



CRSLFC GROUND CONTROLLER INFO

SFA rules are clear and stipulate that each competition game (U12 through to O45), staged at any ground must have at least one Ground Controller. The role of the Ground Marshal is primarily to observe and serve as a point of contact should anyone have any queries.

Additional responsibilities are outlined here: [Officials / Administrators Code of Behaviour](#)

Ground Controller Duties

While 99% of the situations below may never occur, but all people accepting the Ground Marshal role should be aware of the following duties and expectations.

- Wear a fluoro vest and represent CRSLFC as an official of the club.
- Manage off-field behaviour of players, coaches, managers, and spectators.
- Support and uphold the principles of fair play.
- Act as a complaints receiver and listener; bring situations under control where necessary by remaining level-headed and taking control without force.
- Confidently issue warnings if a person breaches a code of conduct on the sideline.
- Report off-field inappropriate behaviour that contravenes the codes of conduct by emailing a report of the incident to secretary@cronullarslfc.com.au
- If needed; facilitate the removal of individuals where appropriate—without physical force—but prevent the game from continuing until the removal has taken place.
- With the assistance of committee members or referees, involve the Police if the situation escalates beyond your control .

Tips for conflict resolution

- Don't become emotionally involved.
- Acknowledge the person's anger upfront.
- Listen to what the person has to say and ask questions.
- Give the person space.
- Remain calm and confident; don't yell or interrupt.
- Be aware of the tone of your voice and the type of language you use.
- Use non-aggressive body language and facial expressions (e.g., don't point your finger, don't stand with your hands on your hips).
- Be patient.
- Summarise the situation as you see it.
- Provide realistic choices and work towards a solution.
- If the conflict turns physical, do not get involved—call the Police immediately.

CRSLFC Committee details:

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