



## NEXT GEN NETBALL

# Operations Manual 2019

Includes the Ruby Series – North and South Competitions

HART Sapphire Series brought to you by





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## INTRODUCTION

Netball Queensland recognises the HART Sapphire Series (HSS) and Ruby Series – North and South to be the premier netball competitions in Queensland. The purpose of this elite competition is to provide the strongest platform for players, coaches and officials to prepare for opportunities at the elite level, while fostering a strong connectedness with community netball, creating local heroes for young girls all over Queensland.

The purpose of this Manual is to set out the minimum standards in relation to HSS and Ruby Series – North and South match day operations. These required standards are documented to ensure the Host Clubs and the respective Event Operations Managers (EOMs) meet the expectations of, and obligations to, HSS and the various stakeholders. These stakeholders include the Clubs, Universities, match officials, sponsors, media, spectators and supporters.

Each Host Club EOM will be responsible for developing venue specific Venue Operations Plans, in consultation with HSS League Event team, to implement the standards and systems outlined in the HSS Operations Manual.

The Host Club EOM in conjunction with the appointed Match Delegate will be critical to match delivery and will have the responsibility for delivering the match to the prescribed standards, and according to the agreed and official time schedule.

## APPROVAL PROCESS

Items listed in this document which require approval from Netball Queensland (NQ) must be submitted in writing, as per the timeline and contact information outlined below, utilising the relevant document or template.

## DEFINITIONS

**Event Operations Manager (EOM)** is responsible for managing the delivery of the match day obligations of the Club as outlined in this document with high levels of effectiveness and efficiency. The role will be the primary interface point between the Club and Netball Queensland's League Manager and will contribute to the overall operation and development of the League.

**Field of Play (FoP)** refer to the defined court area.

**HART Sapphire Series (HSS)** is the highest level of open amateur Netball competition in Queensland and provides a player pathway to the Australian Netball League and Suncorp Super Netball.

**Host Club** refers to the Club responsible for hosting the match day.

**Host Venue** is the venue at which the games are being held and responsibility for the obligations outlined in this manual will fall upon the Club or entity hiring the venue for the purpose of hosting the game. For example, if games are hosted at Queensland State Netball Centre (QSNC) it is the



responsibility of NQ to deliver match day requirements regardless of who is nominated as the Home team. If a game is hosted at any other venue, it is the responsibility of the Home Club to delivery match day requirements.

**League Manager (LM)** is responsible for the day to day operation and management of the HSS and Ruby Series – North and South competitions.

**Netball Queensland (NQ)** is the governing body for the sport of netball in Queensland and the owner of Sapphire Series.

**Playing Enclosure** encompasses the designated court area (FoP), team benches, umpires bench, score bench, media bench, match delegate bench, umpire coaches bench, MC bench and commentary bench.

**Ruby Series** refers to both the North and South Ruby Series competitions.

**Ruby Series – North** refers to the three (3) team competition played in North Queensland aligned to the Northern Rays Sapphire Series Club.

**Ruby Series – South** refers to the seven (7) club competition played in South East Queensland aligned with the HSS.

## KEY CONTACTS LIST

ROLE	NAME	CONTACT INFORMATION
Acting League Manager (LM)	Charlie Griffiths	0407 306 329 Charlie.griffiths@netballq.org.au
Acting Media Manager	Amy McDonald	0439 790 645 media@netballq.org.au
Accreditation and Allocation Officer	Cameron Williamson	0437 532 816 Cameron.williamson@netballq.org.au
GM – High Performance and Sport Entertainment	Richard McInnes	0428 687 691 Richard.mcinnnes@netballq.org.au
GM – Commercial	Justin White	0452 298 691 Justin.white@netballq.org.au
GM – Marketing & Events	Chanah Mulawa	0406 848 074 Chanah.mulawa@netballq.org.au
Event Manager	Rhiannon Smith	0400 572 060 Rhiannon.smith@netballq.org.au



## RISK MANAGEMENT

Host venues must be audited and approved by the LM to ensure the field of play (FoP) and playing enclosure aligns in accordance with NA's national facilities policy, outlined in Appendix A. All Host Clubs are responsible for completing and adhering to a risk management plan, refer to Appendix B, that aligns with hosting requirements, venue and local regulations. This plan must be submitted, as per the following timeline, to NQ for Host venue approval.

