

MANLY EAGLES BASEBALL CLUB

Spectator Behaviour Policy

Safe, positive and family-friendly baseball events • 2026 review

Our commitment

MEBC will provide a safe and welcoming environment where players can compete, officials can perform their roles and families and supporters can enjoy baseball without abuse, intimidation, discrimination, violence or unsafe conduct.

Policy owner	MEBC Board
Operational owner	Game-day Ground Manager / Event Lead
Applies to	Members and non-members attending MEBC games, training, functions and other activities, including parents/carers, families, friends, visiting supporters, guests and spectators
Approval date	13/08/26
Next review	Two years after approval, and after any serious spectator incident
Related documents	MEBC Member Protection Policy; Codes of Conduct; Social Media Policy; Clubhouse and Equipment Policy; complaints policy; venue conditions; liquor licence or permit; Baseball NSW competition rules

1. Purpose and scope

This policy states the behaviour expected of spectators and explains how MEBC will prevent, de-escalate, report and respond to inappropriate conduct. It applies before, during and after an MEBC-connected activity, including nearby entry, parking, clubhouse, balcony and online spaces where there is a genuine connection to the event.

2. Positive spectator behaviour

Spectators are expected to:

- support good baseball and effort from both teams;
- respect players, coaches, umpires, scorers, volunteers, other spectators and venue staff;
- accept that officials make decisions in real time and use only authorised protest or feedback channels;
- keep comments positive, age-appropriate and free from personal abuse;
- supervise children in their care and keep them out of dugouts, playing areas and restricted zones unless authorised;
- follow signs, announcements, venue conditions and reasonable directions from game-day officials;
- protect facilities, dispose of waste and avoid obstructing exits, walkways, sightlines and emergency access; and
- report safety concerns early without escalating the situation.

3. Prohibited conduct

The following conduct is prohibited:

Conduct	Examples
Abuse and ridicule	Swearing directed at a person; insults, taunts, degrading comments, repeated hostile criticism or humiliating a player, official or spectator.
Discrimination and vilification	Racist, religious, sexist, homophobic, transphobic, ableist or other discriminatory comments, gestures or chants.
Threats and violence	Threatening words or gestures, stalking, fighting, unwanted physical contact, throwing objects, damaging property or possessing a weapon contrary to law or venue rules.
Official interference	Entering the field, dugout, scorer's area or other restricted zone; confronting, following or obstructing an umpire or official; encouraging others to do so.
Pressure on children	Berating a child, coaching against the team's instructions, blaming or shaming performance, pressuring participation while injured or making the child responsible for adult emotions.
Unsafe intoxication	Being intoxicated, supplying alcohol unlawfully, refusing responsible-service directions or behaving unsafely because of alcohol or other drugs.
Online extension	Posting targeted abuse, threats, images or identifying information about an incident contrary to the Social Media or Member Protection Policy.
Non-compliance	Refusing a reasonable safety, behaviour, restricted-area, alcohol, evacuation or departure direction.

Language and passion

Enthusiastic support is welcome. General frustration or an isolated mild exclamation is not treated the same as abuse directed at a person, persistent offensive language or conduct that affects safety and participation.

4. Alcohol, smoking and other substances

- Alcohol is not automatically permitted at an MEBC activity. It may only be brought in, sold, supplied or consumed where the venue authority and applicable liquor licence or permit allow it.
- BYO alcohol is prohibited unless specifically authorised under the venue and event arrangements.
- No alcohol may be sold or supplied to a person under 18 or an intoxicated person. RSA, service-area, trading-hour and licence conditions must be followed.
- A spectator must not enter or remain if intoxication or substance use creates a safety, behaviour or compliance risk.
- Smoking and vaping must comply with law, venue restrictions and designated-area requirements and must not expose children or participants to smoke or vapour.
- Illegal drugs and misuse of medicines are prohibited and may be reported to Police or handled under applicable integrity policy.

5. Responsibilities

Role	Responsibility
MEBC Board	Approves the policy, conditions of entry, delegations and serious exclusions; supports training and reviews major incidents.
Ground Manager / Event Lead	Coordinates prevention and response, liaises with umpires, venue staff, security and Police, makes authorised operational directions and records incidents.
Team officials	Manage players and dugouts, inform the Ground Manager of issues and do not send players to confront spectators.
Bar / canteen supervisor	Applies licence, RSA and service controls and escalates refusal, intoxication or supply concerns.
Members and parents/carers	Model and reinforce behaviour, manage their guests where safe, supervise children and cooperate with directions.
All spectators	Comply with conditions of entry and take reasonable care not to create risk or interfere with the event.

6. Prevention and game-day preparation

- Nominate a Ground Manager or Event Lead for fixtures where MEBC is responsible for event operations.
- Display concise conditions of entry and behaviour signage at practical entry and spectator locations.
- Brief coaches, team managers, bar/canteen personnel and volunteers on the escalation contact and emergency arrangements.
- Assess higher-risk games or events and consider additional officials, security, Police liaison, alcohol controls, spectator separation or restricted zones.
- Make behaviour reminders through preseason information, ticketing or registration, social media and game announcements.
- Provide a clear method to report concerns discreetly.

7. Responding to spectator behaviour

Safety comes first. The response should be proportionate to the conduct, risk, history and authority available. Steps may be skipped or combined.

