



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. 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, 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:

- commitment & perseverance
- personal responsibilities within the group
- teamwork & sportsmanship
- respecting the rules & others
- learning to compete
- following instructions

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. CBA currently have over 45 teams competing in the VJBL.

In 2013 our Association changed from Cranbourne District Basketball Association to Casey Basketball Association and 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
- Basketball Victoria Referee Branch of the year in 2022

The CBA Management are responsible for the day to day running of the program. 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, in conjunction with the team coach. Team managers are responsible for the team organisation, as well as relaying all club information to families.

Information on CBA board members and staff members can be found on: www.caseybasketball.com.au

3. COMMITMENT



Representative basketball requires a large commitment from both players and parents to the program to ensure the appropriate level of professionalism and development occurs each season.

Cavaliers program requires the following commitment:

- All teams/players have **two compulsory practices a week**. These schedules are published once teams are selected. **For any exemptions, a written request to the BDM must be submitted prior to missing practice. Approval will only be considered for special circumstances.**
- All teams/players will compete on Friday nights in the VJBL competition. Games are played throughout Melbourne and fixtured by the VJBL.
- Cavaliers teams participate in one compulsory tournament (South Eastern Junior Basketball Tournament) held on Labour Day weekend in March.
 - SEJBL 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.
- 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.
- New players are required to be playing in the Casey domestic competition by the following Winter season 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.
- Players must continue to work on their game outside of official trainings. It is highly recommended U12/14 players attend the **Cavs Advantage program**, to assist with skills and basketball concepts.

Failure to meet these requirements, may affect their eligibility to play for the Cavaliers.

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 an occasion when another sport clashes with our practice session or game, written correspondence is required to the BDM 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 and/or deregistration from the program.

4. PLAYING PHILOSOPHY OF THE CASEY CAVALIERS



The Cavalier's 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 practice around the world for teaching players how to play the game.

Offensively, 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 Cavaliers have chosen this system to best align our athletes with the Basketball Victoria and Basketball Australia High Performance & Pathways.

Tech Fouls

If a player receives a behavioural Tech foul in a VJBL game, they will automatically be suspended for the next VJBL game. Once CBA are advised by VJBL of the behavioural tech foul, our BDM will contact players and parents. Players are expected to attend trainings and games even though they are suspended. Game payment is still expected by the suspended player. This rule applies to VJBL finals.

How We Practice

The Cavaliers representative program has set high expectations. We aim to have our teams playing in the highest possible division on a consistent basis. To do this, we must be elite in everything we do. Every team and its staff, along with parents, need to be held to the same standards to achieve our goal.

Cavaliers' NON-NEGOTIABLES

Coaches

- Embrace and emphasize the Casey system of play & language
- Planned sessions and stay on task
- Elite communication
- Coaches eye
- Great body language

Athletes

- Execute elite practice standards
- Compete every possession
- Great body language and positivity
- Elite communication and 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]

*This can result in parents not being allowed to attend games.

5. COMPETITION



The competition is split into 3 Phases:

- Practice Phase - runs from October to Mid-November and is used for team tryouts and practice games.
- Grading Phase - runs from Mid-November to February
- 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 phase. Initial grading is nominated by the VJBL. Teams can either retain their grade or be moved to another grade depending on 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.

Performance Teams: Our top two teams in each age group are regarded as 'Performance Teams', these teams are expected to win as much as possible and push for Victorian Championship (VC), Classic and National medals. As a representative player in these teams, court time is not guaranteed.

Development Teams: Our teams from team 3 down are regarded as 'Development Teams'. As a representative player in these teams, we want all players to develop as much as possible, however court time will still be determined by the coach.

6. PRACTICE SESSIONS



Currently - All Teams practice each Sunday (excluding U18's - U20's) for 2 hours and attend a mid-week practice session of 1 - 1 ½ hours. There will also be some practice sessions in school holidays at an additional minimal cost.

For the upcoming season, all first and second teams from U12 – U16 will have an additional four 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, and an additional cost will be 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 a rigorous and challenging practice session.

Players are required to wear only **Cavaliers branded gear**:

- reversible practice singlet
- navy-blue Cavaliers' shorts
- hoodie (in colder weather)
- track pants (in colder weather)

Failure to do so, could see your child having to sit out of practice.

All players should always bring to practice:

- basketball appropriate footwear
- water for the entire session
- basketball & Education Pack

COURT TIME

The amount of court time given to players varies according to team needs, individual performances, strategies and 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, should arrange a suitable time after practice to discuss this matter politely, with their coach.

7. ADDITIONAL PRACTICE SESSIONS

- School holiday camps will continue to be offered to Cavalier representative athletes only. These will be offered at a discounted rate.
- Cavaliers Advantage is available to all U12/U14 Cavalier athletes to assist with skill and concept development. This program is charged on a term-by-term registration.

