

## **VicSport Research Report**

### **Neglect and Abuse of Officials**

*A joint project by*

**VicSport & Officiating Victoria**

*for Sport and Recreation Victoria*

**July 2001**

# Table of Contents

<b>1. INTRODUCTION</b> .....	<b>3</b>
<b>2. SCOPE OF THE PROJECT</b> .....	<b>4</b>
WHAT IS AN OFFICIAL? .....	4
<b>3. METHODOLOGY</b> .....	<b>5</b>
3.1 INTERVIEWS .....	5
3.2 SURVEYS .....	5
3.3 DATA ANALYSIS.....	5
3.4 DISSEMINATION OF RESULTS.....	7
3.5 INDIVIDUAL INTERVIEWS .....	7
3.6 ACTION LIST .....	8
<b>4. SURVEY RESULTS</b> .....	<b>9</b>
4.1 ABUSE .....	9
4.2 FEEDBACK.....	10
4.3 TRAINING .....	11
4.4 REWARDS.....	11
4.5 ACCREDITATION PROCESS.....	12
4.6 WHAT NEXT?.....	13
<b>5. RECOMMENDATIONS AND ACTIONS</b> .....	<b>14</b>
<b>6. CONCLUSION</b> .....	<b>17</b>
<b>7. APPENDIX 1</b> .....	<b>20</b>
<b>8. APPENDIX 2</b> .....	<b>23</b>

## 1. Introduction

From October 2000, to July, 2001 Officiating Victoria, in conjunction with VicSport, was funded by Sport and Recreation Victoria, to conduct research into the neglect, abuse, feedback and training of officials. The project came about at a time when officiating issues in Victoria were relatively untouched and at a time when Officiating Victoria, as a formal organisation, was relatively new. The general culture of sport in Victoria is one that involves paying little or no respect to officials. Recruitment, recognition and retention of officials is an issue faced by State Sporting Associations and is consequently beginning to have an effect on participation as there are fewer officials available to facilitate this. The aim of this research is to:

- Identify the key issues related to officiating within Victorian State Sporting Associations.
- Make these issues known to State Sporting Associations and address their commitment to officiating.
- Enhance Officiating Victoria's role by assisting in the development of strategies addressing relevant issues on a sport by sport basis.
- Increase the profile of officials in order to promote their roles within sport and provide reward for the purpose of job satisfaction.

Officiating Victoria realise that raising the profile of officials will not happen over night. The research conducted is aimed at enabling officials in Victoria to voice their problems, likes and dislikes in regards to the way they perceive themselves to be treated within their sporting environment. This is to be achieved through a generic survey distributed to 760 officials through the their respective State Sporting Associations. The results of the survey were to be analysed by Officiating Victoria and passed on to the respective State Sporting Associations as individual results and results coupled with like sports for comparison reasons. This information will be used to assist in the development and implementation of strategic plans to enhance officiating on a sport by sport basis.

The results are also aimed at developing awareness of issues and to devise and conduct a campaign that increases profile and recognises the efforts of officials in sport. This process will in turn enable Officiating Victoria to strategically plan for their future.

In summary, the purpose of this project is to recognise and increase the profile of officials. Not only amongst State Sporting Associations, but also through their peers and sport competitors and spectators.

## 2. Scope of the Project

The objective of this Neglect and Abuse of Officials project was to undertake research into the needs of officials and their perception of their sports treatment of officials:

- recognition,
- abuse,
- feedback.

The project also looked at associated issues such as training, resources and development.

Following the identification of the needs of Victorian Officials, a campaign was developed in order to:

- Develop public awareness through the identified current officiating issues.
- Raise the profile of officials through promoting their roles within sport in order to increase levels of appreciation of the efforts they contribute.

### ***What is an Official?***

For the purposes of this project, the word 'official' is used to describe any person obtaining to an official position of duty within a sporting role. This may refer to judges, referees, umpires, adjudicators, marshals, commissaries etc.

