

# BEHAVIOUR MANAGEMENT FRAMEWORK

## Purpose

The purpose of this document and associated frameworks is to ensure that all participants within the Queensland basketball community can enjoy a safe, positive and rewarding environment that is free from all forms of harassment, bullying, degrading or intimidating behaviour.

This purpose aligns with our core priorities of:

- Basketball to be the sport of choice for all Queenslanders
- Basketball Queensland to be recognised as a force for positive change within our community
- Basketball Queensland to be recognised as the leader in the development of the sport of basketball within the National Sporting Community
- Providing genuine and clear leadership for basketball within Queensland and be an example for others within the sporting and business community to follow.

This framework reflects best practice of bodies such as Sport Australia who support a change of sport culture. There is no excuse (and no circumstance) to act poorly towards others.

Through this framework, Basketball QLD is striving for a culture within our sport where:

- Respect is shown for one another
- You are part of the solution by being supportive (not part of the problem)
- Positive supporter behaviour is the norm
- Feedback given to players and referees is via the correct channels
- Feedback is delivered appropriately and with respect

A positive cycle of improvement is dependent on each party doing their part.

## Scope

This framework applies to all people in attendance at Basketball QLD competitions or tournaments, including coaches, team managers, staff, players, referees, other officials, and spectators.

It is expected that affiliated Associations adopt this framework (or similar) for domestic competitions to ensure consistency of expectations within the basketball community.

## Definitions

Basketball QLD competition or tournament – For the purpose of this framework, a Basketball QLD competition or tournament includes (but is not limited to), BQJBC comprised of SQJBC, CQJBC, QNJBC, State Championships, CBSQ and QJCC.

Behavioural Technical Foul - a penalty applied when a person shows some form of dissent or disrespect (by word or action) towards an opposition player, any match officials, a referee or their calls.

Entourage - Includes any person in attendance who is associated with a player, including (but not limited to) family members and friends.

Occurrence – Occurrence will refer to a behavioural incident, instance, or issue.

Member Protection Complaint - A complaint made by an aggrieved person who feels there has been a breach of Basketball Australia's Member Protection Policy.

Official Report - Report Form intended for a tribunal process

Court Controller- Person responsible for the smooth running of competitions.

Referee Coach- Designated person to referee coach for the game

Unacceptable Behaviour – The following are examples of unacceptable behaviour

- Wilfully question or challenge the ruling of the match referees (deliberate with no intent to cooperate/accept call)
- Berate or abuse game officials (ie Referees, score table personnel)
- Berate or abuse players (from either team)
- Berate or abuse team officials (from either team)
- Berate or abuse game day officials (eg. Referee Coaches, Basketball QLD staff)
- Berate or abuse other parents or spectators
- Display conduct which is inappropriate in a sporting environment
- Inciting poor behaviour in others
- Enter the playing court at any time without permission

## Framework

Acceptable standards of behaviour are outlined in Basketball Queensland [Codes of Behaviour](#) and all persons entering venues for the purposes of Basketball Queensland competition do so under the [Conditions of Entry](#).

Behaviour considered abusive, degrading, derogatory, discriminatory, or intimidating is not acceptable from anyone in the basketball community and constitutes a breach of the Codes of Behaviour and Conditions of Entry. There is no excuse for abuse!

**Everyone has a responsibility to maintain a safe environment, Basketball Queensland encourages our community standing up to promote positive behaviour within our competitions.**

Basketball QLD is committed to maintaining an environment where participants and referees are safe to grow and develop. We recognise that nobody is perfect, and mistakes will be made. It is important that no one is criticised for making mistakes as this does not assist them to develop their skills.

The longevity and continual improvement of the sport is dependent on players, coaches and referees **wanting** to participate.

This framework is designed to manage breaches of our Codes of Behaviour. It is expected that this framework is applied consistently and fairly.

### 1.0 Basketball QLD's commitment:

- **Pre-game huddles under 14's and above**

To occur between the referees, and each teams coaches and **team captains** for all games for introductions, to demonstrate good sportsmanship and establish expectations for the game. The referees will approach each team one at a time.

- **Pre-game huddles Under 12's**

Each referee will approach each team and their coaches to introduce themselves to everyone, demonstrate good sportsmanship and establish expectations for the game.

- **Mid-game huddles under 14 and below**

If the coach has questions or wants to clarify call interpretations with the referee, a mid-game huddle will be facilitated by the referee coach at the coach's request for no more than 1 minute

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between each team coach and the referees at an appropriate break (eg. quarter time, half time). Coaches will have the opportunity to ask questions under the supervision of the Referee Coach allowing for referee education in communication with coaches.