The NQ Match Delegate, along with the EOM of the Host Club, have the responsibility and duty of care to check and enforce the risk management plan prior to each round hosted at each venue. With the sole purpose to ensure the court and surrounds are as safe as possible for participation and navigation, the plan should become a reliable method of identifying risks and is required as part of Public Liability Insurance.

## TIMELINE

<b>TASK/DOCUMENT</b>	<b>RESPONSIBILITY</b>	<b>DUE DATE</b>
Risk Management Plan	EOM's hosting a match outside of QSNC	TBC
Health & Safety documentation/Venue Standards	EOM's hosting a match outside of QSNC	TBC
Field of Play Layout	NQ	TBC
Distribution of Accreditation	NQ	TBC
Advising Clubs hosting matches when NQ partners will be activating	NQ	4 weeks prior to season
Finals Series Manual	NQ	Prior to round 7, August 3 <sup>rd</sup> & 4 <sup>th</sup> .

## INCIDENT REPORTING

Any incident which occurs at any HART Sapphire Series (HSS) and Ruby Series match must be documented and submitted to NQ within 24 hours of the incident taking place. Refer to Appendix C.

## PLAYING ENCLOSURE

NQ is responsible for providing a playing enclosure layout template, refer to Appendix D. This template is to be used by Host Clubs to develop their venue layout plan for matches, that includes team and score benches, live stream camera and commentary locations, and media benches, etc. This plan must be submitted to NQ prior to Host venue approval.



The playing enclosure and FoP is to be controlled and restricted to those who have an absolute requirement to be there. Accreditation, that is provided by NQ, is to be presented and adhered to by all teams, with the EOM of the Host venue to be empowered to move people on/off the FoP, as required.

### Score Bench Location

The score bench is to be centred in line with the centre circle, on the same side of the court as the team benches. This may not be possible due to venue constraints, and exemptions must be sought in writing from NQ prior to the season commencing.

### Team Bench Location

- The team benches must be to the right and left of the centre third, with the first seat placed in line with the transverse line.
- The team benches should be located on the opposite sideline to the live stream cameras (i.e. in live stream arc)

When standing at the score bench facing the court, allocation of benches is on the following basis:

- Team one (1) (home team) will take the team bench to the right of the centre circle.
- Team two (2) (visiting team) will take the team bench to the left of the centre circle.
- There must be maximum room to allow for players' and support staff bags and feet. If space allows, bags must be placed under or behind the seats.
- Fifteen (15) chairs per team should be placed courtside for up to ten (10) players, and five (5) support staff.
- Only the players and support staff listed on the official team list are permitted to sit on the team bench. Any other personnel, including other team members should be seated away from the bench, in the teams allocated supporter seats. Those additional bench personnel are not permitted to enter the playing enclosure during a match but are permitted to work with team officials and players in the change room or anywhere outside of the playing enclosure.
- The host team must provide a rubbish bin and a table at the end of the player's bench.

Where this layout is not possible due to venue limitations, the Host venue may request a special exemption, in writing, to NQ prior to the season commencing. Pending the exemption, it is the Host venue's responsibility to inform visiting teams of any exceptional configurations.

### Umpires

Three (3) chairs are to be placed on the same side as the score bench, to the right-hand side of the bench facing the court, and as far away from the team benches as practical. Refer to Appendix C. Hydration eskies, ice and water must be made available to the umpires and located adjacent to the umpire chairs.



### Match Delegate Bench

A table to seat (2) people, off camera, needs to be available for the match delegate and the Host EOM's. This table is to be seated in a position where the match delegate can observe match proceedings and easily access the playing enclosure and FoP.

### Media Bench

A table to seat a minimum of two (2) people, off camera, needs to be available for the media bench, with the opportunity to extend the media bench seating if demand requires. The media bench requires hard cable internet or reliable Wi-Fi connection, with access to power points.

