

Tennis' Travel & Accommodation Guidelines (T-TAG)

Best Practice



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TENNIS' TRAVEL & ACCOMMODATION GUIDELINES (T-TAG):

BEST PRACTICE

Community tennis events that involve travel and overnight accommodation can present unique risks to the safety and wellbeing of children and young people. It is crucial to have robust measures in place to ensure their protection and the protection of a supervising personnels' professional reputation. By incorporating safe practices into your planning, you can create a safe and secure environment for everyone involved in any travel arrangements and staying in accommodation overnight.

This document has been developed to assist the tennis community to implement safe practices when there is a need for a group of children and young people to travel and stay overnight to participate in an event, such as a tennis training camp, tournament, or competition. Ideally, one-to-one travel with a child or young person is not recommended, however, we have included considerations and further risk mitigations at the end of the document if this is unavoidable.

For the purpose of this document, all references to children and young people means any person under the age of 18. All references to Supervising Personnel means any adult appointed to supervise and care for children and young people whilst travelling.

1. Assessment of Trip

Prior to undertaking the activity, the following aspects of the trip should be considered:

- o Consent from parent or carer
- o Accommodation / venue check
- Risk Assessment of any hazards associated with the activity (refer to attachment)
- The type of transport required
- Supervision required and availability / suitability of supervising personnel i.e., Experience, age
- o Insurance Requirements (i.e. travel and/or health insurance)
- Emergency Plans (identifying local medical services, first aid kit / training, medical history forms)
- Experience and age of supervising personnel compared to the children and young people

2. Consent

Prior to any travel or overnight stay, consent must be sought from the parent / carer of each child / young person in writing. Consent may be given via a specific consent form and/or via electronic communication (e.g., email).

For a parent / carer to give consent, they should be informed of the following information:

- Purpose and duration of the trip (e.g., weekend competition, 7-day training camp)
- Accommodation type / location and transport including drop off location and pick-up times
- Location of venue for any event / activity that will occur away from the accommodation, including a schedule of activities (e.g., itinerary)
- People who will be responsible for supervision (also known as supervising personnel)
- What the child / young person is required to bring
- How they can communicate with their child / young person and/or with supervising personnel
- Any dietary, medical, religious / cultural and additional care requirements of their child / young person

^{*} Activities involving an aquatic environment i.e., pool, is strongly discouraged given the risks associated with the activity along with additional qualifications required by supervising personnel.



A child or young person should not attend travel or a day or overnight trip if a parent / carer has not provided written consent to do so.

3. Supervision & Screening

The following advice should be followed regarding supervision:

- Ensure that the appropriate level of supervision is provided. This should take into consideration the gender of the group (e.g., if mixed gender, male and female supervising personnel are recommended to be appointed), cultural backgrounds, tennis experience, language proficiency, professional qualification, the number of children and young people in the group and their age.
- Appoint all supervising personnel prior to the trip. We recommend a minimum of two supervising personnel for every trip; with the number of additional supervising personnel based on the considerations above, along with experience and age of the supervising personnel. This is best to be discussed with your relevant Member Association.
- Ensure all supervising personnel have been screened by the organisation, in accordance with TA's Member Protection Policy, including having relevant Working with Children Check (or equivalent), and reference checks prior to being appointed.
- Provide contact details for at least two supervising personnel to the parent / carer of each child/young person.
- Ensure that supervising personnel are provided with a list of all children and young people attending, completed medical forms and contact details for parent / carer (this information may be designated to a specific supervisor dependent upon their role).
- Supervising personnel should avoid building personal relationships with a child and/or young person as
 this may be perceived as favoritism or question the professionalism of the supervising personnel. This
 includes befriending children on their personal social media accounts.

4. Duty of Care

Supervising personnel should take responsibility for all children and young people. They should exercise direct care and supervision throughout the duration of their engagement. This duty of care requires taking reasonable steps to protect all children and young people against any reasonably foreseeable risks of injury or harm. If any serious child safety issue, incident or near miss occurs, this should be communicated at the earliest opportunity to any director / relevant manager (i.e., Direct Report) and the parent / carer.

Supervising personnel should not abrogate or delegate their duty of care responsibilities. If a third party is operating / managing a tour activity (i.e., training camp), supervising personnel should make enquiries as to the safety of the activity and equipment and the expertise of the staff running that activity.

