



Administrators Network

NEWSLETTER

Welcome to the BVAN Newsletter

Half the year gone where?

Well as most of you would agree, I really do not know where that half of the year has gone. In a flash, we went from preparing ourselves for the hectic year ahead, straight into wondering what we are going to do for our end of season break ups.

The **basketball family** is again about to go into flat out mode, gearing up for finals in a wide range of associations, leagues and competitions. Whether it is Domestic, VJBL, Big V or SEABL, nothing compares to the atmosphere that covers stadiums when it comes time for play-offs.

Of course it goes without saying, that when the ultimate goal starts to become within reach, in our case, a premiership, this starts a whole lot of new complexities for the basketball administrator. It is therefore timely that the Victorian Government has released its new **Code of Conduct for Community Sport**. Details on how you and your associations should be involved are detailed inside this issue.

And what about the latest ERASS Report released a couple of weeks ago? You do not know what the ERASS Report is; well you had better read on as it has a significant bearing on our sport.

July 2010

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Codes of Conduct for Community Sport

A new education campaign targeting bad behavior and ugly parent syndrome in grassroots sport has been rolled out to Victoria's 16,000 grassroots sporting clubs and associations. Sports Minister James Merlino and Minister for the Respect Agenda Justin Madden joined a team of high-profile Ambassadors to launch the latest component of the Brumby Labor Government's *Victorian Code of Conduct for Community Sport*.

In his issuing statement, Mr Merlino says;

Victorians love their community sport – whether as players, coaches, club volunteers, officials or spectators.

The Victorian Government wants to ensure that local sport remains fun and inclusive for all, so together with the state sporting bodies, we have developed a new Code of Conduct which outlines behaviors that will not be tolerated and the actions that will be taken for breaches of the Code.

State Sporting Associations and clubs are now responsible for adhering to and enforcing the Code through sport specific penalties. Those who do not meet the Code's requirements will not be eligible for funding from Sport and Recreation Victoria, and any existing funding will cease.

Bad behavior, violence, abuse and vilification of any kind have no place in sport in our state and with the support of your club, we can stamp it out, ensuring community sport remains safe and inclusive for all.

Basketball Victoria is committed to working in partnership with the Victorian Government to ensure that the sport of basketball is played for the enjoyment of all participants.

Your association should have received in the mail, a copy of the new Victorian Code of Conduct for Community Sport. I ask that you widely promote this resource throughout your association, clubs and members.

This Code of Conduct for Community Sport **does not replace** the Basketball Victoria Codes of Conduct, but rather compliments it - ensuring that our great sport is at the forefront of fair play, inclusiveness and is welcoming for all participants.

Both the Basketball Victoria and the Victorian Code of Conduct for Community Sport should be displayed predominantly around our stadiums and venues.



Basketball Victoria Awards night

Recently Basketball Victoria conducted its annual awards night, with the cream of our associations, administrators, tireless workers and volunteers recognized for the outstanding and committed service to the sport of basketball in Victoria.

The night itself presented the opportunity for everyone to acknowledge the dedication of our volunteer base.

Service awards were presented to those who have attained **15, 25 and 35 years** of dedicated service to clubs and associations.

If you or your association has not taken the opportunity to recognize the contributions of your members, the Basketball Victoria Awards night is one area where they can be truly afforded this recognition.

You should start planning now to nominate those who qualify within your association – remembering, that some volunteers may have given service to other associations or clubs. You may or may not know of this, but for the recognition that those hard workers deserve, it is worth the time to do the research.

Their gratefulness will be received by your association many fold.

Sporting Uniform Grants

The Victorian Government has launched its second round of its Our Club, Our Future Sporting Uniform Grants Program.

The program provides the ideal opportunity for hundreds of Victorian clubs, organizations and community groups to inject a new spirit into their local sporting teams. The program provides grants of up to \$1000 to assist in the purchase of sports uniforms.

Many basketball clubs and associations have benefitted from this program in the past, and you are encouraged to seek out the information on this program.

All information is available at the Department of Planning and community Development website – www.grants.dpcd.vic.gov.au

Grant applications opened on the 21 June 2010 and close on the 30 July 2010.

Strategic Planning Workshop - Broadmeadows

The Broadmeadows Basketball Association will be holding a Strategic Planning Workshop as part of its Hume City Basketball Network program.