### 3. Methodology

#### 3.1 Interviews

The initial stages of the project involved general interviews with a select few State Sporting Associations to determine their official's requirements. This proved to be useful in designing the approach to the project. It was decided that 38 sports (listed in Appendix 1) would be targeted and 20 officials from each sport would participate.

#### 3.2 Surveys

State Sporting Associations of the 38 sports were asked to distribute a survey that outlined the intent of the project. Two surveys were conducted:

1. State Training Co-ordinator (one per sport). The purpose of this survey was to understand the SSAs officiating stance, objectives and actions. (A copy can be found in Appendix 1.)
2. General Officials in each sport (twenty per sport). The purpose of this survey was to identify certain officiating issues from a cross-section of officials, and their perspective of officiating in their particular sport. (A copy can be found in Appendix 2.)

#### 3.3 Data Analysis

Once surveys were returned, data was compiled and analysed. Sports were placed into one of four categories, which depicted the nature of their officiating. These are as follows:

**Judge:** Person appointed to decide in any competition or contest.

**Official:** Of or pertaining to an official or position of duty, trust or authority.

**Adjudicate:** To pass judgement on; to determine.

**Referee:** One to whom something is referred, especially for decision or settlement; arbitrator, umpire.

This classification is indicated in the following table.

Judge	Official	Adjudicator	Referee
Badminton	Archery <sup>H</sup>	Calisthenics	Aussie Rules
Tennis	Athletics <sup>H</sup>	Diving	Baseball
Volleyball <sup>H</sup>	BMX <sup>H</sup>	Equestrian <sup>H</sup>	Basketball
	Bowls (m&w)	Gymnastics <sup>H</sup>	Boxing
	CAMS	Weightlifting	Cricket
	Canoe		Hockey
	Cycling		Indoor Cricket <sup>H</sup>
	Golf		La Crosse
	Little Athletics		Netball
	Rowing		Rugby League <sup>H</sup>
	Royal Life Saving <sup>H</sup>		Rugby Union
	Shooters <sup>H</sup>		Soccer <sup>H</sup>
	Surf Life Saving <sup>H</sup>		Softball
	Swimming <sup>H</sup>		Squash <sup>H</sup>
	Triathlon <sup>H</sup>		Touch

<sup>H</sup> Denotes sports that had very little or no response hence an analysis wasn't undertaken.

From the surveys, five main areas were targeted: abuse, feedback, training methods, rewards/recognition and accreditation of officiating. These are detailed below and formed the basis of the analysis conducted from the surveys.

- Abuse.
  - Have you been subject to any form of abuse?
  - What form of abuse? Verbal, physical, emotional.
  - Is this common in your sport?
  - Has this influenced officials to leave the sport?
- Feedback.
  - Do you receive feedback about your officiating performance?
  - What feedback/comment, if any, do you get from participants, spectators, other officials, other?
  - How does this effect your future performance?
  - Does this feedback affect your future performance?
- Training.
  - Where did you receive your initial training? (Melbourne, Country Victoria, other)

- What year did you undertake your initial training? How much did it cost?
- Who paid for the training?
- How long was the training?
- Do you feel the training prepared you for your practical role as an official?
- Reward/Recognition.
  - What rewards, recognition/recompense do you receive?
  - Is this an influencing factor in your continued involvement in officiating?
- The accreditation process and whether consistency was reported across officials within the sport in regards to time, cost, who paid, and how long it took to receive accreditation.

Also from the surveys, a Training Needs Analysis was undertaken, which enabled Officiating Victoria to develop services that would benefit the State Sporting Associations.

### **3.4 Dissemination of Results**

Following an analysis (detailed in the Result section of this report) was a written letter sent to the concerned sports outlining the survey findings. This mentioned the particular sports results and a brief comparison to other sports within the same category. A follow up phone call was made in order to arrange an individual meeting/interview with each sport individually, to discuss the findings and further contents of the letter.