The duties owed by supervising personnel to children and young people arise in many ways, for example:

- a. Duty to supervise the children and young people so that they follow the rules and guidelines designed for their own safety;
- b. Duty to ensure that buildings, accommodation, equipment, and facilities are safe; and
- c. Duty to warn children and young people about risks to safety, welfare, or wellbeing that supervising personnel become aware of.



The duty of care may change depending on the circumstances. However, the law requires supervising personnel to do what is considered reasonable in a given situation. We encourage supervising personnel to take a child-centric approach to any decisions that they make.

5. Roles & Responsibilities

Supervising personnel should set and maintain appropriate personal and professional boundaries with children and young people and any other supervising personnel to help maintain discipline and protect staff against perceptions of inappropriate interactions.

Most importantly, supervising personnel should:

- 1. Provide children and young people with clear instructions so they fully understand what is expected;
- 2. Act as positive role models for children and young people and lead by example; and
- 3. Refrain from any unnecessary physical contact with children and young people.

Supervising personnel should take responsibility for the welfare of the children and young people at all times while away, even in relaxation / down time. As such, the consumption of alcohol and/or prohibited drugs whilst supervising should not be permitted as it:

- is inconsistent with the standard of professional conduct necessary to maintain community confidence; and/or
- 2. could lead to allegations of negligence, or actual negligence.

If recommended minimum supervisor-participant ratios are maintained, supervising personnel may be considered 'off duty' for periods. This would impact the applicability of these guidelines. However professional conduct and public perceptions need to be considered. The 'off duty' supervising personnel needs to be ready to assist other supervising personnel at short notice if required, and a handover to be clearly communicated and agreed to by all supervising personnel.

6. Accommodation

The following advice should be followed regarding accommodation:

- Ensure that all accommodation requirements have been organised in advance of the trip. All risks associated with the accommodation should be considered and assessed to ensure it is appropriate and mitigate any potential issues (e.g., a child / young person staying in a hotel room on their own).
- Ensure that parent / carer is provided the address and contact details of the accommodation.
- Ensure that the supervising personnel's accommodation is located within close proximity (e.g., on the same floor to the children and young people they are supervising).
- Ensure children and young people are provided with privacy when using their accommodation, changing room and toilet facilities.
- Supervising personnel should not share a room with a child / young person (unless they are that child / young person's parent / carer). This extends to not sharing multi-room accommodation facilities (e.g., a two-bedroom apartment shared by supervising personnel and a child / young person).
- If supervising personnel needs to enter a child / young person's room (e.g., for an inspection or medical emergency), so far as reasonably practical, there should be more than one participant or supervising



personnel present. When there is a genuine need to spend time in a child / young person's room (e.g., medical emergency) supervising personnel should leave the door open and notify other people (e.g., supervising personnel) of the situation when practically possible.

- Supervising personnel should limit social activities conducted in children / young people rooms and should conduct regular room checks to ensure children / young people have maintained rooms in a clean and tidy manner and do not have inappropriate belongings in their room (e.g., alcohol, cigarettes or vapes).
- Supervising personnel should check that each child / young person is in their room each night at the agreed curfew time. This check should involve a call to the room, or knock on the door, to speak with the child / young person and be able to sight them.
- When allocating rooms to children and young people, only those of the same gender should share a
 room. It is also advisable to accommodate children and young people of the same gender, on the same
 hotel floor, as supervising personnel of that gender.
- Supervising personnel should ensure that the children and young people do not leave the accommodation, tournament venue or training camp, unless accompanied by supervising personnel.
- Ensure children and young people can contact their parent / carer if they wish to do so during the trip.
 Whilst not encouraged, if a parent / carer wants to spend time with their child / young person during the trip, supervisor personnel must be notified, and pick-up and drop-off times should be clearly communicated and documented.
- Ensure that children and young people do not have access to alcohol, pornographic material or violent content through movies, television, internet, and magazines (e.g., removal of access to in-house movies provided by hotels).

7. Travel and Transportation

Supervising personnel should not transport children and/or young people, other than their own, in their car without prior written consent from the child / young person's parent / carer. This is a key child / young person safe practice due to the significant risks to children and young people. Group transport, such as tournament transport, buses, Taxi / Uber, should be used.

