



Staff Handbook

BASKETBALL BALLARAT

BASKETBALL BALLARAT
(INCLUDING MINERDOME SPORTS CLUB AND WSEC)
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INTRODUCTION TO BASKETBALL BALLARAT

Overview & Development

The Ballarat Basketball Association Inc. (now known as Basketball Ballarat) was formed in 1966. The stadium was built in 1969 at 994 Grevillea Rd, Wendouree – comprising two courts, canteen and toilet/change room facilities. This venue is now known as the MARS® MINERDOME. A further two courts were added in 1982.

To cater for the social development of our members, a licensed social club was built in 1987 and is now known as the MinerDome Sports Club, which following the Stage 3 expansion program of 2006, is now located on the ground floor of the MARS® MINERDOME.

Gaming facilities were introduced to the Association in October 1993 and a TAB in 1996.

Basketball Ballarat also manages netball and basketball competitions and feature events at the Ballarat Sports & Events Centre (BSEC) – a 2 court centre under lease from the Ballarat City Council.

Wendouree Indoor Sports Inc. has been established to coordinate and oversee all BSEC operations. Following an agreement signed in 2013, Basketball Ballarat now has access to a court placed on the multi-purpose area of the Ken Kay Badminton Stadium.

The Association currently services significant borrowings, which have been used to maintain the MinerDome venue to current standards. All profits from the Association are returned to debt reduction, maintenance and stadium facility improvements.

The Association has successfully managed and operated an ever expanding and diverse sporting complex. The venue has undergone major upgrades in 1987, 1992, 1997, 2004 and 2006. In continuation of this legacy, Basketball Ballarat will be developing a new major indoor sports facility at the Ballarat Major Events Precinct on the BSEC site.

Recreational Activities

The MARS® MINERDOME (4 courts) and MinerDome Social Club facilities cater for up to 6,000 members per week across a broad range of social, recreational and entertainment activities.

Regular recreational activities hosted by the Association at the MARS® MINERDOME, MinerDome Sports Club and Wendouree Sports & Events Centre are as follows:

- Basketball competitions from U/10 Juniors to Masters level Seniors. More than 440 teams play on a weekly basis.
- Actives Club for adults over 50 from the Wendouree area who use the MinerDome Sports Club as their base for a broad range of activities – This Club currently has 80 members.
- Support for players with disabilities via the Prospectors who play in local competitions and with the Victorian Special Olympics program.
- Daytime basketball Programs.
- Primary School basketball Competitions for more than 50 local schools throughout terms 2 and 3 each year
- Netball Competitions for more than 50 teams at Junior, Mixed and Senior Level.
- Holiday Camps & Skills Clinics.

The Association has a Board portfolio position overseeing the Junior Elite Programs and the delivery of all elements associated with this throughout the Ballarat region is managed through the position of Athlete and Coach Development Manager.

Basketball Ballarat has commenced a program to establish an Educational and Accreditation Centre for Western Victoria. This will enable smaller associations in this region to connect with a range of coach and volunteer services without the need to always use Melbourne as the base.

Elite Teams Pathway

The Basketball Ballarat elite teams are known as the Miners (men's teams) and Rush (women's teams)

The Miners and Rush are the highest profile men's and women's sporting teams in the Greater Western Victorian region. They are the only sporting teams in the region to compete in a national competition on a weekly basis.

Basketball Ballarat believes that the success of our two high profile senior teams has been largely responsible for the interest in the sport and the high numbers of juniors that take it up. They also provide a bridge for juniors to move into senior competition, the Association also supports two other Senior Representative teams, who play in the Big V Championship Youth League's U1/23 Competition.

At the junior representative level, Basketball Ballarat operates more than 15 teams from U/12 to U/18 Boys and Girls representing Ballarat in Country Championships, Victorian Junior Basketball Leagues and selected tournaments.

The Miners and Rush Programs commenced in 1986 to provide a career path for local players, coaches and officials to progress through to the highest possible levels of the sport without being forced to leave Ballarat at an early age to pursue their goals.

Ballarat has a very rich sporting heritage and basketball is no exception. Many locals have achieved national or international recognition, including representing Australia at Olympics, World Championships, and at NBL and WNBL levels.

- The Miners also hold two Victorian titles having won the State Championship in 1989 and 1996.
- The Lady Miners (now known as the Rush) moved into SEABL for the first time in 2003, and reached the pinnacle of ABA Champions in 2006.

Up until 2003, the Lady Miners team had been a member of the Victorian Basketball League and had won the championship in this competition for the previous 8 years in succession – an enormous achievement in its own right.

In addition to providing opportunities for local athletes to reach the highest level possible, Basketball Ballarat has also been actively involved in community activities that provide positive role models for the children and young adults of our region, demonstrating a strong commitment to community service.

STAFF POLICY AND PROCEDURE MANUAL

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WELCOME

Congratulations on your appointment and welcome to the team at Basketball Ballarat! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business is primarily about providing a venue for basketball to serve the interests of Ballarat and the wider community and to provide the best, most informed and friendliest level of service that we can. You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other Basketball Ballarat employees and our customers will reflect the value that Basketball Ballarat places on Leadership, Honesty, Respect, Integrity, Commitment and Visionary.

The purpose of this Manual is to introduce you to Basketball Ballarat, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions and employment, our expectations around your behaviour and our policies and procedures. This manual should be read in conjunction with your Contract of Employment.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur.

If you have any questions about the content please do not hesitate to contact Mark Valentine, Administration and Events Manager.

BASKETBALL BALLARAT'S STRATEGIC PLAN

Our Vision

To be Ballarat's leading and most respected indoor sports community.

