



PARENT-PLAYER

INFORMATION

HANDBOOK

1. WELCOME



Welcome to the Casey Cavaliers Junior Representative program. This booklet is designed to provide parents of players selected to play with the Casey Cavaliers (Cavaliers) an overview of the program but is by no means exhaustive. The Cavaliers are the representative teams of the Casey Basketball Association (CBA).

The Cavaliers field both male and female teams that play in the Victorian Junior Basketball League (VJBL). This is the elite level of basketball in Victoria, featuring the best and/or promising players in the state of Victoria. The VJBL is the affiliated competition of Basketball Victoria.

It should be noted that pathways to play in the best competitions in the nation, i.e. the NBL, WNBL, NBL1 or Big V usually go through a Representative Program such as the one operated by the Cavaliers.

Our values are: **Professionalism, Respect, Integrity, Diversity, Engagement**

Cavaliers players will be given the opportunity to develop their skills and be the best they can be on the court, while developing personal, social and team values. Including:

- A) Commitment
- B) Perseverance
- C) Personal Responsibilities within the Group
- D) Team Work
- E) Respecting the Rules
- F) Respecting Others
- G) Learning to Compete
- H) Following Instructions
- I) Sportsmanship

2. ABOUT US

Casey Cavaliers first entered the VJBL in 1997 under the name, Cranbourne Comets. Over the years, there have been multiple name changes before becoming the now, Casey Cavaliers. We currently have over 40 teams competing in the VJBL.

Eight years ago, our Association changed from Cranbourne District Basketball Association to Casey Basketball Association. Since 2013 the Association has excelled both on and off the court.

This has been acknowledged by our governing body and league administration with the following awards.

- Basketball Victoria Association of the Year in 2014
- BIG V Club of the Year 2017
- Basketball Victoria Runner up Association of the Year in 2018
- Basketball Victoria Association of the Year in 2019
- Basketball Victoria Junior Program of the Year in 2019
- VJBL Large Association of the year in 2019
- Basketball Victoria Junior Program of the Year in 2020

The CBA Management are responsible for the day to day running of the program on behalf of the CBA.

Our Basketball Development Manager (BDM) and coaching staff will be responsible for your child's basketball development.

Team Managers will be appointed to your child's team by CBA Management in conjunction with the team coach. Team managers will be responsible for the team organisation and relaying information to families such as special events, games and tournament information, rosters, senior game duty, game and practice times, etc.

3. COMMITMENT

All returning Cavaliers representative players U12-U18 are required to play in the Casey domestic competition for both the summer and winter seasons and play enough games to qualify for finals.



Special consideration can only be granted in exceptional circumstances. To apply, please email cavaliers@caseybasketball.com.au.

If a player is new to Cavaliers, they are required to be playing in the Casey domestic competition by the winter season and play enough games to qualify for finals. Failure to meet these requirements, may affect their eligibility to play for the Cavaliers.

All teams/players will have two scheduled practices a week. Schedules for practice are published once teams are selected. Attending practice is compulsory for all players.

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For any exemptions, a written request to the BDM must be submitted prior to missing any practice. Approval will only be considered for special circumstances.

Continually missing practice can result in removal from the program.

MULTI-SPORT ATHLETES

We encourage multi-sport athletes at our basketball club, as it can be beneficial to an athlete's short and long term development. Our expectation is that athletes selected for Casey Cavaliers prioritise Cavaliers games and practice sessions first and foremost. It will not be acceptable for athletes to miss full sessions every week, or the majority of a session every week. On the occasion that another sport clashes with our practice sessions, written correspondence to the BDM is required prior to the event, to determine the effect this may have on the team. At the discretion of the BDM, continuously missing practice may result in reduced court time, or even de-registration from the program.

If your child is selected to play with the Cavaliers, gaining and then holding a place with a Cavaliers team each year is always dependent upon their performance and development as a representative basketballer. Players must endeavour to improve at the rate expected of them by their coach and BDM to hold their place in the program.

