

CLUB WEBINARS

DUTY OFFICER TRAINING



**NORTHERN
NSW**
FOOTBALL

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NNSWF Club Development Officer

Northern NSW Football acknowledges the Awabakal people as the Traditional Custodians of the land on which we meet today.

We recognise the continuing connection of Aboriginal and Torres Strait Islander people to the sky, land and waters and pay our respects to Elders past, present and emerging.

Duty Officer Training

National Principles for Child Safe Organisations



1 Child safety and wellbeing is embedded in organisational **leadership, governance and culture.**



2 Children and young people are informed about their **rights, participate** in decisions affecting them and are taken seriously.



3 Families and communities are **informed and involved** in promoting child safety and wellbeing.



4 **Equity** is upheld and **diverse needs** respected in policy and practice.



5 People working with children and young people are suitable and **supported** to reflect child safety and wellbeing values in practice.



6 Processes to respond to **complaints and concerns** are child focused.



7 **Staff and volunteers** are equipped with the knowledge, skills and awareness to keep children and young people safe through **ongoing education and training.**



8 **Physical and online environments** promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.



9 Implementation of the national child safe principles is **regularly reviewed and improved.**



10 **Policies and procedures** document how the organisation is safe for children and young people.



Australian Government

For more information, please visit
<https://pmc.gov.au/child-safety>
<https://childsafe.humanrights.gov.au/>

Duty Officer Training

Duty Officers work on the front line at football matches communicating with spectators, coaches, parents, referees and other volunteers to ensure that all stakeholders are able to enjoy their football experience in a safe environment.



A Duty Officer is often the face of your football club and plays an important role in upholding the behavioural expectations of the football club.

Terminology

- Duty Officer – patrolling club delegate at all matches.
- Match Official – Club delegate taking on the responsibility for running the day.
- Match Day Co-Ordinator – Used by some community clubs to run the day. Duties will include managing team sheets, organising game leaders, answering questions from visiting clubs.



Registration and Policies

- Like all participants involved in football, Duty Officers are bound by the Terms and Conditions of registration through Playfootball.
- Football Australia and all Member Federations have agreed to compulsory registration of all volunteers. This includes Duty Officers.



FA Code of Conduct and Ethics;

- [Football Australia](#)

FA National Member Protection Framework

- [Member Protection Framework | Football Australia](#)

Duty Officer - Position Description

- Duty Officers work on the front line at football matches communicating with spectators, coaches, parents, referees and other volunteers to ensure that all stakeholders are able to enjoy their football experience in a safe environment.
- Just like administrators, officials and coaches, they are an essential part of helping your clubs match day run smoothly by minimising incidents.
- But before they ‘don the vest’ for their turn as Duty Officer it is important for them to know what their role is and how to do it effectively.
- The full position description can be found in the club resources section of our website.



Insert club
logo here

<Insert Name of Club>
Position Description

JOB TITLE:

Duty Officer

OBJECTIVE:

All clubs are required to have Duty Officers at their venue performing duties that support the on-field activities taking place.

Duty Officers perform a range of roles to support the delivery of football that is safe and provides a positive experience for all participants including players, coaches, spectators.

RESPONSIBILITIES:

- **MAINTAIN A VISIBLE PRESENCE.** Duty Officers should be supplied with a High Vis vest so that they are immediately identifiable at the venue.
- **GREET VISITING TEAMS AND SPECTATORS.** Duty Officers may be required to guide visiting teams to a suitable warm up area and may need to direct spectators to viewing areas.
- **ANSWER QUESTIONS.** Duty Officers may be required to answer question from participants not familiar with the venue.
- **KEEP ORDER AT GAMES.** Maintain 3 metre field run off by keeping spectators behind ropes or fences.
- **SUPPORT REFEREES.** Supervise technical area and benches as required. Monitor language from technical area reinforcing the values of the club.
- **SPECTATORS.** Move around the ground monitoring spectator behaviour addressing abusive or aggressive behaviour as required.
- **ALCOHOL.** Reinforce the rules on alcohol consumption at the venue.
- **EMERGENCY.** Know where support is available if required. This may be a committee member in the first instance or how to call an ambulance or police if required.

Online Training

- Play by The Rules is a website administered in association with NSW Office of Sport and Sports Integrity Australia to provide resources to sporting clubs.
- There is a number of training opportunities delivered through this platform including Child Protection and Homplaint handling.

Duty Officer - The Role

Responsibilities include but are not limited to:

- **MAINTAIN A VISIBLE PRESENCE:** Duty Officers should be supplied with a High Vis vest so that they are immediately identifiable at the venue.
- **GREET VISITING TEAMS AND SPECTATORS:** Duty Officers may be required to guide visiting teams to a suitable warm up area and may need to direct spectators to viewing areas.
- **ANSWER QUESTIONS:** Duty Officers may be required to answer question from participants not familiar with the venue.
- **SUPPORT REFEREES:** Supervise technical area and benches as required. Monitor language from technical area reinforcing the values of the club. Maintain 3 metre field run off by keeping spectators behind ropes or fences.
- **SPECTATORS:** Move around the ground monitoring spectator behaviour addressing abusive or aggressive behaviour as required.
- **ALCOHOL:** Reinforce the rules on alcohol consumption at the venue.
- **EMERGENCY:** Know where support is available if required. This may be a committee member in the first instance or how to call an ambulance or police if required.



