

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

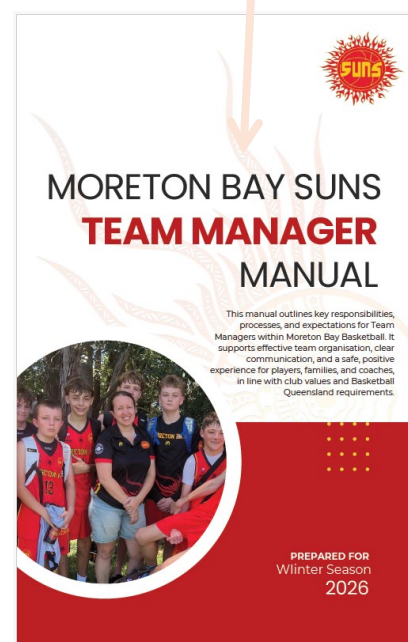
🛡️ SAFETY & WELLBEING

- 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

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



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
- Read, sign and comply with all MBBi policies, including:
 - Child Protection Policy
 - Child Risk Management Strategy
 - Privacy Policy



Moreton Bay Suns Website:
Policies and Procedures

For a copy of these documents please visit our website or scan the QR code to view and download our official club policies and relevant documents. Or contact our club secretary for a Electronic copy of these forms.

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

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

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 MBB)
- 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 channel 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](mailto:Emily.driscoll@moretonbaysuns.com)
- Dmitri Faolua – (Bulls, Nets, Clippers, Hornets, Mavericks, Thunder) - [✉ dfaol1@eq.edu.au](mailto:dfaol1@eq.edu.au)

JUNIOR COORDINATOR - [✉ juniors@moretonbaysuns.com](mailto:juniors@moretonbaysuns.com)

DEVELOPMENT DIRECTOR - [✉ develop@moretonbaysuns.com](mailto:develop@moretonbaysuns.com)

REPRESENTATIVE DIRECTOR - [✉ rep@moretonbaysuns.com](mailto:rep@moretonbaysuns.com)

REGISTRAR - [✉ amanda.donovan@moretonbaysuns.com](mailto:amanda.donovan@moretonbaysuns.com)

SECRETARY - [✉ secretary@moretonbaysuns.com](mailto:secretary@moretonbaysuns.com)

PRESIDENT - [✉ president@moretonbaysuns.com](mailto:president@moretonbaysuns.com)

WEBSITE - [Home | Moreton Bay Suns \(www.moretonbaysuns.com.au\)](http://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 MBB Team Manager community.



PARENT SCORE-BENCH MODEL INFORMATION



OVERVIEW

From the Winter season 2026 onward, the club will return to a parent-supported score-bench model. Each team is required to supply one parent/caregiver to perform score-bench duties at every scheduled game.

The club manages the coordination of this system centrally to minimise the administrative burden on Team Managers.

SCORE-BENCH ROSTERS

- After grading is complete, the club will issue a season-long score-bench roster for each team.
- The roster assigns one parent/caregiver per game to complete score-bench duties.
- Rosters will be distributed to Team Managers and families prior to the start of the season.
- Team Managers are not responsible for creating, adjusting, or monitoring the roster.

TEAM MANAGER RESPONSIBILITIES

Team Managers are asked to:

- Share the club-issued score-bench roster with their team families at the beginning of the season.
- Include parent reminders in weekly team communications.
- Direct any score-bench queries, swap requests, or paid fill-in requests to the club office.

Team Managers are not required to find replacement scorers, arrange or approve swaps, handle payments for opt-outs or paid fill-ins, train parents in scoring duties.

PARENT RESPONSIBILITIES

Under the parent-supported score-bench model, score-bench duty is a shared responsibility across all junior teams. Each family is expected to contribute to ensure games can run smoothly, fairly, and on time for all players.

- If you are rostered, you are responsible for attending your child's game and completing the allocated score-bench duties
- Please arrive early enough to be seated and ready before the scheduled start time.
- Games cannot begin until both teams have a parent seated on the score bench.

No previous experience or advanced rule knowledge is required. Your role is to follow referee signals and record what is indicated. Support is always available if you are unsure.

IF YOU CANNOT ATTEND OR DO NOT WISH TO SCORE-BENCH

If you are unable or do not wish to complete your scheduled score-bench duty, it is your responsibility to arrange an alternative in advance. You may do this in one of the following ways:

- Arrange a swap with another parent or caregiver from your team, or
- Organise a paid fill-in scorer through the club office

OPT-OUT OPTION & SCORE-BENCH FEES

Parents may choose to opt out of score-bench duties by paying for a fill-in scorer for their allocated games.

- All arrangements and payments must be made directly with the club office
- Payments must be made via EFTPOS only (no cash accepted)

Score-Bench Fill-In Fees:

- \$15.00 per game — minimum 5 days' notice
- \$20.00 per game — less than 5 days' notice
- Parents may also elect to opt out for the entire season by paying for all rostered games up front at the start of the season.

GAME-NIGHT SUPPORT & TRAINING

The club provides strong on-site support to help parents feel confident in the score-bench role.

- The club will provide scorers to facilitate the shot-clocks, each team will still be required to provide a parent for each game requiring shock clock to manage the ipad and the score board.
- A Score Educator will move between Courts 1 & 2 and Courts 3, 4 & 5 each game night to provide assistance where needed.
- The Score Educator will be contactable via radio located on the scorebench.
- Referrers are available to help during the games if needed.
- Scoring information sessions will be held during the season – Keep an eye out on the socials for more information.
- The Club has also created additional support documentation including:
 - Step by step guides for the iPad scoring system and Game Clock / Scoreboard operation
 - Quick guides available on the scorebench table

NEED HELP OR HAVE QUESTIONS?

For questions about score-bench duties, roster changes, opt-outs, or paid fill-ins, parents should contact:

- Junior Coordinator: [✉ juniors@moretonbaysuns.com](mailto:juniors@moretonbaysuns.com)
- Score-bench fees can be paid in person at the club office on game nights in Meeting Room 3

