

2023-2025

SAFEGUARDING CHILDREN FRAMEWORK





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A MESSAGE FROM OUR PRESIDENT AND CEO

DEAR TENNIS FAMILY

Tennis NSW recognises the vital importance of creating a safe and inclusive environment where children can participate fully in the sport of tennis without fear of harm, hurt or mistreatment. Given this, Tennis NSW is committed to taking active steps to ensure the safety of children and young people within our sport. In 2021, Tennis NSW released the first phase of its Safeguarding Children Framework which outlined new initiatives to improve the safety of the environment in which our most vulnerable participants engage with our sport. Within that document, Tennis NSW committed to the ongoing reassessment and evolution of our efforts to improve the safety of young people. As such, Tennis NSW is now proud to release the next phase of its 'Safeguarding Children Framework 2023-2025'.

Through this updated Framework, Tennis NSW continues to strive to 'ACE' child safety through its three key strategic pillars consistent with the overarching Tennis NSW Strategic Plan 'Vision 2025':



AWARENESS



CULTURE



EDUCATION

This Framework provides an updated snapshot of the steps Tennis NSW has taken to safeguard children, consistent with the first phase of our Framework. In particular, this Framework outlines the work Tennis NSW is doing to embed the newly legislated 10 Child Safe Standards (**Standards**) within every level of our organisation, and the ways in which we are empowering the tennis community to implement the Standards in their own spheres of influence. Finally, this Framework takes a forward-looking approach to the next phase of initiatives to ensure the safety of children and young people.

Remember, building a culture of child safety is everyone's responsibility – If you see something, say something.



Melissa Achten

Melissa Achten
Tennis NSW | President



Darren Simpson

Darren Simpson
Tennis NSW | CEO

STATEMENT OF ZERO TOLERANCE

We have a zero tolerance approach to any form of child abuse and are 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.



THE CHILD SAFE STANDARDS

The previous version of the Framework referenced the 10 'National Principles for Child Safe Organisations' (**Principles**). The Principles were established nationally following recommendations made by the Royal Commission into Institutional Responses to Child Sexual Abuse.

Since the release of our previous Framework document, new legislation has been introduced in NSW which creates a requirement that any organisation engaged in child-related work, or that provides services to children, takes steps to implement the 10 'Child Safe Standards'. This definition captures

both Tennis NSW, alongside tennis clubs, associations, venues and coaches throughout NSW. The Standards are largely similar to the Principles but are specific to the NSW context. Accordingly, this updated version of the Framework is focused on what Tennis NSW is doing to implement the Standards. This shift from Principles to Standards is reflective of the fluid landscape of child safety and evidences the ongoing work Tennis NSW is doing to achieve best practice. The 10 Standards provide clear guidance for organisations to create cultures, adopt strategies and act to put the interests of children first to keep them safe from harm. The 10 Child Safe Standards are as follows:

CHILD SAFE STANDARDS

- 1 Child safety is embedded in organisational leadership, governance and culture
- 2 Children participate in decisions affecting them and are taken seriously
- 3 Families and communities are informed and involved
- 4 Equity is upheld and diversity is taken into account
- 5 People working with children are suitable and supported
- 6 Processes to respond to complaints of child abuse are child focused
- 7 Staff are equipped with the knowledge, skills and awareness to keep children safe through continual education and training
- 8 Physical and online environments minimise the opportunity for abuse to occur
- 9 Implementation of the Child Safe Standards is continuously reviewed and improved
- 10 Policies and procedures document how the organisation is child safe

The 10 Standards listed represent high level focus areas for child safe organisations. Each of the 10 Standards are supported by specific actions or goals that encourage progress towards the high-level Standard. Further information around these sub points, and the Standards in general, can be found on the website of the New South Wales Office of the Children's Guardian which can be accessed [here](#).

The processes, practices and procedures undertaken by Tennis NSW as set out in the remainder of this Framework represent the ways in which Tennis NSW is implementing the 10 Child Safe Standards as an organisation, and also provides guidance for our members on the ways in which they can become compliant themselves.

For any questions relating to the Child Safe Standards, and the way these can be implemented in your organisation, please contact mpio.nsw@tennis.com.au.