8. Electronic Devices

The use of electronic devices such as mobile phones, tablets and/or photographic devices should not be used by anyone in areas where children or young people are dressing or sleeping, including changing areas.

9. Medication and Medical Information

A child / young person's medical information should be sought from the parent / carer and a medical form completed by the parent / carer prior to travel. Any medication required by the children and young people during the trip, including the dosage required, timing of required dosages, and any other relevant information should be included.

Prior to travel, any prescribed medication required by the child / young person should be provided by the parent / carer in a clearly labelled container and should be overseen by a designated supervising personnel during the trip.



Please refer to the <u>Australian National Anti-Doping Policy</u> along with the <u>Improper Use of Drugs and Medicine</u>
<u>Policy</u> for more specific information regarding if you are considered a 'Relevant Person' as defined in the policies.

10. Additional Care Requirements

Parents / carers should be asked if their child / young person has any specific care requirements (e.g., dietary requirements, travel sickness, whether the child / young person has a fear of flying or has never flown previously). This will enable the supervising personnel to plan the appropriate care required.

11. Emergency Procedures

Emergency procedures should be developed to ensure that supervising personnel are aware of their roles and responsibilities in an emergency. This should include:

- First aid provisions and who is responsible for administering first aid. It is recommended that all supervising personnel hold a current CPR and First Aid qualification.
- What supervision is required for the child / young person who may need to seek medical care (while still ensuring adequate supervision is always provided for the other children/ and young people travelling).
- Location of nearest doctor, chemist and hospital, as well as relevant contact details.
- Reporting procedure (e.g. medical incident report form).
- If there are any unforeseen changes to the information provided to parents/carers (e.g. cancellation or delay in flight or playing schedule), this must be communicated to all parents/carers in a timely manner.
- Supervising personnel should also be aware of the emergency evacuation procedures relevant to the trip (such as accommodation emergency procedures), and communicate these with children / young people travelling.

12. Insurance

Parents / carers should be advised to consider the insurance requirements needed for their child / young person to participate in the travel. Insurance that could be considered includes, but is not limited to:

- Medical or health insurance (e.g., private health or personal accident); and/or
- Travel insurance (e.g., baggage cover)

13. Preparing Participants

Children and young people and their parents / carers should be provided with information and an opportunity to have input into planning. Input from children and young people should focus on:

- What they need to feel safe
- Expectations of their own behaviour and their supervising personnel
- The schedule of the trip and activities (i.e. how they wish to spend free time)

Children and young people should also be briefed prior to departure on the following:

- What is expected of them (e.g., what to wear, behaviour and free time)
- Behaviour expectations and consequences for not meeting them
- Introduction of supervising personnel, including their roles and responsibilities



- What their rights are whilst travelling (e.g., right to feel safe)
- Who to speak to if they have any concerns
- Processes to contact parents / carers
- Event information (e.g., tournament structure, itinerary, and expected weather conditions)
- Evacuation and emergency protocols
- Rooming and meals information
- Passports / Visa Requirements (if required)
- Currency and spending money needed (if required)
- Local culture, language and laws (if required)

14. One-to-One Travel – Additional Considerations and Risk Mitigations

In addition to the guidelines for group travel, the following considerations and risk mitigations should be included:

- If travelling in a car, the child/young person should sit in the back seat on the left-hand side of the vehicle. The direct travel route should be taken, and the parent / carer informed of the route and ETA.
- Given the child / young person will be staying in a room on their own, it is important to consider additional risk mitigations. This may include how they can get help i.e., contacting the supervising personnel or seeking assistant from accommodation staff and agreeing on a time for the supervising personnel to check in with the child / young person.
- Supervising personnel should also exercise more caution in the event they need to enter the child / young person's room i.e., Medical Emergency and any one-to-one interactions should be done in the view of others.

15. Contact

To enquire, provide feedback or seek additional support about the contents of this document, please contact your relevant Member Association via the email address below or the Tennis Australia Integrity & Compliance Unit (TAICU) via integrity@tennis.com.au.

