

## Report from CHBA Forums – Conducted Tuesday 14<sup>th</sup> and Wednesday 15<sup>th</sup> June 2022

Items	Comments	Suggested actions
<p><b>Culture</b></p>	<p>Culture underpins everything. Members felt that the culture at CHBA currently is divisive, uncomfortable and in need of fixing. But it can be fixed. Communication of a new and inclusive culture must be evident in every sphere of CHBA.</p> <p>Currently, barriers and tension are evident. The members would like the Board to improve transparency, processes and accountability.</p> <p>Members want there to be more opportunities to voice their concerns. They support a continuation of this forum model on a regular basis. Members said there should be no bias attached to concerns. Members indicated they are uncomfortable with the level of gossip and natter, and that it weakens the association as a whole.</p> <p>The success of the forum model for opening communication channels between members and the Board was acknowledged. The forum members hoped that these would continue.</p> <p>Members said there was a need to create a welcoming environment to CHBA, but also into the stadium. Need to improve facilities and services offered by stadium management. Walk ins don't feel welcome.</p> <p>Members acknowledgement that CHBA is a not-for profit business and as such has legal obligations and responsibilities.</p> <p>Members felt there is an opportunity to accentuate what CHBA does well, therefore providing positive modelling.</p>	<p>The Board needs to be an effective and motivating force for the membership by promoting its values and working with those values in mind at each and every opportunity. "Culture starts at the top and works down".</p> <p>The Board needs to review how they communicate with members and non-members, and do a better job than currently.</p> <p>Culture needs to be established at the grass roots. Establish high standards of behaviour for players, parents, coaches and managers at the junior domestic level and ensure those standards are enforced.</p> <p>Reward and recognise good conduct and actions, not just performances.</p> <p>Install a 'suggestion box' at the stadium for CHBA members. For the suggestion box to be effective the Board must establish a process for reporting to the members on those suggestions.</p> <p>Use flat screen TV in the stadium foyer, along with established methods to improve direct communication with members. The flat screen TV can be a great way to promote the positive contribution of members.</p> <p>The Board should develop and advertise a clear vision for what they want CHBA to 'look and feel' like. This vision should be linked to the 5-year plan, to the development calendars, to staffing and to domestic and representative programs.</p>

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<b>Volunteers</b>	<p>Members bemoaned the lack of parent volunteers at junior rep games, trainings and in general.</p> <p>Team managers felt unsupported by some parents for decisions made by BNSW or CHBA, particularly decisions made at the last minute (in particular as has happened with COVID regulations and changes)</p> <p>Members also indicated their frustration at the lack of parent volunteer at domestic competition games. Team contacts felt they were running a baby sitting service.</p>	<p>Compulsory meeting for parents during first rep trials. Outline parental support/obligations and responsibilities. Have parents sign a document indicating their agreement to support the CHBA representative guidelines.</p> <p>Association to provide ‘how to score’ courses that coincide with game times. These courses need to be ongoing through the season, and attendance compulsory to encourage people to learn how to score.</p> <p>Option for player registration form to have a tick box for parents, where they indicate they will participate in score bench roster for their child’s team</p> <p>Team contacts to set up a parent roster at commencement of season, explain this to parents from the first team get together.</p> <p>Team contacts to meet with CHBA Board member responsible for competitions on a regular basis, perhaps twice per season, to identify and manage issues that need attention. Board member should encourage team contacts to offer solutions to matters that concern them.</p> <p>Team contacts need to feel supported by the association – end of season function, thank you notes, vouchers are possible areas to explore. Also reward parents in domestic competition who do turn up regularly.</p>
<b>Sporting Schools</b>	<p>Government program conducted through CHBA allowing trained staff to run introductory basketball programs in local primary schools</p>	<p>There may be an opportunity for experienced older players to join the CHBA sporting schools staff. In particular stay-at-home mums might be interested in joining the CHBA delivery team. Coaches are paid in this program.</p> <p>Aussie Hoops has an online course which would help prospective coaches to gain the required certification needed, along with WWChildren accreditation.</p> <p>Conduct gala days at the stadium on the last week of term for those schools in this program. This might be the first opportunity some students have had to visit Sportz Central, and could help recruit players for upcoming domestic competitions. Distribute information flyers to parents, teachers and players about CHBA competitions and programs.</p>