CHILD SAFETY – EVERYONE'S RESPONSIBILITY

Tennis NSW is firmly committed to the notion that child safety is everyone's responsibility. Whether you are a club volunteer, tennis coach, tennis player or Tennis NSW staff member, we all have a role to play in protecting children within our sport. However, it is important to remember that you are never alone, and that support is available 24/7 through the following support services:

- The Police via 131 444 (for non-urgent matters) or 000
→ **Particularly if you feel a child is at immediate risk**
- NSW Department of Communities and Justice → Child Protection Helpline 132 111 (24/7)
- Crimestoppers 1800 333 000

- Tennis NSW MPIO - mpio.nsw@tennis.com.au
- Stopline, 1800 11 SAFE (1800 11 7233) (24/7) → Tennis Australia's 24/7 reporting and assistance service
- The Tennis Australia Integrity Team - integrity@tennis.com.au
- Tennis Australia Online Complaint Management System - <https://integrity.tennis.com.au/#/webform>

The most important thing to remember is that if something does not feel right, you should let someone know.

IF YOU SEE SOMETHING, SAY SOMETHING



THE PROGRESS

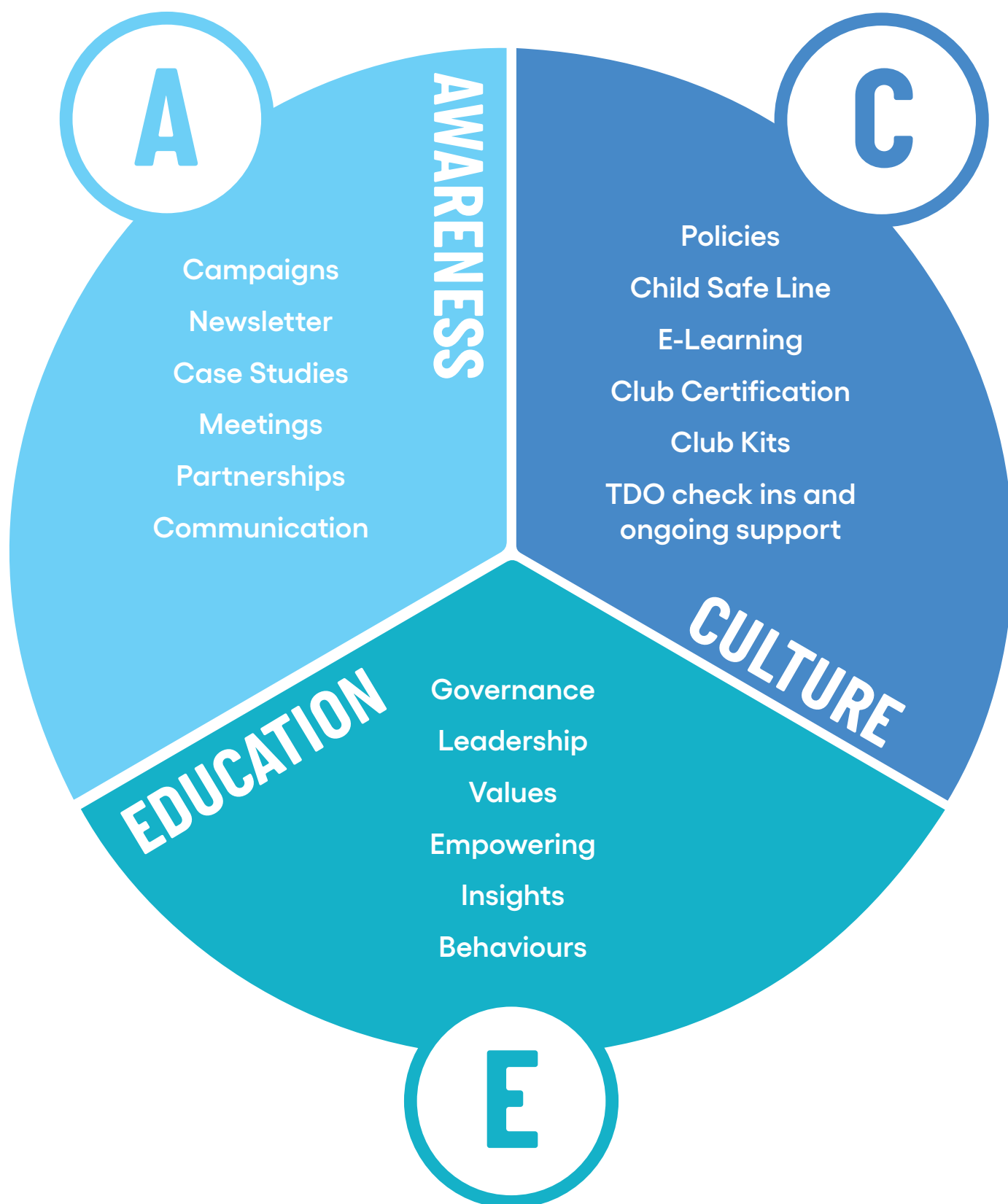
WHAT IS TENNIS NSW DOING ALREADY TO SAFEGUARD CHILDREN WITHIN OUR SPORT?