### **3.5 Individual Interviews**

Each sport was offered the chance to speak with Officiating Victoria in person and further discuss their sports findings. Some used the opportunity to further their relationship with Officiating Victoria. Others felt it was unnecessary as their officiating issues were at a suitable level not to need consultation. The interview consultation was vital in understanding individual sports interpretation of the survey results. It also meant that Officiating Victoria could develop a more sound understanding of the services State Sporting Associations required for development and implementing improved officiating sectors of their organisations.

During all of the interviews conducted, discussion was held in regards to the surveys and their results. In addition to this, Officiating Victoria informed the SSA's of the current National Thanks Ref/Official campaign and provided them with promotional stickers and further paraphernalia about the campaign. These items were in order to provide recognition to officials in all sports and to raise their profile within sport. Other material distributed during the interviews included the VicSport Guide to Grants and Funding Booklet.

Three sports, which didn't have a comprehensive volume of results, requested to consult Officiating Victoria. These were with the Victorian Soccer Federation, Triathlon Victoria and BMX Victoria. Officiating issues were discussed during these meetings, but from a general perspective. They were also provided with the same resources that all other sports were given.

### **3.6 Action List**

From the outcome of these meetings, a conclusion was formulated that enabled Officiating Victoria to strategically plan for the coming year. This can be found in section five of this report.

## 4. Survey Results

From the five focus areas, below are the results from the surveys. There was 36.7% response rate to the surveys, from the 760 officials that were approached to take part. Sports with a low response rate had their surveys disregarded.

### 4.1 Abuse

58% of officials received some form of abuse while officiating. This was quite substantial in the **Referee** category, with all but two responding sports reporting 90% of officials receive abuse. From these 90%, all of them also reported that abuse has influenced other officials to leave their sport. Cricket and boxing were the two sports that didn't report high abuse levels, but still had evidence of abuse being present within their officiating field. The types of abuse reported were verbal, emotional, physical and written. Physical abuse was reported in five of the nine sports, which was concerning to both Officiating Victoria and the particular Association. The most common form of abuse was in the verbal form.

**Adjudicators**, whose role in officiating is to pass judgement on or to determine, also reported abuse. Although this was at a low level, its evidence also suggested that retention rates be effected (only marginally, but still seen as a concern from a recruitment perspective). Written abuse was prominent from this category, but verbal abuse was the most common.

Not unlike referees and adjudicators, **officials** also produced mixed results. Most sports reported low levels of abuse, while one, athletics, was substantially high. This is possible for a number of reasons - discussed in the analysis section. Only verbal and emotional abuse was reported here, with this having little impact, with the exception of athletics, on officials leaving the sport.

**Judges** received high levels of abuse. Of the two sports analysed, verbal, physical and emotional abuse was reported, with the rate and frequency of abuse having influence on officials to leave the sport. Once again, this is a concerning factor in regards to recruitment and retention.

## 4.2 Feedback

Overall, the surveys indicated that 81% of officials for all sports received some form of feedback. This came from a variety of sources including other officials, participants, spectators and technical advisors. As a general conclusion, feedback was positive, providing encouragement and support in order to aid in development as an official for their specific sport. Although at times, feedback was negative, officials were very resilient to this, accepting it as frustration from competitors. The surveys also indicated that abusive feedback was also often viewed as an uneducated point of view. The categories of sports didn't necessarily show any wide variance, with the exception of who feedback was received from.

Approximately 80% of **judges** received feedback, mainly from other officials. They were encouraged by this and also thought of feedback as a form of thanks and an avenue for improvement. Constructive criticism and positive reinforcement were all part of the survey response from this group. Where abusive feedback was present, participants and spectators were involved, although this didn't occur very often.

