

Issue 6 May 2008

Hi all,

Congratulations to those associations that have uploaded their member databases to the website. BBNZ has currently 35,562 members, which is over 10,000 than we had last year. To those that are still working on the database, believe me it does get easier. A reminder also that FIBA Organiser does come with a website, which is also free. If you don't already have a website, you need to go to: www.discountdomains.co.nz and buy one. It costs around \$35.00 including GST per year. Once you have your domain name then you need to contact Sportingpulse, who will host your site, on 0800808202 and they can activate your website. Also, all teams for BBNZ competitions have to be registered through the associations. No club or school can register online.

A reminder that BBNZ association membership fee of \$1500 plus GST is due by June 1, 2008. Those associations that haven't paid it will not be able to participate in any BBNZ tournaments, cluster camps etc.

The week of May 12, I travelled around some of the central associations. I also had meetings with a couple of the Regional Sporting Trusts. I have to say that I am very impressed with the relationship the Palmerston North BA and Sport Manawatu have. Sport Manawatu assist Willie Bryant and his volunteers to market, promote and help with regional funding/sponsorship to host the Nationals that they are allocated. This is a great example of associations making use of resources in their area to add value to the events they host.

I am attending a series of volunteer seminars, so I can keep you all up to date on what you all should be doing for yourselves (if you aren't in a paid position) and the volunteer in your association.

Just to end this note, I applaud the smaller associations that are in cluster areas, that are working together to develop pathways for their participants by combining their associations into one. They will still have their own identities within there region, but all the development work will be achieved through the main body. Central Country have already got a Secondary school league happening and an open league is about to happen shortly. Also they are looking to run tournaments of different age groups at the end of their own competitions.

Keep up the great work you are all doing. I am only a phone call or email away if you wish to discuss any issues you may be experiencing.

Yours in Sport
Glenda

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Association Membership Fees

Just a reminder that your membership fees are due by the **June 1, 2008**.

You should have received an invoice by now. If you haven't please contact Karen at:

karen@basketball.org.nz for her to send you one out.

The fee is \$1,500 (plus GST)

If you don't pay the membership fee by the above date, your players will be unable to participate in any BBNZ tournaments, cluster camps and other BBNZ events. Your members will be made inactive until the payment is received. Can you also ensure that you have over 70 members synchronized to the web?

KEEP THE DATE FREE - AGM 2009

Next years AGM will be held in Auckland on **Saturday 28th February and Sunday 1st March**.

This will coincide with the U19 World Championship Draw being released. It should be a great event! Details will be distributed later in the year.



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Rights and Responsibilities - When Involving Volunteers

Involving volunteers is a responsibility to be taken seriously and requires planning and ongoing commitment. Yet does that commitment to volunteers permeate right through the organisation? It takes the whole team, Board, Managers, Staff and members to create an environment where volunteers are valued and can make a positive, lasting contribution.

Policies and procedures provide a framework for managing volunteers. They are a practical tool to guide you when things are going right and when things go wrong!

Policies might include:

- ❖ Volunteer Involvement
- ❖ Induction & training
- ❖ Supervision & support
- ❖ Health & safety
- ❖ Grievance & disputes
- ❖ Recruitment
- ❖ Expenses
- ❖ Diversity
- ❖ Privacy

You may already have policies that describe working with paid staff, check how these apply to volunteers as well. Remember you have the responsibility of **“Duty of Care”** and **“Best Practice”**

All volunteer involvement requires planning. It's part of the responsibility of inviting someone to donate their time, knowledge and skills to your programme. The key aspects to a successful Volunteer Programme should cover:

- ❖ Resources
- ❖ Reward system & recognition
- ❖ Screening policies
- ❖ Succession planning & review
- ❖ Training
- ❖ Mentoring & support
- ❖ Accountability
- ❖ Job Descriptions & Orientation
- ❖ Recruitment & person specific

Get to know your volunteers, what works for each one, as everyone may not be the same. Provide appropriate, purposeful tasks for volunteer to do. Volunteers need to feel that they are making a useful contribution. Ensure their talents are well utilized.

While most volunteers have a role description or at least a list of tasks to be done, there is often no formal contract describing the expectations of the organisation. It is everyone's interest to have clear guidelines which define boundaries for all parties.