Stage	Action
1. Observe and assess	Identify who is involved, immediate danger, children or vulnerable people affected, alcohol, weapons, crowd movement and available support.
2. Early reminder	For low-level behaviour, an authorised person may calmly remind the spectator of the expected standard and ask for the behaviour to stop.
3. Formal direction	If behaviour continues or is more serious, clearly direct the person to stop, move, cease alcohol service, leave a restricted area or comply with another safety requirement.
4. Remove or restrict	Where authorised, direct the person to leave the event or venue, deny re-entry, pause service, relocate participants or temporarily stop activity.
5. Police / emergency	Call 000 for violence, credible threats, weapons, immediate danger or urgent medical need. Use 131 444 for non-urgent Police assistance.
6. Record and follow up	Preserve relevant evidence, complete an incident report and refer member, venue, competition or integrity action through the proper process.

8. De-escalation and safe intervention

- Do not encourage an affected player, coach, junior or untrained volunteer to confront the spectator.
- Use two authorised adults where practicable, maintain safe distance and keep an exit route.
- Speak calmly, identify the behaviour and required action, and avoid arguing about the game decision.
- Do not touch, restrain or physically remove a person unless legally justified and necessary to address immediate harm; use trained security or Police.
- Move children and affected people away, adjust the game or pause activity if needed.
- If you are a bystander, intervene directly only if safe. A safer option may be to distract, get the Ground Manager, document details or support the affected person.

Call 000

Call Triple Zero for immediate danger, an assault in progress, a credible threat, a weapon or urgent medical assistance. Give the venue name, exact location and a clear description. Do not wait for Board approval.

9. Authority and cooperation

MEBC personnel may give directions only within their delegated role and the authority provided by the venue, competition rules, licence, contract and law. Where MWDBA, Council, Baseball NSW, an umpire, security provider or Police controls the relevant area or decision, MEBC will cooperate and refer the matter.

An umpire's power over a game does not automatically make the umpire responsible for physically managing spectators. The Ground Manager should coordinate spectator action so playing personnel can remain focused and safe.

10. Reporting and evidence

- Report immediate concerns to the Ground Manager, Event Lead or another identified MEBC official.
- Record the date, time, location, teams, description, exact words where important, people involved, witnesses, directions, response and any injury or damage.
- Preserve photographs, video, CCTV, posts and messages lawfully and securely. Do not circulate incident footage in group chats or social media.
- Respect privacy and avoid broad public identification. Share information only with those who need it for safety, insurance, venue, competition, complaint or legal purposes.
- Notify MWDBA, Council, Baseball NSW, the liquor licensee, insurer or Police where the arrangement or incident requires it.
- A safeguarding, discrimination, harassment or other prohibited-conduct allegation must also be routed under the Member Protection Policy and applicable integrity framework.

11. Consequences and follow-up

Possible operational and formal responses include:

- verbal reminder, behaviour agreement or apology;
- movement to another spectator area, refusal of service or removal from the event;
- conditions on future attendance, requirement to identify a responsible accompanying person or an event-specific exclusion;
- withdrawal of volunteer or official duties;
- member disciplinary action under the Constitution and applicable complaints process;
- venue exclusion or trespass action by the person or body with legal control of the venue;
- competition or governing-body referral; and
- Police, regulator or insurer notification.

A non-member cannot be subjected to membership discipline merely by calling it a Club sanction. MEBC may control entry or participation only to the extent permitted by venue authority, event conditions, contract and law.

12. Procedural fairness for longer exclusions

- An urgent same-day removal or temporary restriction may occur without a prior hearing where reasonably necessary for safety or event control.
- Before a longer MEBC-imposed restriction or member sanction, tell the person the substance of the concern and give a reasonable opportunity to respond.
- Use a non-conflicted decision-maker, consider relevant information and document the authority, reasons, scope and duration.
- Tell the person about any review right available under the Constitution, venue arrangements or applicable policy.
- Interim measures are protective, not a finding of guilt, and should be reviewed promptly.

13. Parents, carers and guests

- Parents and carers should explain this policy to family and guests and help them follow game-day directions.
- A player—especially a child—should not be punished automatically for another person's behaviour. Any impact on the player must be authorised, necessary, proportionate and attentive to the player's welfare.
- Where a parent/carer's conduct creates risk, MEBC may require an alternative responsible adult or arrangements for the child's safe participation.
- Do not ask a child to mediate, apologise for or control an adult spectator.

14. Conditions of entry — signage version

WELCOME TO MEBC BASEBALL

Support loudly. Respect everyone. Keep baseball safe and enjoyable.

By entering or remaining at this event, spectators must:

- respect players, coaches, officials, volunteers and other spectators;
- keep language and comments appropriate and free from abuse, discrimination, threats and harassment;
- remain outside the field, dugouts and restricted areas unless authorised;
- supervise children and follow signs and reasonable game-day directions;
- comply with venue, alcohol, smoking, safety and emergency requirements; and
- leave when lawfully directed by an authorised venue, event, security or Police representative.

Violence, threats, discriminatory abuse, intoxicated or unsafe behaviour, throwing objects, property damage and interference with officials are not permitted. Entry or service may be refused and a person may be removed or referred to Police, the venue authority or a disciplinary process where authorised.

Need help?

Contact the Ground Manager or an MEBC official. Call 000 for immediate danger or urgent medical help. Police Assistance Line: 131 444.

Approval and amendment history

Version	Review date	Effective date	Summary
1.0	13/08/26	13/08/26	Comprehensive replacement of the former Spectator Behaviour Policy.

Governance note

Updated with reference to current Australian community-sport spectator guidance, NSW liquor requirements and NSW Police emergency contacts. This document is operational guidance and not legal advice.