The **official's** category produced the lowest level of feedback, with canoeing showing poor level (approximately 30%) of feedback. Bowls, CAMS and cycling officials showed a feedback rate of 50%. Not all officials from these sports showed satisfaction with this, and were disgruntled by the lack of encouragement received from peers. The feedback levels in these sports though, may be associated with socio-cultural issues, which go beyond the scope of this report. Golf and athletics indicated the highest level of response from this group of officials, with this coming from other officials. The officials were satisfied with the response they received from others.

80% of **Adjudicators**, like judges, received feedback. Most of this came from other officials, but was appreciated as it was in the form of constructive criticism. This also encouraged continued participation in the sport. These officials don't have a lot of competitor interaction; hence the feedback received from this group is usually in the form of abuse or negative feedback. Despite this, some participants provided encouragement, which aided in retention.

**Referees** received a substantial amount of feedback from other officials, participants, spectators and technical advisors. These officials have a high rate of competitor contact,

which results in their decision making needing to be fast and accurate. This, at times lead to abusive feedback due to the competitive nature of the sports they participate in, but the survey response indicated this to be low. Feedback from other officials and technical advisors, like the other categories was encouraging and aided in development. From all four categories, referee's received the highest rate of feedback.

### **4.3 Training**

When looking at training, the survey pointed to the direction of how training prepared officials for their practical roles. Of the response received, 87% of officials recognised their training from their particular sports as an appropriate method to prepare them for practical officiating. **Judges** perceived their training as appropriate with 75% of these officials responding positively to this. 80% of tennis officials indicated their training was appropriate, while 60% of badminton officials did like wise. This may be indicative of the resources tennis has compared to badminton. The results in the **official's** category proved to be very different to other categories. Two of the smaller sports (canoeing and rowing) showed poor results in training, while others showed relatively good training methods that had influence on preparing officials for their practical roles. **Adjudicators**, on the other hand, showed that overall, training was good and certainly prepared officials to undertake their particular practical roles. **Referees** indicated their training to also be appropriate for practical participation.

### **4.4 Rewards**

70% of respondents receive some type of reward/recognition, indicated from the survey response. **Judges** produced a varying response. Tennis, being a high profile sport, has broader resources and hence able to recruit, retain and recognise at a higher level. Tennis, a major international sport, was able to provide better recognition and rewards for their officials. As a result, they felt more appreciated, which strongly aided in retention. Badminton has fewer resources to be able to provide their officials with such rewards. In the **officials** category, in terms of recognition, sports felt that what they received was poor and felt that they deserved more for the efforts they put into the sport. On the other hand though, this group of sports also had the most tangible rewards to offer officials. Bowls had mention of offering Life Memberships to those that participated for a certain

period of time and rowing had given service awards to their officials. But in comparison to other categories of sports, monetary rewards weren't produced hence officials felt poorly recognised for their efforts.

**Adjudicators** showed similar results to the "Officials" category - recognition and reward was hard to come by. Although some calisthenics officials were paid, they were still unsatisfied with the recognition and reward they did receive. For **referees**, rewards and recognition were produced through payment (with the exception of Boxing and Rugby Union) and increased grading upon performance. These methods of recognition were very successful in terms of retention and recruitment. Boxing provided more bouts for their officials (which worked well for them). Rugby Union's officials were the only sport in this category that were unsatisfied with the recognition and reward they received.

#### **4.5 Accreditation Process**

One area, that all sports had in common, was a lack of reported consistency in the accreditation process, including the cost and length of accreditation. Although the response received was obviously from a wide range of officials at different levels in their accreditation, it still reflected that officials were unsure about the above mentioned issues. A recommendation that we have drawn from this is that all sports should aim to have a documented and regularly updated training procedure accessible to current and potential officials. This is a method that will keep officials informed and assist in recruitment and retention for the future success of sports.

#### **4.6 What Next?**

After results were compiled, a letter was formulated outlining the main issues (as described above) and a meeting was scheduled for discussion of the outcomes and to discuss other services offered by Officiating Victoria. Below is a summary of the outcomes and actions to be taken for each sport by Officiating Victoria and the State Sporting Associations themselves.

