



Ground Marshal Responsibilities

Home and Away Games

Minimum Age Requirement: 18 Years

The role of the Ground Marshal is critical to ensuring a safe, respectful, and well-managed match day environment. Ground Marshals represent their club and must always conduct themselves with professionalism and neutrality. Always select a responsible adult to wear the Ground Marshal vest.

PRIMARY DUTIES OF A GROUND MARSHAL

IDENTIFICATION:

- Always wear the official Ground Marshal jacket to remain clearly identifiable while your match is in progress.

DRIBL APP REGISTRATION:

- Ensure your name is correctly recorded as Ground Marshal for the match in the Dribl App.

CROWD AND TEAM MANAGEMENT:

- Monitor and help manage the behaviour of your club's spectators, coach, and manager.
- Encourage respectful conduct and adherence to Football South Coast (FSC) Inc. Codes of Behaviour.

MATCH OFFICIAL SUPPORT:

- Assist referees and match officials when requested.
- Escort referees **to and from** the Referee Room before and after the match.
Note: The Referee Room is located near the toilets, facing Field 1 – it is the last door at the end of the building.
- Prevent any coach, manager, player, or spectator from approaching or confronting match officials at any time before during or after your match.

SAFETY ASSURANCE:

- Proactively help maintain the safety of all players, spectators, and match officials.

INCIDENT MANAGEMENT:

- Focus on diffusing tensions and de-escalating potential conflicts.
- Respond early to signs of poor behaviour to prevent situations from escalating.

MATCH DAY COLLABORATION:

- Work with the Match Day Supervisor as needed – (Reg Mobile: 0410573796)
- Follow direction from the Match Day Supervisor in all matters related to safety and conduct.
- Submit any relevant reports regarding incidents or concerns.
- Email a report to the Club Secretary (ibgardens@bigpond.com) to document all incidents, regardless of severity.

WHAT A GROUND MARSHAL SHOULD NOT DO

- Do not attempt to physically touch, control or restrain angry spectators.
- Do not intervene in incidents involving spectators from the opposing team.
- Do not place yourself in situations where you may be at risk of injury.
- Do not engage in or escalate dangerous situations.



HELPFUL TIPS

- Be alert to the atmosphere and behaviours within the crowd. Often, early awareness and calm intervention can prevent issues from developing.
- Introduce yourself to the Ground Marshal of the opposing team prior to the match. Agree on how to support one another if an issue arises.
- Focus solely on managing your club's supporters and personnel.
- Remind individuals that poor behaviour can negatively impact the reputation of your club.
- Take care of yourself and avoid taking unnecessary risks.

HANDLING COMPLAINTS

- Understand that complaints often stem from a genuine concern.
- Avoid dismissing or ignoring issues raised, as they may escalate into more serious incidents.
- Refer complaints to the appropriate person (e.g., Match Day Supervisor or Club Official).
- Inform the complainant that their concern will be addressed appropriately.

**STAY SAFE, ACT PROFESSIONALLY, AND THANK YOU FOR SUPPORTING A POSITIVE
MATCH DAY EXPERIENCE.**