Our Principles

LEADERSHIP
HONESTY
RESPECT
INTEGRITY
COMMITMENT
VISIONARY

MANAGEMENT STRUCTURE

The Board of Directors & C.E.O

Basketball Ballarat is operated by a Board of Directors elected by and responsible to the members.

Basketball Ballarat runs its facilities and programs on a cost effective commercial basis, while being mindful of its role as a community organisation.

The Board of Directors can consist of up to nine members who take responsibility for a range of portfolios which cover the full spectrum of our operations. In addition to the Board duties, each Director works with a sub-committee to handle the respective portfolios.

The Directors appoint a Chief Executive Officer who is responsible for the efficient and effective management and operation of the Association and is the Board Secretary.

Basketball Ballarat employs a number of staff who are responsible for the day to day running of the facilities, competitions, programs and services.

All staff members operate under the direction and supervision of the Chief Executive Officer.

Others Roles

Position descriptions are issued to all staff. These detail duties, responsibilities and who to report to.

Basketball Ballarat has a senior Venue Management team who meet regularly to plan and monitor the activities of the Association, support the Chief Executive Officer, and actively participate in the development, operation and promotion of all aspects of Basketball Ballarat.

The Board of Directors and Venue Management team work to ensure the viability of Basketball Ballarat and its facilities by keeping both the venues and the approach to business management up to date. The Association works to a business and strategic plan approved by the Board of Basketball Ballarat.

Membership

Basketball Ballarat's membership includes more than 4000 local basketball and netball players in its domestic competitions on a weekly basis plus a further 2000 spectators and social visitors attend our facilities.

We are in a leisure time business, and it is important to remember that those who attend our facilities have chosen to enjoy themselves and spend their free time with us.

To ensure that they can do so our members are treated as guests and cared for to the best of our ability.

Staff & Volunteer Roles

Basketball Ballarat's Directors and staff take great pride in their professionalism and in particular to the courtesy and helpfulness displayed to patrons. Our aim is to offer the best service possible - all day every day.

Sport at this level relies upon the input from many volunteers from Club level to Elite team assistants to around court roles during National events and their contributions must never be underestimated or undervalued.

YOUR EMPLOYMENT

Your employment with Basketball Ballarat is essentially governed by your contract of employment, Basketball Ballarat Policies, in conjunction with this Handbook. The following section provides general information regarding your pay, rosters & timesheets.

Hours of Work

Office / Business Hours are generally between 8.30am to 5.30pm. Your hours of work will depend on business needs and the requirements of the work you are assigned.

Your Manager will work with you to establish your standard hours of work and break times.

Basketball Ballarat adapts a common sense approach to managing work hours.

Timesheets

All staff including those on fixed hours contracts must complete a time sheet each time they work. Basketball Ballarat's payroll system for staff runs on a fortnightly basis from Monday to Sunday. Wages are automatically deposited electronically into your bank account each fortnight and are available to you on the Wednesday.

Taxation payments are automatically deducted from your salary. Superannuation payments are paid into your nominated fund.

Please ensure that you print neatly and legibly:

1. Sign on – enter the actual time that you commenced work - this must be done when you actually start.
2. Sign off - enter the actual finish time that you finished work and initial the entry – this must be done at the time you actually finish work.

This includes breaks for meals. You must sign off and on at rostered meal breaks, and for any other approved breaks or leave.

3. Please make sure the correct details of work completed are entered on the sheet.
4. Enter your payroll number on your time sheet. (This number is on your payslip)
5. All calculations must be made using the 2400 hour time clock format.
6. You should make a comment for any significant variances to the rostered shift (more than 15 minutes).

Any leave granted or taken without approval during rostered shifts must also be noted.

7. Leave forms must be completed by staff for all annual leave, sick leave or any other leave and approved by the C.E.O. via your section Manager.

Approved leave forms are then forwarded to the Finance Officer.

Rosters

Full time staff are required to adhere to their approved hours. For casual and part-time staff, details of your availability will be sought by the Roster Co-ordinator for your section. All rosters will be published in the Staff Intranet section of the Basketball Ballarat website, www.ballaratbasketball.com. If you know you will be unavailable on any occasion please let your roster co-ordinator know preferably two weeks in advance. It is your responsibility to be present at your work site, in correct uniform, signed in, and wearing your name badge before the rostered starting time.

As agreed by a meeting of staff it is considered reasonable that staff be on site at least five to ten (5-10) minutes prior to the rostered starting time so that you are ready to commence your shift on time and to allow others to leave on time.

Section roster co-ordinators must forward a copy of each published roster to the Basketball Ballarat Personnel Officer, and send to the Basketball Ballarat website a fortnight in advance if at all possible.

If for any reason you suddenly cannot work, please notify your roster co-ordinator immediately so that a replacement can be found.

If you cannot contact your roster co-ordinator then you must notify the most senior staff member on duty in your section.

Do not organise anyone to change with you on the original roster without the consent of your roster co-ordinator.

Lateness for Work

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as practicable (and prior to your normal starting time wherever possible). If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

Subsequent to this, you must keep your Manager informed of your progress.

Wherever possible you should make dental, medical, business or other appointments outside your normal working hours.

It is essential that you are ready to commence work at your normal commencement time as other employees and the business depend upon you and your contribution.

Overtime and Additional Hours

Overtime is work which is performed at the direction of the Manager and which is in excess of your contracted hours of work. If you cannot for some reason work reasonable additional or overtime hours you must notify your Manager as soon as practicable with the reasons as to why.

Leave Requests

- Staff wanting leave from February to July each year should apply no later than the first of December of the year before. Leave will normally be approved subject to staff resources
- Staff wanting leave from August to January should apply no later than the first of June, and it will normally be approved subject to staff resources.
- Requests made inside of these times will only be approved if staff resources permit

- All staff should be aware that they may be required to work on Christmas Eve or New Year's Eve. Rosters for these days will be shared amongst all staff in the relevant areas.
- As a general policy all basketball, administration and services staff will be on leave during the annual December-January closedown.
- As a general policy also, no more than two staff in a section will have leave approved at the same time.
- Casual employees are employed on a seasonal basis only.

