccadilly Tennis Club adopts the Hills Tennis Association Code of Conduct Policies that are included in the HTA Rules of Match Play that are available on the HTA website.

7.1.3: Choose Suitable Employees and Volunteers

Piccadilly Tennis Club will ensure that the organisation takes all reasonable steps to ensure that it engages the most suitable and appropriate people to work with children (in prescribed positions).

This may be achieved using a range of screening measures. Such measures will aim to minimise the likelihood of engaging (or retaining) people who are unsuitable to work with children.

Piccadilly Tennis Club will ensure that working with children checks/criminal history assessments are conducted for employees and volunteers working with children, where an assessment is required by law.

If a criminal history report is obtained as part of their screening process, Piccadilly Tennis Club will ensure that the criminal history information is dealt with in accordance with relevant state requirements.

7.1.4: Support, Train, Supervise and Enhance Performance

Piccadilly Tennis Club will ensure that volunteers and employees who work with children or their records have ongoing supervision, support and training such that their

performance is developed and enhanced to promote the establishment and maintenance of a child-safe environment.

7.1.5: Empower and Promote the Participation of Children In Decision-Making And Service Development

Piccadilly Tennis Club will promote the involvement and participation of children and young people in developing and maintaining child-safe environments.

7.1.6: Report and Respond Appropriately To Suspected Abuse and Neglect

Piccadilly Tennis Club will ensure that volunteers and employees are able to identify and respond to children at risk of harm.

Piccadilly Tennis Club will make all volunteers and employees aware of their responsibilities under respective state laws if they have suspicion on reasonable grounds that a child has been or is being abused or neglected.

In addition to any legal obligation, if any person feels another person or organisation bound by this policy is acting inappropriately towards a child or is breaching the code'(s) of practice set out they may make an internal complaint. Please refer to our complaints procedure outlined in attachment 2 of this policy. This will explain what to do about the behaviour and how Piccadilly Tennis Club will deal with the problem.

8. Anti-harassment, Discrimination and Bullying

Our club opposes all forms of harassment, discrimination and bullying. This includes treating or proposing to treat someone less favourably because of a particular characteristic; imposing or intending to impose an unreasonable requirement, condition or practice which has an unequal or disproportionate effect on people with a particular characteristic; or any behaviour that is offensive, abusive, belittling, intimidating or threatening – whether this is face-to-face, indirectly or via communication technologies such as mobile phone and computers. Some forms of harassment, discrimination and bullying are against the law and are based on particular characteristics such as age, disability, gender, sexual orientation, pregnancy, political or religious beliefs, race, and marital status.

Our club takes all claims of harassment, discrimination, bullying and cyber bullying seriously. We encourage anyone who believes they have been harassed, discriminated against or bullied to raise the issue with the club (see Responding to Complaints).

9. Inclusive practices

Our club is welcoming and we will seek to include members from all areas of our community.

9.1 People with a disability

Where possible we will include people with a disability in our teams and club. We will make reasonable adaptations (e.g. modifications to equipment and rules) to enable participation.

9.2 People from diverse cultures

We will support and respect people from diverse cultures and religions to participate in our club and where possible will accommodate requests for flexibility (e.g. modifications to uniforms).

9.3 Sexual & Gender Identity

All people, regardless of their sexuality, are welcome at our club. We strive to provide a safe environment for participation and will take action over any homophobic behaviour.

9.4 Pregnancy

Pregnant women should be aware that their own health and wellbeing, and that of their unborn children, should be of utmost importance in their decision making about the way they participate in our sport. We recommend pregnant women to consult with their medical advisers, make themselves aware of the facts about pregnancy in sport, and ensure that they make informed decisions about participation.

10. Responding to Complaints

10.1 Complaints

Our club takes all complaints about on and off-court behaviour seriously. Our club will handle complaints based on the principles of procedural fairness (natural justice), that is:

- all complaints will be taken seriously;
- both the person making the complaint (complainant) and the person the complaint is against (respondent) will be given full details of what is being said against them and have the opportunity to respond (give their side of the story);
- irrelevant matters will not be taken into account;
- decisions will be unbiased and fair; and
- any penalties imposed will be fair and reasonable.