In 2010, the Broadmeadows Basketball Association took a leap forward in presenting a number of sessions to their member clubs. This Strategic Planning Workshop is the second in a series of presentations, aimed at assisting the development, growth and sustainability of their member clubs. The association has opened up this second session to any club of a member association of Basketball Victoria or Basketball Victoria Country that would like to attend.

A Strategic Plan is a must for any club or association moving forward. In this session, we will step out the process for your club to define its strategic direction, mapping out an action plan and allocating resources to pursuing your strategic outcomes.

This **FREE** session will be conducted at the Broadmeadows Basketball stadium, Dimboola Rd, Broadmeadows on Sunday the 25th of July at 10:30am and will go for approximately one hour.

Registration is essential.

To register, please contact the Broadmeadows Basketball Association on 03 9309 5655 or email – bba.programs@bigpond.com

Basketball in Victoria #1

Well it seems that it is official – something that we already knew basketball is the number one team sport in Victoria.

The Exercise, Recreation and Sport Survey (ERASS) is a joint initiative of the Australian Sports Commission and the state and territory government agencies responsible for sport and recreation.

Information is available for both organised and non-organised exercise, recreation and sport, for all states and territories and for a variety of demographic variables.

The 2009 report just released, has Basketball as the #1 ranked team sport in Victoria. This rates us above Australian Rules Football, Soccer, Netball and Cricket in the state.

Overall, Basketball is ranked sixth, behind recreational pursuits such as walking and running, cycling, golf, aerobics/fitness and swimming.

This information is extremely valuable for associations and clubs as it provides a reputable and reliable benchmark, when in discussion with LGA's regarding facilities and the growth of the sport.

The full report can be found at the Australian Sports Commission website – www.ausport.gov.au



Help to receive outstanding accounts

If you are tired of having to wait on others to pay you before you can pay your own bills, you need a strategy and comprehensive collection procedure. This includes templates and scripts for every step along the way. Here are 7 ways to reduce or eliminate some of your outstanding fees.

1. You need to make sure that you take on as few new problem accounts as you can. This is the best place to reduce your future past dues. You need to develop an approval process. Could you simply walk into a bank and get a loan without qualifying? Certainly not. Why would you be any different? If fees aren't paid by a certain playing round, then no more games for that player. Very simple.
2. Do not delay! You should have built into your process no more than 2 business day's grace period before you make your initial contact. This not only gives you the best chance of collecting in a timely manner, it also lets your customer know that you are on top of things, which is very important.
3. Make the first contact verbally. Often a friendly reminder is all it takes to get your payment. Extensive testing and measuring has shown that a majority of past dues will pay after the first contact if it is made in a timely basis.
4. Have a template for your written communication. You should use the same communication for your past dues changing only the name, dates and circumstances involved. This not only ensures consistency, but also saves tons of time.
5. Have a script for each of your verbal communications. Again, this not only insures consistency in case there is ever a question regarding the contents of the conversation, but once you get the hang of the script, you will be much more comfortable with the call.
6. Document, document, document. Make sure that you keep detailed records regarding any contact you have with your customers. It is important that any additional contact be started with the agreements made in a previous contact. Unfortunately, you would not be making this contact if the previous agreement had been met. Again, you are reinforcing that your customer has broken the previous agreement and you are also very boldly telling your customer that you are on top of the situation and will be until the bill is paid.
7. Always be firm, fair and friendly. Never treat your past due customers rudely or unfairly, but at the same time you must remain firm. Most are making an honest effort to pay, but may be having problems. This is another great reason to have scripts and templates. It will insure that each customer receives fair treatment.

Newsletters

Did you know that Basketball Victoria produces a number of newsletters to distribute to its members to update them on all matters basketball?

Basketball Plus Newsletter – is produced by the staff at BV for updates and information on all things inclusive. It includes information on Wheelchair, Deaf and ID basketball.

Insight – is distributed to all associations as Basketball Victoria's monthly newsletter. It serves as an integral part of the communication between Basketball Victoria and its members.

Both of these can be viewed on the Basketball Victoria website.

Produced by Basketball Victoria for use by its member associations.



The Basketball Victoria Administrators Network (BVAN) is available for all administrators; voluntary and paid; whether they are competition administrators, committee members, office bearers, program coordinators, volunteers and other interested people, to discuss and share information.

For more information please contact:

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