# COACHES AND MANAGERS CODE OF CONDUCT

**Waikato Touch Association Incorporated**

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| **Policy owner** | WTA Executive Committee |
| **Operational lead** | Operational Co-ordinator |
| **Status** | Approved |
| **Approved by** | WTA Executive Committee |
| **Effective date** | 19 August 2026 |
| **Review cycle** | At least every two years |
| **Related documents** | Member Code of Conduct; Safety, Wellbeing and Integrity Policy; Representative Programme Policy; Child and Vulnerable Persons Protection Policy; Photography and Image Policy; Coach and Manager Appointment Requirements |

**Role-specific acknowledgement:** This document adds the duties that apply to WTA coaches and managers. It supports, and does not replace, the WTA Member Code of Conduct.

## 1. Purpose and application

Coaches and managers hold positions of trust and influence. This Code sets the additional conduct, safety, safeguarding, leadership and programme standards required of every WTA Head Coach, Assistant Coach, Co-Coach, Specialist Coach, Player/Coach, Manager and Assistant Manager.

## 2. Core responsibilities

- Place participant safety, welfare and dignity above performance or winning.
- Provide a positive, inclusive and developmentally appropriate team environment.
- Act honestly, competently, impartially and in WTA's best interests.
- Follow WTA policies, appointment conditions, programme requirements, budgets and lawful directions.
- Model respect for players, whānau, opponents, referees, officials, volunteers and hosts.
- Take responsibility for decisions, communication, team culture and conduct.

## 3. Participant-centred coaching and management

- Recognise each participant's age, ability, development stage, goals, culture and support needs.
- Use clear, positive and constructive feedback; never ridicule, shame, threaten or deliberately isolate a participant.
- Encourage effort, learning, enjoyment, teamwork and good sportsmanship.
- Provide fair opportunities and make role-appropriate decisions consistently and without prejudice or favouritism.
- Monitor workload, fatigue, injury, distress and readiness and adjust activity or seek help where required.
- Do not pressure a participant to train or play through injury, illness, unsafe conditions or significant distress.

## 4. Safeguarding and professional boundaries

- Maintain professional boundaries and do not engage in grooming, sexualised conduct, favouritism or exploitative relationships.
- Avoid isolated or unobserved one-to-one situations with a child wherever reasonably practicable.
- Use WTA-approved communication channels and include a parent, caregiver or another authorised adult where appropriate.
- Do not use secret accounts, disappearing messages or private communication intended to bypass oversight.
- Ensure physical contact is necessary, appropriate, explained and, where practicable, consented to.
- Follow WTA requirements for changing areas, treatment, transport, travel, accommodation, room entry and overnight supervision.
- Report safeguarding concerns immediately and do not investigate them yourself or promise absolute confidentiality.

## 5. Safety, wellbeing and inclusion

- Plan and deliver activities with suitable facilities, equipment, first aid, weather, medical and emergency arrangements.
- Know and apply relevant participant medical and support information while protecting confidentiality.
- Create an environment free from bullying, harassment, abuse, discrimination, racism, intimidation and violence.
- Support reasonable cultural, disability, gender, religious and wellbeing needs.
- Never supervise, coach, manage or drive while impaired by alcohol, drugs or medication.
- Stop or modify unsafe activity and report incidents, hazards, injuries and concerns promptly.

## 6. Coaching standards

- Prepare appropriate session and campaign plans and communicate expectations clearly.
- Coach within your competence and complete required qualifications, first aid, safeguarding and development.
- Be honest about qualifications and do not permit them to be misrepresented.
- Use current, safe and age-appropriate practice and seek guidance where needed.
- Collaborate professionally with other coaches, managers, selectors, referees and WTA personnel.
- Do not use a coaching role to recruit, promote or sell unrelated services or products without WTA approval.

## 7. Manager standards

- Maintain accurate team communications, schedules, contacts, medical information and authorised records.
- Coordinate travel, accommodation, uniforms, payments and logistics through WTA's approved processes.
- Do not receive WTA money into a personal account, promise refunds, sign contracts or make unapproved commitments.

- Protect personal information and share it only with authorised people who need it.
- Escalate attendance, conduct, safety, financial or welfare issues promptly rather than managing serious concerns alone.
- Support the coach while retaining independent responsibility for participant welfare and policy compliance.

## 8. Selection, playing time and conflicts

- Follow approved selection and team processes and keep deliberations confidential.
- Declare actual, potential or perceived conflicts, including family, personal, financial or coaching relationships.
- Do not allow bias, pressure, retaliation or personal preference to improperly affect selection, opportunity, discipline or feedback.
- A Player/Coach must not decide their own selection, playing time, discipline, fee relief or reimbursement.
- Provide selection feedback only through the authorised WTA process and do not disclose another participant's information.

## 9. Communication, social media and images

- Communicate promptly, respectfully and professionally with participants, whānau and WTA.
- Keep team chats role-appropriate and do not tolerate bullying, humiliation or harmful content.
- Do not publish confidential team, medical, selection or WTA information.
- Capture and share images only in accordance with the Photography and Image Policy and recorded consent.
- Do not present a personal opinion, account or announcement as an official WTA statement.
- Only WTA may approve and announce appointments, selections and material programme decisions.

## 10. Integrity and use of position

- Act honestly and do not misuse authority, confidential information, WTA property or relationships for personal advantage.
- Reject bribery, fraud, manipulation, improper inducements and misuse of inside information.
- Comply with anti-doping, betting and competition-integrity requirements.
- Declare gifts, benefits, sponsorship approaches and financial conflicts as required.
- Do not engage in violence, retaliation or conduct that seriously damages trust in WTA or the sport.

## 11. Responding to concerns and breaches

- Take immediate reasonable action to protect a participant where necessary and call 111 for immediate danger.
- Report concerns through the Safety, Wellbeing and Integrity Policy or appropriate WTA process.
- Preserve information and do not conduct an unauthorised investigation or confront a person where this may increase risk.
- Cooperate with authorised reviews, safeguarding action, complaints and external processes.
- A breach may lead to education, conditions, warning, restriction, suspension, ending an appointment or referral to Touch New Zealand or another authority, following fair process.

## 12. Acknowledgement

**Acknowledgement:** I confirm that I have read, understood and agree to comply with the WTA Member Code of Conduct, this role-specific Code and all policies and reasonable requirements applying to my role.

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| **Full name** | |
| **Role and team/event** | Coach / Manager |
| **Signature** | |
| **Date** | |

## 13. Approval

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| **Approved by** | Ani Nock |
| **Approval date** | 19 August 2026 |
| **Effective date** | 19 August 2026 |

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| **Next review date** | 30 June 2028 |
| **Version** | 1.0 |