### Umpire Coach Bench

A table to seat one (1) person, off camera, close to the centre of the court needs to be available for the umpire coach.

### MC Bench

A table to seat two (2) people, off camera, needs to be available for the MC bench. Depending on venue restrictions, the MC Bench can be added to the media bench. The Host venue is to provide a portable PA system with the sound capability of reaching the playing enclosure and spectator seating area. Refer to Appendix D for details.

### Live Stream Cameras & Commentary Bench

Hosting venues are responsible for providing a grandstand or raised platform, at least one metre in height with two square metres of space, along the sideline opposite to team benches for a live stream camera. If there is crowd movement around the camera when placed in the grandstand, a raised platform is preferred. In the circumstance of the venue only possessing one grandstand on the same side as the team benches, seats are to be blocked out to allow for the live stream camera as per the dimensions previously mentioned.

Two tables are to be provided next to or close to the camera, that can seat four (4) people, and has access to hard cable internet and power points. If hard cable internet isn't available, Host venues must notify NQ at least two weeks prior to the season commencing, to explore a suitable alternative.

A second camera must also have space along the baseline but does not require a raised platform. Refer to Appendix C for this location.

NQ is responsible for providing a watermarked copy of the Live Stream broadcast footage to each team. All teams are responsible for providing their own hard drive and is to be given to the Host venue EOM's on the team's arrival to the venue. Teams will receive the hard drive at the end of each game day when all games have finished. For those teams who cannot wait until the end of the day to collect the hard drive, a representative can collect it from NQ on the Monday following match day. For regional teams that cannot collect the hard drives, NQ will post it on the Monday following match day.



Hard drive must be **formatted** to ExFAT or FAT32 file **format**. 1TB Hard drive minimum.

## VENUE SPECIFICATIONS

NQ is responsible for outlining the minimum venue requirements each Host venue must adhere to, as outlined in Appendix E. Each Host Club is responsible for ensuring the required equipment is available for the delivery of match operations and should liaise with NQ and the venue to ensure the procurement of the following requirements. NQ has the responsibility of communicating where items will be procured centrally and supplied, and where items will be the responsibility of each Host venue.

### Court Signage

As per the Commercial Manual, static signage will include as a minimum sixteen corflute courtside A-frame signs which will be displayed at each match within the live streaming arc. It is the responsibility of Host Venues to ensure space is allocated to allow courtside signage outside of the court surround area and in front of any courtside benches/walls, etc., as outlined in the playing enclosure layout (Appendix D). Half (50%) of these will be League signs, the other half (50%) will be Home club signs, with Away clubs having no signage rights.

### Team change rooms

A lockable and separate change room from the public is required for each Club. The change room should have access to shower and toilet facilities the capacity to position a 1.0m x 2.0m ice baths for use by each team. Host venues are required to provide the ice bath, as well as supplying the ice. Refer to Appendix E for the additional requirements to be included in each change room.

### Umpire changerooms

A lockable and separate change room from the public is required for the umpires. The change room is to accommodate male and female umpires separately, if required. The change room should have shower and toilet facilities, with the capacity to position a 1.0m x 1.0m ice bath for use by the umpires. Host venues are required to provide the ice bath, as well as supplying the ice. Refer to Appendix E for the additional requirements to be included in each change room.

### Scoreboard

The Host venue is responsible for supplying an electronic score board that, at the minimum, is visible from the score bench and team benches. A manual flip chart must be available at every venue as part of the contingency plan in case of scoreboard malfunction. The manual flip chart will be provided in the score bench box by NQ.



## Medical facilities

The Host venue must organise appropriate medical assistance at the venue to cover emergencies for Players, Umpires, Officials and spectators, for example, the St John Ambulance Services. A minimum of two (2) medical assistance personnel are required for each match, ensuring at least one (1) personnel is dedicated to Players and Officials. The Host venue is responsible for the organisation and payment of this service. The medical assistance personnel are to be located within the playing enclosure, in clear view of the courts, and must have ease of access to the FoP and to the grandstands. The Host Club is not required to provide an on-site ambulance but must have a thorough understanding of the venue's emergency medical procedures and policy for requesting an ambulance, to ensure efficiency and ease of communication. It is the responsibility of the EOM to work with the medical facilities and venue in the case of an emergency.

