



18 November 2020

Ms Kathryn Mandla
Head, National Office for Child Safety

nationalofficeforchildsafety@pmc.gov.au

Tennis Australia
Olympic Boulevard
Melbourne Victoria 3000
Private Bag 6060
Richmond Victoria 3121
T +61 3 9914 4000
F +61 3 9650 2743
tennis.com.au

Dear Kathryn,

Re: Non-government institution reporting

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 upload to the Royal Commission website.

Kind regards,

A handwritten signature in black ink that reads "Craig Tiley".

Craig Tiley
Chief Executive Officer
Tennis Australia

1. Introduction

- 1.1 Tennis Australia (TA) and all Australian Tennis Organisations (ATOs) aim to provide children and young people with a welcoming, safe and inclusive tennis experience through an environment that promotes their physical, social and emotional wellbeing.
- 1.2 TA and all ATOs are committed to safeguarding children in our care and strive to ensure that children and young people feel safe and are protected from harm. Accordingly, TA expects all individuals to strive for the highest possible standards with respect to safeguarding children from abuse.
- 1.3 This report is an updated overview of TA's 2019 Annual Progress Report into the implementation of Recommendations of the Royal Commission into Institutional Responses to Child Sexual Abuse.

2. General reporting against recommendations relevant to all institutions

Measure 1.1: Implementation of the National Principles for Child Safe Organisations / Child Safe Standards (or jurisdictional equivalent) (Volumes 6, 7, Recommendations 6.4 – 6.6, 7.8).

- 2.1 TA has continued to promote our commitment to ensuring our sport remains free from 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. TA believes it is imperative that children and young people who access our activities, programs, events or services feel safe and supported.
- 2.2 Embedding Child Safe practices into our organisation's culture at every level is a high priority, this ambition is demonstrated through our continued commitment to update our policies and procedures and undertake child safe training with key stakeholders within the sport.
- 2.3 TA is committed to making sure that everyone involved with delivering tennis in Australia, including club administrators, volunteers, parents and participants, understand the important responsibilities they have in relation to child safety. To achieve this, TA conducted human-centred design research which prioritised the views and educational needs of our key stakeholders. It is anticipated that this work will provide further guidance to TA and assist in operationalizing our national policies at the community sport level.

- 2.4 Leadership and governance arrangements within TA are designed to promote inclusive and welcoming environments for children and young people. It is one of TA's strategic priorities to be world leading in a culture of well-being and inclusion. To achieve this, TA has created a Diversity and Inclusion team to assist the sport and organisation to be welcoming safe and inclusive of all people. Our commitment to this is described by CEO Craig Tiley: *"As a sport Tennis is unwavering in playing our part to ensure an inclusive society"*¹. From leadership into grass roots participation, the focus of TA's strategies will make our sport more welcoming, safe and inclusive.
- 2.5 A key element to the National Principles for Child Safe Organisations is the development of child safe policies and procedures. In recognition of this, TA has continued to build on our child safe polices, which has included:
- a. Updating TA's Safeguarding Children Code of Conduct (**the Code**). This has been designed to protect the safety of children in an ATO's care and prevent all types of abuse from occurring.
 - b. The Code has been developed to instill a practical sense of child safety in those bound by the Code and is part of Tennis' framework of ensuring a culture of child safety and protection exists within all levels of tennis in Australia. The Code will be formally approved and endorsed by the TA Board later this year.
 - c. TA's risk management strategies have included implementing a nationally consistent Coach and Official membership screening process and education which is undertaken by TA.
 - d. Embedded within our Member Protection Policy is the requirement for all complaints to be assessed by TA's Integrity and Compliance Unit (TAICU). The TAICU's workforce is diverse and therefore can address a variety of issues. This ensures all complaints are appropriately assessed in accordance with TA's national policies and provides for consistency in their assessment. Most importantly, where a report presents a risk to the safety and welfare of the complainant or others, TA has the ability to seek a provisional suspension of the individual in order to reduce the likelihood of further incidents and offer counselling support to the complainant and family.
- 2.6 Since the launch of TA's Safeguarding Children campaign in 2017, TA has continued to promote resources to clubs, coaches, parents and volunteers. TA has also developed a resource regarding children and young people's rights which promotes their right to be 'Comfortable, Cared for and Safe'.
- 2.7 In addition, TA has developed a Member Protection Information Officer poster which can assist children and young people in identifying trustworthy adults within their Club.
- 2.8 These posters are made available on our website and are actively promoted by our Community Development Officers when visiting tennis facilities.
- 2.9 TA will continue to collaborate with children and young people in relation to the ongoing enhancement of TA's child safety policies and procedures. Further information on this approach will be detailed in Section 4 – Children's Voices.
- 2.10 Education and awareness are critical to the success of TA's child safe strategy, providing our stakeholders with training and resources that will assist them in the interaction with children and young people.

