

What is a Member Protection Information Officer?

Member Protection Information Officers (MPIOs) are an integral part of all levels of Australia sport, especially grassroots sport.

MPIOs are there to listen to issues raised by members of any sport before triaging and referring them to the right place to find a resolution. The MPIO is responsible for providing information about a person's rights, responsibilities and options to an individual making a complaint or raising a concern, as well as information support during the process.

MPIOs don't handle complaints or investigate grievances, and they don't mediate between members or stakeholders. They're also separate from the relevant Integrity Manager or the person(s) in authority regarding complaints, disputes and resolutions in your sport. MPIOs are an impartial party who are there to help guide people in the right direction.

MPIOs can be based within a club, association, a state sporting organisation, a national sporting organisation, or a national sporting organisation for people with disability.

Learn more about how an MPIO can help in your club by visiting www.playbytherules.net.au

What an MPIO can do:

- Listen
- Act as an impartial support person
- Provide information about discrimination, harassment and child abuse
- Provide information about the Member Protection Policy and the options available to resolve the complaint
- Provide information about relevant laws and the right to complain externally
- Discuss possible strategies the individual can use to deal directly with the other person
- Provide contact details for counselling or other referrals as appropriate or as requested

What an MPIO can't do:

- Advocate
- Take sides or judge
- Give advice
- Intervene
- Investigate
- Breach confidentiality