CAPITAL FOOTBALL

VENUE MANAGER ROLES & RESPONSIBILITIES

2025/26 FUTSAL LEAGUE COMPETITIONS

17 JANUARY 2025

VERSION CONTROL

VERSION	DATE	AUTHOR	RATIONALE
1	09/01/2025	Capital Football	Created for 2025/26 Season

CONTENTS

SECTION 1: BEFORE COMMENCING WORK

1 POINT OF CONTACT

Please contact the following should you have issues:

Esperance Anderson **|** Phone: 0477 146 672

This is a personal number only for Venue Managers to use. Please DO NOT give out this number out to anyone. Teams/managers/coaches/parents can contact Capital Football through 6189 2281 or Esperance.Anderson@capitalfootball.com.au

2 CHECKLIST

Please ensure that the below has been completed and communicated to Capital Football prior to commencing any work. Also, that you have received the below equipment from Capital Football.

- Honorarium Agreement
- Statement by a Supplier Form
- Working with Vulnerable People Card/Accreditation
- First Aid Certificate
- Set up Dribl Account on phone/portable device
- Dribl Access and Instructions Information Sheet
- VM Resolving Conflict Information Sheet
- Completed VM Introductory Quiz
- Venue Manager Shirt / Jacket / Vest
- VM Kit
- Specific Venue Information Relevant for my shift
- Venue Key and Security Code (if applicable)

2 VENUE MANAGER KIT CONTENTS

The Kit that you received from Capital Football includes the following items:

- 1 or 2 futsal balls (Size 3 or 4)
- First Aid Kit
- Capital Football Futsal Competition Regulations
- Capital Football Disputes & Disciplinary Regulations
- Futsal Laws of the Game
- Ball Pump
- Ice Packs
- Towel
- Bibs & Sign In, Sign Out Sheet
- Hand Whistle

3 WHAT DOCUMENTS SHOULD BE READ BEFORE COMMENCING VM WORK

The recommended documents that you read before commencing any VM work for Capital Football are the below:

- This Roles and Responsibilities Guide
- Capital Football Futsal Competition Regulations
- Capital Football Disputes & Disciplinary Regulations
- Futsal Laws of the Game
- VM Resolving Conflict Information Sheet
- Venue Information Document
- Dribl Access and Instructions Information Sheet
- Dribl Guide: https://help.dribl.com/hc/en-au/articles/4417035744399-Match-Sheet-Overview

4 AVAILABILITY & ROSTERING

Availability for shifts will be gathered through Microsoft Forms at the beginning of each season. A roster will then be sent out 1-2 weeks before the start of the season. Any changes will be communicated with relevant parties. If you are no longer available to attend your designated shift, please let Esperance know as soon as possible.

5 UNIFORM

Please ensure that you are dressed in a professional, clean manner for each shift. You will receive a CF polo shirt or CVO vest to be worn at all times during your shift to ensure you are visible. Black/navy shorts or pants and enclosed shoes must be worn. You will be moving and on your feet for the majority of your shift, please take this into consideration when deciding your shoe choice.

SECTION 2: PRE-SHIFT REQUIREMENTS

1 EQUIPMENT

Make sure that you have all your required equipment for your shift, including but not limited to:

- Working with Vulnerable People Card/Accreditation
- Venue Manager Shirt / Jacket / Vest
- VM Kit
- Venue Key and Security Code (if applicable)

SECTION 3: DURING SHIFT

1 UPON ARRIVAL TO VENUE

Please arrive at your venue at the beginning of your rostered time. Once you have arrived at your venue please ensure that the following is done:

- Unlock venue, if required.
- Disable security alarm, if required.
- Turn on any lights, if required.
- Inspect venue for any damages/issues that may impact the games.
- Unlock toilets, if required.
- Set up and ensure goals are safety secured.
- Introduce yourself to referees once they arrive.
- Introduce yourself to teams once they arrive.
- Ask for help to move any objects in the way or move goals if needed

2 INSPECT VENUE

When you arrive at the venue it is imperative that you do the following before participants and spectators arrive:

- Goals are set up (if not then refer to Venue Information Document)
- No wet spots on the court
- No other debris on court
- Objects are removed from court
- Objects around the court are not hazardous

3 PRIOR TO EACH MATCH

Prior to each match you will need to check that both teams have entered their players via Dribl team sheet, including jersey numbers. Please assist and teach managers how to do this if they are struggling. All team sheets must be submitted before kick-off with the opportunity to make changes before second half.

