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Annual Progress Report

Dear Kathryn,

Thank you for the opportunity to submit our annual progress report into the implementation of the recommendations of the Royal Commission.

Following is the Tennis Australia report to include on the Royal Commission website. Please don't hesitate to get in touch if you have any questions.

Best regards,

Craig Tiley
Tennis Australia CEO

IMPLEMENTATION OF RECOMMENDATIONS BY MAJOR INSTITUTIONS (REC 17.3) ROYAL COMMISSION INTO INSTITUTIONAL RESPONSES TO CHILD SEXUAL ABUSE TENNIS AUSTRALIA

Section 1: Identifying the institution

Organisation name: Tennis Australia Limited

Address: Private Bag 6060 Richmond 3121

CEO: Mr Craig Tiley, CEO Tennis Australia, ctiley@tennis.com.au

Website: www.tennis.com.au

Organisational Category: National sporting organisation - Not for Profit

Section 2: General reporting against recommendations relevant to all institutions

Description of measures implemented prior to December 2019:

TENNIS AUSTRALIA COMMITMENT STATEMENT

“Tennis Australia has a zero tolerance approach to any form of child abuse and is committed to ensuring the sport of tennis is a safe and friendly environment for children and young people. It is imperative that children and young people who access our activities, programs, events or services feel safe and supported.

“We will ensure that child safety is embedded in our organisation’s culture, reflected in our policies and procedures, and understood and practiced at all levels of our sport.

“We commit to making sure that everyone involved with delivering tennis in Australia, from club administrators, volunteers, parents and participants, understand the important responsibilities they have in relation to child safety.

“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. Together we can provide an environment in which children feel respected, valued and encouraged to reach their full potential.”

- *Tennis Australia Chair **Jayne Hrdlicka** and Tennis Australia CEO **Craig Tiley***

In 2001, the Tennis Australia’s Board (TA) adopted the TA Member Protection By-Law (By-Law). TA was the first National Sporting Organisation to adopt and implement a By-Law nationally. All Member Associations (MA)¹ were required to adopt the By-Law and ensure that the By-Law was adopted by their members. The By-Law has been reviewed annually. In 2005 the By-Law was renamed the TA Member Protection Policy (MPP).

Post the Royal Commission into Institutional Child Sexual Abuse (**the Commission**) TA engaged the Australian Childhood Foundation (**ACF**) to undertake a “gap analysis” of the MPP and all child-related procedures as part of a nation-wide review which included a survey of relevant stakeholders such as club administrators, past and present staff members and participants. Consultations have been undertaken with personnel from every MA.

¹ Tennis Australia Constitution at 2 April 2019 **Definition -Member Association** means the controlling authority responsible for administering Tennis in each of the States and Territories of Australia, which as at the date that this Constitution is adopted, are:

- (a) New South Wales – Tennis New South Wales Limited;
- (b) Queensland - Royal Queensland Lawn Tennis Association Limited;
- (c) South Australia – Tennis SA Incorporated;
- (d) Victoria - Victorian Tennis Association Incorporated;
- (e) Tasmania – Tennis Tasmania (Inc);
- (f) Western Australia - The Western Australian Tennis Association (Incorporated);
- (g) Northern Territory - Tennis NT Incorporated; and
- (h) Australian Capital Territory – Tennis ACT Limited,

and at any time where there is a dispute in relation to which body is the controlling authority responsible for administering Tennis in a particular State or Territory and that dispute cannot be resolved between the relevant bodies, the dispute will be determined (for the purpose of this Constitution) by a resolution passed by a simple majority of Members;

¹ Tennis Australia Ltd Member Association Partnership Agreement – 2019/2020

TA embarked on a national education and information campaign aimed at strengthening safeguarding children measures. The campaign is part of our ongoing commitment to providing a safe environment for all participants.

The new measures included:

- A 24-hour telephone reporting and assistance service enabling victims to obtain information and advice on what to do next
- An online form for lodging complaints
- New online learning tools were developed to educate clubs, coaches, staff and volunteers around Member Protection and safeguarding the community
- Face-to-face training and workshops for all MA Member Protection Information Officers
- Training for other stakeholders including club administrators, volunteers, staff members
- New Safeguarding Children Guidelines which outline clear expectations for the tennis community as to their behaviour towards children
- Online resource kits for club administrators, coaches and parents/guardians
- An extension, in the MPP wording, of the term “Child abuse” to include “grooming”
- Improved processes relating to the reporting of child abuse and protection of “whistle-blowers” from victimisation
- MA stakeholder workshops to engage staff and volunteer members across Australia to hear their views on how children and young people are currently safeguarded.

TA also:

- Created the Integrity and Compliance unit (TAICU) in May 2016 headed by Ann West
- Unreservedly apologised on behalf of the sport to those involved in the case study discussed at the Commission. They have all been and will continue to be offered support from the TAICU and TA Welfare team
- Tennis Australia significantly changed the MPP in December 2016 including: an extension, in the policy wording, of the term “Child abuse” to include “grooming” and protection of “whistle-blowers” from victimisation.

