

Understanding the roles of Safety Officer, Member Protection Information Officer (MPIO), Complaints Handlers and Complaints Officers.

Due to recent changes implemented under the Work Health and Safety Act PCA NSW have introduced a new position of Safety Officer a summary of their duties is below:

Safety Officer: Clubs are now required to appoint a Safety Officer. A Safety Officer is a nominated person within the club or association delegated to deal with Risk Management and Safety Issues. Safety Officers need to be aware of the changes to the Work Health and Safety Act in relation to volunteers and should complete a risk assessment, safety briefing and safety checklists for all club rally days, events and competitions. The Association have provided information and templates for Safety Officers to utilize and full details can be found under the Risk Management tab on the website.

PCA NSW in conjunction with recommended changes by the Australian Sports Commission have introduced a new position of Member Protection Information Officer (MPIO) and suggests that clubs also appoint Complaints Handlers or Complaints Officers. Full details about these roles and free courses available for persons intending to nominate for these roles can be found on the Australian Sports Commission website http://www.ausport.gov.au/supporting/integrity_in_sport

Member Protection Information Officer: A person who has satisfied their state's or territory's requirements for an MPIO. 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 support during the process. They may reside within the club, the state sports association or national sports organisation. They can also be freelance (not linked directly to the sport). They are NOT a person who investigates matters, advises, or advocates for the complainant. More information can be found from this website link

<http://www.playbytherules.net.au/mpio/workshops#new-south-wales>

If you wish to attend the face to face training sessions please visit the Department of Sport and Recreation website <http://www.dsr.nsw.gov.au/> for information on training session dates and booking.

Complaints Handler: Any person in authority in the club or organisation who may be required to manage complaints or concerns, this may include resolution, investigation and mediation. Complaint handlers may be in the role of a president, secretary, committee member, coach or official.

Complaints Officer: Clubs are not required to appoint a Complaints Officer and many choose not to. A Complaints Officer is a nominated person within the club or association delegated to deal with complaints. People wishing to lodge a complaint would be directed to this person. A Complaints Officer is authorised to investigate and act on complaints without consulting the committee, although they will report back to the committee on a need-to-know basis about the incident, any actions they've taken and the results.