Also from the survey results, a list of generalised weaknesses amongst all sport was created. These are as follows:

- Weakness in funding applications.
- Lack of networking between sports in terms of officiating issues.
- Lack of knowledge in dealing with basic officiating issues.

From this, OV formulated a list of services the State Sporting Association's may require and put this forward to the SSAs in the letter sent to them. This is as follows:

- Provide support for development of submissions to Sport and Recreation Victoria
- Provide networking opportunities with other sporting organisations
- Facilitate planning exercises for recognition, recruitment and retaining of officials
- Provide access to training workshops
- Facilitate recognition strategies
- Provide awards for deserving recipients.

These services have been touched on in the table below indicating the outcomes and actions from individual meetings.

## 5. Recommendations and Actions

Sport	Action required by OV	Action to be taken by Sports
Badminton	<ul style="list-style-type: none"> <li>Email Mentoring workshop information</li> <li>Follow up on position descriptions for board and committee members</li> <li>Provide opportunities for networking</li> </ul>	<ul style="list-style-type: none"> <li>Joint advertising between racquet sports</li> </ul>
Basketball	<ul style="list-style-type: none"> <li>Invoice Basketball Victoria for folder taken (generic modules for coaching principles)</li> <li>Inform Basketball Victoria of course presenter workshops</li> <li>Facilitate Netball linkage</li> </ul>	<ul style="list-style-type: none"> <li>Change culture of the sport!</li> <li>Video analysis program for officiating testing</li> <li>Network with Netball in order to produce flier (cross fertilization of ideas)</li> <li>Big interest in course presenters workshop</li> </ul>
Bowls (women)	<ul style="list-style-type: none"> <li>Send Ump stickers instead of generic ones</li> <li>Facilitate Commonwealth Games link</li> <li>Facilitate presenter training seminar for Role plays – Oct/Nov</li> <li>Facilitate development of retention survey</li> <li>Check on NCAS and NOAS affiliation</li> </ul>	<ul style="list-style-type: none"> <li>Introduce a higher standard of umpiring – L2. All board members and Deputy Umpires Panel Expected to have this.</li> <li>Run seminar on presenter training in October – date to be set by end of May</li> <li>Address issues of retention and recruitment through a survey (end of May)</li> <li>Provide more recognition to Umps at club level particularly after competitions</li> </ul>
Boxing	<ul style="list-style-type: none"> <li>Send National Officiating Campaign booklet to Victorian Amateur Boxing Association for their information</li> <li>Send triplicate training booklets to VABA in light of passing them onto State Officiating Coordinator for training purposes.</li> <li>Send VicSport Official of the Year Award criteria to VABA</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
Calisthenics	<ul style="list-style-type: none"> <li>Facilitate planning and improvement exercises for organisation and aid in funding applications</li> <li>Send info on mentoring workshop</li> <li>Assist in combined meeting of Coaches and Adjudicators if requested.</li> <li>Development of a feedback proforma for judges</li> <li>Facilitate the development of a Coaching Plan</li> </ul>	<ul style="list-style-type: none"> <li>Develop business plan, SWOT analysis and strategic plan for adjudicator committee</li> <li>Recruit a younger generation of adjudicators through mentoring process</li> <li>Change image of adjudicators</li> <li>Interest in mentoring workshop</li> <li>Establish database to record activity and quality of adjudicators</li> </ul>