Players should continue to work on their game outside of official trainings. It is highly recommended that players attend the Cavaliers Advantage program, to assist with skills and basketball concepts.

All Cavaliers teams participate in one compulsory tournament - South Eastern Junior Basketball Tournament on Labour Day weekend in March. These tournament entry fees are covered by the season registration fees.

Teams may choose to participate in other tournaments. These tournaments are not covered in the season fees.

4. PLAYING PHILOSOPHY OF THE CASEY CAVALIERS



The Cavaliers playing philosophy is based upon teaching players, HOW TO PLAY THE GAME.

Defensively, all Cavaliers junior teams will be taught how to play man to man “PAC” defence, with some zone concepts being introduced at U16’s. This is the accepted best practices around the world for teaching players how to play the game.

Offensively, the players will be taught our “Casey offensive system” with sound principles being “layered in” over their possible 10-year time with the Cavaliers. Beginning with 5 out concepts and graduating to 2 and 3 a side action. Casey Basketball have chosen this system to best align our athletes with Basketball Victoria and Basketball Australia High Performance & Pathways.

Tech Fouls

Should a player receive a behavioural Tech foul in a VJBL game, they will automatically be suspended for the next VJBL game. Players and parents will be advised by our BDM.

How We Practice

Cavaliers representative program has set its goals high. We aim to have our teams playing in the highest possible division on a consistent basis.

In order to do this, we must be elite in everything that we do. Every team and its staff, along with parents, need to be held to the same standards in order to achieve our goal.

Cavaliers NON-NEGOTIABLES

Coaches

- Embrace and emphasize the Casey System of Play & Language
- Planned sessions
- Stay on task
- Elite communication
- Coaches eye
- Great body language

Athletes

- Practice elite practice standards
- Compete every possession
- Great body language and positivity
- Elite communication
- Listen with your eyes
- Put into action what the coach instructs
- Sprint in and out of drills & huddles
- Participate in every rep / if you are on the sideline, you are coaching or cheering
- **DO NOT INTERRUPT THE PRACTICE BEFORE OR AFTER YOURS. THIS INCLUDES BOUNCING OF BALLS AND EXCESSIVE NOISE.**

Parents

- Practice good supporter habits
- No coaching from the sideline [this hurts your child]
- No undermining of the coach on the ride home
- Controlling other children if they are in the venue. This is distracting to your child’s development. [noise, basketballs and running up and down the sideline]



5. COMPETITION

The competition is split into 3 Phases: (changes to be made due to COVID)

- A. Practice Phase - runs from October to November and is used for team tryouts and practice games.
- B. Grading Phase - runs from November to March
- C. Championship Season - runs from March to September.

Player placement will be determined based upon their age, ability and the positional (i.e. Guard, Forward, Centre) needs of the team, in conjunction with their age group requirements. Coaches and the coaching team will be responsible for determining their selection into the program and ongoing playing time.

Team grading is set for the championship season by performances during the grading season. Initial grading is nominated by the VJBL. Teams can either retain their grade or be moved to another grade depending upon their performances.

Team make up

- Team Officials - Coach, Assistant Coach and Team Manager
- U12-U16: 10 players per team
- U18-U20: up to 12 players
- Age grading is determined by the player's age as of the 31st of December of the Championship season
- Movement of players within teams can be made by the BDM up until VJBL cut off dates.

6. COURT TIME

The amount of court time given to players varies according to the team's needs, individual performances, strategies & tactics employed by the coach or BDM. Due to the nature of representative basketball, players cannot be guaranteed equal court time. However, parents who are concerned with their child's role on the team should arrange a suitable time after practice to discuss the matter politely, with their coach and/or a Lead Coach/BDM.

Under no circumstances should you approach your coach on game night.

7. PRACTICE SESSIONS

Currently - All Teams are to practice each Sunday for approximately 2 hours and attend a mid-week practice session of 1 - 1 ½ hours. There will also be some occasional practice sessions in school holidays at an additional minimal cost.