¹ Trans and gender diverse community guidelines launch on 1 October 2020.
<https://www.tennis.com.au/news/2020/10/01/community-guidelines-launched>

- a. To achieve this, TAICU has undertaken face-to-face and virtual workshops with staff and coaches throughout the year.
- b. Complementing our face-to-face education program, TA has recently redeveloped our online learning course that has been designed for coaches, administrators, officials, players, parents and spectators involved in the sport of tennis.
- c. The course features practical scenarios and techniques designed to assist the viewer in understanding their obligations and how they can create a child-safe environment.
- d. As part of TA's ongoing child safe education program, our Community Development Officers will participate in training which is designed to strengthen their knowledge regarding child abuse and reporting obligations. In addition, this training will provide practical advice to engage with ATOs on this issue.

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

- 2.11 TA recognises the importance of maintaining robust complaint handling policies and procedures. This is recognised and incorporated in all of our national policies, including TA's Member Protection Policy. To demonstrate our commitment to this approach TA has undertaken the following initiatives:
- a. During this reporting period, TA has continued to educate these responsibilities through our online learning packages which is embedded in staff onboarding processes.
 - b. Maintained our third party 24-hour 7-day a week independent complaint reporting line.
 - c. Increased the number of Integrity Officers trained to assess and action complaints accordingly.
 - d. TA is currently developing a whole-of-sport initiative which has been designed to benchmark a club's level of compliance with TA's national policies. The development of this tool will enable TA to be proactive in identifying child safety trends within the community and enable the TAICU to be risk-based intelligence-led within this space.

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

- 2.12 TA has continued to improve our Complaints Management System's reporting capabilities particularly as it relates to child safety.
- 2.13 The capability to report information the rates of child-related complaints and communicate this to the TA Board has been improved in this system. These figures are communicated on a regular basis to TA and Member Association Boards.
- 2.14 TA is currently engaging with Australian law enforcement agencies in order to negotiate information sharing arrangements.

3. Children's Voices

Measure 2.1: Children participate in decisions that affect them (Volume 6, Recommendations 6.5 and 6.6).

- 3.1 In 2016, TA developed a collection of policies and procedures that adhered to the national and state legislative obligations. The TA safeguarding framework was audited by the Australian Childhood Foundation. As a result of this process, TA were able to establish a robust safeguarding children framework.
- 3.2 Using this base, in 2020, TA engaged the wider tennis community to continue our cultural transformation journey. Our attention turned towards recognising key stakeholders within the tennis community and taking the time to understand their perspectives and involving them in the planning and implementation of child safe behaviours, practices and procedures, this included the children's voice.
- 3.3 During this year, TA has undertaken a number of sessions with children and young people in order to obtain their feedback on child safety within tennis. These insights and perspectives have helped shape TA's understanding of the child safe environment within tennis.
- 3.4 Based on these sessions, TA is currently conducting a series of co-design workshops with children and young people to assist in the design of additional Safeguarding Children resources. The aim of these resources is to create user-friendly and age appropriate informative pieces for all of our key stakeholders. The process in developing these resources is to be child led and adult owned to ensure the resources are child centered.

4. Reporting against institution specific recommendations

Sport, recreation, arts, cultural community and hobby groups (Volume 14, Recommendation 14.1)

- 4.1 Recommendation 14.1 states "All sport and recreation institutions, including arts, culture, community and hobby groups, that engage with or provide services to children should implement the Child Safe Standards identified by the Royal Commission." Based on this, TA is included in the above Recommendation.
- 4.2 Encompassing all of the points made in this report, TA has committed to implement the National Principles in a variety of contexts. TA acknowledges that the adoption of these standards is a continuous journey towards creating a safer culture for children.