8. COSTS



Player Registration Fees

Cost – Teams 1 & 2 (12-16)

- \$625.00 - Registration
- \$50 - Tournament fees
- \$20 – Teams 1 and 2 - Extra training sessions pre-grading.
- \$10 - Educational Pack

Total Cost: \$705

Cost – Teams 3 onwards plus all U18 and U20

- \$625.00 - Registration
- \$50 - Tournament fees
- \$10 - Educational Pack

Total Cost: \$685

Player Registrations Fees include but are 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 \$100.00 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

Payment schedule:

1. Deposit of \$105 - upon registration
2. Payment of \$300/\$290 due by 15th December 2023
3. Payment of \$300/\$290 due by 15th January 2024

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. [detailed on your invoice]

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 their equal share of the team sheet via Team Pay. Team sheet fees are set by VJBL. This cost covers your game day fees and entry for all spectators. Failure to make payment to the Team Manager will result in the athlete being unable to play until payment is made.

This fee is payable regardless of game time or availability to play each week. Payment of this weekly fee is the commitment required for the entire representative calendar.



Special Circumstances: Should a player have a long-term injury (Min. 6 consecutive weeks) or leave the team, then the fee will be equally divided by the remaining players.

Practice Game fee

All practice games will be invoiced to each athlete, as not all team managers are set at this time. Payment is expected by the 2nd practice game.

Uniform Package

It is compulsory for all new players to purchase the full uniform package at the cost of \$360.

Uniform night is the Thursday after teams are announced.

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.

9. SPORTS INJURIES

Your child will now be playing a minimum of two matches per week (one representative & one domestic) and practice for around three to 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 and practice sessions to support their team. 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.

Injured players must attend all games if physically able. When attending games whilst injured, players must:

- sit on the team bench as per normal
- wear casual Cavaliers attire (e.g. Cavaliers branded hoodies, tracksuit pants or t-shirts).
- must not wear hats, beanies, thongs or slides etc.

If you need a physiotherapist, Casey 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.



10. CAVALIERS INFORMATION

All Cavaliers information can be found on the Casey Basketball website www.caseybasketball.com.au. simply click on the Junior Cavaliers section in the menu. You will be able to find all:

- Fixtures & results
- Required forms and calendars
- Cavalier development programs
- Cavalier holiday clinics

11. 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 singlet + shorts
- Cavaliers socks
- Cavaliers hoodie
- Cavaliers warmup top
- relevant compression gear (must be black with no visible logos)

Practice Uniform

Cavaliers practice uniform is compulsory for all practice sessions. This is the only uniform allowed. **If players are out of uniform, they may be asked to sit out of practice.**

Correct practice uniform means:

- Cavaliers practice singlet
- Cavaliers navy practice shorts
- Cavaliers hoodie
- Cavaliers socks (optional)

Uniform Package

The uniform package consists of all the required items for playing and practice and 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 they bring their uniform to each game, and it is maintained in excellent condition.

\$360 uniform package includes:

- playing singlet
- playing shorts
- practice singlet
- practice shorts
- warmup top
- navy hoodie
- backpack
- socks

Individual uniform items can be purchased at Casey Stadium during competition times or during office hours (9am – 5pm). 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, and a number clash occur, be prepared to purchase a new playing singlet 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 \$10 per bag (As at August 2022. 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 email

cavaliers@caseybasketball.com.au



12. 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.).
- help your team by providing enthusiastic and fair support at games (see Codes of Conduct).
- help support the Cavaliers by supporting its special events.
- help support the Head Coach in his/her endeavour to create the best rep environment possible

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.



13. 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 or BDM 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. Email cavaliers@caseybasketball.com.au
3. BDM

If you have concerns regarding player welfare in the program (not related to basketball, court time, development etc). Please contact our welfare officer:

- Josh Nicholls – welfare@caseybasketball.com.au

For any other concerns, such as:

- scores/results
- fixturing
- anything else associated with VJBL

Please email our delegate on cavaliers@caseybasketball.com.au

VJBL only allow the club delegate to contact them directly. Fines are issued to the club if they are contacted by anyone other than the delegate. These fines will be forwarded to the relative person.

14. SENIOR CAVALIERS PROGRAM

During the Senior Cavaliers season, each U12 - U18 team will be required to assist at NBL1/BIGV games. This will be scheduled and advised to teams in advance.

Duties will include but are not limited to:

- assisting with set up and pack up
- floor sweeping during the game
- high fiving the Casey players onto the court at the beginning of the game
- other small jobs required on gameday

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.

15. COMMUNICATIONS

All communications about upcoming events and programs will be communicated via Team App. 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 Team App. 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

16. GENERAL



We are continually trying to improve operations and communication for you to enjoy your basketball experience. 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 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. The development and 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.

17. 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.



18. 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.