Casey basketball is working towards mid-week training for teams 1st, 2nd and our first full bottom age team of each age group. This will not be possible until more courts become available in 2022 season.

For the upcoming season, all 1st and 2nd teams from U12 – U16 will have an additional 4 sessions to help prepare for grading. These will take place as soon as teams are selected on Mondays. Dates and times will be communicated to those selected in the relative teams. An additional cost is included in your registration invoice.

Practices will take place at Casey Stadium, Kambrya College and other venues within the City of Casey when required. Players are to arrive 15 minutes before their scheduled practice time and be mentally prepared for rigorous and challenging practice sessions.



Players are required to wear their Cavaliers reversible practice singlet, plain navy-blue shorts and preferably Cavaliers socks. Failure to do so, could see your child having to sit out of practice. All players should ensure they have a basketball, appropriate footwear and enough water for the practice session.

Coaches reserve the right to NOT play players who do not train, or do not put in sufficient effort during practice.

- Players who are injured are expected to attend practice.
- Players who are sick do not attend practise but must advise their coach prior.

Attending practice is compulsory for all players.

For any exemptions, a written request to the BDM must be submitted prior to missing any practice. Approval will only be considered for special circumstances.

MULTI-SPORT ATHLETES

We encourage multi-sport athletes at our basketball club, as it can be beneficial to an athlete's short and long term development. Our expectation is that athletes selected for Casey Cavaliers prioritise Cavaliers games and practice sessions first and foremost. It will not be acceptable for athletes to miss full sessions every week, or the majority of a session every week. On the occasion that another sport clashes with our practice sessions, written correspondence to the BDM is required prior to the event, to determine the effect this may have on the team. At the discretion of the BDM, continuously missing practice may result in reduced court time, or even de-registration from the program.

8. ADDITIONAL PRACTICE SESSIONS

- School holiday camps will continue to be offered to Cavalier representative athletes only. These will now be offered at a discounted rate.
- Cavaliers Advantage is available to all cavaliers' athletes which will assist with skill and concept development. This program is charged via a term by term registration.

9. COSTS

Player Registration Fees

Cost – Teams 1 & 2 [12-16]

- \$525.00 - Registration
- \$45 - Tournament fees
- \$20 – teams 1 and 2 - Extra training sessions pre-grading.
- \$10 - Educational Pack
- \$20 – First practice game fee included
- Total - \$620

Cost – Teams 3 onwards plus all U18 and U21

- \$525.00 - Registration
- \$45 - Tournament fees
- \$10 - Educational Pack
- \$20 – First practice game fee included
- Total - \$600

\$25.00 fundraising levy has been waived for 2021/22 season but will return the following year.



Includes but not limited to:

- VJBL registration
- Weekly practice
- Administration resources
- Coaching resources
- Presentation
- Entry fee to Southeast Junior Basketball Tournament (SEJBT)
- Education pack

A deposit of \$50.00 is required at registration via the link provided to confirm your acceptance within the program. Once a player accepts a position and pays their deposit, they are liable for the full fees of \$600/\$580.00.

Payment schedule:

1. Deposit of \$50 - upon registration
2. Payment of \$285/\$275 due by 15th December 2021
3. Payment of \$285/\$275 due by 15th January 2022

Once the deposit is made, you will be invoiced for the remainder.

Payments can be made via

- credit card at the stadium during domestic competitions,
- by phone during business hours
- direct transfer to CBA's bank account.

Please read our refund policy before committing as no refunds are available for change of mind (See Refund Policy, available at www.caseybasketball.com.au).

Weekly Playing Fee

Each athlete is required to pay their team manager \$20 per game.

This cost covers your game fee (including door charge) and mid-week trainings. These are in addition to the player registration fees.

Failure to make payment to the Team Manager will result in the athlete being unable to play until payment is made.

- The first practice game is included in your registration invoice as not all team managers are set at this time.

Uniform Package

It is compulsory for all new players to purchase the full uniform package at the cost of \$342.

