



Member Protection Information Officer (MPIO)

Volunteer Committee Position Description



Reports To

President (independently of committee on protection matters)



Works Closely With

MPO, Secretary, Lead Coaching Coordinator, Lead Registrar

PURPOSE OF THE ROLE

The MPIO is the club's approachable, first point of information on all member protection matters. This role focuses on education, policy awareness, and being a friendly resource for members who have questions about their rights or the club's member protection framework. MPIOs need formal, specific training to properly manage their role as a confidential, informative, and neutral support person within a sporting organisation. focused on complaint procedures and information, not formal investigation or mediation.

KEY RESPONSIBILITIES

- Serve as an accessible, approachable first point of call for any enquiries, concerns, or complaints about harassment or abuse
- Listen to complaints and concerns from members; provide support, information, and options
- Promote awareness of the club's Member Protection Policy, Code of Conduct, and child safe practices
- Provide general information and guidance to members on their rights and the complaints process — referring formal complaints directly to the MPO
- Manage documents relating to child protection and the Working With Children Check (in coordination with the MPO)
- Assist with distributing member protection resources, policy documents, and awareness materials
- Support the implementation of child safe practices across all club activities
- Assist with the annual club risk assessment if required
- Liaise with the MPO on awareness initiatives and policy updates
- Assist with induction of new coaches, managers, and volunteers on member protection expectations
- Complete the free child protection and harassment online training at www.playbytherules.net.au — required
- Complete the Play By The Rules online MPIO course and attend an MPIO workshop where available
- Sign a Member Protection Declaration as required
- Be available to provide support to members and respond to questions or incidents
- Maintain confidentiality at all times

TIME COMMITMENT

2–3 hours/month (awareness activities; responsive when members have questions). Ideally a minimum commitment of 2 seasons.



People Management

N/A



Budget Management

N/A

SKILLS & EXPERIENCE (HELPFUL, NOT REQUIRED)

- Hold or willing to obtain a current volunteer Working With Children Check (WWCC) — essential
- Completion of the free Play By The Rules child protection and harassment online training — required
- Completion of the PBTR online MPIO course and attendance at an MPIO workshop — preferable
- Ability to provide support without taking over — good listening, not directing
- Good communication skills and conflict awareness
- Knowledge of club policies

- Able to complete tasks independently and as part of a team
- Approachable, trustworthy, and able to maintain strict confidentiality

Essential Requirements

This role requires a current Working With Children Check (WWCC) — or willingness to obtain one prior to commencing the role. The ordinary hours of this volunteer role can include weekends and evenings.

End-of-Year Handover

At the end of each season, the outgoing role-holder is responsible for: (1) reviewing and updating this position description to ensure it reflects how the role has evolved; (2) submitting the updated PD to the Secretary prior to the AGM; (3) participating in handover with their successor — sharing key contacts, documents, passwords, and institutional knowledge to ensure continuity for the club.

You'd be great for this if...

You're the kind of person others feel comfortable approaching with a question or a concern. You don't need formal complaints-handling qualifications — just a genuine desire to make sure everyone in our club knows their rights and feels safe.