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|-----------------|------------------------------------------------------|
| Position        | Member Protection Information Officer                |
| Accountable to  | Ballina Netball Association Committee                |
| Elected by      | Members at the AGM                                   |
| Term            | One year elected term                                |
| Time commitment | Approx. 10 hours per week - variable throughout year |
| Remuneration    | Volunteer position                                   |

**Purpose & strategic contribution:** 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 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.

### Key responsibilities:

- Understands the relevant member protection, safeguarding children and young people and complaint handling policies of Netball NSW and Ballina Netball Association.
- Has the contact details for the relevant National Integrity Manager for Netball NSW, or relevant complaint handling contacts for Ballina Netball Association.
- Distributes resources in the club to raise awareness of relevant member protection, safeguarding children and young people and complaint handling policies.
- Acts as a trusted person for club members to share disclosures or allegations of prohibited conduct.
- Validates feelings and provides options for wellbeing support.
- Supports people making complaints to identify the right reporting channels and contacts available to them.
- As required, shares information with relevant authorities or persons managing complaints in accordance with confidentiality and privacy principles.
- Helps promote an inclusive, safe, fair environment in the club.

## Key relationships:

### Internal

- President
- Vice President
- Secretary
- Committee Members
- Representative Coordinator
- Member Clubs

### External

- Netball NSW
- National/State Integrity Manager: **TBA 2027**
- Sport Integrity Australia: [Contact us | Sport Integrity Australia](#) 1300 027 232
- eSafety Commission: [Report online harm | eSafety Commissioner](#)

## Knowledge, skills and attributes:

- Always demonstrates safe and respectful behaviours.
- Is ethical, honest and trustworthy.
- Has excellent interpersonal and communication skills – including listening and empathy skills, in both in-person and online formats.
- Can maintain privacy and confidentiality.
- Possesses a thorough understanding of Ballina Netball Association's and Netball NSW's policies and procedures relating to integrity and safety, or a willingness to learn.
- Has the ability and willingness to actively promote Ballina Netball Association's and Netball NSW's policies and procedures that relate to safe and respectful behaviours and the complaints process.
- Can keep and maintain accurate records.
- Has excellent critical thinking and decision-making skills.
- Can reflect on decisions, processes and personal actions for continuous improvement.

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## Mandatory requirements:

To gain recognition as a qualified MPIO, people must complete the training program provided in two parts:

- Part 1: the free MPIO online course on [SIA EDGE](#).
- Part 2: a training session (face to face and online available) provided by your relevant state/territory government department of sport, peak body for sport, national sporting organisation, state sporting organisation or local government. See Play by the Rules' [Member Protection Information Officers](#) page for a list of local courses.

Sport Integrity Australia also offer a range of learning and education resources that can provide a wider understanding of Australia's integrity in sport landscape -

<https://www.sportintegrity.gov.au/what-we-do/education>

National and state sporting organisations may offer ongoing support such as a community of practice or regular upskilling and learning.

- Police check.
- Working with Children Check and/or Working with Vulnerable People Check (as required by state or territory law).

Ballina Netball Association is committed to ensuring the safety and wellbeing of all children and young people involved in our sport. Our policies and procedures seek to address risks to child safety and to establish child safe culture and practices.

Recruitment and screening requirements have been developed to provide a fair, safe, consistent and comprehensive recruitment process across our organisation. Our organisation takes child protection seriously and ensures that the organisation recruits personnel who are suitably qualified and committed to providing professional, safe, and enjoyable programs and services to children.

To meet our responsibilities under Netball NSW's Safeguarding Children and Young People Policy, applicants for all child-related positions are required to undergo background checks and screening prior to and during their appointment to the role.

## Wellbeing

Dealing with complaints can be distressing or confronting. If you are in immediate danger, call 000. If you or someone you know requires support, the following services are here to help.

- [Lifeline](#)
- [Beyond Blue](#)
- [Black Dog Institute](#)
- [Headspace](#)
- [QLife](#)
- [WellMob](#)
- [Yarning SafeNStrong](#)