Changing of Details

Please advise the Finance Manager via email should you wish to change any pay details like changing or closing your bank account. Please ensure you notify us prior to the date you wish for the change to be effective by. The Finance Manager's contact can be found on the Staff Directory issued to all staff periodically.

BUSINESS ENVIRONMENT

Office Work Areas

It is important that your workstation and or desk remains clean and tidy and free of boxes, papers and magazines. Our expectation is that your workstation will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops should not be left on desks overnight unless you have your own lockable office.

Security

Entry to the MARS® MINERDOME premises during and/or outside of normal business hours will be by way of keys and alarm codes.

It is the responsibility of every Basketball Ballarat employee to ensure that this key is kept in safe custody. It must be returned on demand, and a Key Audit will be completed annually to clarify key possession.

If keys or codes are lost or misplaced, you must notify CEO or Administration Manager.

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured. Personal property is not covered by Company insurance.

Kitchens & Bathrooms

Please keep the kitchen and bathroom areas clean at all times, cleaning up after use. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes then wash them immediately after use.

If there are any issues with these facilities you should notify Administration Manager.

Meeting Rooms

If you need to book or use a meeting room please ensure that you book through a reservation made in the diary located in the downstairs bar. Please tidy up after meetings, take away your dirty cups, papers etc. Place chairs back in position and clean whiteboards.

Printing

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper at all times. Colour printing should be kept to a minimum.

Waste Bins

Most individuals will have these under their desk. These bins should be used for any items which are not recyclable eg; plastics, metal, a pen, food scraps etc. Please use your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/ placed into bins.

Recycling Bins

Please recycle where you can using the appropriate bins. Only paper and cardboard with **NO** company, client or personal information is to be placed into these bins. **NO general rubbish** is to be placed in these bins.

Security Disposal / Shredders

Paperwork with any sensitive or confidential Basketball Ballarat information needs to be disposed of by either being shredded or placed into the locked security disposal bin. This bin is located in the storeroom beyond the barrel room. Documents to be placed in the security bins may include but are not limited to:

- Company Information
- Client information
- Forms
- Terms and conditions
- Policies

Noise Factor

Try to avoid shouting at each other across the office or on site at a client and respect people's busy periods or meeting times. Or if someone is engrossed in something at their computer or there are more than two people meeting with someone, it usually means they are busy. Try to talk quietly when you are on the telephone and respect others around you.

Technology Issues

All employees, contractors and sub-contractors of Basketball Ballarat must comply with this policy. Any breach of this policy will be treated as a serious matter and may result in disciplinary action including termination of employment or (for contractors and sub-contractors) the termination or non-renewal of contractual arrangements.

Other disciplinary action that may be taken includes, but is not limited to, issuing a formal warning, directing people to attend mandatory training, suspension from the workplace and/or permanently or temporarily denying access to all or part of Basketball Ballarat's computer network.

Protocol for Computer Network Server

Saving of Documents

- The **I-Drive** should be used for Private Documents
- The **S-Drive** should be used for Shared Documents
- The **F-Drive** should be used for General Data Documents which are not private, but will usually be of interest to a few.
- The System Manager has access to all documents for audit purposes.

Internet Use

The internet is provided by Basketball Ballarat for business use. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed e.g. pornographic, gambling. Management has the right to access the system to check if private use is excessive or inappropriate.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

Email Use

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.

To protect Basketball Ballarat from the potential effects of the misuse and abuse of email, the following instructions are for all users:

1. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Basketball Ballarat in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
2. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, discriminatory, and involves the harassment of others or concerns personal relationships.
3. The email records of other persons are not to be accessed except by management (or persons authorised by management) ensuring compliance with this policy, or by authorised staff who have been requested to attend to a fault, upgrade or similar situation. Access in each case will be limited to the minimum needed for the task.
4. When using email a person must not pretend to be another person or use another person's computer without permission.
5. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
6. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal.

Professional Use of Social Media

Basketball Ballarat expects its employees to maintain a certain standard of behaviour when using Social Media for work or personal purposes.

This policy applies to all employees, contractors and sub-contractors of Basketball Ballarat who contribute to or perform duties such as:

- Maintaining a profile page for Basketball Ballarat on any social or business networking site (including, but not limited to LinkedIn, Facebook, Instagram, Snapchat or Twitter)
- Making comments on such networking sites for and on behalf of Basketball Ballarat.
- Posting comments for and on behalf Basketball Ballarat on any public and/or private web-based forums or message boards or other internet sites.

BASIC POLICIES AND GUIDELINES

Overview

This policy affirms Basketball Ballarat's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that Basketball Ballarat expects of all employees. The way you present yourself, your efficiency and good humour, create an image by which our members and their guests will judge Basketball Ballarat. Our constant aim is to provide the best, most informed and friendliest level of service that we can. The responsibility for this image rests entirely with those staff and volunteers who deal with the members all the time.

