

Being an official or volunteer gives you the best opportunity to create and develop an inclusive and supportive culture that makes all tennis players feel welcome and valued. By creating this culture, you can start to assist in breaking down some of the toughest barriers of access and participation and build a strong philosophy in tennis.

- Be inclusive and welcoming of everyone who comes to participate in tennis.
- Be a leader and show responsibility for educating and building awareness about being inclusive.
- If there are people in your club who have a disability, understand their disability and how it affects them as a tennis player.
- Don't underestimate the ability of someone with a disability. Use the same approach you would normally use when volunteering or officiating any other event.
- It's important to understand a person's disability. But it's also important to understand how to approach them and talk to them. Make sure you are familiar with the best way to communicate with people with varying disabilities ie someone who is deaf, or blind, or in a wheelchair so that they feel respected. Applying these practices will also make your job a lot more efficient.
- Make it part of your routine to introduce yourself and identify yourself as the official or volunteer, so people know who you are and what your role is.
- Give feedback and be supportive and encouraging.
- Make sure you talk directly to the participant first, and not their coach if you need to address an issue.
- Make sure you ask the participant what they are capable of doing.
- Every person is unique. Adopting an inclusive philosophy will benefit both the official and the participant.