It should also be noted that over the past 10 years, TA has:

- Nationalised the coaching body
- Required Working With Children checks as well as a National Police check for every registered coach
- Developed a restricted list of persons who cannot work nor provide services within the tennis community.

Note: The Integrity team continues to lobby for a nationalised Working With Children check process to ensure coaches and other stakeholder who are restricted in one state cannot receive clearance to work in another.

Theme 1: Making institutions child safe

1. Measure 1.1: New or revised Code of Conduct, policies and procedures for a child safe institutions (Volumes 6, 7) (Recommendations 6.4-6.6, 7.8)

TA engaged the ACF to undertake a “gap analysis” of the MPP and all child-related procedures. As a result, TA produced a number of resources including a webinar to assist with the education of staff and volunteers in relation to the protection of children and young persons involved in Tennis.

TAICU staff undertook a nationwide education program on the TA Safeguarding Children Guidelines and the use of resources. The education program involved face to face meetings with TA/MA staff and club volunteers. Some 700 presentations were made during 2017/2018.

The education program takes a whole-of-sport approach.

TA's Commitment to Children:

- We are committed to the safety and wellbeing of every child who participates in our activities, programs, events and services
- We are committed to providing children with positive and nurturing experiences
- We support families and communities to promote the healthy development and wellbeing of children
- We strive to ensure children are protected and not exploited, abused or harmed during their involvement with our activities, programs, events and services.
- We listen to children and will address any concerns they raise with us
- We will ask for consent from children and their parent/ guardian before providing information about them to other individuals or organisations
- We may not ask for consent to disclose information to the police, regulatory authority or relevant statutory child protection agency if we have concerns about the safety or wellbeing of a child.

The MPP states that the purposes of the MPP is to protect the health, safety and well-being of those who participate in the activities of tennis. Further TA and all Australian Tennis Organisations² (ATO) will not tolerate any form of abuse, neglect, harassment, unlawful discrimination, vilification, victimisation, indecency or violence against any adult or child by personnel and as such conduct is a breach of the MPP.

The MPP and the Safeguarding Children Club Resource Kit provides and explains the screening processes for those involved in child related activities, including employees, TA Coach Members and TA Official Members. The screening process involves –

- Production of a current Working With Children Check
- Production of a current National Police Check
- Reference check (at least 2); and
- Interviewing the person seeking to work with child in child related activities.

The MPP clearly defines the complaint handling processes.

Education and awareness is a key to providing our stakeholders with resources that will assist them in the interaction with children and young people. Together with ongoing face to face education, TA has developed a Webinar.

The Safeguarding Children Webinar series is a free training course suitable for coaches, administrators, officials, players, parents and spectators involved in the sport of tennis.

The series features practical scenarios and techniques designed to assist the viewer in understanding their obligations and how they can create a child-safe environment. The webinar series learnings are:-

- What safeguarding children means
- Your responsibilities
- How you can report a child protection concern
- The support available for clubs and coaches
- Exploring child safe scenarios.

2. Measure 1.2: Improvements to institutional responding and reporting (Volume 7) (Recommendation 7.7 and 7.8)

The Australian Human Rights Commission, National Framework for Protecting Australia's Children – Child Safe Organisations National Principles, lists 10 Principles for a Child Safe Organisation. These 10 Principles have been integrated into TA's policies and procedures.

The MPP clearly defines Complaint Handling Procedures including how to respond to complaints made by children and young people. The principle of reporting and complaint handling is - *We will treat any allegation of child abuse or neglect promptly, seriously and with a high degree of sensitivity.*

² ATO is defined in the MPP as Australian Tennis Organisation (ATO) includes Member Associations, Affiliated Organisations, Regional Associations and Affiliated Clubs

These procedures include how to react when a complaint is made by a child or young person which are:

Step 1

- Make sure you are clear about what the child has told you
- Reassure the child that what has occurred is not his or her fault
- Explain that other people may need to be told in order to stop what is happening
- Promptly and accurately record the discussion in writing
- Do not challenge or undermine the child
- Do not seek detailed information, ask leading questions or offer an opinion
- Do not discuss the details with any person other than those detailed in these procedures.
- Do not contact the alleged offender.

Step 2

- Immediately report any allegation of child abuse or neglect, or any situation involving a child at risk of harm, to the police and/or the relevant child protection agency. You may need to make a report to both.
- Contact the relevant child protection agency or police for advice if there is any doubt about whether the allegation should be reported.
- If the allegation involves a person to whom this policy applies, then also report the allegation to the MPIO so that he or she can manage the situation.

The safety of the child in these circumstances is of the utmost importance. Once the complaint has been made advice by Police and/or the relevant child protection agency will be adhered to.

The MPP further outlines the risk assessment framework and investigation processes.

The Safeguarding Club Resource Kit provides club officials the tools to assist in making their club a safe environment for children and young persons.

**3. Measure 1.3: Improvements to recordkeeping and information sharing
(Volume 8)
(Recommendations 8.1 and 8.4)**

On May 1, 2017 TA released a Case Management System (CMS) linked to an email address integrity@tennis.com.au. A 24-hour telephone service, 1800 11 SAFE, was also launched. Anyone who contacts this number are protected by the TA Whistleblowing Policy, provided the opportunity for independent counselling and advice on complaint procedures.