A designated Uniform night after the tryouts will be advised for all new players to the program.

Photos

During the season, there will be a photo day where team and individual photos will be taken. The purchase of these photos is optional.

Annual Presentation Day

At the end of the season the Association will host a presentation day. It is an expectation that all players attend this day. There is no additional charge for this day.

10. SPORTS INJURIES



Your child will now be playing a minimum of two matches per week (one representative, one domestic) and practice for around three—four hours per week. This can place stress on young bodies, and injuries can occur during practice or matches. The coaches and coaching panel are well aware of the potential for sports injuries and will place your child's welfare as a priority. If you have concerns regarding your child's health, please discuss them with your coach or team manager.

If your child does sustain an injury and is unable to play and/or train for a period of time, they are still expected to attend the games to support their team and practice sessions. Although your child will not be practising, by attending, they will be exposed to the drills and game plays taught. It is also highly recommended that you provide a medical certificate outlining your child's injury and how long they will be unable to play/practice for. Medical certificates may be needed for players to qualify for finals under VJBL rules should they not have played enough games.

If you need a physiotherapist, Cavaliers highly recommend visiting the team at Physioworks Health Group. They have clinics available in Cranbourne, Pakenham and more.

Head to www.physioworkshealthgroup.com.au for more information.

11. RESULTS

Game results can be found on the Cavaliers website www.caseybasketball.com.au and simply click on the VJBL link. This website will also have all required news throughout the season, including association and team news.

12. UNIFORMS

Playing Uniforms

Cavaliers playing uniform is the same throughout our entire junior program. This is the only uniform allowed. The alternative side of the playing singlet will be used should there be a colour clash with the opposing team. All Cavaliers players MUST wear the correct playing uniform as required by the VJBL when representing the Cavaliers. If the correct uniform is not worn, the player will not be able to play.

Correct playing uniform means

Cavaliers playing jersey and shorts, Cavaliers socks, Cavaliers hoodies (worn to and from games when cold) and warmup tops (worn to and from games and during the warmup prior to the game). If a player chooses to wear compression pants, tops or knee pads, they are to be black in colour with no visible logo.

Practice Uniform

Cavaliers practice uniform is compulsory for all practice sessions. This is the only uniform allowed. In the event that the correct uniform is not worn, the player will not be able to train.

Correct practice uniform means

Cavaliers branded practice singlet, plain navy-blue shorts, Cavaliers hoodie, and it is suggested that players wear Cavaliers socks.

The uniform package consists of all the required items for playing and practice. Playing uniform (shorts and reversible top), warm up top, practice top (reversible) and shorts, backpack, socks and hoodie.

The uniform package is compulsory for all new players. These purchased items will remain the property of the player. It is also the responsibility of the player to ensure that they bring their uniform to each game and that it is maintained in excellent condition. Uniform items can be purchased at Casey Stadium during competition times. Please note: Allocation of player uniform numbers is allocated by Casey Basketball and requests for numbers will not be taken.

Second-hand uniform

You cannot purchase a second-hand uniform without approval by the CBA Office. Should you choose to purchase a second-hand uniform without approval be prepared to purchase a new jersey with a different number.

Backpack Labelling

As directed by our supplier, it has been deemed inappropriate to embroider the backpack, as it may ruin it if done incorrectly. Alternatively, you may print your name and number on your bag with a white vinyl print.