- Review and verification of the Working With Children Check (**WWCC**) qualifications of all member committee members/coaches and any other staff or volunteers who work directly with children as a specific requirement of affiliation with Tennis NSW
- Mandatory child safety training as part of the induction process for all new Tennis NSW staff members
- Adoption and implementation of the Tennis Australia National Policies including but not limited to the Member Protection Policy, the Disciplinary Policy and the Child Safeguarding Code of Conduct – these policies also capture, and can be applied by, Tennis NSW members
- Adoption of a 'zero-tolerance' approach to any form of child abuse in the sport, which applies from Board level down to every member of the Tennis NSW community
- Regular consultation with the NSW Office of Sport and the NSW Office of the Children's Guardian on best practice in child safety within the sporting landscape
- The appointment of a Head of Policy, Integrity & Risk to lead our organisation's safeguarding children practices
- Delivery of a comprehensive annual training program for members and Tennis NSW staff in conjunction with the NSW Office of the Children's Guardian and the Tennis Australia Integrity Unit
- Ongoing commitment to awareness raising and dedicated and tailored resource support for Tennis NSW members
- Utilisation of our Youth Advisory Group and Future Leaders programs to allow young people to express their views and to be provided with opportunities to develop their leadership skills and participate in decisions that affect their lives

However, despite the above, Tennis NSW recognises that when it comes to the safeguarding of children enough will never be enough and there is always more that we can do.



A HOLISTIC APPROACH TO ACE CHILD SAFETY



AWARENESS

RAISING AWARENESS THROUGH INCREASED MEMBER ENGAGEMENT AND SUPPORT

WHAT ARE WE DOING?

- Rollout of child safety club kits to every venue in NSW
- Child safety regularly included in Clubhouse News – our fortnightly E-Newsletter
- Quarterly Child Safety E-Newsletter with dedicated child safety information
- Dedicated safeguarding resources available to members via the Tennis NSW website, which are regularly updated and renewed
- Dedicated annual child safety social media campaigns
- Every member is allocated a Tennis Development Officer who includes child safety conversations in routine member 'check-ins'
- Regular engagement with the NSW Office of Sport and NSW Office of the Children's Guardian to ensure that our members have ongoing access to the most current resources and support

WHAT MORE WILL WE DO?

- Produce professionally translated versions of key child safety resources
- Ongoing support, education, and upskilling for our members
- Continual renewal of resources
- Commit to supporting national child safety campaigns
- Expansion and utilisation of the Tennis NSW MPIO network
- Continue to engage with the NSW Office of the Children's Guardian to raise awareness and understanding of the Child Safe Standards and their implementation



CULTURE

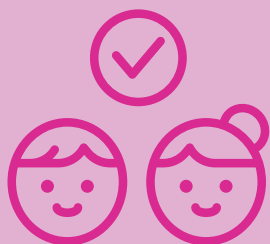
BUILDING A CULTURE THAT PUTS CHILD SAFETY FIRST

WHAT ARE WE DOING?

- WWCC screens for all club committee members, employees, coaches, and Board Directors
- Continue to promote and live by the Tennis NSW Board's 'Zero Tolerance' stance on child safety issues which is publicly reinforced at every opportunity
- Engrained mantra of 'If You See Something, Say Something'
- Tennis NSW representation on various key working groups including the NSW Office of Sport, Sport and Recreation Sector Engagement Committee and the Tennis Australia Child Safety Action Group ensures that Tennis NSW continues to be a leader and champion for child safety with a significant influence on a coordinated state-wide approach to child safety in the sports sector at a state government level
- Strong governance focus on child safety, with child safeguarding a standing agenda item on all Audit and Risk Committee and Board meeting agendas
- Appointment of a Head of Policy, Integrity, and Risk as an organisational lead on child safeguarding
- Dedicated Inclusion and Diversity team to create an environment of inclusivity and safe participation for all children
- Robust child safe policies and procedures which have been reviewed by the Australian Childhood Foundation and which apply to both Tennis NSW and members

WHAT MORE WILL WE DO

- Continue to expand the Tennis NSW MPIO network via specially trained Tennis NSW staff and work with this group to embed child safe practices across the sport and to support clubs in appointing an appropriate MPIO
- Continue to engage local council sporting venues around ensuring best practice processes in relation to child safety at these venues
- Continue to work closely with organisations such as the NSW Office of the Children's Guardian and the NSW Office of Sport to ensure that Tennis NSW remains a sector leader in child safety and can support our members to the fullest extent possible
- Supporting members to include MPIO and child safety information on their website
- Ongoing engagement and consultation with the Tennis NSW Youth Advisory Group
- Ongoing review of existing policies and procedures to ensure they provide the most robust protections for children



EDUCATION

IMPROVING INFORMATION AND RESOURCES TO HELP OUR CLUBS

WHAT ARE WE DOING?

