

How To Be An Awesome Ground Steward

THE 10 STEP GUIDE

1. **WEAR** vest that says 'Ground Steward'.
 - Put it on correctly and do the front velcro up.
 - Make sure it is your most outer layer of clothing.
 2. Be 18+ years old. **WAIT** until after the game to drink alcohol or smoke.
 3. **COMMIT** yourself to the role for the entire game.
 4. **BE VISIBLE**. Always position yourself:
 - near your own spectators;
 - inside the perimeter fence (if there is one);
 - and/or where the Referee asks you to be.
 5. **ESCORT** the Referees on and off the pitch at half-time and full-time.
 6. **ASSIST** the Referees whenever asked.
 7. Keep your support positive. You're a **ROLE MODEL**!
 8. **MONITOR** the behaviour of your team's spectators:
 - **ENCOURAGE** them to implement the Spectator Code of Conduct.
 - **ENSURE** they are away from the technical areas (team bench area) and behind the spectator line or fence.
 - **HELP** create an environment that encourages people to return to the sport including match officials.
 - **BE PROACTIVE**. Don't wait for something to escalate.
- Spectator behaviour is a reflection on your club - both positive and negative.*
9. If an issue arises, take the following **ACTION**:
 - **SPEAK** to the person.
 - **REPEAT** the request.
 - **ASK** person to move away or leave.
 - **ESCALATE** the issue to a club official (president, committee member etc.)
 - **SUBMIT** a report to your club secretary/president if an incident occurs.
 10. Opposition spectators are the responsibility of their Ground Steward. **SUBMIT** an incident report to your club if:
 - Opposition spectators behave inappropriately and their Ground Steward does not appear to do anything; or
 - If you feel that the other team's Ground Steward did not fulfil their responsibilities or behavioural expectations.

Thankyou for your time to help ensure this match is a positive experience for everyone.