

WHAT IS A MEMBER PROTECTION INFORMATION OFFICER?

What is a Member Protection Information Officer (MPIO)?

A MPIO plays an important role in the sport of tennis. They are appointed to act as the first point of contact at a club for any enquiries, concerns or complaints for harassment, abuse and other inappropriate behaviour.

What does a Member Protection Information Officer do?

As part of their role, the MPIO provides 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.

How do I appoint a Member Protection Information Officer?

A club can appoint a MPIO by calling for nominations or appointing one at a committee meeting. Once appointed the MPIO must complete the online training course provided by Play by the Rules.

Where can I get more information about the Member Protection Information Officer?

Further information about MPIOs can be found at www.playbytherules.net.au/online-courses/mpio-online-course or by contacting your Member Association.

