

For enquiries regarding the MPIO online training course email: integrity@ausport.gov.au

For enquiries regarding MPIO registration contact: integrity@ausport.gov.au

For issues to do with Member Protection Policy contact your state/territory department of sport and recreation or your National Sporting Organisation.

For advice around discrimination, harassment and child protection refer to the *Play by the Rules* Quick Reference Guide at: www.playbytherules.net.au/resources/quick-reference-guide

Member Protection Information Officer (MPIO) Course

The online modules include:



Explains how the course is structured and the best way to navigate it.



Discusses the legal and moral obligations of sporting organisations to prevent and manage inappropriate behaviour.



Helps you set up an environment and system to keep children (anyone under 18) safe from abuse, and protected from being exploited or harmed.



Explains the MPIO role and where it fits in the complaint handling process, including the knowledge, skills and attitudes required to fulfil the role effectively.



Outlines your rights and responsibilities with respect to discrimination, harassment and EO laws within sporting clubs and organisations.



Helps you understand the complaint resolution process as well as the options available for resolving complaints.



Helps you to anticipate and prepare for any issues or dilemmas which can arise for MPIOs.

Member Protection Information Officer (MPIO) Course

The MPIO course has been specifically developed for those individuals that volunteer or work in sport who have interest or have been requested to fulfil the role of a Member Protection Information Officer.

An MPIO is responsible for providing information about a person's rights, responsibilities and options to an individual making a complaint or raising a concern.

They can also provide information and advice to sport administrators and complaint handlers with regard to the Member Protection Policy of that sport. MPIO's are generally impartial – they don't mediate or investigate complaints.

They may be part of a club, state/territory association or a national sports organisation. They can also be freelance (not linked directly to sport).

The MPIO course comprises of seven online modules and a three hour face-to-face workshop.

The online component is available free of charge, the face-to-face workshop component in some states/territories may require a nominal fee.

How do I become an MPIO?

- Step 1** Make time to complete the course. The online modules take a total of four hours, which may be completed all at once or in parts.
- Step 2** Access the online modules at: <https://learningausport.gov.au>.
- Step 3** Once the course is completed you will receive a completion certificate that has your online certification number (you need to keep this).
- Step 4** To become an MPIO you need to also complete the three hour face-to-face workshop. You can find details on the courses in your state/territory on the *Play by the Rules* website at: www.playbytherules.net.au/events/MPIO-courses.
- Step 5** On completion of the face-to-face workshop you will receive your workshop certification number. You will need both this and your online certificate number to REGISTER as a Member Protection Information Officer. Go to www.playbytherules.net.au/events/MPIO-courses to receive your Certificate of Recognition.

What does being a Registered MPIO mean?

You become the key contact in your club/association or sport for complaints management or for advice in regard to member protection issues.

You become part of a national network of MPIOs who have access to information and resources that will help you in your role. You will get access to a special MPIO area of the *Play by the Rules* website.

You become linked with your state/territory and National Sporting Organisation, your state/territory Department of Sport and Recreation and the Australian Sports Commission.

You receive a regular *Play by the Rules* e-Bulletin, which gives you all the latest news and activity around safe, fair and inclusive sport.

You have access to further opportunities to develop professional skills and knowledge in the area of member protection.

/// The Member Protection Information Officer is an important resource in sport. This new interactive training package will ensure that the knowledge and expertise required for this role is fully supported and maintained. ///

Carolyn Watts, Sport Integrity,
Australian Sports Commission

/// These courses will not only assist sport to manage and resolve member issues and concerns, its greatest value will be in the development of expertise that can promote and create a positive club/sport culture for current and future members. ///

Helen Szoke and Craig Martin, Co-Chairs of
Play by the Rules

/// Education is the key to ensuring all people know their rights and responsibilities within their sporting club or organisation. These courses provide this essential information to help maintain safe, fair and inclusive environments. ///

Paul Oliver, National Manager,
Play by the Rules