Sport	Action required by OV	Action to be taken by Sports
CAMS	<ul style="list-style-type: none"> <li>● Provide electronic version of survey</li> <li>● Keep informed of presenter training in Regional Victoria</li> <li>● Meet with CAMS representative after National committee meeting to discuss Officiating structure and related issues</li> </ul>	
Canoe	<ul style="list-style-type: none"> <li>● Facilitate presenter training</li> <li>● Facilitate networking opportunities with similar sports</li> <li>● Facilitate with L2 principles development</li> </ul>	<ul style="list-style-type: none"> <li>● Documentation of accreditation process</li> <li>● Interest in mentoring program</li> <li>● Want generic modules of general principles for purpose of running more training sessions</li> <li>● Conduct L1 coaching course in May</li> <li>● Audit information on training programs and report back to OV by end of April</li> <li>● Establish selection policies</li> </ul>
Cycling	<ul style="list-style-type: none"> <li>● Send criteria for Official of the Year Award</li> <li>● Send coaching modules applicable to cycling – Risk Management/Liability in sport</li> </ul>	<ul style="list-style-type: none"> <li>● Push for National standard of officiating</li> </ul>
Hockey	<ul style="list-style-type: none"> <li>● Facilitate flier network with Netball and Basketball</li> <li>● Review Camberwell Code of Conduct for implementation in schools</li> <li>● E-mail different Official of the Year Award criteria's from different sports to Hockey Victoria for development of a men's criteria.</li> </ul>	<ul style="list-style-type: none"> <li>● Push for club level Umps to be accredited</li> <li>● Introduce a buddy system for feedback</li> <li>● Introduce a men's feedback system all together</li> <li>● Develop policy's for Legal Liability and Insurance issues</li> <li>● Interest in leadership flier (netball)</li> <li>● Introduce a Code of Conduct for schools. Officiating Coordinator to get Camberwell Code of Conduct to OV.</li> <li>● Men section to develop criteria for Official of the Year</li> </ul>

Sport	Action required by OV	Action to be taken by Sports
La Crosse	<ul style="list-style-type: none"> <li>• Follow up on triplicate feedback book and get copies to National Officiating Coordinator for review</li> <li>• Circulate draft Netball flier</li> <li>• Ump stickers to be sent (not ref)</li> <li>• Send awards criteria</li> <li>• Information about mentoring workshop</li> </ul>	<ul style="list-style-type: none"> <li>• Develop an official and documented training program</li> <li>• Develop triplicate book for assessment/feedback</li> <li>• Coach education of Official issues in order to reduce amount of abuse present towards officials</li> <li>• Cross fertilization of Netball flier</li> <li>• Introduction of third umpire with the availability of resources</li> <li>• Interest in mentoring program</li> <li>• Development of an Awards criteria</li> </ul>
Netball	<ul style="list-style-type: none"> <li>• Develop flier promoting Umpires as Leaders – first meeting date to be set by end of March</li> <li>• Recommend process for Thanks Official Certificate usage</li> </ul>	<ul style="list-style-type: none"> <li>• Conduct campaign at State Netball Centre</li> </ul>
Rugby Union	<ul style="list-style-type: none"> <li>• Attend a workshop targeting Abuse</li> <li>• Email L 2 Working with Officials module</li> <li>• Email Mentoring workshop registration form</li> <li>• Circulate Netball flier information</li> <li>• Possible support for Tribunal workshop development</li> </ul>	<ul style="list-style-type: none"> <li>• Interested in Coaching Officials workshop</li> </ul>
Touch	<ul style="list-style-type: none"> <li>• Provide support for VicHealth funding submissions if requested</li> <li>• Facilitate logbook development by providing copies of Netball/Football examples</li> <li>• Mentor workshop info</li> <li>• Presenter training (RSA's)</li> <li>• Email contact info for Thanks Official certificates</li> </ul>	<ul style="list-style-type: none"> <li>• Development of Triplicate logbook idea</li> </ul>

## 6. Conclusion

Abuse, recognition, feedback and accreditation are all aspects of officiating that influence recruitment, recognition and retention. This research project has involved investigating these issues through surveying 760 officials affiliated with 38 State Sporting Association. Through the surveys, the issues tapped into included:

- Abuse - physical  
emotional  
verbal
- Recognition/Rewards
- Feedback
- Training

Before any analysis of data was undertaken, all sports were divided into one of four categories (adjudicator, official, referee or umpire). Definitions for these categories and the categories themselves can be found in the body of the report. This was undertaken for the purpose of comparing the results of like sports. With the small sample group, a comparison across sports with similar officiating roles allowed State Sporting Associations to compare the state of their officiating issues with similar sports.