State	Email Address	State	Email Address	
Victoria	mpio.vic@tennis.com.au	Northern Territory	mpio.nt@tennis.com.au	
New South Wales	mpio.nsw@tennis.com.au	Western Australia	mpio.wa@tennis.com.au	
ACT	mpio.act@tennis.com.au	South Australia	mpio.sa@tennis.com.au	
Queensland	mpio.qld@tennis.com.au	Tasmania	mpio.tas@tennis.com.au	



ATTACHMENT A - ARRIVAL CHECKLIST

On arrival, the following should be considered to assist with the travel being successful:

Children and young people are provided with a briefing outlining the accommodation facilities and evacuation procedures in the unlikely event of an emergency.

Supervising personnel should consider daily briefings as a forum for communicating instructions on curfews, mealtimes, training schedules and any behavioural issues.

To support clear and constant communication, a child or young person's parent / carer should be given the opportunity to be involved in any communication with their child / young person, such as emails, text messages and WhatsApp groups whilst away. Supervising personnel should not be communicating to a child or young person individually on any platform.

Provide room lists and schedules to all supervisors and children/young people and check that room doors can be secured but also easily unlocked in case of fire and any adjoining room doors are locked.

Check all rooms / meal areas to ensure appropriateness of accommodation. including working smoke detectors, ensuring rooms do not have access to minibar content, and that children and young people do not have access to adult video content in their rooms.

ATTACHMENT B - SAFEGUARDING CHILDREN RISK ASSESSMENT GUIDE (PAGE 10 - 16)

 \square Store all medications appropriately.



SAFEGUARDING CHILDREN RISK ASSESSMENT GUIDE





Introduction

As members of Tennis Australia (TA) or Australian Tennis Organisations (ATO), we all play a crucial role in building stronger, healthier, happier and safer communities. We have a responsibility to provide children with a welcoming, safe and inclusive tennis experience in an environment that promotes their physical, social and emotional wellbeing.

Child Safety at the Core

It's critical that we all play our part to ensure that Australian tennis is a sport where children can participate in child-safe and child-friendly environments. Risk assessments can support us in mitigating the risks children face when they access TA services, programs and events.

Through assessing and mitigating risks to children, we embed an understanding of child safety within our organisation and encourage it to be practiced at all levels of our sport.

Our Collective Responsibility

TA is committed to providing child safe environments throughout our clubs, programs and tournaments. Our commitment extends beyond creating an environment that minimises risk or danger. We are committed to building an environment that is both child-safe and child-friendly. However, for this to be successful, the safety and wellbeing of children is a shared responsibility for everyone including parents, families, clubs, officials, volunteers, staff and coaches.

Even though you may not be directly working with children, it's still important to be aware of child safety risks and call out anything that is unsafe or doesn't seem right. If you are concerned a child is being abused or neglected, or is at risk of abuse or neglect, you must contact the relevant authorities in your state or TA's Integrity and Compliance Unit.

Concerns may include:

- Actual or potential risk of harm, abuse or exploitation of a child
- Breaches of the <u>Member Protection Policy</u> or <u>Safeguarding Children Code of Conduct.</u>

Risk Management Strategies

Risk management strategies focus on **identifying preventing**, **and mitigating** risks to children when engaging with TA programs and activities. Some initial questions to ask yourself:

- Do you understand your obligations and responsibilities in safeguarding children as set out in the <u>Member Protection Policy</u> and <u>Safeguarding</u> Children Code of Conduct?
- Do you feel your club or organisation is doing all it can to create a child-safe and child-friendly environment?
- Do people in your club or organisation talk about ensuring the safety and wellbeing of children?
- Do children at your club or organisation know that they can talk with any TA member if anything or anyone makes them feel unsafe, uncomfortable or worried?
- Do children at your club or organisation know that they can raise their concerns without a negative reaction and their concerns will be taken seriously?
- Do you know how to identify what child abuse is and its different forms, as well as behavioural and physical indicators?
- Do you feel able to report an incident or suspicion of child-abuse or any potential violation to the Child Safeguarding Code of Conduct or Member Protection Policy?

Key Resources

- Member Protection Policy and Safeguarding Children Code of Conduct – Policies outlining responsibilities to the health, safety and wellbeing of children.
- What is Child Abuse? Information to assist in identifying different forms of child abuse, and their physical and behavioural indicators.
- <u>Reporting Allegations of Child Abuse</u> and <u>Where to Get</u> <u>Help?</u> – Fact sheets on where and how to report allegations of child abuse.
- Role specific checklists for clubs, volunteers and parents.





