

Issue 5 April 08

Well it's that time of the year where everyone is flat out with representative teams. We have the U17 & U19 Premierships happening this weekend although by the time you receive this newsletter, you will know if your team is off to nationals. We have the Cluster camps 17th/18th of May. This is a great opportunity for every association to get their top players and potential players out in the public eye for the coaches to see their talent and hopefully go on to National honours. We have the CBL league starting next month as well, so it's all go.

The other thing that should be all go with the administrators of your association is FIBA Organiser. As per the one page newsletter sent out earlier this month, the only way to get your player's number is to ensure that you have your database synchronized to the web. This number they then will carry for life and also it gives us an opportunity to track players and see where and what they are doing. It will also be easier for you if they transfer from another association to another, as you will just have to enter their name and number in the database, synchronize and you will be able to see their history.

If everyone uses the FIBA Organiser to its maximum, you will also be able to tell if they owe money to another association or if they have been in a judicial situation. Reminder that **2nd May** is cut off date for those player databases to be synchronized, especially your representative players. In the next couple of weeks I will send out a meeting schedule that if you accept will remind you weekly to synchronize your database.

Another opportunity being offered is for Wheelchair refereeing and coaching. Paralympics New Zealand is interested in assisting with this if you have a cluster of people interested. Pathways are just as great as for able body referees and coaches. Special Olympics is also offering the same opportunities. In the BBNZ's handbook due out soon it will have contact details for someone in your region for both of these organizations.

Over the next few months I will be running articles on customer service. Any questions or queries; please don't hesitate to contact me. I am here to help as much as I can.

Reminder also that the Flat Association Membership fee to BBNZ is due **1st June 08**.

**Yours in Sport
Glenda**

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Incorporated Societies Required to File Certified Financial Statements from 1 June 2008

From 1 June 2008 the Registrar of Societies will require all societies to file certified financial statements. Under Section 23 (2) of the Incorporated Societies Act 1908, societies are required to provide evidence that financial statements have been submitted and approved at a general meeting of the incorporated society. This evidence is submitted in the form of a certificate that is attached to financial statements.

Certification requires a certificate of approval to be submitted in the form of a document signed by an officer of the INCORPORATED SOCIETY. The Companies Office provides a coversheet that may be attached to financial statements that provide the basis of certification. A copy of the cover sheet can be downloaded from

www.societies.govt.nz/cad-docs

Financial statements that are not accompanied by certification will be rejected by the Registrar. Unless the financial statements are filed with certification, the society remains at risk of being removed from the register.



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Sportzware Websites v6

Sportzware Websites v6 will come into effect on Wednesday 9 April. You do not have to download any upgrade but website editors will notice changes to the Site Administration Control Panel.

These enhancements will have no visible effect on a current website's design, structure or content. They are additional features which must be added through the Site Administration Control Panel for any changes to take place on the website.

The upgrade includes:

- Top menu option, in addition to left and right menus
- The ability to create Sub-menus
- Easier to use Content Manager area with a drag and drop function to move sections between menus and add new sections
- A right-click function to edit, rename, hide and modify sections
- Set up and manage a forum on your website
- Create polls for your website visitors
- Removal of the points system in Section Maintenance

Top menu options:

In response to requests from Sportzware Website editors, we've added a top menu option to give you more flexibility in structuring your website layout. Now in addition to the left and right hand side menus, you can have a menu running along the top of your website under your header. You will find the option under 'Customise Your Website' in the Site Administration Control Panel.

Sub menu options:

Under your menu items you can now have sub menus. This gives you the option to reduce the number of menu items visible on your website but still give visitors easy access to all your pages. For example, you could create a menu item called 'Club Information' and under that have a series of sub menus, such as 'Players', 'Coaches', 'Staff', 'Contact details', 'The Board', 'History'. You can also add sub menus to a sub menu, so under 'History' you could have menu items for 'The Early Years', 'Premierships', 'Former Players', 'Past Presidents', etc. The management of menu items and sub menus is carried out in the Content Manager area with a new drag and drop function.

NB: A new right-click function has been added for editing, renaming, hiding and modifying sections.

Help and Support

At SportingPulse, we pride ourselves on the quality of our products and the level of technical support you receive.

If you have any questions or issues when using SportingPulse software, please contact our customer support team.

Email

support@sportingpulse.com

Telephone

Head Office: +61 3 9872 5277
Australia Support: 1300 139 970
New Zealand Support: 0800 808 202

Website

<http://support.sportingpulse.com>

Forums

Website editors now have the ability to add forums to their Sportzware website. A forum can increase traffic and improve 'stickiness' by encouraging debate amongst your visitors and keep them coming back to your website.