The print MUST conform with the following guidelines:

- Comply with the below size:
 - 18mm high per letter, 40mm high per number
 - This is not the minimum or maximum, letters must be this size, unless approved by the Casey Basketball office. Exemptions may be permitted for longer names.
- It is compulsory to use the font 'Machine BT/MACHINEN', this font can be obtained from the Junior Cavalier committee or by emailing marketing@caseybasketball.com.au
 - NO other fonts are permitted
- Letters and numbers must always be white

Our supplier (Impact Sports Promotions) can complete this for any member for only \$8 per bag (As at August 2020. Costs may vary over time). If you would like to utilise this service, you can contact them via:

sales@impactsp.com.au

If you have any queries or concerns, please contact the Junior Cavaliers committee via email:

juniorcommittee@caseybasketball.com.au



13. PARENT INVOLVEMENT

When your child is selected to play representative basketball for the Cavaliers, parents & families are an integral part of the Cavaliers program, and you will be required to:

- Score at Friday night games on a roster system.
- Help and encourage your child through hard practice and competition.
- Help make Cavaliers a strong club by supporting all of its basketball activities from under 12 to senior levels.
- Help your team (e.g. team manager, scoring when rostered, providing carpooling etc. when required).
- Help your team by providing enthusiastic and fair support at games (see Codes of Conduct).
- Help support the Cavaliers by supporting its special events.

Being involved will help your child become integrated into the Cavalier's. It is also good fun, with plenty of opportunities to meet other parents and enjoy social events.

14. ISSUES AND CONCERNS

If you have any concerns, do not hesitate to speak to your team manager/coach, who will be able to guide you to the person you need to contact.



For any coaching issues, please organise a time to meet with your coach after practice on a Sunday. Please do not approach the coach with any issues on Friday night.

If you don't feel you have received a satisfactory answer your escalation path is:

1. Lead coach
2. BDM
3. cavaliers@caseybasketball.com.au

For any issues other than coaching:

1. Contact Program Coordinator. This must be done in writing to cavaliers@caseybasketball.com.au.

If you have any concerns with scores, fixturing or anything associated with VJBL, please direct these concerns to the Cavaliers Delegate via email cavaliers@caseybasketball.com.au.

VJBL do not want to be contacted by anyone but the club delegate. Fines are directed to the club, should they be contacted by anyone other than the club delegate. These fines will be forwarded to the relative person.

15. SENIOR CAVALIERS PROGRAM

During the Senior Cavaliers season, each U/12 and U/14 team will be required to do duty at a NBL1/BIG V game throughout the season. Duties will include floor sweeping during the game, high fiving the Casey players onto the court at the beginning of the game, and other small jobs that may delegate to them. This is an exciting experience for our junior players as they get the opportunity to be part of the Senior Cavaliers game day.

Players and Team Managers that are involved in the floor sweeping are free to enter, however please be aware all other parents and spectators will be required to pay an entry fee discounted to half price.

16. COMMUNICATIONS

All communications about upcoming events and programs will be communicated via TeamApp. Your child will be placed into their team group upon accepting registration. The email used to officially register your child into the program will be used when allocating their team group on TeamApp. No other social media platform is to be used by members for team communication.

If you are concerned that you are not receiving this information, please contact CBA via marketing@caseybasketball.com.au



17. GENERAL

We are continually trying to improve operations and communication for you to enjoy your basketball experience. It is intended that this information booklet will give you all the relevant information needed for you to have a full understanding of the team effort required by all volunteers to run a successful representative basketball program.

Cavaliers expects that all parents, players and spectators, respect the role of all game officials [scorers, coaches and referees]. Under NO circumstances are you permitted to approach a game official before, during or after any VJBL sanctioned game. Any breach of the above will result in disciplinary action as sanctioned by VJBL and/or Cavaliers.

Cavaliers strive to provide the best available coaching, and facilities for the development of your child. This development and the opportunities provided, can give your child the chance to play at the highest levels, firstly as a junior and later as a senior player. To do this we need to work together on and off the court as a team.

Covid- 19 restrictions

Should Covid restrictions apply throughout the season, parents and players will be advised accordingly by the association.

Please be prepared for spectator limitations at both practice sessions and games.

18. SOCIAL MEDIA POLICY

Basketball Victoria - Code of Conduct

Social Media can be fun, helpful and dangerous.

Comments, notes and photos posted on social media sites such as Facebook, Twitter and on-line forums are usually constructive and positive. Negative comments and images, bullying, criticism and sexist remarks can be dangerous and harmful to people's wellbeing and the reputation and image of the sport.