The results proved to provide interesting results including:

- 58% of officials received some form of abuse.
- 81% of officials received some form of feedback. Most of this was positive, while some came in the form of abuse.
- 87% of officials stated training provided to them was an appropriate method to prepare them for their practical roles.
- 71% of officials received some form of reward/recognition. This varied strongly across the four categories.
- The accreditation process for officials seemed to be inconsistent across all officials in all sports.

There was a slight concern in there only being a response rate of 36.7% from the 760 officials surveyed. But given the cross-examination of results with other sports, this didn't present itself as a problem. Another issue arising from the survey included the open-ended questions and the way in which they were perceived. This alluded to making quantitative results difficult, but on the other hand allowed a clear comprehensive qualitative result.

Following the data analysis individual letters were sent to all sports stating their results from the survey, general conclusions from all survey's and the services Officiating Victoria was able to offer State Sporting Associations. Sports were also invited to arrange a meeting with Officiating Victoria in order to discuss their results and to begin to devise an officiating plan for the future.

For the State Sporting Associations that did take up the offer of meeting with Officiating Victoria, this proved to be a useful service. They were able to openly discuss their survey responses and more importantly, other issues that affected the recruitment, recognition and retention of officials in their sport. Through the expertise and knowledge of the Officiating Victoria staff, open discussions were held with positive action plans formed. State Sporting Associations who declined a meeting offer were given little or no individual, specific follow up on this particular study.

Aside from the specific plans devised, other services offered by Officiating Victoria include the following:

- Provide support for development of submissions to Sport and Recreation Victoria
- Provide networking opportunities with other sporting organisations
- Facilitate planning exercises for recognition, recruitment and retaining of officials
- Provide access to training workshops
- Facilitate recognition strategies
- Provide awards for deserving recipients.

Although there were no surprising results to come out of the study, it was made very evident that officials from almost all sports are being abused by either participants or spectators. It was indicated that this was part of some feedback. Abuse had influenced officials to leave their particular sports on a number of occasions. From the perspective of Officiating Victoria, this is quite concerning.

The survey results also put forward a clear picture of the services the State Sporting Association's were in need of assistance in and also allowed Officiating Victoria to develop a strategic plan for the coming years. It was made evident that some sports have little or no direction with their officiating issues, while other sports have a clear direction with policies already developed and working well for their sport.

# 7. Appendix 1

## STATE TRAINING COORDINATOR - OFFICIATING VICTORIA QUESTIONNAIRE



For completion by the State Officiating Training Coordinator (2 Pages)

### Personal Information

Name ..... Sport ..... Current Title .....

Contact Address ..... Postcode .....

Phone..... Mobile ..... Fax..... Email.....

### Please tick appropriate boxes

Do you have a documented plan for officiating in your sport? YES  NO

Do you have an Nationally recognised training program? YES  NO

### Information about officiating in your sport

How many accredited officials does your sport have in Victoria? \_\_\_\_\_

How many non-accredited officials does your sport have in Victoria? \_\_\_\_\_

Based on current participation levels do you have enough qualified officials? YES  NO

Do you have enough qualified officials to conduct a major/international event? YES  NO

Eg Masters Games etc.

How many would be required? \_\_\_\_\_

### Recruiting

Do you actively seek new officials? YES  NO

Comments \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

What number of new officials are attracted each year? \_\_\_\_\_

Do you target recruits from:

Current participants  Family of current participants  Former participants  General community

What support resources do you have to promote officiating;

Fliers  Posters  Stickers  Information sessions  Other  \_\_\_\_\_

How do you target recruits? Advertising  Word of mouth  School visits  Other

Where do you target recruits?