Forums are easy to manage, with various levels of security. In order for anybody to post a topic or comment, they must be a member of mySport. When somebody posts a message, their computer address is logged. There are filters for offensive language and any abuse can be reported and deleted with suspension of membership.

Forums can be added and managed by clicking on the Forum icon (right) in the Site Administration Control Panel.

Updates to the Sportzware Website User Guide will also be available by the release date from www.support.sportingpulse.com and within the website administration area.

If you have any questions, or would like to preview or test any of these new features, please do not hesitate to contact us on the Support contact details at the top of this page.

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Other developments coming soon...

We will also shortly be launching some mySport developments. We will be introducing [our 'sport branded' mySport websites](#), so members can show their affiliation to their sport and help their sport to grow, both financially and as a more efficient communicator to players and supporters.

With a sport branded mySport website you can still connect with others in that sport and other sports, including mySport Ambassadors like [Glenn Archer](#), [Patrick Mills](#), [Erin Phillips](#), and [Jamie Dwyer](#), plus you can still display the fixtures, results and ladders from any Sportzware Central-powered results and Sportzware Website.

An extended mySport Profile section will be live soon to allow members to record and share everything from their 'Greatest Sporting Achievement' to 'Funniest Sporting Moment'. And soon members will be able to share links to their favourite websites on MessageBoards and on Sports Log comments.

And look out for some of your favourite sports stars who will soon be joining mySport...

Sportzware Central v6.4

Sportzware Central v6.4 is now available. SWC v6.4 can be downloaded when you next run Sportzware Central.

The updates from SWC v6.3 to v6.4 generally include minor enhancements and bug fixes. There are no major changes to the SWC application. We recommended that you upgrade to take advantage of these improvements. Upgrading will not significantly alter the application or an association's database.

The enhancements to the application will make it more effective, efficient and user friendly. At the same time we have addressed many of the bugs that you have reported, which makes this release more stable.

[To download the full Release Notes for SWC v6.4 click here.](#)

SWC v6.4 is now available to the public to download from www.sportzware.com. The application will run for 21 days without a registration key.

You can keep up with more Sportzware developments on [The Development Team mySport website](#). Add yourself as a friend and you will be notified when we update our Sports Log. You can leave comments on Sports Logs or send The Development Team a message on the Message Board.

**Are you on mySport?****Join now.**www.my.sportingpulse.com

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One on One...

Amongst all the activity in the national basketball scene I want to take a moment to discuss just a couple of initiatives that will offer a taste of things to come.

In June the Tall Blacks play the Australian Boomers in a home test at the North Shore Events Centre. The process by which this venue was selected was one that was opened up to all associations and we were delighted with the quality of the submissions received from around the country. From now on we will endeavour to have all hosting opportunities involving our national teams open to all associations to bid for on an equitable basis.

We are presenting our final bid to host the World under 19 men's basketball championships to FIBA on the 26th of April and if we win the bid the event will be held in Auckland. Auckland was selected as a result of three cities bids being submitted for consideration. Hosting these championships will be a huge boost to the game in this country and will provide a real focus to our junior development programmes.

At the World Youth Olympics programmed for Singapore in 2010 the sport of 3 on 3 basketball is being introduced. Here at BBNZ we are in the early stages of planning a programme to identify and develop our best junior 3 on 3 ballers for this exciting event in which we already have a guaranteed spot!

So as you can see there is much to look forward to. At the same time the Dominion Finance National Basketball League has reached its halfway point, the other leagues and age grade tournaments are underway and our junior development programmes are in full swing. Our Junior Tall Blacks have just returned from Germany, our Tall Ferns are in China and planning for the Tall Blacks campaign commencing in June is nearly complete.

The weeks and months ahead will be busy indeed and our best wishes go to all those participants, be they the athletes, officials or administrators.

Bounce bounce...**Dale Stephens**
Chief Executive**A quick profile:***Natalie Moore (Christchurch Sirens)***Point Guard****Born: 10.10.1989****Height: 1.74m**

Moore has emerged through the national age group programme, and was named in tournament teams at the NZ U21 and secondary school championships in 2007. She became part of the Christchurch Sirens training squad during their debut in the Australian WNBL, and eventually saw court time through injury and unavailability.

Moore's progress through that season has seen her move into Tall Fern reckoning. She was also selected for the 2008 NZ U21 tournament team.

