

Pickle Power Kids - Code of Conduct & Professional Standards

Pickleball Kids Coaching - Code of Conduct & Professional Standards	1
1. Professional Behaviour Policy	2
2. Prohibited Conduct Policy.....	2
3. Intellectual Property & Program Protection Policy	2
3.1 Ownership of Materials	3
3.2 Confidential Information	3
3.3 Use of Materials	3
3.4 Post-Employment Restrictions	3
3.5 Breach of Intellectual Property	4
4. Social Media, Photography and Digital Communication Policy.....	4
5. Physical Contact Policy	4
5.1 Guiding Principles	4
5.2 Permitted Physical Contact	5
5.3 Prohibited Physical Contact	5
6. Medical and Emergency Management Policy	5
7. Safety Policy	6
8. Child Supervision Policy	6
9. Conflict of Interest and Outside Coaching Policy.....	7
10. Substance Use Policy.....	7
11. Reporting Obligations Policy.....	8
11.1 Duty to Report.....	8
11.2 Reporting Procedure	8
12. Dress Code Policy	8
12.1 General Standard.....	8
12.2 Dress Requirements	8
13. Toilet and Change Room Protocol	9
14. Discrimination and Workplace Conduct Policy	9
15. Breach of Code of Conduct.....	10
Acknowledgement of Code of Conduct.....	10

Document Purpose

This Code of Conduct document outlines the professional standards, behavioural expectations, and safeguarding requirements for all coaches, staff, contractors, and volunteers working with children in our pickleball programs. All staff must read, understand, and comply with this document as a condition of engagement.

1. Professional Behaviour Policy

All staff, contractors and volunteers are required to:

- Conduct themselves as positive role models at all times.
- Maintain appropriate and clearly defined professional boundaries with children.
- Use respectful, age-appropriate and encouraging language in all interactions.
- Demonstrate patience, emotional control and supportive coaching practices.
- Comply with all company policies, procedures and child safeguarding requirements.
- Hold and maintain all legally required clearances (including a valid Working With Children Check).
- Be punctual, prepared and fit to deliver sessions.
- Represent the company in a professional manner both on and off court when acting in a work capacity.
- Prioritise the safety, wellbeing and dignity of every child above performance outcomes.

Failure to meet these standards may result in disciplinary action.

2. Prohibited Conduct Policy

The following conduct is strictly prohibited:

- Physical punishment, intimidation, threats or aggressive behaviour.
- Yelling at, shaming, humiliating or belittling a child.
- Use of swearing or inappropriate language.
- Favouritism, exclusionary practices or discriminatory conduct.
- Being alone with a child in secluded or unobservable areas.
- Transporting children without prior written authorisation.
- Sharing personal contact details with children.
- Private communication with children via personal devices or social media platforms.
- Any behaviour that may reasonably be interpreted as grooming.

Breaches of this policy may result in suspension, termination of engagement and/or referral to relevant authorities.

3. Intellectual Property & Program Protection Policy

3.1 Ownership of Materials

All coaching materials created, developed, delivered, or used within the company — including but not limited to:

- Session plans
- Curriculum frameworks
- Resource libraries
- Games and activities
- Assessment tools
- Training Programs
- Marketing materials
- Branding assets
- Digital content (videos, PDFs, online modules)

are the exclusive intellectual property of the company unless otherwise agreed in writing. Any materials developed by employees or contractors in the course of their engagement remain the property of the company.

3.2 Confidential Information

Staff must not:

- Copy, reproduce, or distribute program materials outside the company.
- Share session plans or curriculum with other organisations.
- Use company content to start or assist a competing business.
- Upload internal documents to public platforms without authorisation.

Confidential information includes business strategies, pricing models, operational systems, and client databases.

3.3 Use of Materials

Staff are permitted to use company materials:

- Only for authorised coaching sessions.
- Only during the term of employment or engagement.
- In accordance with company branding and delivery standards.