- Fortnightly Clubhouse News E-Newsletter and dedicated quarterly Child Safety E-Newsletter
- Child safety social media campaigns
- Dedicated child safety section on the Tennis NSW website which houses various child safety resources which can be utilised by members
- Targeted annual training plan, which is delivered to Tennis NSW staff and members, including joint training sessions delivered in conjunction with the NSW Office of the Children's Guardian
- Child safeguarding training as part of the onboarding of new staff members

WHAT MORE WILL WE DO?

- Continue to develop and implement a robust, child-centric complaint management system which includes education as a possible resolution option
- Ongoing engagement and consultation with the Tennis NSW Youth Advisory Group
- Provide upskilling opportunities for clubs through our Tennis Development Officers on the ground
- Continue to provide targeted training that is reflective of national best practice



NATIONAL REDRESS SCHEME

WHAT IS IT?

The National Redress Scheme (**Scheme**) was created in response to recommendations made by the Royal Commission into Institutional Responses to Child Sexual Abuse. It provides an avenue for those who have experienced institutional child sexual abuse to potentially gain access to counselling, a direct personal response from a responsible institution and/or a compensation payment.

WHAT DOES IT MEAN?

In 2022 Tennis NSW joined the Scheme as a lone institution. This means that Tennis NSW has agreed to accept responsibility where the Scheme determines that Tennis NSW was responsible for bringing a victim of institutional child sexual abuse into contact with the person who abused them.

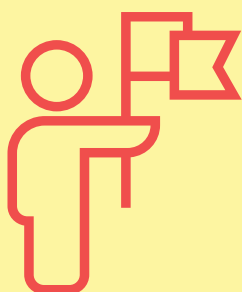
However, Tennis NSW has not agreed to accept responsibility on behalf of all Tennis NSW members. Therefore, if a member of Tennis NSW is primarily responsible for bringing the child into contact with the person who abused them, and has not joined the Scheme, then the application cannot be considered.

WHAT HAPPENS IF A CLAIM IS MADE AGAINST A MEMBER?

Where the Scheme receives an application naming a member of Tennis NSW, the Scheme will contact the member and the member will be invited to participate in the Scheme. Tennis NSW will actively encourage its members to participate in the Scheme should an application be received. Should that member fail to engage with the Scheme within six months, the member will be publicly identified by the Scheme as an 'Institution who has not joined or signified their intent to join the Scheme' and additional sanctions may apply.

Once a named institution has indicated its intention to participate in the Scheme, the Scheme then needs to assess whether the institution has the capacity to effectively participate in the Scheme. Where it is assessed that an institution does not have capacity to participate in the Scheme, the institution will be noted as an 'Institution which is unable to join the Scheme' and no penalties will apply. If it is assessed that an institution does have capacity to participate in the Scheme, the Scheme will then determine whether the institution is primarily responsible for the abuse that occurred and if so, what if any compensation the victim is entitled to. Tennis NSW and Tennis Australia have staff trained by the Scheme available to support members through the process.

If you have any questions regarding Tennis NSW and the National Redress Scheme please contact:
mpio.nsw@tennis.com.au



CURRENT RESOURCES AND SUPPORT

Tennis NSW is constantly working to develop new resources to assist our members to be child safe. The following key resources, which are available now, will assist members on their child safeguarding journey:

- [Tennis Australia Member Protection Policy](#)
- [Tennis Australia Safeguarding Children Code of Conduct](#)
- [Tennis NSW Club Resources](#)
- [Tennis NSW Child Safeguarding Refresher](#)
- [Tennis NSW Child Safeguarding Webinars](#)
- [Tennis NSW Child Safety E-Newsletter](#)
- [NSW Office of the Children's Guardian Resources](#)

For further support or information, the following organisations are also available for you to access:

- [NSW Office of the Children's Guardian](#)
- [NSW Office of Sport](#)
- [Sport Integrity Australia](#)
- [Play by the Rules](#)
- [National Redress Scheme](#)

CHILD SAFE LINE

24 HOUR TELEPHONE REPORTING
AND ASSISTANCE SERVICE:

1800 11 SAFE (1800 117 233)

To raise a complaint securely online,
please email: integrity@tennis.com.au



If at any time you need more information, advice or support in creating a safer environment and a child safe culture at your tennis facility, please contact us at mpio.nsw@tennis.com.au

