WELCOME TEAM MANAGERS

Moreton Bay Suns Basketball

Welcome to the new season and thank you for volunteering as a Team Manager with Moreton Bay Suns Basketball. Team Managers play a vital role in the smooth operation of teams, acting as the key link between coaches, players, parents, and the club, while supporting a safe, organised and positive environment.
This information sheet provides a summary of your role, key responsibilities, child safety obligations, required onboarding and where to find support.

TEAM MANAGER ROLES SUMMARY

As a Team Manager, you are the central point of coordination for your team. Your role supports both the Coach and families, allowing training sessions and game days to run smoothly and safely.
You are not expected to manage issues alone, support is always available from club staff.

📋 TEAM OPERATIONS / GAME DAY DUTIES 🤸

- Oversee day to day team management
- Assist with game day tasks - Distribute and collect team uniforms (jerseys do not go home)/ Player of the match awards
- Maintain an up-to-date team lists and parent contact details and notify Junior coordinator of any changes
- Manage and retain the team folder/pack
- Share club-provided score-bench rosters with families
- Direct score-bench queries to the club office (no swaps to be managed by you)
- Escalate issues, injuries or concerns appropriately
- Inform coach of absent players, injuries or support needs

💬 COMMUNICATION & LIAISON

- Act as the main contact for parents and players
- Supervise pre and post-game discussions
- Send a welcome letter and weekly updates covering:
    - Start-of-season welcome communication
    - Weekly reminders for games, training, score-bench duty, coach updates,
    - (Templates for communications are available in the Team Manager manual)
    - Share club announcements, season breaks and any fixture changes
- Maintain professional, respectful and consistent communication
- Ensure sensitive player information is handled confidentially

Team Manager Manual Available on our website or via the QR code below



🛡️ SAFETY & WELLBEING

- Help maintain a safe, inclusive and child-focused environment
- Ensure appropriate supervision at all times
- Avoid unsupervised one-on-one situations with children
- Be alert to injuries, bullying, exclusion or changes in behaviour
- Support respectful behaviour from players, parents and spectators
- Report concerns immediately where required

🤝 COLLABORATION & SUPPORT

- Work closely with the Coach to support players and families
- Liaise with Branch Managers and club officials as required
- Support club values, policies and expectations
- Promote a positive team culture

VOLUNTEER ONBOARDING (REQUIRED)

All Team Managers must complete the MBBI Volunteer Onboarding Form before commencing duties.

This ensures:

- Compliance with safety and governance requirements
- Accurate volunteer records
- Secure handling of personal information

All information is stored securely and used only for authorised club purposes.

MBBI Volunteer Onboard Form

CHILD SAFETY REQUIREMENTS (MANDATORY)

The safety and wellbeing of children is a shared responsibility and a legal requirement. All Team Managers must:

- Hold a current Blue Card linked to Moreton Bay Basketball.
- Complete the Basketball Australia – Safeguarding Children in Basketball online course.
- Complete the Team Manager Onboarding Form as mentioned above which includes policies acknowledgment sections including:
- Comply with all MBBI policies, including:
    - Child Protection Policy
    - Child Risk Management Strategy
    - Privacy Policy

MBBI Policies and Procedures

Copies of these documents are available on the Moreton Bay Suns website under Policies and Procedures. You may also scan the QR code to view and download the relevant documents.

YOUR RESPONSIBILITIES IN CHILD SAFETY

- Maintain professional boundaries.
- Ensure appropriate supervision at all team activities.
- Maintain confidentiality of sensitive information.
- Report concerns to Police where legally required, and then notify the Branch Manager or Club.
- Adhere to Basketball Queensland Codes of Conduct.

SUPPORT, RESOURCES & GUIDANCE

You are supported throughout the season and encouraged to use the resources available.

RESOURCES AVAILABLE

- MBBI Team Manager Manual – Winter 2026 (Scan the QR code) ⟶
  (Full detail on all responsibilities, processes and expectations)
- Templates and examples for:
    - Welcome letters
    - Weekly reminders
- Basketball Connect for fixtures and competition updates (QR code below)
- Branch Managers and club staff for advice and escalation (Details provided below)
- Game Night support – Court Controllers (easily viable in their yellow MBBI shirts)

Team Manager Resources

BASKETBALL CONNECT (BC) – GAMES & FIXTURES / REGISTRATION

Basketball Connect is used to manage fixtures, game times, ladders and competition updates. All Team Managers are also required to register in Basketball Connect as a *Team Manager.*
This registration is non-playing and does not require a playing membership.

Team Manager registration in Basketball Connect is required to:

- Be formally linked to your team
- Access fixtures and competition information
- Support accurate club records and compliance

For quick Access – Basketball Connect scan the QR code or use the link provided to access Basketball Connect: 🔗 https://basketballconnect.com.au

Basketball Connect

TEAM MANAGER RESPONSIBILITIES – SCOREBENCH

Coaches and Team Managers already carry significant responsibilities relating to training, game-day preparation, player development, team coordination, and communication. Neither role is expected to take on additional score bench responsibilities.

Team Managers are responsible for:

- Communicating scorebench rosters to families in advance
- Ensuring parents/guardians are aware of when and where scorebench duty is required
- Encouraging families to arrive early when rostered
- Supporting the Coach and club by promoting compliance with scorebench obligations
- Directing any issues or concerns to the Junior Coordinator or Court Controller

Team Managers are not required to organise swaps or replacements for scorebench duties this is the responsibility of the Parent / Guardian who is rostered on.

TEAM MANAGER CHECKLIST

TEAM MANAGER REQUIREMENTS

- ☐ Current Blue Card (linked to MBBI)
- ☐ Safeguarding Children in Basketball course
- ☐ Volunteer Onboarding Form
- ☐ Read the Team Manager Manual – Winter 2026
- ☐ Established a team communication method
- ☐ Access to Basketball Connect
- ☐ Review the Basketball QLD Codes of conduct

START OF SEASON & COMMUNICATIONS

- ☐ Provide the coach with their info pack located inside this team folder.
- ☐ Review the team manager guide
- ☐ Send out a welcome correspondence to parents (see appendix A in your team manager folder)
- ☐ Set up a communication chanel that suits all (whatApp, Heja, Email, Text)
- ☐ Send weekly updates to parents including:
    - Game fixtures and court allocation details
    - Training schedules
    - Score bench duty reminders
    - Messages / information from the coach or the club.

KEY CLUB CONTACTS

BRANCH MANAGERS (FIRST POINT OF CONTACT)

- Emily Driscoll – (Heat, Wolves, Lakers, Bucks, Warriors) - Emily.driscoll@moretonbaysuns.com
- Dmitri Faolua – (Bulls, Nets, Clippers, Hornets, Mavericks, Thunder) - dfaol1@eq.edu.au

JUNIOR COORDINATOR - juniors@moretonbaysuns.com
DEVELOPMENT DIRECTOR - develop@moretonbaysuns.com
REPRESENTATIVE DIRECTOR - rep@moretonbaysuns.com
REGISTRAR - registrar@moretonbaysuns.com
SECRETARY - secretary@moretonbaysuns.com
PRESIDENT - president@moretonbaysuns.com

WEBSITE - Home | Moreton Bay Suns (www.moretonbaysuns.com.au)

THANK YOU

Thank you for volunteering as a Team Manager with Moreton Bay Suns Basketball. Your organisation, communication and support play a key role in creating a safe, inclusive and enjoyable experience for players, families and coaches. We sincerely appreciate your commitment and welcome you to the MBBI Team Manager community.