The CMS now holds information and intelligence on historical matters before 2000. The CMS was made available to all MAs to use in assisting in case management and retention of historical documents. The use of this program and its importance is ongoing. At this time the program is not available to Clubs.

Theme 2: Children's Voices

Measure 2.1: Children participate in decisions that affect them

It takes a village to raise a child³. Tennis is community based involving people of all ages and is a diverse and inclusive sport. A key focus is the club commitment to all children is that they are comfortable, cared for and safe.

Importantly children can feel free to raise their voices to ensure that this commitment is empowered. Clubs provide children the opportunity to provide input into competition rules and club related events and activities. TA provides children the opportunity to express their views in forums associated to tournaments/events sanctioned by TA. TA understands that more work can be done to provide avenues for children to express their views on matters relating to their involvement in the sport. A National Safeguarding Children and Young People Committee (NSCYP) has been established. The NSCYP has met four times. The Terms of Reference are:

Purpose

The NSCYP Committee is a time limited Committee that brings together key stakeholder representatives with expertise and experience in their relevant fields to provide advice and guidance on the development and implementation of Tennis Australia's National Safeguarding Children Framework.

Roles and responsibilities

- Attend meetings and contribute experience and expertise to the development and implementation of the NSCYP Committee
- Provide strategic advice on how to most effectively support the development and implementation of the National Safeguarding Children Framework.

Safeguarding Children Framework.

- Act as a sounding board for the TAICU to discuss and advance the more complex elements of the National Safeguarding Children Framework
- Provide advice on sector expectations and related risks and opportunities associated with the establishment of the National Safeguarding Children Framework.

³ The saying and its attribution as an "African" proverb

Section 3: Reporting against institution specific recommendations

TA appeared before the Commission in Case Study 39 Sport, recreation, arts, culture, community and hobby groups.

TA's appearance related to the development and implementation of a nationalised MPP. The Commission made a number of recommendations in relation to this Policy such as an extension of clauses relating to Victimisation and protection of Whistleblowers and expanding the clauses to include "grooming".

All recommendations and advice received within the final recommendations by the Commission on Case Study 39 relating to TA have been implemented.

Further, TA engaged the ACF to undertake a gap analysis of TA's policies and procedures relating to the protection of children and young people involved in the sport.

To date TA has implemented all recommendations provided by the ACF including integration of the National Principles for Child Safe Organisations into all policies, procedures and guidelines produced by TA and circulated to our MAs and Clubs.

Section 4: Attachments

Should they wish, this section will allow institutions to provide further information including as an attachment.

- <https://www.tennis.com.au/play/for-parents/safeguarding-children>
- <https://www.tennis.com.au/play/for-parents/safeguarding-children/safeguarding-children-resources>
- <https://www.tennis.com.au/wp-content/uploads/2019/02/TA-Member-Protection-Policy-2019.pdf>
- National Safeguarding Children and Young People Committee (NSCYP Committee)



11) National
Safeguarding Childr

PROSPECTIVE WORK THAT WILL BE UNDERTAKEN POST-2019 TO IMPLEMENT THIS MEASURE

Section 3: Reporting for specific non-government institutions

Institution-specific Recommendation **What makes institutions safer for children?**

Measure:

All institutions should uphold the rights of the child. Consistent with Article 3 of the United Nations Convention on the Rights of the Child, all institutions should act with the best interests of the child as a primary consideration. In order to achieve this, institutions should implement the Child Safe Standards identified by the Royal Commission.

Report Volume:

Volume 14

Recommendation(s) the measures in response to:

Recommendations 6.5 – Implementation of Child Safe Standards

Recommendation 6.6

- Standard 1 – Child safety is embedded in institutional leadership, governance and culture
- Standard 2 -Children participate in decisions affecting them and are taken seriously
- Standard 7 – Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training
- Standard 9 – Implementation of Child Safe Standard is continuously reviewed and improved.

Implementation Program

TA will continue to review and evaluate all its policies, procedures and process that relate to making tennis a sport of choice for parents and their children. This involves constant education of all stakeholders, who deliver the sport. To undertake this process, TA will:

- Engage our key stakeholders being the MA Board Members and CEOs as well as the work force engaged to deliver the sport at grass roots. Our aim is to continue to raise awareness of TA's Safeguarding Children Program with a clear strategy that Safeguarding Child is "everyone's business"
- Continue to develop central reporting lines involving key staff within the MAs and the TAICU
- Continue to promote the NSCYC to allow the voice of children to be heard, acknowledged and implemented.

TA has developed Safeguarding Strategic Priorities that have been established to engage all stakeholders. The key objectives are to ensure safeguarding children and young people is a whole of sport attitude. The strategy should be clear that safeguarding children is everyone's responsibility.

Over a number of years TA has placed the needs of children and young people involved in the sport as the focus of our activities. We acknowledge that only by continued education together with the implementation of robust policies and procedures will we achieve our objectives to protect all children and young people who are involved in the sport of tennis.