Examples to Identify, Assess and Mitigate Risks

Whether or not you work directly with children, it's important to be aware of child safety risks and call out anything that is unsafe or doesn't seem right. To help you create a child safe and friendly environment, we have compiled this Risk Assessment Guide to Safeguarding Children.

Considerations in all activities involving children

- ► Supervision consideration of the appropriate supervision strategies
- ➤ Voices of children children are actively being informed about their rights to safety, TA responsibilities and obligations, as well as where they can seek help and raise concerns
- ▶ Physical environment consideration of how the physical environment can enable and prevent risks to child safety
- ▶ Online environment consideration of how the online environment could pose risks to child safety

This guide should support you to:

- ldentify situations where child safeguarding measures are needed
- > Assess likelihood and impact of risks to child safety
- Mitigate risks through child safeguarding strategies

The examples below are not an exhaustive list, and individual circumstances should always be considered when undertaking risk assessments.

Identify	Assess	Mitigate				
Professional Boundaries	 How will you ensure obligations of the Safeguarding Children Code of Conduct are upheld? What actions or inactions could lead to a potential breach of the Safeguarding Children Code of Conduct? How will you ensure communication and any physical contact made with children is necessary and appropriate? 	 If a child requires assistance that is beyond the confines of your role, 				
Active Supervision	 Will children be present when you are delivering a TA associated service, program or event? How are you creating a fun, safe, welcoming and inclusive environment for everyone? How will you ensure the physical environment is safe and protected from external threats? 	 Ensure behaviour between peers is monitored and appropriate Avoid one-to-one unsupervised situations with children, conduct all activities / discussions in view of others 				
Communication	 How will instructions or communication be directed to children? Will direct online communication be required with a child? How has respectful communication and behaviours been embedded into the program, activity or event? How will you and other personnel stay accountable to being mindful of your language and tone when communicating with children? 	 inappropriate communication Ensure that language used is encouraging and respectful, language such as discriminatory or derogatory language should never be used by peers or by supervising adults 				
Safety	 How will children be able to easily identify a person of authority or trusted adult that they can approach when in need? What is required to ensure programs, activities and events are adequately supervised? 	 TA members or other responsible personnel should wear a uniform or easily identifiable clothing when involved in delivering service or as required by an ATO Children should always be supervised when with peers as well as when with an individual adult The physical and online environment should be actively monitored for risks 				





Examples to Identify, Assess and Mitigate Risks

Identify	Assess	Mitigate
Bullying and harassment	 How are children being informed of their rights and how to raise any concerns they may have? What strategies are in place to ensure the voices of children are heard and respected? 	 Actively inform children (and their parent or guardian) of their rights and how to raise concerns All TA members and children should model respectful behaviour and communication Children should be actively involved in decisions that impact them Any concerns raised by children should be taken seriously (discussed by TA members, parents or guardians and addressed)
Overnight Stays	 How will written authorisation from a parent or guardian for a stay be monitored? How will appropriate supervision of children during their stay be determined and implemented? What will be done to ensure appropriate sleeping arrangements are organised for children? Are participants considered likely to behave and take instruction from supervisors? 	 Prior written approval must be obtained from a parent or guardian Children should not be left in the supervision of unauthorised persons (such as hotel staff or friends) Consideration needs to be given to having an appropriate number of TA members present to supervise children throughout the stay Sleeping arrangements must not compromise the safety of children (such as sharing the same bed with an adult) Children should only share rooms with children of the same gender and of a similar age Behavioural agreements from participants and consequences for poor behaviour outlined
Transportation	 Will transportation relating directly to the delivery of tennis services, programs or events be required? How will you ensure the transportation of the child does not involve unsupervised one-on-one interactions? How has prior written consent been sought and documented from the child's parent or guardian? How will you ensure road safety of children is managed during transportation? 	 Avoid unsupervised one-on-one interactions with children, all interactions should be made with other personnel present Children must only transported in circumstances directly related to the delivery of our tennis services, programs or events You should not transport a child without prior written consent from their parent or guardian Seat belts and other road safety requirements must be monitored by supervising adults when transporting children
Intervening and Reporting	 Is it possible that children may disclose information to you, and how will this be managed? How will you address any observations you make of any potential risks to child safety? How can you ensure all participants recognise indicators of abuse or its behavioural or physical indicators? How can you assist the child to feel comfortable and supported? 	 If a disclosure of abuse is made to you, call your local child protection agency and the TA Integrity and Compliance Unit If you witness abuse occur or any disclosure of abuse is made to you, you are obligated to report it All participants should be informed and supported to how to identify potential indicators of abuse and respond to disclosures If a child makes a disclosure, reinforce that they are doing the right thing by telling you by taking their situation seriously Write or type notes from your conversation as a written record of what was said in the child's words
Celebrating Success	 How are gifts and awards being given to children? How has parent or guardian permission been sought and documented for gifts? 	 Avoid giving gifts of value greater than \$25 Always obtain a parent or guardian's permission before gift giving Gifts should always be awarded publicly and should not be kept secret from other personnel, parent or guardians
Photographs and Videos	 Is there the potential that children may be photographed or videoed? Will photographs of children be distributed? Will photographs of children be stored? Could photographs taken be considered sensitive or to be compromising a child's privacy? 	 Images must only be taken in a context directly related to participation in tennis services, programs or events Images must be taken in the presence of other personnel, with prior consent from the child's parent or guardian Images must not be distributed to anyone outside the ATO other than to that child photographed or their parent and must be stored either in a locked draw or a password protected folder Where possible, children should be informed about images being taken and have input on how they will be used