Aneka Kerr (Christchurch Sirens)**Forward****Born: 1.03.1981****Height: 1.82m**

- ◆ 2004 Athens Olympics
- ◆ 2006 Commonwealth Games

Born in New Zealand, Kerr grew up in Australia, where she played WNBL for Melbourne and Townsville, and helped Kilsyth to the 2002 Australian Basketball Association title. She first represented New Zealand in 1999, missed selection for the 2000 Sydney Olympics, but four years later, attended the Athens Olympics, where she compiled a double double in the crucial pool victory over China. Kerr also helped the Ferns to silver medals at the 2006 Commonwealth Games and was co-captain (with Jody Cameron) in the 2007 Oceania Championships.

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The Tall Ferns Road to Beijing

Good Luck Ferns

Their 0-4 record probably doesn't do justice to the progress made by the NZ Tall Ferns so far in their Olympic preparation.

Currently contesting the Good Luck Beijing tournament – the official Olympic test event – the Kiwi women, ranked 16th in the world, have twice been close to victory over China (10th) and Cuba (eighth). They have also suffered heavy losses to seventh-ranked Korea (78-90) and China (73-99), part of the learning curve early in their campaign.

“The fact we can play with these teams at this time is very encouraging,” insisted coach Mike McHugh after the Korean encounter. “I'd just like to get a win.”

In their pre-tournament “friendly” against the hosts, the Ferns rallied from nine points adrift over the final quarter to close within one inside the dying seconds. Against Cuba, the team yet to qualify for the Olympics, they led by five with 10 minutes remaining, but could not withstand their rivals' comeback.

But New Zealand was never really in the hunt against the two Asian teams they have targeted to beat at this same venue in August. “We're not so much disappointed in the scoreline as the way we played,” said McHugh after the second loss to China. “We broke down in areas we had previously done well and we need to address that immediately.”

“But the main reason we are here is to learn and understand what we are up against. In that regard, we couldn't hope for better Olympic preparation.”

One of the elements they are up against is the huge home advantage held by China going into these Olympics. At Good Luck Beijing, 18,000 fans have supported the home team, who are sparing no expense in their preparation, even engaging former Ferns and Opals coach Tom Maher to guide the programme.

“That many people in an arena is intimidating for other teams and that will be a factor,” said McHugh. “They beat world champions Australia the day before us, they're a very, very good team and they believe they are in medal contention in August. “Other teams will have to find a way to deal with all of that.”

The Tall Ferns are battling injuries to key players Jess McCormack (Achilles tendon) and Kate McMeeken-Ruscoe (knee). McCormack is with the team, but is severely restricted in her effectiveness, while McMeeken-Ruscoe was left home to rehab.

US-based newcomers Clare Bodensteiner and Jillian Harmon continue to play their way into Olympic contention with their performances in China. Bodensteiner is quietly shooting 85.7% (6/7) from beyond the arc, while Harmon is averaging 10.3 points and 5.0 rebounds during the tournament.

“Harmon had a super game for us tonight,” said McHugh after her 18 points, seven rebounds and four assists v Korea. “She will be a real asset to this team.”

Tall Ferns in China

April 16 Lost to China 67-71 (Aneka Kerr & Lisa Wallbuton 14)

Good Luck Beijing

April 19 Lost to Cuba 71-75 (Angela Marino 20)
April 20 Lost to Korea 78-90 (Angela Marino 22)
April 21 Lost to China 73-99 (Angela Marino 13)
April 22 v United States
April 23 v Australia
April 24 Playoff

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Introduction to Customer Service

BBNZ believes there is a need for local associations to improve its customer service, enhancing the popularity of basketball within New Zealand. Currently basketball players are treated as participants in a competition, NOT as customers receiving a service in a very competitive market. In today's market it is important to treat all players as individual customers who have specific needs and demand quality service.

Local associations will experience many benefits from treating players as customers including:

- Creates a feeling of being wanted.
- Creates feelings of importance within customers.
- Creates greater understanding of the needs of customers.
- Makes the customer feel welcome.
- Makes the customer feel comfortable.
- Creates customer loyalty.

Customers come from all walks of life; young children to elderly. Organisations must treat all of these groups equally.

- Potential Masters
- Developing players
- People with a disability
- Social players
- The young
- Single parents
- Elite Athletes
- Families

What is Customer Service?

- Being friendly and visible around the courts or office.
- Ensuring staff are smiling and upbeat.
- Going to great lengths to satisfy the customer, not just doing the bare minimum.
- Greeting your customers with "please" and "thank you".
- Ensuring customers are satisfied with the service provided. Eg: evaluations after each league
- Training and empowering staff to handle customer complaints quickly and courteously.