Materials must not be altered or rebranded without written approval.

3.4 Post-Employment Restrictions

Upon termination of employment or engagement:

- All physical and digital materials must be returned.
- Access to company systems must cease immediately.
- Staff must not reproduce or commercially use company programs.

3.5 Breach of Intellectual Property

Unauthorised use, distribution, or reproduction of company materials may result in:

- Immediate termination
- Legal action
- Financial recovery of damages

The company reserves all rights to protect its intellectual property under applicable Australian law.

4. Social Media, Photography and Digital Communication Policy

The Company is committed to protecting the privacy, safety, and wellbeing of all children participating in its programs. The following standards apply to all employees, contractors, and representatives:

- Staff must not take photographs or videos of children under their supervision without prior written consent from a parent or guardian and formal approval from the Company.
- Staff are prohibited from storing or retaining images of children on personal devices under any circumstances.
- Company uniforms must not be worn outside authorised work hours or in non-work-related settings unless expressly approved.
- Staff must not exchange personal contact details (including phone numbers, email addresses, or social media accounts) with children for communication outside of scheduled program activities.
- All communication with children must include a parent or guardian and occur through approved and transparent communication channels. Private or direct messaging with a child is strictly prohibited.
- Where there are reasonable grounds to suspect misconduct or a breach of this policy, employees may be required to surrender personal or work-issued devices for investigation in accordance with applicable laws and Company procedures.

Any breach of this policy will be treated seriously and may result in disciplinary action, up to and including termination of employment and referral to relevant authorities where required.

5. Physical Contact Policy

5.1 Guiding Principles

Physical contact with children must be:

- Appropriate to the coaching context.
- Necessary for instructional, safety, or wellbeing purposes.

- Brief and non-intrusive.
- Conducted in a manner that maintains the child's dignity and personal boundaries.

Where practicable, the coach must explain the reason for contact beforehand (e.g., correcting grip or positioning). The child's verbal or implied consent must be obtained prior to contact. If a child appears uncomfortable or withdraws consent, contact must cease immediately.

5.2 Permitted Physical Contact

The following forms of contact are generally permitted when appropriate and reciprocated:

- High-fives or handshakes.
- Brief congratulatory gestures (e.g., fist bumps).
- Demonstrating or adjusting grip, stance, or positioning for instructional purposes.
- Contact necessary to prevent injury or ensure immediate safety.

All permitted contact must occur in an open and observable environment.

5.3 Prohibited Physical Contact

The following conduct is strictly prohibited:

- Prolonged or unnecessary physical contact.
- Contact in private or secluded areas.
- Contact involving private body areas.
- Physical contact that could reasonably be misinterpreted.
- Any physical interaction that exceeds instructional or safety necessity.

Any physical conduct that causes discomfort, distress, or confusion to a child is considered inappropriate.

6. Medical and Emergency Management Policy

The Company is committed to ensuring a safe and responsive environment for all participants, staff, and visitors. To support effective medical and emergency management, the following requirements apply:

- **First Aid and CPR Certification:** All staff responsible for supervising or instructing children must maintain current and valid First Aid and CPR certification. Evidence of certification must be provided to the Company and renewed prior to expiry.
- **First Aid Officer on Site:** A designated First Aid Officer must be present on site at all sessions to respond in the event of an emergency.
- **Incident Reporting Requirements:** Any injury, medical concern, behavioural incident, or safety-related event must be documented using the Company's

official Incident Report Form. Reports must be completed promptly, submitted to management, and retained in accordance with Company record-keeping procedures.

- **Allergy and Medical Awareness:** Staff must familiarise themselves with relevant medical information for all participants, including allergies, anaphylaxis plans, asthma action plans, and other health risks. Staff are required to follow all medical management plans and ensure appropriate emergency measures, such as access to EpiPens or inhalers, are in place during activities.