**Note:** this is limited to one mid-game huddle per coach per game and will form part of the break time i.e. the break time will not be extended.

- Aim for a ratio of one Referee Coach for every two courts and one Court Controller for every four courts in use to support the requirement for the Referee Coach to be the liaison between team coaches, captains and referees.
- Share incident and/or relevant information and feedback with Association delegates to create awareness. Associations are encouraged to use this information to improve club culture and encourage suitable behaviour. There may be instances where Basketball Queensland deem action is warranted by the Association, and if so any requirements will be communicated.
- Notify Associations when a member has been issued two or more Behavioural Technical Foul ejections/suspensions in the same season, outlining the associated penalties.

## 2.0 Communication protocols

We understand that communication between referees and teams is important in all age groups to facilitate learning, however there are situations where some parties to the communication are still developing skills to effectively respond and engage.

Many of our referees are **adolescents** who range from 12 to 18 years of age and are going through major social and physical changes. Communication with ALL referees, including adolescents should be age appropriate, respectful and constructive.

**Green Lanyards** – Referees who are under the age of 18 will be wearing green whistle lanyards to highlight the fact that official is a child. This initiative aims to promote positive behaviours and interactions between players, officials, coaches, and spectators across all BQ sanctioned competitions. Introducing the green lanyard will support our Behaviour Management Framework and serve as a reminder for spectators and coaching staff that we have zero tolerance for child abuse.

If a referee is comfortable with questions during dead ball periods of a game (based on their experience or accreditation) this can be identified and trialled. The referee can revoke this permission if questions are not asked at an appropriate time or manner by notifying the coaches and referee coach/court controller.

As such the following protocols will be enforced:

- For under 12 games and below, coaches can only direct a question to the officials in a break and with the Referee Coach present, unless alternate expectations were set during the pre-game huddle.
- For under 14 games and above, coaches or captains can respectfully ask the official a question about a call. To respectfully ask infers that the question is:
  - Asked during a dead ball period and not interrupting another action
  - Is not asked in an aggressive, overly demonstrative or prolonged manner, and
  - Ends when the official has provided an answer i.e. ask once, get a response, move on.
- For ALL games, coaches or captains may respectfully ask the official a question about a call, however if the official is identified as an adolescent (under 18) as they have a green lanyard in the pre-game huddle, the question can only be asked in a break and with the referee coach present, unless alternate expectations were set during the pre-game huddle.
- Referees are expected to respond and engage with mutual respect to questions and feedback from coaches. Coaches are encouraged to speak with the referee coach/court controller should they have concerns or feedback in relation to the referees communication.



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- For ALL games referees are not to engage with poor behaving spectators in any way. If they are abusive in anyway the referee is to stop the game and go over to speak with the Referee Coach or Court Controller to initiate the warning card to the team manager of the team the spectator is from and have them present it to the spectator.

**Not agreeing with a referee decision IS NO EXUSE FOR ABUSE**

### 3.0 Association responsibilities

All Associations must ensure that all persons under its control comply with Basketball Queensland's Policies, Rules, and By-Laws.

Association Team personnel (Coaches and Team Managers) each have a responsibility to address any inappropriate behaviour from within their team (players, spectators, volunteers).

Team Managers will be the first point of contact for the referee coach/court controller when addressing unacceptable behaviour due to the existing relationships with team players, parents, spectators and volunteers. If there is no Team Manager, the referee coach/court controller will engage with the coach.

Team Managers (or coach if no team manager) will be asked to speak directly with people involved in the first instance and issue them a Warning Card. If unacceptable behaviour continues, the referee coach/court controller will stop the game and issue a Technical Foul against spectators team and eject the spectator from the building.

#### 3.1 Responsibility of Association Team Coaches and Team Managers

- Be identifiable and present on the bench
- Introduce themselves to the court controller/referee coach either during the pre-game huddle or directly afterwards
- Follow the direction of the court controller/referee coach if asked to speak to club or team spectators in relation to their behaviour and adherence to the Codes of Behaviour
- Liaise with and work together with the court controller/referee coach to remove spectators who refuse to adhere to the Codes of Behaviour
- Confirm the identity of suspended persons if they are present in a venue when asked by the court controller, Referee or Referee Coach

### 4.0 Incident Reporting Framework

Reports can be made in the following ways:

#### Behavioural Technical Foul Report

Details of Behavioural Technical Fouls issued are required to be recorded by Officials on the Report Form provided to Basketball Queensland. The tally of behavioural related tech fouls will be re-set to zero at the end of each season.