More serious complaints may be escalated to our Hills Tennis Association or Tennis SA.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club will need to report the behaviour to the police and/or relevant government authority.

10.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. President, Member Protection Officer) will:

- listen carefully and ask questions to understand the nature and extent of the problem;
- ask what the complainant would like to happen;
- explain the different options available to help resolve the problem;
- take notes; and
- maintain confidentiality but not necessarily anonymity.

Once the complainant decides on their preferred option for resolution, the club will assist, where appropriate and necessary, with the resolution process. This may involve:

- supporting the person complaining to talk to the person being complained about
- bringing all the people involved in the complaint together to talk objectively through the problem (this could include external mediation);
- gathering more information (e.g. from other people that may have seen the behaviour);
- seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);
- referring the complaint to our District or State association; and/or
- referring the complainant to an external agency such as a community mediation centre, police or anti-discrimination agency.

In situations where a complaint is referred to our District or State association and an investigation is conducted, the club will:

- co-operate fully;

- ensure the complainant and respondent are not victimised;
- where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- act on our District or State association's recommendations.

At any stage of the process, a person can seek advice from or lodge a complaint with an anti-discrimination commission or other external agency.

10.3 Disciplinary Measures

OUR CLUB WILL TAKE DISCIPLINARY ACTION AGAINST ANYONE FOUND TO HAVE BREACHED OUR POLICY OR MADE FALSE AND MALICIOUS ALLEGATIONS. ANY DISCIPLINARY MEASURE IMPOSED UNDER OUR POLICY MUST:

- BE APPLIED CONSISTENT WITH ANY CONTRACTUAL AND EMPLOYMENT RULES AND REQUIREMENTS;
- BE FAIR AND REASONABLE;
- BE BASED ON THE EVIDENCE AND INFORMATION PRESENTED AND THE SERIOUSNESS OF THE BREACH;
- be determined by the hills tennis association code of conduct.

possible measures that may be taken include:

- verbal and/or written apology;
- counselling to address behaviour;
- withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- suspension or termination of membership, participation or engagement in a role or activity;
- de-registration of accreditation for a period of time or permanently;
- a fine; or
- any other form of discipline that our club considers reasonable and appropriate.

10.4 Appeals

The complainant or respondent can lodge one appeal against decisions of or disciplinary measures imposed by our club to District or State association. Appeals must be based on either a denial of natural justice, because of unjust or unreasonable disciplinary measure(s) being imposed, or on the grounds that the decision was not supported by the information/evidence presented and available to the decision maker/club.

Attachment 1: WORKING WITH CHILDREN CHECK REQUIREMENTS

Working with Children Checks aim to create a child-safe environment and to protect children and young people involved in our sport from physical and sexual harm.

They assess the suitability of people to work with children and young people and can involve:

- criminal history checks
- signed declarations
- referee checks, and
- other relevant background checks to assess a person's suitability to work with children and young people.

Working with Children Check requirements vary across Australia. [Fact Sheets](#) for each state and territory are available on the *Play by the Rules* website: www.playbytherules.net.au.

Detailed information, including the forms required to complete a Working with Children Check, are available from the relevant agencies in each state and territory.

New South Wales

Contact the Commission for Children and Young People

Website: www.kids.nsw.gov.au

Phone: 02 9286 7276

Northern Territory

Contact the Northern Territory Screening Authority

Website: www.workingwithchildren.nt.gov.au

Phone: 1800 SAFE NT (1800 723 368)

Queensland

Contact the Commission for Children and Young People and Child Guardian about the "Blue Card" system.

Website: www.ccypcg.qld.gov.au

Phone: 1800 113 611

South Australia

Contact the Department for Education and Child Development

Website: www.dcsi.sa.gov.au/pub/Default.aspx?tabid=281

Phone: 1800 003 305

Note: In South Australia, the requirement to conduct criminal history assessments for people working with children is being phased-in over three years. For recreation and sporting organisations, this requirement commenced on 1 January 2012 and will be completed by 31 December 2013.