Failure to comply with this policy may result in disciplinary action and may restrict an employee's ability to supervise or instruct participants.

7. Safety Policy

The Company is committed to maintaining a safe playing environment at all coaching sessions. Coaches are responsible for actively managing on-court safety throughout each session. The following requirements apply:

- **Safe Distance for Non-Hitters:** Non-hitters must remain a safe distance of at least two (2) metres behind the active hitter. Safety markers must be used to mark this distance and to keep waiting participants positioned clear of active play.
- **Clear Playing Area:** The active playing area must be kept free of stray balls and other trip hazards. Where a trip hazard is present, training or play must be stopped until the hazard has been cleared.
- **Play Within Skill Level:** Coaches must ensure that participants are playing within their scope and skill level. Activities and drills must be matched to the participant's ability to prevent injury and maintain a safe coaching environment.
- **Court Boundaries:** Participants must remain within their allocated court for the duration of the session and must not enter or play on other courts within the facility.

Failure to comply with this policy may result in disciplinary action.

8. Child Supervision Policy

The Company is committed to ensuring the safety and wellbeing of all children participating in its programs. The following supervision standards apply at all times:

- Children must not leave the facility or program area unsupervised under any circumstances.
- Coaches and staff are required to maintain active and vigilant supervision at all times, ensuring children remain within sight and appropriate proximity.
- A clear and documented sign-out process must be followed for all participants at the conclusion of each session.
- A formal handover must occur directly to an authorised parent or guardian. Children are not to be released to unauthorised individuals.

- If a child attempts to leave the facility unaccompanied, staff must intervene immediately to ensure the child's safety, notify the parent or guardian as soon as practicable, and formally document the incident in accordance with company reporting procedures.

Failure to comply with this policy may result in disciplinary action.

9. Conflict of Interest and Outside Coaching Policy

The Company is committed to maintaining professional integrity and protecting its business relationships. All employees and contractors must act in the best interests of the Company and avoid situations that may create a conflict between personal interests and their professional responsibilities.

- **Conflict of Interest:** Employees must disclose any actual, potential, or perceived conflicts of interest to management as soon as they arise. Staff must not engage in activities that could compromise their ability to perform their duties impartially or in the best interests of the Company.
- **Outside Coaching and Employment:** Employees must not provide private coaching, instruction, or related services to participants, clients, or families introduced through the Company's programs without prior written approval from the Company.
- **Client Solicitation:** Employees are strictly prohibited from soliciting, recruiting, or attempting to redirect the Company's clients, participants, or business partners for personal coaching services or for the benefit of another organisation. This includes directly or indirectly encouraging participants to engage in private coaching outside of the Company's programs.

Any breach of this policy will be considered a serious violation and may result in disciplinary action, including termination of employment and other remedies available to the Company.

10. Substance Use Policy

The Company is committed to maintaining a safe, professional, and responsible environment for all participants, staff, and visitors. Employees are expected to perform their duties in a manner that ensures the safety and wellbeing of children and other participants at all times.

- **Prohibited Substance Use:** Employees are strictly prohibited from consuming alcohol, illicit substances, or being under the influence of such substances while supervising participants, conducting coaching sessions, or performing any work-related duties.
- **Fitness for Duty:** Staff must report to work in a fit and capable condition, free from the effects of alcohol, illicit substances, or any other substances that may impair judgement, coordination, or the ability to safely perform their responsibilities.

- **Prescription Medication:** Employees who are taking prescribed medication that may affect their ability to safely supervise or coach must notify management so that appropriate arrangements can be considered.
- **Workplace Safety:** Any employee suspected of being impaired while on duty may be removed from their duties immediately while the matter is assessed.

Breaches of this policy will be treated as serious misconduct and may result in disciplinary action, including suspension or termination of employment.

11. Reporting Obligations Policy

11.1 Duty to Report

All staff, contractors and volunteers have a mandatory obligation to report any concerns relating to child safety, staff conduct or operational risk.

