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## ACCREDITATION

Being an accredited Brisbane International Suncorp Ballkid is an important responsibility.

In order to receive accreditation Ballkids must agree to a set of terms and conditions which outline the rules and regulations they must follow during the event.

*Please note:* **Accreditation passes are non-transferable and must be worn correctly at all times with the photo clearly visible.**

## ASSESSMENT & AWARDS

The behavior and performance of all Suncorp Ballkids is continually monitored and assessed both on-court and off the court throughout the training sessions and the duration of the tournament.

The ultimate aim of all Ballkids is to achieve the **Most Outstanding Ballkid** awards.

## AUTOGRAPHS

Suncorp Ballkids **MUST NOT** take unauthorised photos, video stills or video footage within restricted areas of the venue or request autographs from players.

# B

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## BALLKIDS

Our Suncorp Ballkids are some of the best in the world and they play an integral role in ensuring that the Brisbane International runs smoothly.

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## CAR PARKING

There is no Car Parking available on site for the 2016 Brisbane International. Ballkid Parents will have a designated Pickup and Drop off zone that will be accessed using a pass. Ballkid supervisors are on-hand at all times to ensure the safety of all Ballkids including escorting Ballkids to/from this point.

## COMMUNICATION

Email is our primary method of contact. Please ensure that we have the correct email address.

Any time prior to the event contact the Brisbane International office:

**Email:** [brisbaneinternational@tennis.com.au](mailto:brisbaneinternational@tennis.com.au)

**Phone:** 07 3120 7930

During the Brisbane International please contact the Suncorp Ballkid Supervisors:

**Email:** [brisbaneballkids@tennis.com.au](mailto:brisbaneballkids@tennis.com.au)

**Phone:** 0432 139 593

**Facebook:** search [Brisbane International Ballkids 2016](#) in the Facebook search bar and request to be added to the group.

# D

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## DATES

Brisbane International 2016 dates: 3 – 10 January 2016, with qualifying on 1 and 2 January 2016.

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## ENERGY

We encourage Ballkids to drink plenty of water and keep energised with healthy meals and snacks. All children should bring some nutritious snacks with them each day.

## ELECTRONIC DEVICES

Ballkids are allowed to bring devices such as phones, iPads and iPods with them during the tournament. However, Tennis Australia will take no responsibility for any such items being lost or stolen.

Phones or any other devices **must not** be taken on court.

## EMERGENCY

### Response to an Incident

- Remain calm and in control.
- Quickly assess the situation, **do not put yourself at risk.**
- **If safe to do so**, identify how many people are involved and any injuries.
- Identify the exact location of the incident.
- Notify your Supervisor / Team Leader, (or other relevant staff member )
- Act as directed by your Supervisor or a warden.

## MEDICAL INCIDENT

- If you are feeling unwell on court please alert your nearest Line Umpire.

- If faced with a medical incident please contact your Supervisor or a Security Guard to arrange for First Aid to attend the scene.

## EVACUATION PROCEDURES

The Tennis Centre has an Emergency Response and Evacuation Plan. In the event of an evacuation, follow the directions of your Supervisor, Security Guards or other Emergency Personnel (e.g. Police, Fire)

If you are instructed to evacuate, move quickly but remain calm and assist others to the nearest exit.

**Please note: emergency information is provided on the back of your accreditation pass. Please refer to this in case of an emergency on site.**

### When Evacuating

- REMAIN CALM
- Only take the personal belongings that are with you.
- Make yourself familiar with the nearest fire exit and fire extinguishers.
- Remove any obstructions placed in front of fire exits or extinguishers.
- Do not allow anyone to return in the building unless instructed by wardens.

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## FEEDBACK

Ballkids are actively encouraged to be proactive and seek feedback throughout the training period and the event.

## FINISHING TIMES

Tennis is a sport that is completed by score rather than a time limit.

Therefore the length of work days can vary depending on a range of factors including heat, rain, match scheduling, court allocations etc.