Principles

Our Policies and Guidelines applies to all employees and provides the framework of principles for conducting business, dealing with other employees, Clients and suppliers. The policies and guidelines do not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based upon adhering the following:

1. The paying public is entitled to watch, participate in, and enjoy the facility. Every patron (who is a member or guest of a member) is entitled to be at the venue unless they offend common sense rules of behaviour or breach our codes of conduct which are clearly displayed at all venues. Our OH&S policies as detailed in later section of this handbook and need to be adhered to as part of this criterion.
2. Each event / activity may attract an entirely different audience and the emphasis on how we treat our patrons, members and guests may change to reflect the different audience. Management will advise you of any special changes in procedure for particular events.
3. Under no circumstances will any staff or volunteer engage in acts of physical aggression. Our job is to ensure that the majority of the patrons enjoy their visit without being disturbed by a minority. If certain patrons go beyond the bounds of acceptable behaviour, then Management and/or our security service should be called to ask the offenders to leave the premises. If the situation is more serious, police should be called immediately.
4. Equally as important as point (3), never let a situation develop into a problem by either ignoring it or attempting to deal with it alone. If a patron needs to be dealt with, advise Management or your Supervisor immediately, so the problem can be resolved quickly and with minimum disturbance. If a senior manager or supervisor is not readily available and the situation is threatening, you should request support from our security service and Victoria Police.
5. No members of staff are expected to put themselves at personal risk. If you follow the two previous rules, you will be able to avoid most dangerous confrontations, to everyone's benefit. (Staff must provide a written report to their immediate Manager regarding any injury, complaint or conflict with a customer).
6. Please take pride in your own appearance and wear your uniform correctly to present the best possible image to our patrons. Remember that first impressions are lasting ones. Neatly ironed clothing and clean shoes are examples of this policy.
7. Never answer a question with a shrug or an "I don't know". Either answer the question, seek the answer immediately or undertake to have someone get back to the person making the

enquiry. Make sure you get the person's name and contact details if we need to get back to them.

8. During competition and events, and in particular problem times, our patrons will look to you for leadership and guidance. Always act with confidence and authority and you will instil confidence.

RULES & REGULATIONS

The following are not difficult rules to understand, they should be obvious standards of good behaviour. You are employed to do a job, namely to care for the welfare of our patrons and to service their needs. If you cannot do it with enthusiasm and pride, perhaps this is not the job for you.

To be an effective member of the staff you must have the public's respect and confidence. The only way to get it is to earn it.

Rules

*At any time during your shift you must **not**:*

1. Have a personal mobile phone turned on (unless your role requires this, and use is approved by the CEO. Managers are expected to have their phones on)
2. Eat food or chew gum.
3. Smoke (except in breaks in approved areas). For all **BASKETBALL BALLARAT** staff this means only at designated breaks such as meal or coffee breaks and only at the discretion of the section Manager who will take into account the operational demands of the business at the time. The permitted area for smoking is in the smoking lounge in the Minerdomo Club, and the staff uniform is to be covered.
4. Dress scruffily, slouch or sit on benches in public areas while on duty.
5. Bring alcoholic beverages or non-prescription drugs into the workplace. It is strictly prohibited to come to work under the influence of liquor or non-prescribed drugs. Any employee offending against this rule renders him/herself liable to disciplinary action. Any use of prescribed drugs must be reported to the supervisor to avoid being placed on potentially dangerous work or in case of emergency treatment.
6. Play practical jokes or engage in mischievous behaviour on the job which could potentially be dangerous. Fighting or bullying may result in instant dismissal from your employment.
7. Read or view any material not related to your employment.
8. Receive or place non-urgent personal phone calls in a service area.
9. Have people at public counters talking socially and delaying customers
10. Steal or have unauthorised possession of Association or other person's property. You will be instantly suspended. Serious cases of theft are a reportable offence and your employment may be terminated.
11. Be in a public place in uniform when you are off duty. When in uniform, you are always on duty. On meal breaks taken in public at the venue, you may expect to assist or respond to a staff or public enquiry. If you wish to avoid this responsibility during a meal break, you need to move to a private office or the lunch room in the Club. Meals taken upstairs from the Bistro can be eaten in the Sovereign Room in order to gain a degree of privacy.
12. Use e-mail to avoid the need for reinforcement for direct contact. Although e-mail can effectively attend to many daily issues arising within the workplace, staff who are responsible

for rosters, for determining competition changes or for calling meetings; especially when changes to common practice are being implemented, need to support electronic communication with written and/or verbal statements to ensure that communication has been understood by all involved.

13. Cheques are not to be cashed by any staff. Only the CEO can approve a cheque being cashed.

INDUCTION & TRAINING

Induction

Basketball Ballarat will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process. This will be discussed with staff on an individual basis as appropriate.

Training

Basketball Ballarat will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses. Safety training takes precedence.

EMPLOYMENT BEHAVIOUR & UNIFORM

Greeting the Public

The following examples demonstrate the style of telephone greeting expected:

MARS® MINERDOME:

- 'Good morning/afternoon, MARS® MINERDOME, Mark speaking.'

Minerdome Sports Club:

- 'Good morning/afternoon, Minerdome Sports Club, Mal speaking.'

Wendouree Sports & Events Centre:

- 'Good morning/afternoon, Wendouree Sports & Events Centre, Jordan speaking.'

Confidentiality

In the course of your employment you may read, hear or observe information or observe situations that are of a confidential nature.

Nothing you learn/observe through your employment with Basketball Ballarat should be repeated outside of your immediate work environment and even then should only be discussed with relevant and appropriate staff or volunteers.

This applies equally to issues relating to any of our members and/or staff... Any breach of Basketball Ballarat's confidential information policy or disclosing any members' confidential information may result in an instant dismissal.

Dress Code Policy

It is important that you understand the significance of your uniform and wear it with pride. When you put the uniform on you are immediately representing the Association and your actions reflect directly on the Association as well. As such the uniform is not to be worn when you are not working.

Sports Office Area and Minerdome Sports Club Staff

- Black pants, black dress shorts or skirt are to be worn with the Basketball Ballarat or Minerdome Sports Club shirt or polo. Black dress shoes must be worn.

If your sports administration role requires you to be on court from time to time then on those days you may wear navy track pants and sports footwear.