Victoria

Contact the Department of Justice

Website: www.justice.vic.gov.au/workingwithchildren

Phone: 1300 652 879

Western Australia

Contact the Department for Child Protection

Website: www.checkwwc.wa.gov.au

Phone: 1800 883 979

Travelling to other states or territories

It is important to remember that when travelling to other states or territories, representatives of sporting organisations must comply with the legislative requirements of that particular state or territory.

In October 2011 at the Standing Council on Community, Housing and Disability Services, Commonwealth, state and territory ministers agreed to introduce, by late 2012, national exemptions to Working with Children Checks for paid employees and volunteers who are required to cross state or territory borders for work related purposes.

These exemptions will be for up to 30 days in any 12 month period and will enable workers to participate in national and inter-jurisdictional activities on a short-term basis. This means that volunteers and workers with a valid check in their home state or territory will be able to participate in short-term activities across state and territory borders without the need for additional checks.

The Australian Sports Commission will provide more information as soon as it becomes available.

<p>Nature of complaint (category/basis/grounds)</p> <p>Can tick more than one box</p>	<p><input type="checkbox"/> Harassment or <input type="checkbox"/> Discrimination</p> <p><input type="checkbox"/> Sexual/sexist <input type="checkbox"/> Selection dispute <input type="checkbox"/> Coaching methods</p> <p><input type="checkbox"/> Sexuality <input type="checkbox"/> Personality clash <input type="checkbox"/> Verbal abuse</p> <p><input type="checkbox"/> Race <input type="checkbox"/> Bullying <input type="checkbox"/> Physical abuse</p> <p><input type="checkbox"/> Religion <input type="checkbox"/> Disability <input type="checkbox"/> Victimisation</p> <p><input type="checkbox"/> Pregnancy <input type="checkbox"/> Child Abuse <input type="checkbox"/> Unfair decision</p> <p><input type="checkbox"/> Other</p>
<p>What they want to happen to fix issue</p>	
<p>Information provided to them</p>	
<p>Resolution and/or action taken</p>	
<p>Follow-up action</p>	

Attachment C: Hot/Wet Weather Policy

Matches:

Hot weather:

All Junior, Senior & Midweek matches will be automatically cancelled if the forecast temperature is 36°C or above for Mt Barker as per the Friday night (Saturday matches) or Monday night (midweek matches) Television News weather reports. Confirmation of forecast temperature can be sourced via <http://www.bom.gov.au/sa/forecasts/mount-barker.shtml>.

There will be no cancellations under this rule for Night Tennis matches. No radio broadcast will occur.

Wet weather:

Juniors - Both supervisors of teams may agree to abandon a match, provided the time is later than half an hour after the scheduled starting time. Any team abandoning a match prior to the aforementioned cancellation times shall forfeit the match. Four players from each team MUST be present for a match to be abandoned. Any team without four players will forfeit those sets without players present then the rest of the sets will be abandoned. Night - Both supervisors of teams may agree to abandon a match, provided the time is later than half an hour after the scheduled starting time. Any team abandoning a match prior to the aforementioned cancellation times shall forfeit the match. Four players from each team MUST be present for a match to be abandoned. Any team without four players will forfeit those sets without players present then the rest of the sets will be abandoned.

No person can be forced to play on wet and/or slippery courts. If the Supervisors/captains disagree on abandoning a match, a report in writing, from each team, must be lodged with the chairperson of the relevant Committee within three days of the match. However, both Supervisors/captains should use every endeavour to complete the match.

All players are expected to attend scheduled court location, prior to abandoning matches.

Penalty: Forfeiture of sets by team without sufficient players

Training:

For player safety and to ensure consistency with HTA policy, coaching will automatically be cancelled if the forecast temperature for Mt Barker on <http://www.bom.gov.au/sa/forecasts/mount-barker.shtml> the evening before coaching is 36 degrees or higher.

Players and teams are always able to arrange to have a hit at any time if they choose, particularly as it cools down in the evening.

The Club does not have a set policy for the cancellation of training when it is wet. An email will be forwarded to Team Managers if training is cancelled. If you do not receive an email or are not otherwise contacted by your Team Manager, please assume that training is still on.