Reportable matters include, but are not limited to:

- Suspicious behaviour or activity involving a child.
- Inappropriate conduct by another staff member, contractor or volunteer.
- Breaches of supervision protocols or child safety procedures.
- Identified safety hazards or risks to children.

Staff must not attempt to investigate concerns independently.

11.2 Reporting Procedure

All concerns must be reported immediately to:

- The Program Director, and/or
- Senior Coach
- The Facility Manager

Where required by law, matters will be escalated to the appropriate external authorities. Failure to report a known or suspected concern may constitute a breach of this policy and may result in disciplinary action.

12. Dress Code Policy

12.1 General Standard

All staff, contractors and volunteers are required to present themselves in a professional manner that reflects the company's standards and promotes a safe, respectful environment for children and families.

12.2 Dress Requirements

Staff must:

- Wear the approved company uniform unless prior authorisation has been granted.
- Wear appropriate enclosed sports footwear suitable for coaching activities.
- Ensure clothing is modest, practical and not revealing.
- Maintain appropriate personal hygiene and grooming standards at all times.
- Refrain from wearing clothing displaying offensive, inappropriate or unrelated slogans, logos or branding.

Failure to comply with the Dress Code Policy may result in corrective action.

13. Toilet and Change Room Protocol

All staff must adhere to the following requirements when supervising participants in toilet and change room facilities:

- Coaches are strictly prohibited from entering toilet or change room facilities alone with a child.
- Where assistance is required, a parent or guardian must be requested to provide support wherever reasonably possible.
- If staff assistance is unavoidable, a minimum of two adults must be present at all times.
- The privacy, dignity, and safety of all participants must be respected and maintained at all times.

Non-compliance with this protocol may result in disciplinary action in accordance with company policy.

14. Discrimination and Workplace Conduct Policy

The Company is committed to providing a safe, inclusive, and respectful workplace for all employees, contractors, participants, and stakeholders. The following standards of conduct apply to all staff and players:

- The Company maintains a zero-tolerance approach to discrimination, bullying, harassment, or victimisation in any form.
- All employees are required to treat colleagues, participants, parents, and partners with professionalism, courtesy, and respect at all times.
- Workplace disagreements or conflicts must be addressed promptly and resolved in a professional and constructive manner.
- Employees must adhere to the Company's formal grievance and complaint procedures when raising or responding to workplace concerns.
- All incidents of bullying, harassment or name-calling must be reported immediately to the coach or supervisor. The incident, the actions taken in response, and any resulting consequences must be documented and retained on record.
- Any breach of this policy will be taken seriously and may result in disciplinary action, up to and including termination of employment.
- All staff share responsibility for upholding a positive and respectful workplace culture.

15. Breach of Code of Conduct

All employees are required to comply with the Company's Code of Conduct at all times. Any breach of the Code will be addressed in accordance with the Company's disciplinary procedures and the principles of procedural fairness.

Where a breach is substantiated, the Company may implement one or more of the following actions, depending on the severity and nature of the misconduct:

- Formal verbal warning
- Written warning
- Suspension (with or without pay, as appropriate)
- Termination of employment
- Notification and reporting to relevant authorities or regulatory bodies where legally required

Serious misconduct may result in immediate termination of employment and referral to external authorities. The Company reserves the right to determine appropriate disciplinary action based on the circumstances of each individual case.

Acknowledgement of Code of Conduct

All employees and contractors are required to formally acknowledge their understanding and acceptance of the Company's Code of Conduct.

By signing below, the individual confirms that they have read and understood the Code of Conduct in its entirety and agree to comply with the standards, policies, and behavioural expectations outlined therein. The individual further acknowledges their responsibility to uphold these standards at all times and understands that failure to do so may result in disciplinary action in accordance with Company policy.

Field	Detail
Name:	_____
Signature:	_____
Date:	_____