Staff who have on-court roles in our programs including development sessions or in school and community programs must wear navy or grey track pants, sports footwear and a Basketball Ballarat top.

Management and Administration

- Business attire, dress trousers, dress shorts or skirt with a Basketball Ballarat supplied shirt or polo with dress shoes.

Maintenance Staff

- Approved work clothes and safety shoes with Basketball Ballarat polo or jacket

Footwear

- Covered footwear must be worn by all. Thongs and sandals are not permitted in any work area.

Nametags and Gaming Licenses

All staff working in public areas in basketball and the Minerdome Sports Club and in on-court programs must wear a nametag. Staff in the Minerdome Sports Club must also wear their gaming license as per government regulation. To avoid arriving at work without required tags, please get into the habit of leaving them at your work station. Any loss or damage should be reported to your Manager immediately.

STAFF PARKING

Vehicle Parking

The signed carpark in the corner carpark is reserved for the CEO. All administration, basketball, bistro and Hoops staff as well as competition supervisors and referees must park in the basketball carpark between Badminton and Swimland, or behind court 4.

Only Minerdom Sports Club staff on overnight or late shifts (ending after 11.15pm) are permitted to park in the corner carpark in the section alongside the CEO's reserved park or may choose to park in Walton St. Staff are to monitor the corner carpark whenever major events are on to try and keep these parks for our Club members whose primary purpose in visiting the facility is to use the TAB, Gaming Room, bistro or bar.

Basketball members or visitors coming to the Minerdom for basketball related activities or feature events do not fit into this category even if they intend using the Club facilities using the Minerdom.

Bicycles

- These must **not** be left in entrance or foyer areas where they may be a danger to other members and they are not allowed in any part of the venue
- Staff riding bicycles must bring a lock and place their bike in a location which will not hinder movement of patrons into and out of any areas of the business.

MSC POLICIES

Gaming Licence Employees must comply with all Licence conditions as detailed in the Gaming Industry Employee Information Handbook and on the VCGLR website as amended from time to time.

- Strong room keys are held by P.Eddy, M Eddy, T.Lange, M.Harper & G White.
- Staff keys must be signed for at all times and kept on your person. Each individual is responsible and liable for the keys that they have signed out to them
- Draw cash limits to be reviewed quarterly by Manager.
- Strong room door must never be left open when strong room safe door is open
- Staff to wear approved work clothes, which may vary depending on day, function or promotions.
- Stock must be itemised when rung up through till.
- Wagering on TAB or Keno and the playing of Gaming Machines is not allowed during any time that you are rostered for a shift in the MinerDome Club including during any meal breaks. Staff are allowed to wager and play gaming machines before or after their rostered shift providing they are out of uniform. Out of Uniform means that a real attempt has been made to cover the work shirt or a change of clothing happens.
- Heating, cooling, lighting and music requirements to be determined regularly throughout each shift by the shift supervisor.
- Stock trolley must be returned to the barrel room after use each day.
- Gas cylinders – only one beer and one post-mix gas cylinder should be on at any one time. The other cylinder should be marked spare and only used when the first one runs out. Run gas out fully before changeover to avoid wastage. Post mix packs must be completely empty before they are changed over.
- Make sure all offices, stairways, toilets. etc. are checked before locking and securing venue each night
- Policy on children in the MinerDome Sports Club must be strictly enforced. It is on display at entrance, and requires strict enforcement of the fact that a child under the age of 18 is only allowed to enter these licensed premises (excluding the Gaming Room) if accompanied by a parent, legal guardian or spouse over the age of 18 and should remain seated at all times.
- Credit vouchers or stock transfer documents must be completed in detail for any stock that is used or given out without a cash sale or account sale being completed
- Staff do not make any purchases when on duty, but make any purchase from the general public side of the counter when off-duty.
- All staff are entitled to a 10% discount on take away purchases at MinerDome Sports Club. Staff on duty are entitled to purchase a bistro meal for lunch or dinner at 50% of the advertised price.
- For any purchases other than regular weekly stock orders or cyclical product orders all staff must request a purchase order number and form from M.Harper.

- Outdoor Bistro Blinds are rolled up and down by the cleaning staff who have the responsibility of training other Club staff in their operation, if the blinds need to be moved out of cleaning shift hours. The long rod is kept in the Club barrel room and should be used to avoid the need to use a ladder. The cleaning staff will generally monitor weather conditions for days of extreme wind or likely hailstorms.

WSEC & HOOPS CAFÉ

Wendouree Sports & Events Centre Supervisor Role

The following is applicable on basketball/events shifts at WSEC where the staff member manages and monitors events from the canteen.

If the need arises to leave the canteen area, all necessary precautions for locking and protecting the stock and till must be taken. Appropriate signage must be displayed indicating when canteen will be re-staffed or where staff can currently be found.

Hoops Café

The Managers will operate according to the terms and conditions of their lease which will include maintenance of clean and tidy conditions in the Hoops seating area. Basketball Ballarat Staff must make all arrangements in their dealings with Hoops Café from the public side of the counter.

Ice is not available for players from Hoops Café. It is held in the freezer in Storeroom 2 in the passageway and it is the responsibility of Competition Staff to maintain stocks and prepare bags for immediate use.

OCCUPATIONAL HEALTH & SAFETY POLICIES

Basketball Ballarat is responsible for the establishment, maintenance and monitoring of the OH&S policies and procedures at all venues and facilities under its control. The Administration and Events Manager is the Association representative responsible for OH & S.

The venues are the MARS® MINERDOME, Minerdome Sports Club & Bistro and the Wendouree Sports & Events Centre.

Basketball Ballarat maintains logs as required by the Essential Safety Measure Legislation.