Metropolitan areas  Regional centres

What do you offer officials?

\$  Uniforms  Kudos/recognition  Other  Please list: \_\_\_\_\_

### Training

Do you provide training for your course presenters? YES  NO

Do you provide training for your officials assessors/testers? YES  NO

How many trained course presenters do you have? \_\_\_\_\_

How many trained assessors/testers do you have? \_\_\_\_\_

Where do you provide training?

Metropolitan area  Country

What is the cost of training for the following levels?

Association/region \$ \_\_\_\_\_ State \$ \_\_\_\_\_ National \$ \_\_\_\_\_ International \$ \_\_\_\_\_

How often is training offered? Metropolitan courses \_\_\_\_\_ Regional \_\_\_\_\_

How long is initial training ? \_\_\_\_\_Hours

Do you evaluate feedback on the quality of delivery of training? YES  NO

Do you evaluate feedback on the quality of assessment/testing? YES  NO

What post course support/feedback is provided for your officials?

Mentor (1 to 1)  Assessment (observed assessment)  Assessment sheets (written feedback)

Other (please state) \_\_\_\_\_

Do you receive funding for training of officials? Amount \$ \_\_\_\_\_ Source/Agency \_\_\_\_\_

### Retaining

Do you provide awards for officials? YES  NO

Certificates  Gifts  \$  Trophies  Membership of Assoc.  Badges

Other  Please state \_\_\_\_\_

### General information

Do officials have a role in your organisational planning? YES  NO

Does your organisation have a technical/officiating committee? YES  NO

Please estimate the average length of service of your officials. \_\_\_\_\_yrs

Please estimate the average age of your officials. \_\_\_\_\_yrs

Please tick the box if you are interested in more information about the services provided by Officiating Victoria.

'Thanks Official' (Thanks Ref, Thanks Ump) campaign

Development of plans for officiating programs

Program development (eg coaching officials)

Presenter training

Delivery of Officiating General Principles courses

Applications for funding

Networking opportunities

Any other comments .....



**OFFICIALS - OFFICIATING VICTORIA QUESTIONNAIRE**



**For completion by the selected Officials (1 Page) Please fax return to Les Bee 03 9666 4266  
Or send to: Officiating Victoria, GPO Box 2392 V, Melbourne 3001**

**Personal Information**

Name ..... Sport ..... Current Title .....

Contact Address ..... Postcode .....

Phone..... Mobile ..... Fax..... Email .....

**Please tick appropriate boxes**

Your current Level of officiating. \_\_\_\_\_

Which areas do you officiate? Association/region  State  National  International

How long have you been officiating? \_\_\_\_\_yrs

Why did you start?

Please rate in order of importance: (5 = high, 1=low)

General Interest

Ex competitor

Family/friends involvement

No one else to do it

Put something back

Other

Comments

\_\_\_\_\_

Are you an accredited official in your sport? YES  NO

Where did you receive your initial training? Melbourne  Country Victoria  Town \_\_\_\_\_

What year did you undertake your initial training? \_\_\_\_\_ How much did it cost? \$ \_\_\_\_\_

Who paid for the training?

How long was the training? Hours \_\_\_\_\_ Not applicable

Do you feel the training prepared you for your practical role as an official? YES  NO

Do you receive feedback about your officiating performance? YES  NO

What feedback/comments, if any, do you get from:

Participants

Spectators

Other officials

Others

How does this affect your performance? \_\_\_\_\_

Does this feedback affect your future performances? YES  NO

What rewards/recognition/recompense do you receive? \_\_\_\_\_

Is this an influencing factor in your continued involvement in officiating? YES  NO

Have you been subject to any form of abuse? YES  NO

What form of abuse: Physical  Verbal  Emotional

Is this common in your sport? YES  NO  NOT SURE

Has this influenced officials to leave your sport? YES  NO  NOT SURE