Please double check the amount of players v number of names with numbers. Some teams genuinely may forget, some other teams will try and see if they can get away with it.

You may need to double check with the teams at half time to ensure that they are accurate.

Please reach out to Esperance if you are having any issues with Dribl.

4 MISCELLANEOUS DUTIES

REFEREES

It is the responsibility of the Venue Manager to ensure the welfare of the match officials throughout their time at the venue.

VISABILITY

It is necessary to conduct checks and make yourself visible every 10 minutes during a match by walking around all courts ensuring the following:

- Players and coaches are in technical areas.
- Spectators are away from the sideline and technical areas.
- Referees are in control of the game.
- The venue remains to be a safe environment.

As Venue Manager, you are the first point of contact for all enquiries. If you are unsure of an answer, please direct the customer to contact Esperance directly via email. If urgent, please contact Esperance yourself via phone/text to ensure the situation is sorted smoothly. In no circumstances should you make up an answer on the spot if you are unsure.

FIRST AID

As Venue Manager you are required to attend all injuries. If required, you will need to administer first aid at a level appropriate to your training. An incident report will need to be completed for all injuries (see Section 4, 2).

Concussion

Please follow Football Australia's Concussion Guidelines. If the patient presents any symptoms of concussion they should not return to the field of play until they are assessed by a qualified medical practitioner (physio, doctor etc).

Ambulance

If an ambulance is called, please text/call Esperance as soon as possible (after you have assisted with everything at the venue and the patient is being treated by other people). Esperance can then notify teams if game times need to be adjusted.

BIBS

If there is a clash of colours and a team does not have an alternate strip or bibs, they may borrow CF bibs. Please ensure the Bibs Sign In, Sign Out sheet is completed before use.

VOLUNTEER REFEREES & HAND WHISTLES

If there is no referee rostered onto a game, you will need to ask for a volunteer from each team to referee one half each. Please provide a hand whistle if required for this instance.

5 AFTER EACH MATCH

After each match, ask the referees to input the match details (score, yellow, red cards, reports) into Dribl. Please also ask a representative (manager) from each team to input the score into Dribl. You may assist with this process ONLY if referees do not have access to Dribl.

If after the final match, teams are hanging around, please ask them to leave so that you can lock up. We do not want to go over our booking periods at the venue.

SECTION 4: POST-SHIFT REQUIREMENTS

1 DRIBL REQUIREMENTS POST-SHIFT

- Ensure all match cards are completed and saved correctly with results and cards submitted by referees.

2 VENUE MANAGER REPORT FORM

The Venue Manager Report form can be found here. This must be completed at the end of your shift – you are rostered on for extra time to complete this.

This form will be used as a method for submitting your hours for payment. It will also be used for you to flag any incidents that might have occurred. Please ensure your report is direct and concise, providing all required information in minimal words. Dot points are an okay method of reporting.

The sections to the report (excluding personal information and shift details) are as below:

- Incident report for injuries/first aid provided
    - Name of injured person
    - Age group & team name
    - Time of incident
    - Incident that occurred
    - First aid provided by whom
    - Additional contact information if required
- Registration issues.
- Venue issues/maintenance required
- Referee no-shows and if any referees took on extra games
- Red cards
    - Name
    - Incident report
- Other issues
- Lost or requiring more equipment

If we are missing information from the form Capital Football will contact you.

SECTION 5: FAQ

1 IF I AM UNABLE TO MAKE MY SHIFT

If you are unable to make your shift you need to advise Esperance (call/text) as soon as possible so that we have adequate time to find a replacement.

2 IF I AM ASKED A QUESTION, I DO NOT KNOW THE ANSWER TO

As Venue Manager, you are the first point of contact for all enquiries. If you are unsure of an answer, please direct the customer to contact Esperance via email (see contact information in Section 1,1). If urgent, please contact Esperance yourself via phone/text to ensure the situation is sorted smoothly. In no circumstances should you make up an answer on the spot if you are unsure.

3 IF I AM ASKED ABOUT A DISCIPLINARY MATTER

State that you are unable to comment, and that they are to contact Esperance Anderson at Capital Football in regards to their question.

4 IF THERE IS AN INCIDENT DURING MY SHIFT

If an incident occurs during your shift, work closely with the referees to resolve the issue as calmly and efficiently as possible. If you require assistance or are unsure of next steps, call Esperance on her personal number. Take detailed notes throughout the situation and write a concise report afterward. If you believe the situation needs to be escalated, do not hesitate to contact venue security or police for assistance.