Do not use social media to be critical of teammates, coaches, officials, administrators, volunteers or spectators.

Any comment you make on social media sites has the potential to be seen by millions of people. That is great if comments are positive, but it can be extremely negative and harmful if critical of people. Before you post a comment on social media ask yourself this: Would I want millions of people to read something negative about me?

Always assume the person you are talking/writing about will see what has been said/written.

Just because an online chat is between two people does not mean it remains private and nobody else can see it. Social media is accessible to everyone. Even if the person you are discussing does not see it, somebody else may.

Use social media as a positive outlet to promote players, teammates, teams, clubs and others involved in basketball.

Posting results and acknowledging individual and team performances on social media makes many people aware of team and individual achievements. That can have a positive effect for

many people and should be used, encouraged and embraced wherever and whenever possible.



Remember to show respect.

When using social media, show the same respect and regard for people that you would show and are expected to show when playing, officiating or attending a basketball game.

When in doubt, leave it out.

If you are unsure if what you are posting on social media is appropriate then it is best not to post it, when in doubt, leave it out.

Do not tolerate or condone poor social media behaviour or actions.

If you are aware of or observe poor social media behaviour or action, do not accept it. There is no place for it in basketball and it will not be condoned. You should remind people of their responsibilities when using social media and warn that action can be taken against them. In the instance on minors breaching the code of conduct, alert their parents to the situation. If you believe the breach is serious, report it to you team, club or association officials.

Be aware that your actions on social media can have serious consequences.

Negative comments and images, bullying, criticism and sexist remarks do not only impact negatively on the people they are about. If you are found to have acted improperly on social media regarding a basketball related matter, you are liable to disciplinary proceedings and may be required to face a tribunal hearing to explain your actions. A suspension from basketball could be imposed.

Consider social media to be your personal brand.

Your internet presence fuels any perception of your personal brand - whether you like it or not. Does your social media identity match your real identity? Be mindful of the content of photos, status updates and Tweets. Are they truly reflective of who you are and how you want people to see you?

Correspondence from Basketball Victoria

Social Networking Sites

Basketball Victoria is concerned at the increasing number of complaints being made about the use of Facebook, Twitter, YouTube and other social networking sites by people involved in basketball, for unacceptable content.

We have seen examples where the sites have been used to bully other basketballers, to criticise referees and to make racist or sexist remarks about other participants. This sort of behaviour is totally unacceptable in basketball and will not be tolerated.

Many of the remarks are being made with the posters believing that because those remarks can only be seen by people they have accepted as friends on their pages, they will not be made public. However, fortunately, there are enough decent people around who bring this behaviour to the attention of Basketball Clubs or Associations or Basketball Victoria. This occurs even when the posts are made by friends because those people recognise the harm and distress this sort of behaviour can generate.

Under Basketball Victoria's Tribunal By-laws and Member Protection By-laws, behaviour which is unacceptable can be brought to the Tribunal, even if it didn't occur on the basketball court. As long as the incident is basketball related, the Tribunal can deal with it. A number of Facebook issues have already been dealt with by the Tribunal and other hearings are pending.

Basketball Victoria will have no hesitation in reporting to the Tribunal participants who misuse such sites if it relates to basketball. Please be mindful of other basketball participants and don't place yourself at risk of finding yourself reported to the Tribunal, as has happened to several people already.

Yours sincerely

Gerry Glennen

Governance and Operations Manager

Solicitor



19. CODES OF CONDUCT

Coaches, players, spectators and administrators are required to abide by the codes of conduct as set out by Basketball Victoria. A full version can be viewed on the website www.caseybasketball.com.au. Please ensure that you read these and explain the players code of conduct to your child. A requirement of the CBA for entry into any stadium under the control of the Association is that the following codes of conduct be adhered to. Failure to act in accordance with these codes of conduct may result in your removal from the stadium and/or exclusion from competitions.