What would you include in a code for volunteers?

Volunteer Rights:

- ❖ Necessary resources
- ❖ Training
- ❖ Flexibility
- ❖ Communicated to
- ❖ Inclusion / consultation
- ❖ Terms of reference, JD including boundaries
- ❖ Safe environment
- ❖ Performance reviews
- ❖ Feedback

Volunteer Responsibilities:

- ❖ Reliable, punctual
- ❖ Know & follow policies & procedures
- ❖ Communicate – issues, skills, up-skilling, needs and wants
- ❖ Know job description
- ❖ Confidentiality
- ❖ Perform the agreed task

Remember there are legal issues involving volunteers. Some areas of the law treat volunteers differently to paid staff. In any case an organisation involving volunteers owes them a **“Duty of Care”** This simple means doing what a sensible person would do in any given circumstances. There are some differences in requirements depending on whether or not your organisation also employs paid staff. An excellent resource of information is **“Keeping it legal”** Check it out at www.keepingitlegal.net.nz

Tournament Entry Timelines

Open Premierships	Due: June 6
U13 Premierships	Due: June 27
U15 Premierships	Due: June 27

Remember that all the players need to have BBNZ numbers, which in your FIBA Organiser is the **“National ID”** It may pay if you haven't already to click and drag that box next to your member list number before their names.

“Don't ever question the values of volunteers. Noah's Ark was built by Volunteers: the Titanic was built by professionals”



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Results from the Haven Sports Trust Wheelchair Basketball Tournament Held in Nelson 17th – 18th May 2008

Falcons V Rebels	17 – 71	Group A
Auckland v Rebels	43 – 17	“ A
Waikato V Falcons	62 – 15	“ B
Rebels v Wellington	28 – 18	“ A
CHCH v Auckland	24 – 28	“ B
Wellington v CHCH	22 – 61	“ A
Auckland v Waikato	30 – 46	“ B
Waikato v Rebels	80 – 25	“ A
Wellington v Falcons	41 – 22	“ B
Waikato v Canterbury	47 – 48	“ A
Falcons v Auckland	11 – 53	“ B
Rebels v Canterbury	22 – 75	“ A
Wellington v Waikato	11 – 64	“ B
CHCH v Falcons	53 – 11	“ A
Wellington v Auckland	20 – 47	“ B

Playoffs:

6 th v 5 th Falcons won by default	
4 th v 3 rd Auckland v Rebels	42 – 19
2 nd v 1 st Canterbury v Waikato	50 v 48

Overall Placing:

- 5th place Nelson Falcons (won by default)
- 4th place Nelson Rebels
- 3rd place Auckland
- 2nd place Waikato
- 1st place Canterbury Rams

We look forward to seeing you at the Wheelchair Nationals in Levin.

BBNZ Updated Policies

BBNZ have now uploaded to our website updated Policies and Procedures:

- ❖ Member Protection Policy/ Declaration
- ❖ Risk Management
- ❖ Keeping Children & Young People Safe (draft)
- ❖ Health & Safety
- ❖ Sample Employment Contract
- ❖ Duty of Care

It may pay to venture onto the website and update yourselves, especially if you are using BBNZ's policies as your own.

COMMUNITY NEWSLETTER AND COMMUNICATION TO THE BASKETBALL COMMUNITY

It has come to BBNZ's attention that the communication between Basketball Associations and their members is not always the best. Coaches and other basketball coaching staff are not getting the information they require. It would be great now that you are on FIBA Organiser to send the Community Newsletter out to your members. (You should be collecting email addresses as part of your registration). I know that some associations put this newsletter on their Website; that you all have (for Free) through Sportingpulse. Lets all make sure we are on the same page by sharing information we receive.

Congratulations to MVP for the Wheel Chair Tournaments Sheldon Larsen, Waikato

Taking on the World – The AMP Scholarship Programme 2008

The AMP Scholarship Programme rewards those with the courage, passion, determination and commitment to achieve their goal. Last year, AMP doubled their Scholarship fund to \$1 million over the next five years. This year, 12 AMP Scholarships of up to \$10,000 each will be awarded to talented New Zealanders, along with a further fund of up to \$80,000 to be shared amongst those who are selected as the 2008 AMP Premium Winners. The only criterion is that you have to be either a New Zealand Citizen or a New Zealand Resident. So, if you have a sporting dream, then check out their website. Applications opened on April 1st and close on 30th June 2008. Visit <http://www.amp.co.nz/> to apply online. AMP Scholarship winners will be announced in October 2008.



