

MEMBER PROTECTION INFORMATION OFFICER

A Member Protection Information Officer (MPIO) plays an important role within your club and more widely within the sport of tennis. They are appointed to act as the first point of contact for any enquiries, concerns or complaints for harassment, abuse and other inappropriate behaviour. As part of their role, the MPIO provides general information and moral support to the person with the concern.

The basic functions of an MPIO are to:

- Listen and act as a sounding board
- Clarify basic points and concerns
- Refer to the Tennis Australia Safeguarding Children Code of Conduct and explain what constitutes inappropriate behaviour
- Explain the complaint process and options available under the Tennis Australia Member Protection Policy
- Monitor and follow-up the enquiry or complaint.

Steps to appointing a MPIO at your club.

1. A club can appoint a MPIO by calling for nominations or appointing one at a committee meeting (see position description at the end of this document to help with this).

2. Once appointed, the selected person should complete the online Play By The Rules course to help them in their new role. The course can be found here: <https://www.playbytherules.net.au/online-courses/mpio-online-course>

The course includes the following modules:

- Introduction
- The MPIO Role
- Complaint resolution procedures
- Member Protection and the Law
- Child Protection
- Harassment and Discrimination
- Ethical and Practical Considerations

3. Once your new MPIO has completed the Play by the Rules Course, they should send their certificate of completion to the committee to be filed.

4. The club should then download the MPIO Poster which clearly identifies the individual for the club members.

Club MPIO posters can be found at - <https://www.tennis.com.au/childsafes>

5. Finally, it is recommended that the club communicates to all members and club users of the new appointment and their contact details.



CLUB MEMBER PROTECTION INFORMATION OFFICER POSITION DESCRIPTION

Important information: This position description has been provided as an example/template only. Please customise this position description to ensure it reflect the needs of your club. Delete this message and the template watermark prior to releasing the Position Description.

The Member Protection Information Officer (MPIO) is the first point of call for any enquiries, concerns or complaints about harassment or abuse. The MPIO will provide information and support to persons with concerns/complaints and advice on club policies and procedures to solve issues within the [insert club name].

Desirable Attributes

The MPIO should:

- Have completed the Play By The Rules Member Protection Information Officer online course
- Have good interpersonal and communication skills
- Be an approachable person
- Have good organisational skills
- Have a strong understanding of the club policies and procedures
- Have good conflict resolution skills
- Understand the club's complaint handling process
- Be unbiased and impartial on all issues
- Hold or be willing to apply for a current volunteer's Working With Children Check or State equivalent.

Responsibilities

The general responsibilities of the MPIO may include, but are not limited to the following responsibilities:

- Be accessible and approachable to all members
- Maintain confidentiality for all members
- Ensure the safety and welfare of Club Members
- Monitor and record both complaints and concerns from members
- Provide support for all members
- Understand and follow Club policies and procedures in relation to Member Protection
- Understand the Tennis Australia Member Protection Policy and Safeguarding Children program
- Identify options for resolution of conflicts
- Provide relevant persons with the appropriate reports/documentation resulting from mediations.

