



# TCBA Team Manager Processes

All Managers report directly to the Director of Development.

Individual coaches often have varied opinions of the duties of the Team Manager, so it is suggested that the Manager asks for a detailed role definition from his/her Coach.

## THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – COMMUNICATION

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1. Ensure that all parents / players have your contact details
2. Endeavour to keep all interested parties informed either by:
  - Team meetings.
  - Emails sent through TCBA FRIENDLY MANAGER system
  - Team txt
  - TCBA team Facebook page.

Director of Development **must** be included in all communication.

3. Be approachable to all Parents and players in any situation. Establish good working rapport with Parents.
4. Be prepared to listen to and 'manage' parents and player's expectations.

## THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – TEAM FACEBOOK GROUP

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1. TCBA Managers must ensure that all communication is positive on Team Facebook Group, it is not a forum for complaints or issues.
2. This is not permitted to be used to promote any activity other than TCBA activity.

## THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – COMPLAINT PROCESS

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1. Team Manager is the first point of communication from team members and parents.
2. If complaint received, please address in a calm and professional manner.
3. Please see process for complaints <http://tauranga.basketball/media/1286/tcba-rep-feedback-procedure.pdf>

## THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – PLAYER DISCIPLINE

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1. The Coach in association with the Manager should uphold player / team discipline.
2. Create a healthy culture within the team, one that represents TCBA in a positive light.
3. Any player or team consequence should be age-appropriate and consider the physical and mental health of age-group working with.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – PLAYER AGREEMENT / MEDICAL INFORMATION**

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1. Ensure players complete and return player agreement / medical information forms.
2. Documentation can be found:  
Player Agreement <http://tauranga.basketball/media/1288/player-agreement.pdf>  
Medical Information: <http://tauranga.basketball/media/620/injury-report-form-002.pdf>
3. Managers to take note and communicate with Coach any player medical concerns.
4. Managers to retain documentation.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – EMERGENCY DETAILS**

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1. Ensure have details of the location of the emergency clinic closest to the team's practice / tournament venue.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – FIRST AID**

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1. TCBA will ensure First Aid Kit available at ALL trainings
2. At Tauranga based tournaments ALL venues will have TCBA First Aid kits.
3. Ensure if travelling to a non-Tauranga venue that you collect and sign out a TCBA First Aid kit.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – INJURY REPORT**

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1. Manager must fill out an Injury Report for injuries. Documentation can be found <http://tauranga.basketball/media/620/injury-report-form-002.pdf>
2. Managers to retain documentation.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – FINANCES**

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1. Encourage all families use internet banking.
2. If family insist on paying cash they must make an appointment to pay TCBA Staff Member at the TCBA Office.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – BUDGETS**

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1. Budgets for Easter Tournaments and Mid North Zone Tournaments are created by Director of Development. These are equalized across the age-groups
2. Budgets for BBNZ U13 Zone 1 & 2 Tournament and U15, U17, U19 BBNZ Nationals are created by Director of Development, with assistance of Team Managers.
3. Should a player pull out of a team within four weeks of a tournament, if no replacement player is found, then the withdrawn player is liable for **ALL** costs.
4. Managers will ensure a breakdown of BBNZ Tournament costs is made available to Parents / Guardians.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – BBNZ EVENT, ZONE 1&2 U13 TOURNAMENT, BBNZ U15, U17, U19, U23 NATIONAL TOURNAMENT – RECEIVING MONEY FOR INCIDENTALS & FOOD**

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1. If Managers require cash to pay for incidentals, food and petrol for above named tournament, they must put a request into the Finance Manager one week prior to the time of need. Money will be banked into Managers personal account.
2. All purchases must be detailed and receipted, and a reconciliation summary given to Finance Manager within one-week post event.
3. Any left-over money must be banked back in to Tauranga City Basketball's Account within one-week of returning home from the tournament.
4. TCBA will refund players if there is a surplus.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – SPONSORSHIP**

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1. All managers must advise Director of Development of any proposed approaches for sponsorship prior to any approach being made. This is in case of any conflict of interest.
2. Draft sponsorship letters are available from Director of Development.
3. All sponsorship agreement must be approved by General Manager prior to commitment.
4. Managers to provide **amended** sponsorship letters to Director of Development to be approved and signed.
5. Managers to advise Director of Development of outcome of all sponsorship approaches.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – FUNDRAISING**

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1. TCBA organize the following fundraising opportunities:
  - Association Raffle
  - Easter Tournament Stalls
  - 3 x 3 Fundraising Tournament
  - Second hand basketball Stall
2. All funds raised will be credited against the representative fees of those who participated in the fundraising activity.
3. Managers will:
  - Source from team a prize of \$100.00+ value, for association raffle
  - Organize parents to fulfil roster for Easter Tournament Stall
  - Organize parents to fulfil roster for 3x3 Fundraising second hand Stall.
4. Please note, that all money raised via fundraising needs to be spent on players fees and is not able to be refunded to parents.
5. Any other team or individual fundraising must be presented to the Director of Development for approval.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – TEAM APPAREL**

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1. All TCBA Apparel **MUST** be purchased through SAS Sport <http://sas.co.nz/133-auranga-basketball>.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – TRAINING / TOURNAMENT APPAREL**