Safe Conduct of Work Policy

The Association is committed to minimizing the exposure to risk by all the Association's employees, all users of the Associations facilities and all persons who may be on the Association premises.

Staff will receive instruction in how to implement the safe conduct of work policy.

This policy requires the regular inspection of all workplaces using specific checklists developed for each geographical, functional or supervised area of the workplace.

Record of Injuries Register (WorkCover)

Registers are held at Administration Reception, Minerdome Sports Club cashier station, Bistro and WSEC.

All injuries to staff must be recorded in these registers with as much detail as possible including the names and addresses of any witnesses to any such injuries. The Chief Executive Officer is also to be notified of any such injury and receive a copy of the register report within 24 hours. If the injury is serious the Chief Executive Officer must be notified immediately.

In the event of any illness or injury to any member and other patrons these must be recorded with as much detail as possible including the names and addresses of any witnesses to any such injuries on the nightly reporting sheet used in each work area. A separate record of incident form may also need to be filled out in these cases if the matter is serious or likely to be serious.

Occupational Rehabilitation Policy

The Association is committed to providing a safe workplace.

However, if an injury is suffered by an employee, the Association is committed to ensuring that the employee is able to return to work as soon as is safe.

The objectives of this policy include a commitment to early intervention, early and appropriate return to work and, where possible, maintenance at work.

Safe Purchasing Policy

The Association recognizes that safe and healthy purchasing is an efficient and effective way of improving occupational health and safety management.

The Association is committed to ensuring that the safety, health and wellbeing of all persons, who are likely to work, use or operate on, to be around or near equipment or materials will be taken into account in purchasing decisions.

OH&S legislation, Codes of Practice and Australian Standards will guide our decisions about what are safe and healthy purchases.

The Association expects our suppliers to meet their legal obligations to provide us with safe and healthy equipment and materials.

Guidelines for Safe Purchasing

These guidelines apply to all personnel who purchase goods or services on behalf of the Association:

- Purchase documents will include clauses for the Association to retain the right to reject unsafe or sub-standard materials or items.
- All plant will be subjected to assessment as required by the plant regulations before purchase and where possible trialed by employees.
- Where practical no plant or equipment will be purchased that has noise levels greater than 85db(A).
- All furniture purchased will comply with ergonomic principles.
- Management is required to check the application of this policy and guidelines before confirming any purchasing orders. No chemical products will be purchased unless material safety data sheets (MSDS) are available which list conditions of safe and healthy use, including: storage, transport, hazard ratings and first aid.
- All purchases of personal equipment will be subject to Australian Standards and where practical trialed by employees. Consideration of safe handling techniques will be given when purchasing heavy material.
- Australian Standards will be used as guides to the integrity and safety of equipment.

Responsible Service of Alcohol Policy

In regard to the MinerDome Sports Club the policy of Community Clubs Victoria (CCV) will be accepted as the policy of the Association.

Workplace Anti-Bullying

Within Basketball Ballarat's obligations in the area of Occupational Health and Safety there exists a policy relating to Workplace Bullying.

Workplace Bullying is defined as: Repeated, unreasonable behaviour directed towards an employee, or group of employees, that creates a risk to health and safety.

It can be direct or indirect and can include the following:

- Verbal abuse.
- The spreading of rumors or innuendo about an employee.
- Unjustified criticism or complaints.
- The deliberate denial of access to information that is vital for effective work performance.
- Excessive scrutiny at work.

In a general sense, Basketball Ballarat through its various meeting channels, will take steps to eliminate factors which could lead to bullying. Regular assessment and control of such factors as the following will be made:

- Organizational change
- Negative leadership style
- Lack of appropriate work systems
- Poor workplace relationships
- Workforce characteristics

In a more specific sense, Basketball Ballarat encourages any employee who believes they are a victim of workplace bullying to report the matter promptly to a trusted supervisor or colleague. It is incumbent upon the supervisor or colleague to report the matter to their Manager or the Administration Manager, who is responsible for Occupational Health and Safety.

Basketball Ballarat undertakes to respond according to the following principles:

- Treat the matter seriously
- Act promptly
- Act with non-victimization in mind
- Support all parties
- Act with neutrality
- Communicate the process and the outcomes with all parties
- Act with necessary confidentiality
- Document fully all meetings relating to the investigation

Furthermore, Basketball Ballarat will respond with principles of natural justice in mind and may determine that the best way to address the complaint could be via direct action, through mediation or by formal investigation.

Overall, All employees are able to access information from Work Safe resources held in Basketball Ballarat Administration office or may wish to involve the Work Safe Victoria Advisory Service on 1800 136089 (especially if they have left employment because of a bullying incident)

Policy on Discrimination & Sexual Harassment (MSC)

In regard to the MinerDome Sports Club the policy of CCV will be accepted as the policy of the Association.

Policy on Discrimination & Sexual Harassment (Sports Venues)

In regard to the MARS® MINERDOME and the Wendouree Sports & Events Centre the policy of Basketball Victoria printed below will be accepted for all competitions and programs conducted by the Association.

The Association is a Constituent Association affiliated with Basketball Victoria.

The policy applies to all coaches, officials, players and volunteers involved in any sport or recreational program conducted by the Association.

“Respect the rights, dignity and worth of every person”

Regardless of their gender, ability, cultural background, religion or other factor irrelevant to the game, all persons connected with basketball are entitled to equal treatment and respect. Avoid any remarks that could be construed as offensive or discriminatory. Sometimes even a joke may give offence. Even if a person refers to themselves with a particular label, it should not be taken as an invitation for you to do so. Using discretion is imperative and it is better to err on the side of caution.

Complaints Procedures

Any staff member who has a grievance should in the first instance report the matter to supervisor or Department Manager. If complaint involves such persons or no reasonable action or assessment is forthcoming, it can be discussed with Administration Manager or CEO. Any complaint must be written or following discussions must be converted to a written complaint.