Basic Customer Needs:

- To be understood.
- To feel welcome.
- To feel important.
- To feel comfortable physically & emotionally.

"The only long term differentiation of a service or product is providing QUALITY SERVICE"

Total Customer Satisfaction:

- Total customer satisfaction means **DOING IT RIGHT THE FIRST TIME** and responding fast when things go wrong.
- Associations should establish a reputation for effective and friendly service. However, internal procedures are no longer enough to compete in today's competitive environment. Success is now defined by how well the growing and changing expectations of customers are met.
- If you satisfy your customers, they will come back. If they come back, you receive increased membership fees, allowing greater cash flow and more useable funds.
- Remember, your competitors (other basketball & sporting Organisations) will welcome your unhappy customers with open arms if you give them the chance. Remember research tells us that for every one unhappy customer, he/she will tell 9 other people of their unhappy experience.

The Ten Commandments of Customer Service:

- 1 Remember that the most important people in your association are the customers. Without customers there is no association, as they will play other sport.
- 2 Understand the customer doesn't depend on you. **YOU DEPEND ON THEM.** Customers can always find another basketball association or play another sport.
- 3 Don't think of customers as interruptions. They are the whole point of your work.
- 4 Recognise that customers do you an honour when they join your association.
- 5 View customers as a vital part of your association, not as outsiders.
- 6 Treat customers as people with feelings just like yours.
- 7 Never "match wits" with customers.
- 8 Fill customer needs in every way you can.
- 9 Give customers courtesy and attention
- 10 Make sure staff are as neat and clean as customers expect them to be.

BUILDING RELATIONSHIPS IS THE FUTURE OF ALL SPORTING ORGANISATIONS.



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Regional Coach and Player Development (CPD) Officer

Basketball New Zealand is seeking applications to fill these regionally based, part-time roles.

Basketball New Zealand is looking for individuals who have a passion for developing basketball in New Zealand; have experience coaching at a high level or as coach developers; and have a desire to take on a leadership role in coach and player development. There may be potential to combine these roles with other basketball development positions.

Working as an independent contractor you would lead coach development and talent identification in your region and take on a director's role at Basketball New Zealand's Regional and Cluster Camp programmes. Basketball New Zealand will provide coach development training; continuing professional development; networking; and current best practice resources.

As a Regional CPD Officer you will be responsible for the following:

Coach Development

You will be responsible for the organisation and delivery of learning experiences (modules/courses/workshops) linked to Basketball New Zealand's Coach Development Framework at a beginner, practicing and advanced level in your region. You will be the contact point and support person for Association personnel looking to conduct coaching development opportunities. You will be amongst the first people in New Zealand trained to facilitate the delivery of Basketball New Zealand's Coach Development Framework and assist coaches with developing, sharing and apply their coaching practice.

Player Development

You will take on a leadership role within Basketball New Zealand's High Performance Development Programmes. This will involve taking on the role of camp director and lead coach at Basketball New Zealand Regional and Cluster Camp Programmes. You will also be responsible for the coach development at these events. In addition part of your role will involve the development of regional squads and coordinating the on-going monitoring and athletes' individual development between BBNZ activities.

Talent Identification

You will lead the identification and recruitment of talented athletes and coaches into BBNZ programmes within your region. You will also attend selected National Championships to identify talent on a national level.

Programme Development

You will be involved on a strategic level contributing to the planning and development of Basketball New Zealand's Player and Coach Development programmes.

Applications

For more information please contact Ollie Dudfield, Manager Player & Coach Development on 027 687 5381 or dudfield@basketball.org.nz. For a job description or to apply please send your current coaching and professional CV with a cover letter to: Jemma Prescott, Coach and Player Development Administrator, PO Box 6052, Marion Square, Wellington.

Applications close at 5pm Friday May 2, 2008.

OPEN PREMIERSHIPS

The Open Premierhips (formally Divisionals) are coming about. Players who have a current BBNZ number and are outside of 1st and 2nd Division are eligible. No clubs are eligible unless they are signed off by their Association and name themselves eg: Harbour AUT.

The Premierhips are being held in Auckland, Taupo, Wellington and Invercargill on the 18th – 20th July 2008. The top two teams from each Premierhip will qualify for the Open Nationals to be held in Levin on the 12th – 14th September, alongside the Wheelchair Basketball Nationals.

Entries Close for this event on the **6th June**. Please contact Tom Radomski from Basketball New Zealand for more information.