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The Tall Ferns Road to Beijing Out of Africa

The NZ Tall Ferns' fortunes at the Beijing Olympics may well rest on their games against Angola on the upcoming tour of Europe. New Zealand's national women's basketball team face an intense itinerary – six games in nine days – beginning with the first of two encounters with the Africans in Madrid on Wednesday.

Given the limited opportunities available against teams from that part of the world, coach Mike McHugh hopes the fixtures will help his outfit prepare for their must-win pool game against African champions Mali at Beijing. *“The chance to play against an African-style team is really helpful for us,”* he says. *“They may not be Mali, but they are a good replica of them and a real benefit to our preparation.”* *“They have some decent players and because we are travelling across the globe to play them, they will be good hard games.”*

Angola finished third in the 2007 FIBA Afrobasket, losing to Mali in the semifinals, and now hope to qualify through the Olympic qualifying tournament in Spain from June 9-15. *“Like other African teams, they have a number of players in US colleges and one or two in Europe,”* observes McHugh. *“Generally, their players don't live in Africa.”* *“Being based offshore definitely helps their individual development, but not their chemistry as a team. The fact they haven't played much together could be in our favour.”* Travel will undoubtedly be a huge factor in the Ferns' early tour games. Point guard Angela Marino left Adelaide at 9.35am on Sunday and will reach Madrid almost 41 hours later.

The tough schedule probably doesn't allow much time for recovery either. The Tall Ferns move to Valencia on Thursday to face Spain (Friday) and Japan (Saturday), before returning to Madrid for a second bite of the cherry against Angola (Monday). *“Travel depletes energy and fluid levels,”* notes McHugh. *“We can't just expect to hop off a plane and be in prime playing shape.”* *“We have a travel plan ... it's a matter of managing fluid intake and getting the players into situations for some rest during the trip. “It's just a matter of learning to cope through the obstacle”.* **Grant Chapman.**

Playing Schedule (Dates, local time):

May 28	NZ Tall Ferns v Angola	-Madrid
May 30	NZ Tall Ferns v Japan	-Valencia
June 2	NZ Tall Ferns v Angola	-Madrid
June 4	NZ Tall Ferns v Czech Republic	-Zlin
June 5	NZ Tall Ferns v Czech Republic	-Luhacovice



Charmian Purcell

Christchurch Sirens
Forward

Born: 7 Jan 1979
Height: 1.80m

2006 Commonwealth Games

Purcell made her Tall Fern debut in 2001 against Australia. She was also NZ U23 MVP that year, but did not return to the national team until 2005, when she was recalled for the Oceania Championships against the Opals. Purcell played for the Sydney Flames in the Australian WNBL in 2005/06 and was in the starting five when the Ferns won silver medals at the 2006 Commonwealth Games.

She was one of the first players to sign for the new Christchurch-based entry into the Australian WNBL, but sat out most of the season with a knee injury sustained on Tall Fern duty last year.



Natalie Purcell

Christchurch Sirens
Forward

Born: 24 Dec 1982
Height: 1.83m

Purcell has represented New Zealand through the age groups and finally joined older sister Charmian in the Tall Ferns last year. She attended Hutchinson Community College (where younger sister Hayley currently plays), before transferring to Southeast Missouri State University, registering a “double double” (17 points/13 points) in their 2006 NCAA first round loss to Stanford University.

Purcell was MVP of the 2007 Women's CBL finals, shooting 13/16 3pt over the playoffs to steer Harbour to the title, then played for Christchurch Sirens in their Australian WNBL debut season.

09.06.08 – 15.06.08 FIBA Women's Olympic Qualifying Tournament. Spain



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Open letter to all Associations from BBNZ

The Season has started off great with most tournaments running smoothly and having large numbers take part. I understand the on-line entries and results are becoming easier to access and the development of Basketball New Zealand tournaments is progressing.