A designated first aid facility for athletes and officials must be provided at the venue. The first aid room should be separate to the public facility and be equipped according to Appendix D. It is the responsibility of the Host venue to supply and restock a blood spill cleaning kit for each match. The kit must be made available and stored at the score bench for the duration of the match. Refer to Appendix D for details.

The Host Club must ensure that sharps containers are located in team and umpire change rooms and all other team medical areas as located within the venue.

## Operations Room

A room or office space is to be made available for the use of NQ staff and the Host Event Operations Manager. Requirements are outlined in Appendix E.

## Storage

A room or storage facility is to be made available for any deliveries prior to the match date, according to the delivery schedule. Host Operations Manager's and venues will be notified by NQ in advance of any deliveries that are taking place.

## Field of Play Entertainment & Activations

As per the Commercial Manual, NQ will be responsible for event presentation, including all costs, for matches played at the QSNC.

For matches hosted outside of QSNC, NQ will provide Host Clubs with an outline of NQ and HSS partner activations four (4) weeks prior to the season commencing and to what capacity this entails, i.e. foyer activations, giveaways, etc. New or existing league partners may choose to activate at games additional to those communicated at the beginning of the season. In these instances, NQ will work closely with the Host Club to facilitate these additions. NQ is to outline the expectations of delivering partner activations and will work with the Host Club to ensure these are met. The Host



Club EOM is responsible for executing the delivery of partner activations, with the match delegate to oversee.

Any entertainment or activations on the FoP must not:

- Delay the match
- Damage the court surface
- Leave any residue on the court
- Leave any moisture on the court
- Leave behind loose materials on court (paper, confetti, sequins, make up etc)
- Disrupt the Live Stream.

## MATCH DAY REQUIREMENTS

### Match Delegate

The LM or NQ appointed match delegate are responsible for overseeing the delivery of all HSS and Ruby Series matches. The Host team will be provided with the contact details of the match delegate the week leading into match day.

### Event Activity Schedule (Run sheet)

The Host venue EOM is responsible for preparing and delivering the event activity schedule for each match day. All match operations, including teams and match officials, must operate in accordance with the run sheet. NQ is responsible for providing an event activity schedule template, Appendix F, which will form the base timings for specific match day schedules. All activities highlighted in bold may not be altered. Each match day schedule is to be submitted to NQ for approval by COB Tuesday leading into match day. EOM's will be notified by COB Wednesday for any changes that are required to be made. NQ will forward the approved schedule to all teams.

The event activity schedule does not contain the MC run sheet. NQ will provide an MC run sheet template within the Commercial Manual which will form the base scripting for specific match day schedules. This MC run sheet will include NQ and HSS partner messaging and scripting that needs to be delivered as per the Commercial Manual. The MC run sheet is to be submitted to NQ by Host Clubs for approval by COB Tuesday leading into match day, EOM's will be notified by COB Wednesday for any changes that are required to be made. Refer to the Commercial Manual for more details.

### Additional Event Day Matches

Ruby Series matches will be played in conjunction with the HART Sapphire Series (HSS) matches. The additional match/es must not impact the HART Sapphire Series (HSS) timings or live streaming requirements. All match timings must be included in the event activity schedule.



## Hydration

The Host club will provide ice and bottled water prior to the commencement of the team warm up in eskies, located at each team bench. In the instance NQ does not provide branded eskies, as per the Commercial manual, plain eskies must be used. Bottled water must also be provided in the team change rooms at no cost to visiting teams. Refer to Appendix D for specific requirements.

Umpires will require a minimum of six (6) bottles of water per match. Provision must also be made for score bench technical officials.

## Accreditation

NQ is responsible for the production and distribution of accreditation passes to all teams, as outlined in the Commercial Manual, at the expense of NQ. Accreditation will be required from all teams on their arrival to the Host venue, allowing them free entry to all HART Sapphire Series (HSS) & Ruby Series matches, access back of house when preparing for a match and through to the FoP. Limited accreditation passes will be produced, and any additional accreditation requests from teams, i.e. if a player misplaces their accreditation, will be at the expense of the team.