#### Official Report

An official report can be submitted by a Court Controller, Referee Coach or Official and will be actioned pursuant to the relevant Basketball Queensland Tribunal By-Laws. – [BQ Report Form](#)

#### General Complaint

A written complaint can be submitted by any person via their Association – see the Basketball Australia Complaint Policy.

#### Member Protection Complaint

Basketball QLD and each member club/association has a Member Protection Information Officer who can assist to provide the options available. – see the [Basketball Australia Member Protection Policy](#).

## 5.0 Spectator Codes of Behaviour

Analysis of existing behaviours shows that there are occurrences where unacceptable behaviour is more frequent and/or the outcome is more detrimental than positive.

Basketball QLD encourages positive supporter behaviour. Association Team Managers or Team Coaches have a responsibility to work with the SSO to manage incidents where spectators are in breach of the Codes of Behaviour, in particular:

- Respect the decisions of officials and teach young people to do the same.
- Never ridicule or scold a player or official for making a mistake.
- Condemn the use of violence in any form, whether it is by spectators, coaches, officials or players.
- Do not use foul language, vilify, sledge, or harass players, coaches, team managers or officials.
- Respect the rights, dignity and worth of every person regardless of their age, gender, ability, cultural background, or religion.

A breach of any of the above codes should be reported to the court controller/referee coach who will liaise with the Team Manager in the first instance (if no team manager the coach or captain) to jointly manage the behaviour. *While it is preferable and best practice that a warning card be given in the first instance, no warning is required to remove the spectator from the court area.*

In instances where a spectator is non-compliant with a direction made within the framework, the Court Controller/Referee Coach will stop the game and contact Basketball Queensland to provide assistance. If the spectator is refusing to leave the venue, after being asked to do so, the court controller can call the Police to have the spectator removed from the venue as they are now trespassing. The game will not resume until the spectator has complied with the direction of the Court Controller/Referee Coach.

Any code of behaviour breach must be recorded.

## 6.0 Behavioural Technical Foul (BTF)

Unacceptable behaviour that occurs within the context of a game (player, coach, team manager, score bench) will be dealt with by use of a Behavioural Technical Foul.

Players, Coaches, score bench or the team bench can be issued a Behavioural Technical Foul.

The following occurrences are considered instances that warrant a Behavioural Technical Foul but are not limited to:

- Aggressive or excessive motioning of the arms, holding arms in the air following a call for a prolonged period of time
- Aggressive or sarcastic hand claps directed at an official or opposition player or showing resentment for a call or non-call
- Running towards or aggressively approaching a referee or opposition player
- Aggressively shouting a reaction to a call or using profanity or swearing at a referee
- Extended or prolonged complaining about or questioning a call, particularly after being told to stop
- Aggressively or unnecessarily attempting to demonstrate actions such as travelling or verticality after a foul call
- Aggressively or unnecessarily bouncing the ball into the air or away from the court
- Not responding to a warning by repeating the action (or some other disrespectful action)

## 6.1 Behavioural Technical Foul Process

The intent of this procedure is to de-escalate a situation either by creating awareness of an occurrence or by issuing a penalty.

The presiding Referee will be responsible for monitoring on-court occurrences by using the Behavioural Technical Foul procedure as follows:

1. Give a warning to the offending person letting them know that the behaviour is unacceptable.
2. Any subsequent warning to a player on the same team will constitute a warning to all players on that team e.g. a team warning
3. If unacceptable behaviour continues, issue a Behavioural Technical Foul
  - \* In the case of Under 12s and Under 14s a single Behavioural Technical Foul will lead to an ejection.
4. If unacceptable behaviour continues, issue a second Behavioural Technical Foul and eject player or coach
  - \* Any ejection will immediately constitute a one game suspension to be served in the following game.
5. Submit an Official Report to Basketball QLD.

*\* While it is preferable and best practice that a warning be given in the first instance, a referee is not obliged to issue a warning if behaviour is considered excessive or past the point of de-escalation.*

*\* Standard technical fouls can still be issued during a game but will not be included in the tally of Behavioural Technical Fouls.*

*\* For U14's & below: The court controller can make a report to BQ for what is deemed as a low grade behavioural technical foul ejection that the one game suspension does not need to be enforced. This is then reviewed by BQ & a decision on whether the automatic one game suspension will be waived is determined. This will be on a case-by-case basis. The decision of BQ on this matter is final.*

*\* A low grade behavioural technical foul can be given for any instance that is not related to referee, player or coach abuse. Such as bouncing the ball in disgust or frustration or yelling out in frustration where it is deemed inappropriate, but not directed at anyone.*

The Court Controller or Referee Coach (where in attendance) has a responsibility to:

- Exercise a duty of care towards the referee by monitoring behaviour
- Direct a referee to make a Behavioural Technical Foul call (or warning) if the referee has not seen or heard the occurrence
- Request that a coach or team manager speak with an offending player or spectator to de-escalate a situation before penalties are applied.

