



TOOL 8 - Role of a member protection information officer

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value

What is a member protection information/welfare officer?

A member protection information officer (MPIO) is the first point of contact in a club or sporting organisation for any enquiries, concerns or complaints around harassment, abuse and other inappropriate behaviour. The MPIO provides information and moral support to the person with the concern.

Most national and state sporting organisations have appointed an MPIO, as well as some clubs depending on their size. The Australian Sports Commission maintains a database of MPIOs that allows people who need the help of an MPIO to find one in their sport and/or their state.

What does a member protection information officer do?

An MPIO:

- Listens and acts as a sounding board
- Clarifies basic points and concerns
- Refers to a sport's member protection or welfare policy and explains what constitutes inappropriate behaviour
- Explains the complaint process and options available under a sport's member protection or welfare policy
- Discusses any relevant laws and the right to complain to external agencies (for example to the Victorian Equal Opportunity and Human Rights Commission)
- Offers to provide details for counselling or other referrals if appropriate or requested
- Monitors and follows up the enquiry or complaint

It is important that a member protection information officer:

- Takes complaints seriously
- Tackles one issue at a time
- Doesn't take sides
- Maintains confidentiality if possible
- Provides reassurance about victimisation
- Keeps notes

USEFUL RESOURCES

Video: First meeting with the person complaining

(www.playbytherules.net.au/complaint-tool-home/checklist-introduction/video-2)

Modified from the Australian Sports Commission 2010, Member protection information officer, information reproduced with permission.

Project developed in collaboration

Collaboration leader:



Source:



Australian Government
Australian Sports Commission

EVERYONE WINS!

Welcome, involve and value everyone in sport