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<b>Competitions</b>	<p>Members indicated that there are too many forfeits, too many teams without suitable number of players to allow for illness and representative commitments.</p> <p>Poor parent involvement in domestic teams “baby sitting”</p> <p>Members felt that competition supervisors are not engaged or trained. That they are not enforcing competition regulations, or do not enforce the regulations consistently. Competition supervisors are not visible to members on competition days.</p> <p>Competitions need to be better run and more organised.</p> <p>Members felt that school based teams are no longer viable. There was unanimous support for the development of clubs within the association, particularly at the junior level.</p> <p>Members felt there was little or no coach development programs for domestic coaches, similar there were limited opportunities for domestic players to undertake clinics.</p> <p>Court availability for training domestic teams. No access to stadium for early morning trainings.</p> <p>No medals provided for previous short season competition.</p> <p>Need to look at representative calendar in relation to domestic competition dates.</p>	<p>Ensure team entries comply with competition rules re: number of players/number of rep players per team. Staff responsibility to do this. Manage this situation with a list of available players who are looking for teams.</p> <p>The competition supervisor is amongst the most public faces of the association and they need to present as a knowledgeable and professional member of staff.</p> <p>Ensure competition supervisors wear highly visible and identifiable shirts and a name tag. Ensure they are trained and doing their job.</p> <p>The Board member responsible for staff should monitor supervisors’ performance and provide regular performance reviews.</p> <p>As a priority, set up a working party to look at various club structures that currently exist, which might be most suitable for CHBA, and report back to the Board.</p> <p>Set up and advertise a calendar of domestic coaching courses.</p> <p>Make representation to stadium management for access to courts for early training, particularly when back courts are out of action.</p>
<b>Financials</b>	<p>Members agreed that CHBA is in a very sound financial position. Request that funds be budgeted for development programs, including player and referee development.</p> <p>It was acknowledged that filling vacancies of staff within CHBA is a priority, but it is essential to invest time in identifying suitable people to fill those roles. Rushing into fill vacancies can result in more problems in the long run.</p>	<p>Budgets, and development calendars, must be prepared before the end of each year to allow for a smooth transition into the following year.</p> <p>BNSW has been contacted to assist in employment opportunities within the association.</p>

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<b>Referee Development</b>	<p>There was general agreement from the members that referee numbers were poor.</p> <p>Seemingly referee education is ad hoc and poorly targeted.</p> <p>Green shirt referees have not been provided with education and opportunities to improve.</p> <p>Members said there is a lack of referees for domestic competition when Junior rep is being played.</p> <p>Age appropriate referees for senior competition is problematic.</p> <p>One member expressed concern that Bellingham rep players were unable to referee CHBA domestic competitions. CHBA Board members indicated that this regulation does not exist.</p>	<p>Justin Baldwin offered to oversee the reactivation of a Referee Program in cooperation with the Board member responsible for Refereeing.</p> <p>Need to put immediate attention into the Green Shirt program.</p> <p>Set up and advertise a Referee Development calendar for the rest of 2022.</p> <p>Target players for referee development who may not have the potential to play representative basketball. This will increase the number of referees available on rep weekends, but more importantly, provide a pathway for elite involvement for more members.</p> <p>Previous player's oath in Saturday games reinforced support to referees.</p> <p>Offer incentives to join the refereeing ranks, and to maintain involvement. Referee of the Month award, gift vouchers.</p>
<b>Paid staff</b>	<p>Members questions included: Which positions are paid within the association?</p> <p>Are there job descriptions for each?</p> <p>Are there performance reviews and targets for each position?</p> <p>Are there regular staff meetings?</p> <p>Board responsibility for staff and staff performance</p> <p>Communication between staff/Board/members</p> <p>Effective use of finances in staffing roles</p>	<p>General agreement: That members feel the disconnect between staff and Board.</p> <p>That members want the Board to learn from previous staff resignations and to set up processes that give confidence to the membership that problematic issues have been resolved and things are moving forward.</p> <p>Members want the Board to prioritise the employment of staff to fill current vacancies, accepting that it is more important to get the right people employed than to rush to fill vacancies.</p> <p>Members understood that the employment of staff was directly linked to the association's financial situation.</p>
<b>5 Year Plan</b>	<p>Members felt that the Association needs to develop both short term and long term plans and goals.</p> <p>Immediate action needed on a short term plan, leading into the development of the 5-year plan</p>	<p>The Board should identify and develop a working party to action this.</p> <p>The working party should include a Board member and others recruited from the membership.</p>

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<b>CHBA Constitution</b>	<p>Difficult to find the CHBA Regulations that sit alongside the Constitution.</p> <p>No flow charts of who to contact for support and advice.</p> <p>Is the current Constitution fit for purpose? Does it meet the needs of CHBA?</p> <p>Rotation of Board – is it effective in CHBA circumstances?</p>	<p>Board should identify and develop a working party to action this.</p> <p>One Board member is currently working to update the CHBA website to make it easier to navigate and to find such information.</p>
<b>Petition/takeover</b>	<p>Members were concerned about CHBA member and others circulating a petition to do something - no one had a copy of the petition so very little could be factually discussed.</p> <p>Concern that CHBA Board were not acting on the petition.</p> <p>It was noted that CHBA is governed by the Incorporations Act, sits under BNSW and has its own Constitution, all of whom have regulations around the rights and actions of members.</p> <p>Members discussed their understanding of the relationship between CHBA and Bellingin Basketball association. Although there were no official representatives of the Bellingin Association in attendance there were attendees who are involved with Bellingin Association.</p> <p>It was put forward by CHBA that a way to improve the relationship would be to request BNSW to review their regulation about the movement of representative players between associations, including an exemption for players from Bellingin returning to CHBA. This idea was met with a very positive response from all at the forum.</p> <p>Other discussion in this section of the forum included:</p> <ul style="list-style-type: none"> <li>• Positive outcomes from the draft system</li> <li>• The establishment of a single club</li> <li>• Development of a multi club structure</li> </ul>	

	<ul style="list-style-type: none"><li>• Acknowledgement that CHBA is a not-for profit business and as such has legal obligations and responsibilities</li><li>• The success of the forum model for opening communication channels between members and the Board, and the hope these would be continued</li><li>• The opening of the Woolgoolga Sports stadium. CHBA have been in discussions with CH Council about the facility.</li></ul>	
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