



MONARO PANTHERS

MEMBER PROTECTION AND INFORMATION OFFICER

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 authority regarding complaints, disputes and resolution. MPIOs are an impartial party who are there to help guide people in the right direction.

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

WHO IS THE MONARO MPIO



The Monaro MPIO is Lisa Hazelton. You might have seen her around David Madew and Riverside supporting the club. She has been an active member of the Monaro Football club for several years as a coach, manager, summer 6s participant and now as the MPIO. Lisa has three children in the club and comes from a strong football background growing up in an Italian household, there was not much choice! Lisa will keep issues raised confidential unless advised otherwise. You can reach Lisa through the MPIO email address or in person feel free to approach Lisa whenever you see her floating around.. mpio@monaropanthers.com.au



WHAT CAN THE MPIO DO FOR ME

What an MPIO can do:

- Listen
- Act as an impartial support person
- Provide information about discrimination, harassment and child abuse
- Provide information about the MPIO policy and the option 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
- Keep the matter confidential

What an MPIO can not do:

- Advocate on your behalf
- Mediate conflicts
- Take sides or judge
- Give advice
- Intervene
- Investigate
- Breach confidentiality
- Lodge a complaint on your behalf

MPIO ACTION

You can approach the MPIO either via the MPIO email or in person. The nature and topic of discussions will remain confidential. The MPIO will listen to issues and refer club members to the right place to get an outcome. If you find the options provided by the MPIO have not resolved your issues you are welcome to contact the MPIO as many times as required. The lines of communication always remain open. The advice provided will greatly depend on the nature of the query raised. Some responses might require one email correspondence and others may require a more detailed discussion. You are always welcome to request more advice and assistance or a face to face conversation if you prefer.

Assistance can also be obtained through reviewing the following Monaro policies:

- Complaints Policy and Procedures and
- Disciplinary Action Policy and Procedures.



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