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1. TCBA Representative Staff courtside during Games / Tournament must wear TCBA Representative Polo Shirt. Staff must wear closed toe shoes. No caps or sun glasses on head.
2. TCBA Representative Coaching Staff must wear TCBA logoed Top during trainings.
3. TCBA Representative Players during games, may only wear TCBA. Exception is for U11 & U13 age-group at Easter Tournament, players may wear the current Easter Tournament T-shirt.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – TEAM UNIFORMS**

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1. Team Uniforms issued at Managers Meeting. Those Managers not present need to make appointment with Director of Development to collect from TCBA offices.
2. Uniforms **MUST** be signed out and signed back in, this paperwork is located on wall in TCBA Offices.
3. The TCBA Manager is the custodian of Team Uniforms, please understand that the team will need to pay for and replace any lost item.
4. Team Managers will collect uniforms at the end of each day of competition and will wash or allocate to volunteer to wash. Players **MUST NOT** take uniforms home.
5. Tauranga City Basketball Representative Uniforms are to be worn at representative fixtures only.
6. At end of season hand over equipment, and have Director of Development sign that you have returned all equipment.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – GAME BALLS**

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1. TCBA will issue 2 game balls for team warm-up at tournaments, just prior to tournament.
2. The TCBA Manager is the custodian of the game balls, please understand that the team will need to pay for and replace any lost item.
3. Game balls **MUST** be signed out and signed back in with Director of Development.
4. Game balls **MUST** not be used for any activity other than TCBA Team Tournament warm-ups.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – CANCELLATION OF TRAININGS**

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1. Coaches and Managers shall **NOT** cancel trainings.
2. If a training needs to be cancelled, notification **MUST** be made to Director of Development for approval. Managers must inform all Parents / Guardians.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – SCOREBENCH**

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1. TCBA will organize score-bench clinics to allow Parents & Players to learn how to score-bench.
2. Team Managers will inform Parents / Guardians that they need to cover score-benches, or pay \$15.00 to a volunteer to cover.
3. Team Managers will roster Parents / Guardians to team score-benches.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – TRAVEL**

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1. Manager organize carpooling of players to Mid North Zone Tournaments -Rotorua, Waikato, Thames Valley, Cambridge, Te Awamutu.
2. Players travelling with non-family members within our Mid North Zone (Rotorua, Waikato, Thames Valley, Cambridge, Te Awamutu), pay a koha for transport, this transaction is made between player and the adult driving.
3. For tournaments further afield transport costs are budgeted by TCBA Director of Development and Team Manager.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – ACCOMMODATION**

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1. Tournaments within our Mid North Zone (Rotorua, Waikato, Thames Valley, Cambridge, Te Awamutu), teams travel daily or families organize their own accommodation.
2. Tournaments further afield the Director of Development with consultation of Team Manager makes all bookings, and teams stay together.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – ADDITIONAL TRAININGS**

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1. Coaches / Managers are not permitted to add trainings to the TCBA Representative Schedules. Parents / Guardians have been given a schedule so they can plan ahead. Coaches who wish to add trainings demonstrate bad time management and poor planning.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – EXTRA GAME OPPORTUNITIES**

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1. Coaches / Managers prior to entering into any game must have game approved by Director of Development.
2. Organizing games against other TCBA Representative Teams or local teams is permitted, however consideration must be given if additional costs – gym hire / referees is incurred.
3. Please ensure Director of Development is aware date, time and venue game is occurring.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – TEAM BUILDING / BONDING – SOCIAL ACTIVITIES**

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1. It is encouraged that teams undertake off court social interaction activities.
2. Serious consideration must be given if additional costs. Plenty of FREE or CHEAP activities to be done in Tauranga.
3. Social activity / team bonding, please ensure Director of Development aware of details.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – REMOVAL OF PLAYER FROM PROGRAMME**

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1. If issue with player in regards to lack of attendance or behaviour, the following process needs to occur before removing from team.

A. Verbal warning to athlete in presence of Parent / Guardian, followed up with email to Director of Development confirming this action taken.

If another incident occurs

B. Written warning to Parent, Director of Development cc'ed into this email.

If issue not resolved, final discussion with Director of Development, who will make decision whether to remove from team.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – ADDITION OF PLAYER INTO TEAM**

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1. To be eligible to be include in Representative Team, players must have either attended Representative Trial(s) or communicated to Director of Development interested in being considered but unavailable for trial.
2. Those players who attended trial and missed out on selection, will be given first option of joining team if a position becomes available.
3. If no players are available from trial process, discussion held with Director of Development regarding adding player to programme.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – PRACTICE ATTENDANCE**

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1. TCBA Executive Committee has stipulated that players MUST attend a minimum of 80% of trainings to retain position in the Representative Programme.
2. If players attendance drops below the threshold of 80% Managers will communicate directly with Parents. If attendance remains a concern then Managers will bring to the attention of Director of Development.
3. If considered appropriate, please see policy for removal of player.
4. If there is a valid reason for attendance dropping below the 80% threshold this needs to be discussed with the Director of Development in advance. These reasons will be consider on a case by case basis.

## **THE PROCESS FOR TAURANGA CITY BASKETBALL AGE-GROUP REPRESENTATIVE TEAMS – PRACTICE ATTENDANCE / ROLL**

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1. Managers of U11A, U13A, U15A, U17A, U19A, U23A teams must take player attendance / roll at ALL trainings using Friendly Manager database.
2. Managers of U11B, U12A, U13B, U14A, U15B, U16A, U17B, U19B, Blue and Gold teams must take player attendance / roll at Sunday Trainings using Friendly Manager database.
3. Managers, will ring family / point of contact of absent player if no prior notification received.