## 7.0 Sanctions

### Breaches of the Behaviour Management Framework

- Any spectator ejected from a game will receive an automatic on game competition suspension.
- An automatic four game suspension will apply to any spectator ejected twice in same season.
- A competition ban pending the successful completion of a Level 0 Referee Theory Course and "Play By The Rules" course will apply to any spectator ejected three times in the same season. The ban will remain in place regardless of when the next Level 0 Course is scheduled.
- Any coach or player that is ejected from a match will serve an automatic one game ban.

#### Behavioural Technical Foul

At the time a Behavioural Technical Foul is called, the penalty is 1 Free Throws and possession resumed from where the game was stopped.

Basketball Queensland will notify Associations when a member has been issued two Behavioural Technical Foul ejections in the same competition season. This notification will constitute a warning.

The following sanctions will apply immediately when a member exceeds two Behavioural Technical Foul ejections in the same season:

- Three (3) Behavioural Technical Foul ejections – automatic 1 game suspension and Person required to complete on-line “Play By The Rules” course and submit proof of completion before resuming playing.
- Four (4) Behavioural Technical Foul ejections – automatic 4 games suspension.
- Five (5) Behavioural Technical Foul ejections – competition and venue ban until such time that a behavioural consultation meeting with Basketball QLD and an Association representative is attended. This meeting will be called within 7 days of the person receiving their 5th Behavioural Technical Foul ejection. Basketball Queensland may impose additional penalties at the discretion of the Group.

*Where a sanction has not been served in full by the end of a season, the remainder to serve will be rolled over into the following season.*



## Additional Information

Basketball Queensland Behaviour Framework also consists of:

- Basketball Australia Member Protection Policy
- Basketball QLD Coaches Code of Ethics and Agreement
- BA Integrity Framework
- Basketball Code of Behaviour
- Basketball QLD Tribunal By-Law
- Basketball QLD Tournament Tribunal Policy
- Basketball QLD Conditions of Entry
- Basketball Australia Complaints Policy

## Appendices

Appendix 1 – Officiating Guidelines

Appendix 2 – Completing an Official Report

Appendix 3 – Behaviour Technical Foul Report

## APPENDIX 1 - OFFICIATING GUIDELINES

Officials (staff, referee coaches, and referees) should apply the behaviour guidelines within this framework consistently, fairly and with respect for the game.

It is important to recognise that basketball is an emotive sport. Players and coaches may yell, swear, show frustration. What is important is that this is not excessive, continual, or directed at an official or individual. **There is no excuse for abuse.**

A proper question asked within the guidelines should be responded to with a proper response.

### Responsibility of Court Controller and Referee Coaches

The Court Controller/Referee Coach is the first point of contact for resolving conflict and appropriately dealing with any disruptive situation in the stadium by working with Association personnel to remind all people within the venue of the requirement to adhere to expected behaviour standards outlined in the Codes of Behaviour.

The Court Controller/Referee Coach has a duty of care to the referees and participants to enforce the guidelines and assist to monitor behavioural technical fouls when the referee is not in a position to do so or is not aware of the incident. The Court Controller/Referee Coach interaction and communication with others at all times should be age appropriate, respectful and constructive

In enforcing the behaviour guidelines, they must:

- Coordinate a pre-game huddle between the referees, Referee Coach/Court Controller, coaches and team captains to establish expectations
- Understand, uphold and support the Codes of Behaviour
- Introduce themselves to the Coach and/or Team Manager if they were not involved in the pre-game huddle
- Coordinate and supervise a mid-game huddle if requested with the coach and referees
- Actively move around courts and be visible to coaches, team managers and referees requiring assistance
- Position themselves to monitor spectator behaviour (ie. regularly moving to all sides of the courts)
- Liaise with Association Coaches and Team Managers to engage with and provide warnings to people whose behaviour is bordering a breach of the Codes of Behaviour. The aim is to prevent behavioural incidents from escalating through the coach or team manager issuing a warning card with an explanation as to why they are receiving one.
- Call police if objection continues or there is a perceived threat to safety.
- Complete the appropriate reports and forward to Basketball Qld.
- Referee coaches must be within close proximity to the referees when they are shaking hands with players and coaches at the completion of the games. Also, referee coaches must escort the referees until they get to the referee room.