## Team Arrival & Pre-match Warm Up

Teams will have access to changerooms seventy-five (75) minutes prior to the match commencing. On arrival, team Managers are to notify their team liaison on their arrival and are to be shown to the change room. Shooters are to be given the opportunity to access the goal posts on their arrival at the venue, timings are to be outlined within the run sheet. Team liaisons are responsible for familiarising the team Manager with the venue, assisting in the delivery of change room or court side requirements, cueing and escorting the team from the change room and fielding any questions to NQ.

A 16-minute warm-up period will be scheduled on an allocated side court if match is hosted at QSNC, otherwise on the FoP at other venues, with teams to move to FoP immediately prior to match call-on introductions. Refer to Appendix F for specific timings. A goal third will be available as a minimum to each team. Warm-up conditions may not mirror that of match conditions due to potential in venue entertainment, i.e. lighting. It is the responsibility of the team liaisons to refer to the run sheet and inform the team of these conditions on their arrival to the venue.

## MC

As per the Commercial manual, it is the responsibility of the Host Venue to organise and fund a courtside announcer for all matches. Refer to the commercial manual for further details.



## Arena call on

Arena call-on is the team's introduction to the arena audience prior to the start of on court warm-up. This will take place at the set time allocated in the event activity schedule and will be initiated by the announcer.

## Match Call on

The match call-on is where only the starting seven (7) athletes will be called onto the FoP by position for the commencement of the match.

- As outlined in the event activity schedule, teams will line up on the sideline in front of their respective team bench with the home team's Goal Shooter (GS) positioned at the transverse line and the Away Team's Goal Keeper positioned at the transverse line.
- Players are instructed to move towards the transverse line in position for call on before moving onto court when introduced.
- All Away team players to be announced first, starting with GK, to actual position in match which is followed by bench players.
- All Home team players to be announced second, starting with GS, to actual position in match which is followed by bench players.
- Once the starting seven (7) match ups have been announced, athletes will be in position ready to commence the match.

## Media

NQ has the right to request a post-match interview from the Head Coach or playing group at the conclusion of the match. Teams will be notified via the team liaison.

## Recovery Ice

An adequate amount of ice must also be made available for the treatment of athlete injuries and recovery. Host venues are required to provide ice baths, filled with water by the time the game finishes, for the visiting teams and umpires.

The Host venue must provide up to fifteen (15) x 5kg bags of ice to the visiting team and up to four (4) x 5kg bags of ice for Umpires, both at the expense of the Host. Ordered ice is to be delivered to the changerooms during the fourth quarter of a match. Team liaisons are responsible for understanding each team's requirements around ice baths, i.e. whether to put ice in bath prior to team returning to change room post-match.



## Catering

The Host venue must be fit to provide catering for athletes, match officials, umpires and spectators. If the venue doesn't have this opportunity, food trucks or external catering must be supplied. The venue catering contacts will be provided to teams by the Host club EOM. It is the responsibility of the Clubs to liaise and order via the caterers, with the Host EOM ensuring the delivery of catering to each changeroom prior to the end of the match.

It is the responsibility of each team to cover the costs of any catering to individual change rooms. It is the responsibility of the Host venue to cover the costs of catering for match officials and umpires, with the maximum spend of \$10.00 per head.

## Finals Series – Event Operations

As per the Competitions Manual, NQ reserves the right to conduct all finals HART Sapphire Series (HSS) and Ruby Series – South matches at the QSNQ. A draft manual will be circulated to Clubs prior to round seven (7) of the regular season.

## RUBY SERIES – NORTH & SOUTH MATCH DAY REQUIREMENTS

Host Clubs are responsible for the delivery of the associated Ruby Series match on game day. Host Clubs are required to provide the following as per previously mentioned in the manual;

- FoP minimum requirements
- Score bench
- Team bench - North Competition Seventeen (17) chairs per team are required to allow for up to 12 players and five (5) support staff
- Umpires bench
- Umpire Coach bench
- Score board
- Medical facilities
- Run sheet
- Accreditation
- Warm-up.