

## Information about the Member Protection Information Officers (MPIO) Course

### Why was this course developed?

This course has been developed to assist active recreation and sport organisations better manage complaints and conflict by having a suitably trained person as the first point of contact for issues of harassment, discrimination, bullying or abuse.

The course was previously called Member Protection Officer. The Equal Opportunity Commission will conduct this course on behalf of the Office for Recreation and Sport. The MPIO Course is conducted over one and a half days.

### Acceptance of registration is dependent upon completion of a pre requisite on line training component.

Preliminary on line training is required through Play by the Rules web site (PBTR). Persons registering for the MPIO course must confirm they have completed the “free” on line training for Administrators of the ‘Discrimination and Harassment Course’. [www.playbytherule.net.au](http://www.playbytherule.net.au)

### Who should attend?

State recreation and sport associations, regional recreation and sport associations and clubs are invited to nominate persons from within their organisation and or constituent clubs who are considered suitable to engage the responsibilities of the role.

### Registration Forms need an endorsement from the applicants respective state association, regional association or club that is the Board, the President, or another responsible officer.

It is expected that the Board will support the nomination and be fully committed to dealing with the issue of bullying, harassment and abuse within their activity, sport or organisation.

### What is the role of the Member Protection Information Officer (MPIO)?

The main role of the MPIO revolves around complaint handling. They may receive or handle complaints from members within their organisation; these may originate from either adult members or from a child or minor.

MPIO's will be trained to receive these types of complaints and able to advise the person making the complaint of the options available to them to resolve the issues of harassment, discrimination, bullying and abuse in recreation and sport.

They will need to be aware of the organisations Harassment Free Sport strategies, alternative dispute resolutions options and will also be made aware of what legal options a person making a complaint has available to them if these are needed.

The MPIO role should be promoted by their organisation so all members know them and become the first point of contact for complaints.

### What does the training course cover?

- State Anti-Discrimination and Child Protection Legislation.
- Role of the MPIO
- Practical skills for receiving complaints
- Skills and processes involved when complaints are received from or about a child
- Alternatives for dispute resolution

### What must organisations consider when endorsing an applicant?

- Does your organisation have in place a current Harassment Free Sport Policy and or Member Protection Policy?
- That your Board has approved and noted the appointment of the MPIO.
- That the Board will support their work and is willing to work proactively to address issues that may be raised by the MPIO with them.

- That your MPIO receives a written letter of appointment (even if they are a volunteer) outlining their role and responsibility. A draft can be obtained from the Office for Recreation and Sport.

### **Pre Course recommended reading of the Equal Opportunities Commission**

Participants who register for the MPIO training are encouraged to read the information detailed on the Equal Opportunities Commission (EOC) web site under "What is discrimination" by clicking on the link below:

[http://www.eoc.sa.gov.au/site/eo\\_for\\_you/what\\_is\\_discrimination.jsp](http://www.eoc.sa.gov.au/site/eo_for_you/what_is_discrimination.jsp)

If you have any difficulty with this link or would prefer to have these pages forwarded to you in hard copy please contact the Office for Recreation and Sport directly and this will be arranged.

### **What to Bring**

You should obtain and bring with you for your own information and reference:

- A copy of your organisations Harassment Free Sport or Member Protection Policy
- A copy of your organisations Child Protection Policy (if not included in the above)

### **Venue**

Unless otherwise advised the MPIO course will be held at:

Office for Recreation and Sport  
Conference Room (Please Park in the Visitors parking)  
27 Valetta Road  
Kidman Park

On site parking is available. During business hours, 8.00am to 5.30pm weekdays, please use the designated visitors car park, after hours and weekends you are welcome to use the designated staff car park.

### **Questions and queries**

Any questions concerning this information can be directed to the Senior Project Officer, Safe Supportive Environments

Email [stirling.jan@saugov.sa.gov.au](mailto:stirling.jan@saugov.sa.gov.au) or phone (08) 84166 622.