Staff receiving complaints must undertake to process matters via CCV or BV procedures or if grievance does not fall within those guidelines it must be reported to a member of Senior Management Team.

Any grievance matter may require in addition to written documentation, a series of interviews with parties directly involved and with any additional parties to assist in determining validity of allegations.

A proven grievance result against another staff member will be dealt with via CCV and BV sanction guidelines or if not applicable will be assessed by CEO, and may include but not be limited to reprimands and official warnings held on file, through to dismissal.

DUTY OF CARE & NEGLIGENCE

Duty of Care

When acting in a voluntary or employee capacity at the MARS® MINERDOME, MinerDome Sports Club or WSEC you must be very aware of your responsibilities both to yourself and to members of the Association.

In the event of serious injury and, in the absence of any qualified first aiders, you should contact the Ambulance Service on 000 and request assistance.

Do not try to move any person if it appears that they cannot move themselves - a person should only be moved if they are placed in greater danger by being left where they are.

If approached by any person seeking assistance in relation to cuts, dental damage etc. you should ensure that you use gloves to protect yourself. These gloves are provided in the MinerDome Sports Club, MinerDome Ticket Box, WSEC office, Bistro Kitchen and MinerDome first aid room.

Negligence

Australian law does not impose a duty on any person to render assistance unless that person already owes a duty of care to the person injured. In any action of negligence, a court has to be persuaded that damage has been caused by the first aider's negligence.

Negligence is established if:

1. The first aider owes a duty of care to the injured person;
2. The standard of care required by that duty was breached; and
3. Damage was caused by the breach

A court will look at all of the circumstances to determine what is reasonable in any given situation. Upon rendering assistance, a person is under a duty of care to do everything reasonable in the circumstances. A duty of care cannot be evaded by abandoning assistance half-way through. In the unlikely event that a first aider is sued, a court would probably consider the evidence of professionals and perhaps review training manuals to determine what is reasonable conduct in the circumstances.

A first aider will be judged according to the level of first aid to which they have been trained. A first aider with basic training can be expected to:

1. Use reasonable care in assessing the priorities of the situation in accordance with their training and take steps to call for medical assistance;
2. Keep the patient stabilised until professional help is available; **follow protocol**;
3. Follow Occupational Health and Safety guidelines; and
4. Not take undue risks.

FIRST AID

It is the Association's expectation that all key staff will undertake basic first aid training. Courses are offered bi-annually. Please see your Manager if you wish to be nominated for a course.

First Aid Equipment

- A stretcher and wheelchair are available from the First Aid Room located at the MARS® MINERDOME.
- At all first aid cabinets located at Minerdomes Club office, Bistro Kitchen, WSEC office, or Minerdomes First Aid Room a register of stock is included. All stock or supplies issued to injured persons must be recorded in this register.
- Access to the MARS® MINERDOME and WSEC First Aid areas is via Venue Supervisors.
- The MARS® MINERDOME and WSEC have a defibrillator on site and a number of staff have now been trained in its use and application. It is located in TAB section of Minerdomes and ticket box at WSEC.

First Aid Locations

- Minerdomes Club Office
- First Aid Room - Minerdomes
- Ticket Box - Minerdomes.
- Wendouree Sports & Events Centre office.
- Bistro Kitchen

Issue of First Aid Supplies

These supplies are for emergency use only and not for persons preparing for games etc. (e.g. Tape for numbers or ankles).

Each cabinet has a stock register. You must record all stock used, who it was issued to, and the time and date. Cabinets will be checked monthly and refilled. Any urgent stock requirements must be detailed in the Area Communications books.

The Administration Manager has responsibility for overseeing all first aid supplies, equipment and training matters for the Association.

Blood Kits

These are located at the Basketball Offices and in the Venue Supervisor's area at the Minerdomes and WSEC as well as in the Minerdomes Sports Club. Correct procedures for dealing with the cleaning up of blood will be covered during staff induction, and staff are required to adhere to instructions. In the first instance it may be necessary to clear the area and prevent someone else from implementing unsafe practices.

CAR & BUS PARKING

Car Park and Children Notice

The following notice is posted in the Minerdome Sports Cub carpark and has application to all patrons. Children should not be left unattended in a car at any time. It is an offence to leave a child unattended on these premises and in the carpark.

The Children and Young Persons Act, 1989 – S262 states that “A person who has control or charge of a child must not leave the child without making reasonable provision for the child’s supervision and care...” All breaches will be reported to Victoria Police.

Bus Parking

The following needs to be adhered to at all times by Basketball Ballarat groups and teams when hiring 12 or 21 seater buses. It should be applied at all venues.

1. Park in designated bus parking areas when available.
2. Use drop off and pick up zones when available and in the intervening period park bus well away from event/game traffic.
3. Avoid angle parking especially if backing out is the only option. (If unavoidable, only move vehicle with the assistance of a spotter.)
4. Continue with practice of using WSEC carpark as main distribution point for travelling teams.
5. For major tournaments at the Minerdome establish a movement pattern with Events Manager and do not vary. Do not park in any of the areas in the Minerdome carparks, which are designed for cars.

EMERGENCY PROCEDURES

Evacuation

Should an emergency arise that, in the Managers judgement, requires the evacuation of the MARS® MINERDOME, Minerdome Club or WSEC the following applies:

The Senior Manager on site (Basketball or Club) will become Emergency Officer in Charge.

In the absence of the Administration Manager this may be:

1. Minerdome Sports Club Supervisor
2. Wendouree Sports & Events Centre Manager (if emergency at WSEC).
3. Competition Supervisors during basketball competitions.