With the varying start times of Ballkids throughout the day, we try to ensure your child does not work more than an eight hour shift; however there are occasions where a longer shift is unavoidable.

## FINALS SQUADS

Matches on Pat Rafter Arena are televised, therefore supervisors select the Suncorp Ballkid teams based on grading.

## FOOD

During the tournament a lunch pack or cooked dinner will be provided at meal times.

Ballkids are encouraged to bring some nutritious snacks with them each day. They are able to bring their own food.

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## GRADING

Ballkids will be graded in the following areas:

- Roll Speed
- Roll Accuracy
- Court Movement
- Servicing
- Spatial Awareness
- Concentration
- Consistency
- Communication

Each Ballkid will be graded with a point score from 1 to 5 for each area and ranked in order of performance according to their position (net or baseline).

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## HEALTH & WELLBEING

Every precaution is taken to ensure the health and safety of the Ballkids.

Should a child become ill, medical assistance is on-site at all times to assist.

An 'Extreme Heat Policy' is in place where play may be suspended if the temperature is deemed extreme as per WTA and ATP guidelines.

We encourage all parents to make sure their child is well hydrated and uses sunscreen throughout the event and training sessions.

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## ILLNESS & INJURY

Emergency First Aid responders are on hand to deal with injuries.

If your child feels unwell on court, they should notify the umpire during a change of ends or their closest line umpire if it is urgent.

If they feel unwell, Ballkids should let one of the Ballkid Supervisors know. Ballkid health and safety is most important.



## SUNCORP BALLKIDS PROGRAM BRISBANE INTERNATIONAL 2016

### INCIDENT REPORTING

All incidents or near misses must be reported. If you are injured, become ill, or witness an incident report to your supervisor immediately. Medical staff or first aid officers will be available to assist you if required.

An incident report card is available from your supervisor and it will need to be completed.

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### JANUARY

The 2016 Brisbane International will be held in January.

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### KEEP SAFE

Ballkid supervisors are on-hand at all times to ensure the safety of all Ballkids.

Children who finish work after 7:00pm will be escorted to the Pick-up/Drop off zone by a Supervisor. The supervisor will stay with children until collected. All of our supervisors have experience working with children, or have previously been Ballkids at the Brisbane International.

If children choose to leave the Ballkid room, they, like the general public are protected by security guards working at the venue.

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### LOST & FOUND

Although there is a strong security presence at the tournament it is important to be aware of potential activity.

Lost or found property should be immediately reported to your Supervisor.

Ballkids are allowed to bring devices such as phones, iPads and iPods with them during the tournament. However, Tennis Australia will take no responsibility for any such items being lost or stolen.

If you witness any suspicious behaviour, please bring this to the attention of your Supervisor or the nearest security or police on site.

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## **MEDIA**

Due to the high visibility of the Suncorp Ballkids, media often request interviews with squad members. All Suncorp Ballkid media requests must be approved by the Tennis Australia media liaison and the Ballkid Program Coordinator.

By signing the consent form for your child to participate in the Suncorp Ballkids Program you have agreed that your child may feature in media coverage if and when required.

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## **NIGHT SESSIONS**

Suncorp Ballkids may be selected to work a night session during the tournament.

If your child is selected for a night session, they will start work at approximately 6:00 pm.

Parents must be available to pick their child up at the end of night sessions. Supervisors will remain with children until they are collected.

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## **ON-COURT**

Two squads are assigned to each court, each session.

Each squad will be on-court for 45 minutes, and then have a 45 minute break. This time may be reduced in the event of extreme temperatures.

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## **PARENTS**

We understand that having kids in the Suncorp Ballkid Squad means the parents also make a huge commitment to the Ballkid Program. Thank you for your support of the event, the Ballkid Program, and of your children.

## **PICK UP / DROP OFF POINT**

A Pickup and Drop off location will be allocated and advised closer to the event. \*Access to this area is only via a specific Ballkid Pass.

Children who finish work after 7:00pm will be escorted to the Pick-up/Drop off zone by a Ballkid Supervisor. The supervisor will stay with children until collected.

