

CLUB VESTED OFFICIAL (CVO)

Matchday Quick Guide (Use During Matches)

YOUR ROLE

Actively manage spectator behaviour and support a **safe, controlled match environment**.

You are the **primary point of contact for referees on behaviour matters**.

MANDATORY (NON-NEGOTIABLE)

- Wear your CVO vest (visible at all times).
- Be listed on the match sheet.
- Be present and active (pre, during, post).
- Do NOT perform any other role.
- Meet referees (pre + half-time) and offer escort (pre/HT/post).

BEFORE THE MATCH

- Introduce yourself to referees and opposition CVOs.
- Be ready to escort referees.


DURING THE MATCH

Be visible, mobile, and proactive.

Escalation Process:

1. Warn – calm verbal warning.
2. Direct – stop behaviour or leave.
3. Escalate – notify referee.
4. Remove – individual leaves venue.
5. Match impact – delay/abandon (referee).

 **Act early – failure to act may result in club liability**

 Threats / violence / safety risk → **call police** (or security if available)

MATCHDAY CONTROL

- Monitor spectators continuously.
- Keep people out of restricted areas/field.
- Enforce Codes of Conduct.
- Act early to prevent escalation.
- Liaise with opposition CVO (do not approach their spectators directly).

LIMITS (DO NOT)

- Do another role.
- Argue or escalate conflict.
- Physically intervene.
- Approach opposition spectators directly.
- Perform the role under the influence of alcohol.

AFTER THE MATCH

- Escort referees.
- Monitor behaviour post-match.
- Prevent confrontations.

INCIDENT REPORTING

- Clubs must report all incidents (even if resolved).
- Submit within 24 hours.
- Clubs and CVOs must cooperate fully with any investigation.

ACCOUNTABILITY

Clubs are responsible for their spectators.

Clubs may be sanctioned where they fail to:

- appoint required CVOs.
- ensure CVOs are visible and active.
- follow the escalation process.
- take reasonable steps to manage, identify, and remove misconduct.

KEY PRINCIPLES

If in doubt: ACT EARLY and ESCALATE.