



INFORMATION FOR SSO'S

SSO'S are the first point of contact for resolving conflict and dealing with disruptive situations. They work with club personnel to remind all people within the venue of the requirement to adhere to expected behaviour standards outlined in the [Codes of Behaviour](#).

SSO'S HAVE DUTY OF CARE AND RESPONSIBILITY FOR

- Ensure smooth running of games
- Maintain COVIDSafe Protocols
- Actively engage, be approachable and resolve conflict
- Be the first point of contact
- Manage off-court issues
- Support referees with on-court issues if needed

WHAT IS THE GOAL, WHAT DO WE WANT TO SEE?

- Positive rapport with SSO's, coaches and referees
- Positive barracking from spectators
- A fair game for everyone
- Effective and constructive communication with SSO's, referees and coaches
- Consistency

Basketball can be an emotive sport. Players and coaches may yell, swear, or show frustration. What is important is that this is not excessive, continual, or directed at any one.

WHAT IS YOUR ROLE?

FIRST AND FOREMOST – CUSTOMER SERVICE

- Be the 'go to' for any questions from coaches, team managers, players or spectators.
- Be available and answer questions from coaches, referees or spectators respectfully and constructively. Actively 'work the courts' to ensure the smooth running of games.
- Facilitate pre-game and mid-game huddles to build rapport and introduce yourself to referees, coaches and team managers.
- Use the Behaviour Management Framework to address unacceptable behaviour and work with Team Managers to resolve problems and de-escalate issues. If there is no Team Manager then work with the coach.
- Complete appropriate reports and forward to Basketball SA



SSO'S DUTIES AND RESPONSIBILITIES

- Ensure stadium set up including covid-safe protocols and signage
- Introduce yourself to referees and discuss their preferences for communicating with coaches.
- Facilitate the pre-game huddle with the referees, coaches, captains and SSO
- Introduce yourself to team managers
- Encourage fair play and to be a good sport
- Monitor behaviour and where breaches of the Codes of Behaviour occur, liaise with the team manager to jointly manage the issue
- Liaise with the coach if there is no team manager
- Foul, derogatory or discriminatory language directed at an official, staff member, or spectator should not be tolerated
- There is no excuse for abuse!

FOLLOW THESE STEPS

- Introduce yourself to referees
- Facilitate pre-game and mid-game huddles
- Introduce yourself to team coaches and team managers
- Check in regularly with referees and respond if they indicate they need help or support
- Actively move between courts so coaches and team managers can see and find you when needed
- Consistently move around the court so you can monitor spectator behaviour and ensure covid-safe compliance
- If more than one staff member on duty – divide space to ensure all areas are supervised
- If a spectator breaches the Codes of Behaviour, liaise with the Team Manager (or coach if there is no team manager) to address them in the first instance.
- If the behaviour continues, engage with the team manager (or coach) and address the spectator together.
- Focus on the behaviour we want to see and outline the consequences if they continue e.g. they will be asked to leave the stadium
- Continue to liaise with the Team Manager (or coach) and if the behaviour continues, ask the spectator to leave the venue.



IS THERE MORE I CAN DO TO HELP?

REFEREES WILL ALSO HELP CONTROL BEHAVIOUR THROUGH THE BEHAVIOUR TECHNICAL FOUL PROCESS (ON-COURT PROCESS)

YES - Call SAPOL if objection continues or you think there is a threat to someone's safety

You can also (if needed as a last resort):

- Stop the game if the referee has not seen something that could escalate so the referee can make a call
- Stop the game if the referees do not have control to talk with coaches and referees
- Override the decision of a referee (but talk it through with them first)

SSO's should assist the referee by:

- Monitor for behaviour the referee may not see
- Alert the Referee if they do not see an incident
- Speak to a team manager or coach to de-escalate and diffuse issues

WHAT IF I NEED TO SUBMIT AN OFFICIAL REPORT?

- Let your emotions settle, make some notes for later
- Don't let the incident cloud your judgement, **RE-FOCUS**
- Follow the steps in the Behaviour Management Framework