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## QUESTIONS

Do not hesitate to contact us should you have any questions about the Suncorp Ballkids Program or the Brisbane International.

**Email:** [brisbaneinternational@tennis.com.au](mailto:brisbaneinternational@tennis.com.au)

**Phone:** 07 3120 7930

# R

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## ROSTERS

Rosters are a complex undertaking with many factors influencing their completion including grading, court allocations, weather, etc. The Ballkid Supervisors release rosters daily and Ballkids are either "on" or "off". It is the responsibility of the Ballkids to check the roster and know when they are working.

Supervisors endeavour to accommodate requests for siblings or those who will be travelling together to work on the same shifts, but this may not always be achievable.

# S

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## SAFETY INFORMATION

- In case of an emergency, move in a calm, orderly fashion to the nearest open space and await further instructions.
- Do not enter areas where you not are authorised to enter.
- Be aware of all restrictions and safe behaviour.
- Take responsibility if something around you doesn't seem right – if you are unsure about anything at all always ask your Supervisor for advice.

## SHIFTS

There are 2 shifts per day – AM and PM and due to the nature of tennis, shift lengths may vary depending on a range of factors including heat, rain, match scheduling, court allocations etc.

Start and finish times will vary each day as we try to ensure your child does not work more than an eight hour shift; however there are occasions where a longer shift is unavoidable.

When your child finishes their shift each day, he or she will be notified of their next shift.

## **SOCIAL MEDIA**

The 2016 Suncorp Ballkids Facebook Page is a closed group, meaning that it is only open to Suncorp Ballkid Squad members and their parents. Therefore you must make a request to join this group.

The Supervisors use this page to keep kids and parents informed of important information such as match progression, photo updates, news stories and rosters. All posts on the Facebook page must be positive and encouraging.

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## **TRAINING**

There was significant interest in the Suncorp Ballkid program for 2016 and a number of children were not successful in their applications.

Given this level of interest, the Brisbane International has a strict policy with regard to attendance at training sessions.

The Suncorp Ballkids have been chosen on the condition that they are fully committed to the training, the tournament and all the other requirements of this role including the Asia Pacific Tennis League (ATL).

We trust parents understand this decision as it is extremely important to meet the required criteria in order to ensure that we are portraying a professional event on this international stage.

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## **UNIFORM**

All Suncorp Ballkids will be issued with a uniform including shirt, shorts, shoes, socks and hat. Accreditation and "Kool Its" are also part of your uniform.

Suncorp Ballkids must always remember that they are a representative of the Brisbane International and Tennis Australia. Therefore, we expect them to exhibit the highest level of good behaviour, personal presentation and politeness to those around them.

Always wear the complete uniform properly and with pride.

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## **VISITOR PROGRAM**

Two of the top Brisbane International Suncorp Ballkids are invited to join the Australian Open Ballkid Squad in Melbourne, to service the players at Australia's Grand Slam event.





## SUNCORP BALLKIDS PROGRAM BRISBANE INTERNATIONAL 2016

More information on the Visitor Program, visit <http://ballkids.tennis.com.au/VisitorProgram.aspx>

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## **WEATHER**

The tournament is at the mercy of the weather and all rostered Suncorp Ballkids must report for duty no matter the weather conditions. Squad rotations will vary depending on the weather conditions.

Ballkids may be called upon to help dry courts in the event of rain.

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## **EXPERIENCE**

Being a Suncorp Ballkid, our Squad members are part of an incredible program. They play an integral role in ensuring that the Brisbane International runs smoothly. Members of the Brisbane International Suncorp Ballkids Squad are some of the best Ballkids in the world and they are in a privileged position of sharing the court with some of the best players in the world.

Being a Suncorp Ballkid Squad members is an amazing experience and this is the reason we have a large number of our kids return year after year.

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## **YOUTH**

The Brisbane International Suncorp Ballkids are aged between 12 and 17 years old.

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## **ZERO TOLERANCE**

The Brisbane International has Zero tolerance for bullying.