### The Referee Coach has authority to:

- Stop the game if they consider the referees do not have control.
- Assist the referees come to the correct outcome in a difficult situation.

### Responsibility of the Referee

- Introduce themselves at the pre-game huddle and set the scene for a positive game
- Interact and communicate with others in a respectful and constructive way
- Understand, uphold and support the Codes of Behaviour
- Give a proper response to a proper question that has been asked properly
- Find a balance between being objective (or tolerant) while ensuring behaviour does not escalate
- Communicate with their fellow referee to ensure consistency
- Make the distinction between directing frustration at an official vs frustration at oneself
- Alert the Court Controller/Referee Coach to any breaches of the Codes of Behaviour at a break

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- Set the tone early for poor behaviour with verbal warnings to players, coaches or team managers that they will receive a behavioural technical foul if the behaviour continues
- Do not condone continuing behaviour. If a warning has been given and the same behaviour continues, issue the BTF, do not ignore, or give another warning.

### **Responsibility of the Coach and/or Team Manager (TM)**

- Introduce themselves at the pre-game huddle and be a positive role model for your team and Association
- Encourage fair play
- Thank the officials and opposition after the game – teach your players to do the same.
- Understand, uphold and support the Codes of Behaviour
- Be responsive to Court Controller/Referee Coach engagement and work together to address unacceptable standards of behaviour from your teams entourage
- Confirm if suspended persons are present in venues if asked by the Court Controller/Referee Coach

## APPENDIX 2 – COMPLETING AN OFFICIAL REPORT

It is important to remember that you are the "eyes and ears" of the Tribunal and your report must reflect only information related to the incident.

You must differentiate between the "offense" and the "incident" when making a report. The "offense" is a classification according to the laws of the game of a player's misconduct; the "incident" is what the player/coach actually did at the time he committed the offense

A report should be completed within 48 hours but first let your emotions and adrenaline settle:

- Write down your thoughts and the key information as soon as possible to assist you later
- If needed, talk to the Court Controller or Referee Coach to see if your position can be covered for a couple of minutes
- Refocus before you return to the court

### The ABC's of Report Writing

- a. Be **ACCURATE** - in reporting the incident avoid confusing or conflicting statements. Make sure the stated offense matches the incident described. Double-check the player information
- b. Be **BRIEF** - you are required to report only the incident leading to the caution or sending off. Information about the state of the playing surface or climatic conditions should be included **ONLY** if you feel they play a part in the incident described.
- c. Be **CLEAR** - stick rigidly to a description of the incident, e.g. a kick in the groin, a punch in the face, etc.; it is not for you to pass judgment. The Tribunal will make a judgment from the information you provide.

### Structuring the report

1. Be factual and avoid conjecture
2. Ensure you report the right player(s). When both teams are involved in an incident – who were the main antagonists – they need to be reported, even if you report the team as well.
3. What happened?
4. What type of breach was it (What you saw occur)?
5. What aspect of the by-laws were breached (see relevant section in tribunal by-laws)?
6. Where was the ball, play in reference to the incident?
7. Where on the court did the incident take place (include if in the play or off-ball)?
8. What position were you in, in relation to the incident?
9. At what minute in the game did this occur (what period and how much play had passed) and how long did the incident last?
10. Other details needed in the report to assist the Tribunal:
  - a. Initial response to incident – was player given a caution, tech foul, ejected, game called off, police called...whatever occurred to resolve the incident.
  - b. Additional information depending on type of incident:
    - If the player fouled, the part of the body that was struck
    - Was the ball in play or not?
    - Did anyone receive medical treatment?
    - Was anyone disqualified/ejected – if so did they leave when requested?
    - Were you required to separate the teams to depart?
    - Were you required to call the police?

## APPENDIX 3 - BEHAVIOUR TECHNICAL FOUL REPORT

### Process

- Basketball QLD is responsible for updating the database for all BQ run competitions.
- Basketball QLD will monitor the database and send notification via club administration when an individual receives their 2<sup>nd</sup> Behavioural Technical Foul ejection.
- Notifications will be sent within 5 days of receiving 2<sup>nd</sup> Behavioural Technical Foul ejection (and each subsequent Behavioural Technical Foul).

*\*Associations can monitor their own domestic competition behaviour technical foul ejections.*