



TENNIS AUSTRALIA COACH CODE OF CONDUCT

Tennis Australia Coach Code of Conduct

1. Purpose

- 1.1. This Tennis Australia Coach Code of Conduct (**Code**) describes the standards of conduct expected of TA coach members. It provides a clear framework of guiding principles to ensure that TA coach members are aware of the manner and spirit in which they are expected to behave and conduct themselves.
- 1.2. This Code is a living document that should guide TA coach members in their everyday work. It sets the standard expected of them in terms of professional norms of behaviour and decision-making. It is the responsibility of all TA coach members to read and familiarise themselves with this Code.
- 1.3. We recognise that the Code is fundamental to the success of the sport of tennis. The relationships that our coaches have and the behaviours that they adopt with their students, other stakeholders and the broader community help connect more people to the sport of tennis. Accordingly, it is critical that they uphold standards of excellence, professionalism and integrity at all relevant times.
- 1.4. This Code is in addition to, but designed to be consistent with and complement, Tennis Australia's National Policies.

2. Application

- 2.1. This Code applies to all Tennis Australia coach members and all persons who have completed a Tennis Australia Coaching Course (**TA Coaches**).

3. Coverage

- 3.1. This Code applies to TA Coaches during any activity held or sanctioned by or under the auspices of Tennis Australia, a Member Association, an Affiliated Organisation, a Member Affiliated Organisation, a Regional Association or an Affiliated Club, on any private court or any time a coaching service is provided or any time the TA Coach is acting as a tennis coach (in either a professional, administrative or a representative capacity).

4. Exceptions

- 4.1. This Code does not apply to the following types of matters:
 - (a) complaints made by one or more TA Coaches against another TA Coach (for example a complaint by one TA Coach against another "stealing" their customer/s);

- (b) disputes of a purely commercial nature (for example a complaint about the cost of a coaching session); and
 - (c) allegations of TA Coach conduct which breaches TA's national policies (for example, sexual harassment, discrimination, racial vilification).
- 4.2. For the avoidance of doubt, this Code does not override or supersede any TA National policies or the laws of any State or Territory. Any allegations which give rise to a potential breach of either:
- (a) a TA National Policy may result in action being taken under that TA National policy;
or
 - (b) a State or Territory law may be referred to the relevant State or Territory authority/enforcement body (i.e. the Police, ACCC, etc).

5. Principles for TA Coaches

- 5.1. The principles set out below in this Code are designed to guide the decision making of TA Coaches to ensure that they make the right decisions:
- (a) TA Coaches conduct themselves, their business and the sport of tennis with due care and in accordance with relevant laws and regulations. TA Coaches have an overriding duty to ensure the health and safety of their students and other participants in the sport.
 - (b) TA Coaches are committed to growing the sport of tennis and connecting people to the sport. TA Coaches encourage inclusion and diversity.
 - (c) When faced with choices, TA Coaches should make decisions knowing they will stand up if subject to scrutiny. TA Coaches should be able to demonstrate the soundness of their decisions to all relevant stakeholders.

6. TA Coach Behaviours

- 6.1. We expect that all TA Coaches will:
- (a) Respect the rights, dignity and worth of others;
 - (b) Act with honesty, integrity and professionalism;
 - (c) Treat others in a fair and considerate way;
 - (d) Accept responsibility for their actions;
 - (e) Understand and maintain uncompromising compliance with all of Tennis' standards, rules, regulations, policies and by-laws;

- (f) Respect the law and act in accordance with it;
- (g) Operate within the rules and spirit of the sport of tennis;
- (h) Not misuse or disclose confidential information and respect the privacy of our customers and other third parties. This includes not using confidential information to obtain a personal benefit or benefits for other people;
- (i) Demonstrate a high degree of care and responsibility when dealing with persons under 18 years of age;
- (j) Refrain from any behaviour that may bring the sport of tennis into disrepute;
- (k) Act as positive role models in the community.