Risk Assessment and Mitigation Tool

Date of assessment: Completed by: Completed in consultation	on with (including relevant staff, personnel	and children):
Event, activity or progr (Eg: club program, camp, so	am chool holiday program etc)	
Activity	Risks	Mitigation Strategies
Activity provided to children and type of contact (eg: faceto-face contact, verbal / written communication or online contact)	 What could go wrong? Consider: Online & physical environments Nature of activities Supervision of staff and children 	 Consider: Mitigation strategies currently in place (eg: policies, procedures and practices) Changes needed to reduce risk (eg: staff training, supervision of contact, communication of practices to personnel/children/staff/community etc)
Eg: school holiday social club round robin — face-to-face contact and verbal communication	 Eg: supervision levels for the number of children signed up Risk that a child may get hurt while playing tennis matches Children need to be able to quickly find a supervising adult BBQ lunch requires the use of a hot plate and supervision A parent may run late to pick up their child 	 Eg: Ensure all volunteers and personnel for the day have been informed of policies and procedures. First aid trained personnel must be present Children are supervised on and off the court and are only using courts and equipment to play tennis matches All TA members and volunteers have a visible name badge and/or wear a noticeable club t-shirt BBQ will only be used by a supervising adult, with a second supervising adult to watch children while the other cooks Any food allergies or medical needs to be obtained from a parent or guardian prior to the day Children must only be transported by a parent or guardian, if a parent is running late more than one supervising adult must be present to wait with the child





Action Planning Tool

Action (What needs to occur or what is the overall goal to assist in mitigating risks to children?)	Description (What are the practical steps required to achieve the action/outcome?)	Responsible Person (Who is responsible for implementing changes? When will the changes be implemented by?)	Priority Use a numerical scale (1 - highest) to decide the order of action/tasks to undertake	Outcome
Eg: Provide training to personnel (club coaches, volunteers and officials) about their obligations under the Safeguarding Children Code of Conduct and other relevant child related policies and procedures	 Incorporate information into induction and supervision processes Provide coaches, volunteers and officials with online training regarding the Safeguarding Children Code of Conduct Check all relevant personnel have undergone required training and checks. 	 Member Protection Information Officer Club committee member 	1	Yes- completed on 09/08/2022

Risk o	and	mitigation	plan	reviewed	and	endorsed	by	y:
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Name:

Position:

Date:

Please attach comments or feedback if required





Monitoring and Review Tool

(to be completed following the event, activity or program)

 Review of Mitigation Plan Record any risks that did eventuate How effective was the mitigation plan? 	 Description How can the plan be improved? How will the learnings be incorporated into practice? Who will changes/learnings be communicated to? How will they be communicated? 	Responsible Person (Person responsible for practice changes/implementation and date to be completed)

Monitoring and Review Tool reviewed and endorsed b	M	onitoring	and	Review	Tool	reviewed	and	endorsed	b	V
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Name:

Position:

Date:

Please attach comments or feedback if required

If you have any questions or concerns using this product, please contact the TAICU at integrity@tennis.com.au









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