One aspect that has failed to develop has been the nomination of referees for the Basketball New Zealand Premiership Tournaments. This is a requirement for entering Basketball New Zealand Tournaments that has slipped over the last couple of seasons. To ensure the development of officials at all BBNZ tournaments, we have employed part time Regional Referee Officers to help with the local development of referees in your area. These people are there to help Associations develop referees and grow numbers in their area.

Because of the decrease in numbers of nominated referees for tournaments, Basketball New Zealand is required to enforce the below rule:

"If a team enters into a Premiership tournament, they must supply a referee competent of officiating at the level required. Failure to do so will result in the teams' immediate removal from the tournament."

With Secondary School and age group tournaments approaching, we ask all Associations to start looking forward to ensure their development of referees does not have a negative impact on the development of players.

Introducing new staff members



Jemma Prescott
 Coach & Player
 Development
 Administrator



Paul McLaran
 Sponsorship,
 Marketing & Events
 Coordinator

One on One...

I have recently done a lot of travel around the country meeting with people across the sport. I have been quizzed on a range of topics from refereeing through running leagues to managing the development of our outstanding junior talent. One of the key themes I have repeated often since I have been in this role is that everything we do should be targeted towards getting more people on to the court, not keeping them off it.

Too often in sport a whole range of 'issues' can tend to get in the way and cloud our perception of what we are trying to achieve. Whether it's removing bureaucracy, eliminating 'politics', streamlining procedures or dealing with 'clashes' we should always follow the principle of trying to get people on to the court first and foremost. There are rare occasions when we are left with no option but to keep people off the court if it is in the best interests of the development of the sport as a whole.

The recent suspension of two basketballers for returning positive tests for the banned recreation drug cannabis is a prime example. We can not progress as a sport and encourage parents, communities, sponsors, government agencies (SPARC et al) to work with us to grow the sport if we do not continually work to affirm our commitment to healthy communities.

I have also spoken extensively about the need for us all to be 'one the same page' and working to achieve the same goals. Central to this is a sound and effective communication strategy. I am delighted with the range of communications utilised by BBNZ from its excellent website to its range of newsletters such as this one. However communications are only worthwhile if they are relevant, timely and are read and understood by intended recipients!

Man it's busy! The Tall Ferns are en route to Europe to further their build up for the Olympics. The Dominion Finance NBL is rapidly heading into the play off stages. The Tall Blacks go in to camp in mid June prior to tests against the Boomers and departure on their trek to win final qualification for the Olympics. Age group tournaments are just around the corner. Cluster camps are proceeding. Junior elite programmes are in full swing. Feels like being stuck in a full court press!

Bounce bounce...

Dale Stephens
 Chief Executive



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On the Road

The other week while I was tripping around the Central North Island, I was invited to a RSO meeting by Sports Hawkes Bay in Napier. The quest speaker was Mike Bishop from HB Rugby and his talk was on Administration / Coach Communication.

Some key points I got out of the meeting:

- Supply resources, ensure they have what they need to be effective
- Plan the season with the coaches
- Up date on development programmes happening for players/ coaches
- Budget – talk through with coaches
- Ensure players have a balanced life – coach to incorporate other training/schoolwork / family/ own time into their coaching programme
- Talk about the philosophy of the association and get the coach to say how their philosophy matches or fits in with yours. Also what they want to achieve within the association
- There must be honesty, integrity and trust between both parties

I hope this helps or makes you think *“What can we do better?”*

Customer Retention Strategy

Creating Customer Relationships:

- It is important to establish contact with the customer and build a relationship. This creates a sense of being wanted and makes the customer feel at home.
- Be personal: remember customer's name(s)/ team and individual agendas eg: “Hi Bob, are you over your injured knee”?
- Develop and maintain a welcoming customer environment, acknowledge and greet customers courteously and politely.
- Where possible meet the customer in person, as this builds better relationships.
- When communicating with customers, be clear, concise and helpful.
- Establish and maintain professional ethics to enhance customer commitment.
- Appoint a customer service manager and empower them to ensure service excellence and to deal with complaints. Enthusiasm is a key element in this process.

Seek Customer Service Improvement:

- Use customer surveys to see what customers want and expect.
- Use customer feedback wisely: to be sure you are improving services that are important to your customer.
- Rapidly resolve customer complaints and follow – up (review procedure) to ensure problems don't re-occur.
- Train and update staff on new techniques in customer service.



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