6.2. TA Coaches must:

- (a) ensure that they promote their current qualifications only - TA Coaches' qualifications and those of their employees and colleagues must not be misrepresented;
- (b) avoid criticising other colleagues, administrators, players, clubs and club committees;
- (c) use appropriate training methods which will benefit their students taking care to avoid those which could be harmful (consider age, experience, ability and physical and psychological conditions and adhere to the Tennis Australia Athlete Development Matrix when making such decisions);
- (d) recognise students' rights to consult with other coaches and advisors (e.g., sport scientists, doctors, physiotherapists etc);
- (e) not exploit any coaching relationship to further personal, political or business interests at the expense of the best interest of students or the sport;
- (f) not obstruct players from moving on – this is a part of the sport;
- (g) accept and respect the role of officials and administrators whose job it is to ensure that competitions and tournaments are conducted fairly and according to established rules as well as the role of any employees or volunteers of ATOs who assist in the administration of the sport of tennis generally.

7. Breaches of this Code

- 7.1. Any TA Coach involved in conduct which is inconsistent with the behaviours set out in this Code may be in breach of this Code.
- 7.2. Any TA Coach involved in conduct which amounts to a breach of this Code may be subject to disciplinary action, up to and including termination of their coach membership.

8. If you are concerned, speak up

- 8.1. We encourage stakeholders to voice any genuine concerns about conduct that may have breached this Code.
- 8.2. Please also be aware that the Tennis Whistleblower Policy provides another avenue for making a disclosure if you have a concern that a TA Coach has engaged in serious misconduct. You can access the Tennis Whistleblower Policy on the Tennis Australia website for further information (<https://www.tennis.com.au/about-tennis-australia/reports-and-policies/policies>).
- 8.3. If the conduct in question which you are concerned about fits within the scope of the Tennis Whistleblower Policy, you may be entitled to the protections afforded under the Tennis Whistleblower Policy, including the ability to remain anonymous when reporting your concerns. Should you wish to be afforded such protections, we encourage you to read the Tennis Whistleblower Policy carefully and to follow the processes and procedures that are outlined within it.

9. Procedure for dealing with alleged breaches of this Code

- 9.1. Unless a disclosure has been made and accepted under the Tennis Whistleblower Policy or a Tennis Australia National policy, complaints relating to alleged breaches of this Code will, at the first instance, be considered by the TA Integrity team. The TA Integrity team determines whether any further action is required under this Code, and may, in its ultimate discretion, decide not to take any further action.
- 9.2. If the TA Integrity team considers the matter to be 'minor', they may censure, fine and/or issue a warning to the TA Coach.
- 9.3. If the TA Integrity team considers the matter to be 'serious', the matter will be referred to the Coach Membership Disciplinary Panel (**Panel**) which will be made up of one person from the Tennis Australia Coach Development team, one person from the Tennis Australia Integrity team and one person from the Tennis Australia legal team.
- 9.4. For the avoidance of doubt, the TA Integrity team may upgrade the classification of a 'minor' matter to a 'serious' classification if:
 - (a) the matter involves multiple allegations of 'minor' breaches of the Code, or

- (b) the matter concerns a TA Coach who has been previously censured, fined and/or warned under this Code or another TA National Policy.

9.5. The Panel may decide to:

- (a) suspend a TA Coach's membership;
- (b) cancel a TA Coach's membership; and/or
- (c) impose conditions on the TA Coach's coach membership, such conditions may include but are not limited to completing education and/or training courses in order to maintain the TA Coach's coach membership,

if the Panel determines that:

- (d) the TA Coach's conduct was detrimental to the interests of the sport of tennis;
- (e) the TA Coach has acted in a manner unbecoming of a member;
- (f) the TA Coach has brought the sport of tennis into disrepute;
- (g) the TA Coach has breached, or committed multiple 'minor' breaches of, this Code; or
- (h) cancellation, suspension and/or the imposition of conditions on the TA Coach's coach membership is appropriate in all of the circumstances.

9.6. Before taking action under paragraph 9.5 of this Code, the TA Coach must be provided with a notice stating the grounds on which the proposed disciplinary action is based and that the TA Coach may make written submissions to the Panel and/or be given a reasonable opportunity to make oral submissions to the Panel about the proposed disciplinary action.

9.7. Following due consideration of any submissions made by the TA Coach, the Panel may decide whether or not to:

- (a) suspend the TA Coach's coach membership and, if the decision is to suspend the membership, the period of suspension;
- (b) cancel the TA Coach from membership; and/or
- (c) impose conditions on the TA Coach's coach membership.

9.8. A decision of the Panel made under paragraph 9.7 of this Code takes immediate effect. The Panel must give the TA Coach written notice of the Panel's decision, and the reasons for the decision, within 7 days of making the decision.

9.9. The decision of the Panel is final.

Tennis Australia

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