



OUR TEAM VALUES

We hold ourselves to account and uphold the following team values, which makes up our Team Culture Agreement:

Customer Focus	Integrity	Innovation	Professionalism	Unity
<i>Supporting Behaviours</i>				
<ul style="list-style-type: none"> We value all our customers' needs We want to be an organisation that is easy to work with We assist our customers to achieve positive outcomes 	<ul style="list-style-type: none"> We deliver on our commitments We make the interests of basketball a priority We always act in a transparent and ethical manner 	<ul style="list-style-type: none"> We are open to new ideas We work together to continue to improve We embrace progress and change 	<ul style="list-style-type: none"> We are ambassadors of our brand We are advocates for basketball We always communicate with respect 	<ul style="list-style-type: none"> We support and respect our collective position and each other We celebrate achievements We work together for the betterment of basketball
<i>Application</i>				
<ul style="list-style-type: none"> Strong customer service skills are essential criteria in our workforce recruitment and retention Comply with BSAs communication standards Member feedback and compliance with BSA communication standards is incorporated in all staff appraisals 	<ul style="list-style-type: none"> All staff have access to relevant information they need to perform their role Decisions are evidence based and in the best interests of basketball To be informed we listen to diverse perspectives of the entire team 	<ul style="list-style-type: none"> Ideas sharing will be included in Staff Meeting Agendas Practices are reviewed and evaluated to identify areas for improvement Our practices will challenge the status quo, investigate new technologies and encourage professional development 	<ul style="list-style-type: none"> Comply with BSAs presentation standards and code of conduct Relationships are built on trust and in the best interest of basketball Comply with member protection policies. Breaches (bullying, harassment and discrimination) will not be tolerated 	<ul style="list-style-type: none"> Staff meetings will provide everyone with an opportunity to present their opinions and provide constructive feedback Diversity and teamwork are a priority in our workforce recruitment and retention We recognise achievements internally and externally