



## MEMBER PROTECTION INFORMATION OFFICER (MPIO)

IHA requires a Member Protection Information Officer (MPIO). Member Protection Information Officers are people trained to be the first point of contact within sporting organisations for any person considering making a complaint under the Member Protection Policy. MPIOs provide confidential, impartial and timely information and support. They act as a sounding board and provide information about the local complaint resolution options available to address the individual's concerns. MPIO's may also be called up to provide advice to administrators or complaint handlers regarding the Member Protection Policy and associated laws. MPIOs are not advocates but they may elect to accompany complainants, if requested, to talk with someone else.

The Member Protection Information Officer has the following responsibilities:

- Monitor and record complaints and concerns from member states;
- Provide support and guidance for member states;
- Provide information and options for member behaviour;
- Understand and follow IHA policies and procedures in relation to Member Protection and Child Safe Framework;
- Understand and promote IHA's complaint handling process;
- Mediate complaints at an informal and formal level;
- Be accessible and approachable to members;
- Maintain confidentiality for members, where appropriate;
- Conduct unbiased investigations and make reasonable recommendations;
- Provide relevant persons with the appropriate reports/documentation resulting from mediations;
- Attend the required courses, MPIO network events and forums relating inappropriate behaviour

What DO MPIO's do?

- Listen
- Act as an impartial support person
- Provide information about discrimination, harassment and child abuse
- Provide information about the Member Protection Policy and the options 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

What DON'T MPIO's do?

- Advocate
- Take sides or judge
- Give advice
- Intervene
- Investigate
- Breach confidentiality

This individual must have the following:

- Well-developed interpersonal and communication skills with the ability to deal effectively with people faced with difficult or sensitive issues
- An in-depth knowledge of the organisation's Member Protection policies and procedures
- A commitment to the principles of fair, safe and inclusive sport
- An understanding and demonstrated commitment to the organisation's values
- An ability to provide confidential information about a range of sensitive issues as requested
- A knowledge of a variety of conflict resolution options and the procedures available to members
- Personal integrity with the ability to treat individuals and their circumstances with respect, sensitivity

The Member Protection Information Officer reports directly to the IHA Board. This is a voluntary role.

All applications are to be emailed to the Executive Officer, Ice Hockey Australia [office@iha.org.au](mailto:office@iha.org.au) no later than 15<sup>th</sup> June 2020.