It is for the safety of your child or children that they must be accompanied & adequately supervised by a parent or legal guardian at all times whilst on any premises under the control of the CBA or Cavaliers



Basketball is intended to be a recreational activity for enjoyment and health. This code of conduct has been developed by Basketball Victoria to give participants some guide to the expectations it has on those participants. It is intended to assist everyone to obtain the maximum benefit and enjoyment from their involvement in basketball. As a result, the quality of participation will be improved so people are more likely to start and continue their involvement in basketball. Enjoy!!



PARENTS' CODE OF CONDUCT

1. Encourage your children to participate for their own interest and enjoyment, not yours.
2. Encourage children to always play by the rules.
3. Teach children that an honest effort is always as important as a victory.
4. Focus on developing skills and playing the game. Reduce the emphasis on winning.
5. A child learns best by example. Applaud good play by all teams.
6. Do not criticise your or others' children in front of others.
7. Accept decisions of all referees as being fair and called to the best of their ability.
8. Set a good example by your own conduct, behaviour and appearance.
9. Support all efforts to remove verbal and physical abuse from sporting activities.
10. Respect the rights, dignity and worth of every person.
11. Show appreciation for volunteer coaches, officials and administrators.
12. Keep children in your care under control.
13. Always respect the use of facilities and equipment provided.
14. Don't coach your child from the sidelines. Encouragement NOT instruction



PLAYERS' CODE OF CONDUCT

1. Understand and play by the rules.
2. Respect referees and other officials.
3. Control your temper.
4. Work equally hard for yourself and for your team.
5. Be a good sport.
6. Treat all players as you would like to be treated.
7. Play for the “enjoyment of it” and not just to please parents and coaches.
8. Respect the rights, dignity and worth of every person.
9. Be prepared to lose sometimes.
10. Listen to the advice of your coach and try to apply it at practice and in games.
11. Always respect the use of facilities and equipment provided.



SPECTATORS' CODE OF CONDUCT

1. Remember that most people play sport for enjoyment.
2. Accept decisions of all referees as being fair and called to the best of their ability.
3. Always be positive in your support for players.
4. Condemn the use of violence in any form.
5. Respect your team's opponents, officials and spectators.
6. Encourage players to obey the rules and to accept decisions of officials.
7. Demonstrate appropriate social behaviour by not using foul language or harassing players, coaches or officials.
8. Respect the rights, dignity and worth of every person.
9. Keep children in your care under control.
10. Always respect the use of facilities and equipment provided.

CASEY BASKETBALL ASSOCIATION



REFUND POLICY

By legislation, customers will be entitled to a refund when a service fails to meet one of the consumer guarantees provisions.

The relative consumer guarantees are:

- a. Services will be provided with due care and skill.
- b. Services will be fit for purpose.
- c. Services will be provided within a reasonable time (when no time set).

However, just because one of the above guarantees is not met, doesn't give rise to an automatic right to refund. Whether a refund is available for breach of one of the above consumer guarantees will depend on the nature of the problem and whether that problem is a 'major problem' or a 'minor problem' as defined by law.

(In relation to registrations fees, the problem must be deemed a 'major problem')

Major Problem

A service will have a major problem if it:

- Has a problem that would have stopped someone from purchasing the service if they had known about it.
- Is substantially unfit for its normal purpose and can't easily be fixed within a reasonable time.
- The consumer informed the supplier that they required the service for a particular purpose, but the service and any resulting product did not achieve that purpose and cannot be easily made fit in a reasonable time; or
- The supply of service creates an unsafe situation.

Minor Problem

If the problem is not a major problem, it is a minor problem (can be fixed) and Casey Basketball is not required to provide a refund and Casey Basketball can choose how to fix the problem.

Partial refunds

If there is a major problem in Casey Basketball providing basketball administration services to a customer, the customer has the right to cancel the contract for such services and will have a right to a refund of their registration fee, up to the value of any part of the service not consumed.

Refund for change of mind

Customers are not entitled to a refund if they simply change their mind.