

THE FUTURE OF AUSTRALIAN TENNIS

Frequently Asked Questions – May 2014



Why have I received the Future of Australian Tennis survey?

You (or your child) is a registered Australian Tennis participant or player and/or you are involved in the administration and official delivery of Tennis within Australia. The primary purpose of this survey is to obtain feedback about Tennis benefits and services from participants and deliverers of Australian Tennis. Australian Tennis includes Tennis Australia, State Tennis Member Associations and their Affiliated Organisations.

What is the role of Tennis Australia?

Tennis Australia is the governing body of tennis in Australia and a National Sporting Organisation recognised by the Australian Federal Government. Tennis Australia is a not for profit organisation that oversees the development and delivery of tennis activities and programs around Australia. Tennis Australia also conducts a number of tennis tournaments including the Australian Open and the Australian Open Series events. Tennis Australia works in conjunction with State Tennis Member Associations and their Affiliated Organisations to plan and guide the future of Australian Tennis.

Why have I been selected to receive this survey?

The listings below detail the process followed to select the survey data sample.

Individual Registered Players:

- Registered Member of an Affiliated Organisation, since 1 July 2013.
- Registered participant in Competition Planner, since 1 July 2013.
- Registered participant in Tournament Planner, since 1 January 2014.
- Registered Cardio Tennis participant, since 1 July 2013.
- As the minimum age for completion of this survey is 16 years, we have removed all registered players who we are able to clearly identify through their provided date of birth, that are under 16 years of age, as at May 12, 2014.

Club and Affiliate Administrators:

- The key contact of Affiliated Organisations of a Member Association, as provided by each Member Association.
- An identified Tennis Participation System Administrator of:
 - My Tennis
 - Competition Planner
 - Tournament Planner

Hot Shots Participant Parents:

- Parents of registered Hot Shots participants, since 1 July 2013.

Only one person in my family received an email, but many of us are registered with Tennis?

Wherever possible we have identified one member of the family and communicated with them regarding the survey, but depending on how you were registered initially, this might not have been possible. If more than one person was registered to the same email address, rather than send multiple emails to the same email account, we have selected one recipient.



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If we received only one email, can we all complete the survey?

If there are a number of people in your household who are eligible to complete the survey, they can use the link in the original email to do so. Please check the FAQ outlining “Who has been selected to receive this survey?” to ensure everyone is eligible.

Why have I received an email about the survey twice?

You may have registered using different email accounts for different purposes with Tennis and we therefore haven't been able to identify you as the same person.

Does the Gemba Group have my email address or any other information about me?

The Gemba group have been engaged by Tennis Australia to conduct this research. They will only see your email address if you elect to enter the competition at the end of the survey, but they are not able to retain or use it for any purpose other than facilitating the competition.

How will information I provide be handled as part of the survey?

Please be assured that your individual responses will remain completely anonymous. All responses will be collated and analysed by Gemba as a part of the overall survey sample. You will not be asked to provide information that will personally identify you during the survey. If you are completing the survey on behalf of an organisation, you will not be asked to identify that organisation. General demographic and geographic questions will be asked and this information will be used as part of the analysis. If you enter the competition, you will need to provide your email address so we can communicate with you in the event that you win a prize. This email address will not be linked with any survey responses, it will only be used for the purpose of the competition.

What are the Terms and Conditions for those that have entered the competition?

Please [CLICK HERE](#) to access the Terms and Conditions.

When does the survey open and close?

The survey will be available from 9:00am on Wednesday 21st May 2014 AEDST, until 5:00pm Friday 30th May 2014 AEDST. We will not send follow up reminder emails, so please ensure you complete the survey during this period.