Responsibilities of Emergency Officer in Charge:

1. Ensure emergency services are notified - delegate to one staff member:
Fire Brigade 000 Ambulance 000 Police 000 SES 5331 7000
 2. If able inform patrons of safe exit points over stadium or venue PA, and secure own work stations, particularly in the Minerdome Sports Club. Close doors and windows if safe to do so. Lock all cash draws and safes if safe to do so.
 3. Assist in orderly evacuation of patrons to assembly areas. Check all toilets, referees room and change room areas at ground floor level to make sure no one is left in building. Have patrons wait while check of groups is undertaken and await all clear or further instructions from emergency service representatives.
- If emergency is at the Minerdome and has the potential to threaten the Club, advise the Minerdome Sports Club supervisor to clear first floor of building and to check all toilets, lift and offices on first floor as a priority.

Emergency Assembly Points

MINERDOME SPORTS CLUB

Assembly Point

Patrons and staff to be asked to assemble on reserve across road from MARS® MINERDOME in Grevillea Road.

Note: Exits are marked on floor plan which is displayed on noticeboard, in Hoops Cafe, reception and the Minerdome Sports Club.

MINERDOME BASKETBALL COMPETITION

Assembly Point

In carpark between Badminton Stadium and Swimland, unless emergency is at that end of the building, when Assembly point will be announced as for Minerdome Sports Club.

WENDOUREE SPORTS & EVENTS CENTRE

Assembly Point

Patrons and staff are to be asked to assemble in the carpark under the nearest light tower to front entrance.

Note: Exits are marked on floor plan which is displayed on main notice board and at WSEC office.

BOMB THREATS

1. Keep the caller on the line as long as possible by asking him/her to repeat the message.
2. Ask him/her:
 - a) His/her name
 - b) Where the bomb is
 - c) When is it to go off
 - d) What it looks like
 - e) What type of explosive is it
 - f) How can it be set off
 - g) Why is it placed in the building
3. Try to keep the caller in conversation:
 - a) Be sympathetic (do not abuse caller)
 - b) Claim you cannot hear the caller
 - c) ask for repeats of conversation
4. Listen carefully for background noises, speech, mannerisms, accent, etc. that might give a clue to the age, sex and location of the caller. Record all details of the conversation.
5. Immediately report all details to the most senior employee on site and Police on 000.
6. Await further instructions.

ARMED HOLD-UPS

No amount of money is worth a life.

If the venue is unfortunate enough to be subjected to a hold-up, the following procedures can minimise danger to the staff. Obey the bandit's instructions, but do only what you are told and nothing more. If you are out of danger stay out of danger.

If, with safety, you can leave the building, do so then raise the alarm.

A member of staff should phone police as soon as possible and keep the line open. Another should, if possible, try to observe any vehicle used and if possible the escape route taken.

After the bandits have left, please leave the area and anything they have touched completely alone until police have arrived. Any witness present should observe as much possible, speech, mannerisms, clothing, tattoos, scars etc.

Note any observations in writing without conferring with fellow employees, so your impressions are not influenced by others.

TAB Instructions for Armed Hold-up

1. As soon as practicable, contact Police on 000.
2. Stop selling.
3. Lock front door and prepare notice of hold-up for display on front door to inform public the premises are closed.
4. Ask any witness to remain. If they decline to do so please ask for their name and a contact number.
5. Isolate any area where bandits stood or placed their hands - safe door, cash draws, public space door etc.
6. Complete Ban the Crim offender description form without assistance from others.
7. Request any witnesses to independently complete a Ban the Crim offender description form.
8. Do not estimate amount stolen to anyone. This will be given to investigating officers when audit is completed.

FIRE EQUIPMENT & USE

Fire Hydrants and Fire Hoses

It is important that staff have a clear understanding of the difference between the types of hoses contained in cupboards marked 'Fire Hydrant', and 'Fire Hose'.

The only hoses suitable for staff use are of a black rubber variety, with operating procedures clearly marked on the reel.

1. Turn a stop valve underneath the reel to release the nozzle
2. Fully run out the hose to avoid kinking
3. Turn on the water at nozzle, this also controls the pressure. "These hoses are located on floor plan at your work station by X".

IMPORTANT: DO NOT USE WATER ON ELECTRICAL OR FLAMMABLE LIQUID FIRE.

Attacking a Fire

Take up a position where access to the fires is unrestricted, but where a quick safe retreat is possible, that is on the other side of the fire nearest a door, or when outdoors, windward of the fire.

A crouching stance will help keep clear of smoke and reduce exposure to heat. Care should always be taken to ensure that a fire is completely extinguished.

Minor Fires

Try to put out the fire with appropriate extinguisher. Marked on floor plan at your work station by the letter 'O'.

The Administration Manager will arrange for annual training for all staff.

EMERGENCY & MAINTENANCE CONTACTS

Electrical : TJ Coutts	0419 355202, 5334 3444
Plumbing : Luke Stevens	0419 882330, 5333 4633
Building : Steve Murphy	0419 870142
Scoreboards : Les Hotchin	0417 336490
Cleaning : Kerrie Berg	0437 418812
Technical Support : John Kicinski	0447 371908

Emergency Contacts

Fire/Ambulance/Police	000
Water and Sewerage	1800 061514
DW Security	0418 533717, 5332 2047
Sectrol	5331 1566
Wendouree Sports and Events Centre	5338 1400

Staff Contacts (Emergency Only)

Events & Venues : Mark Valentine	0418 310125
MSC : Mal Harper	0418 320405
Senior Elite Teams : Melissa Thomas	0423 535643
Junior Elite Teams : Nathan Cooper-Brown	0422 560851
Management : Peter Eddy	0409 017807
Basketball : Matt Newton	0435 737257
Netball : Jordan O'Keefe	0410 551981