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Maintain a Visible Presence



- Represent your club by wearing club gear
- Wear a high-vis vest identifying you as the Duty Officer
- Calmly move around the venue with purpose
- Buddy up with a colleague if it makes you feel more comfortable in the role
- Visibility is one of the best forms of prevention of undesirable behaviour

Greet Visiting Teams and Spectators

- Greet visiting teams as they arrive at your venue. Advise teams where they can complete warm up activities.
- Greet spectators as they arrive at the ground. May be required to direct them to designated spectator areas.
- Answer questions as they arise.
- Be vigilant of spectators arriving under the influence of alcohol or bringing alcohol into the venue when not permitted to do so.



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Support Referees

- Maintain 3 metre field run off by keeping spectators behind ropes or fences
- Supervise technical area and benches as required. Manage distance between spectators and technical area
- Monitor language from technical area reinforcing the values of the club
- Escort referees from the field at the end of the match as required
- Monitor aggressive or inappropriate verbal abuse



Spectators



- Keep spectators of all ages outside the 3 metre run off or behind fences
- Move around the ground with purpose
- Reinforce the values of the club and the expected behaviour of all spectators as required
- Monitor spectator behaviour addressing abusive or aggressive behaviour as required. Seek assistance if required. Call police as required
- Applying Stop, Look, Listen, Respond

Alcohol

- Your club will need to provide you with an understanding of the rules on alcohol consumption at the venue at that time
- Monitor spectators as they arrive for prior alcohol consumption
- Is the venue part of a local council alcohol free precinct?
- If alcohol is being sold under a licence, where can it be consumed?
- If alcohol is not being sold, what does the club expect of spectators and how will it be monitored?



Incidents

- Recognise that every incident begins with a different trigger point
- Vigilance of the Duty Office plays a significant role in eliminating incidents and increasing the likelihood of a swift and desirable outcome
- Identify incidents before they escalate and employ de-escalation strategies as soon as possible



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Emergency/Support

- Know who will support you if required and how to contact that person. This may be a committee member who is at the ground or the match day Co-Ordinator or even a team manger / committee member from the visiting club.
- Is there a medical person involved with the match or at the venue?
- What is the address of the ground should you be required to call police or an ambulance?
- Who has the key to allow ground access for the ambulance?
- How do you report an incident whether it be abuse or injury?



Police Involvement

When should you get police involved?

- If a person at your venue has broken the law
- If you or another person has been assaulted
- If you or another person has been threatened
- If you have asked a person to leave the venue and they refuse
- If efforts to de-escalate the situation have failed

Ensure ground manager has been notified



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Steps to Resolving Conflict

1. STOP

2. LOOK

3. LISTEN

4. RESPOND



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STOP

1. Assess the situation and risks as you approach
2. Decide whether to send for assistance
3. Stay open-minded, intending to defuse the situation
4. Remain calm
5. Don't argue, just listen



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LOOK

- What is the trigger point?
- Is alcohol involved?
- Identify the main person (people) involved.
- Is the incident related to an on-field incident or is it conflict amongst spectators?
- Is the incident physical or verbal abuse?
- Is anyone injured?
- Is it Safe to intervene?
- Do you need support to intervene or is this situation more appropriate for Security or Police.



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LISTEN

- Having identified the main Person (people) involved in the incident, focus initial queries on them. Best practice is to get them apart as the first step in de-escalation.
- Initiate separate conversations to improve your understanding of the trigger point to the incident.
- Listen and show empathy.
- Focus on the problem – not the people involved.
- Repeat the key points from the conversation to confirm that you understand the situation.
- Avoid making judgements or delivering decisions. Continue to de-escalate the situation.



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RESPOND

- Remain calm and keep your language short and simple
- Use non-threatening body language and tone of voice. Use the persons name if known
- Your role is to de-escalate. You should not deliver a determination of fault (especially) if there is risk of aggravating the situation
- Avoid using 'NO'. It creates negativity when you are attempting to de-escalate the situation.
- Work yourself into the situation by using 'we' instead of 'you' when pointing out what needs to happen next.
- Learn to feel comfortable with phrases such as:

'I can help you better if.....'

'I need you to help me by slowing down just a little...'

'I really don't think your comments.....'



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Reporting

- If there is a serious incident with reportable behaviour you may need to supply your club delegate with a written statement.
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- If there is a serious first aid incident requiring an ambulance, you can assist by recording accurate times relating to the incident.



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Resources

- [Football Australia \(Code of Conduct and Ethics\)](#)
- [Member Protection Framework | Football Federation Australia \(footballaustralia.com.au\)](#)
- [Spectator Code of Behaviour.doc - \(footballaustralia.com.au\)](#)
- [Home - Play by the Rules - Making Sport inclusive, safe and fair \(Child Protection, Discrimination and Harassment, Complaint Handling are all free training opportunities delivered online\)](#)
- [Position Descriptions | Play Football](#)





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