

## Member Protection Information Officer (Officer for Member Protection/Grievance)

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All DAC Office Bearer/Executive and Committee Members must:

- At all times work to uphold and implement the Objects of DAC as outlined in Section 3 of the Constitution.
- Model and implement ideal conduct as defined by the Constitution and the *DAC Behavioural and Guidelines and Codes of Conduct*.
- Attend committee meetings on a regular basis and complete actions delegated at these meetings.
- Provide Working With Children Check details to the Member Protection Information Officer.

### Overview of Member Protection Information Officer role

The Member Protection Information Officer (MPIO) provides information about the rights, responsibilities and options available to an individual making a complaint in sport. They can also inform and advise sport administrators and complaint handlers in Member Protection Policy for specific sports. MPIOs are impartial and don't mediate or investigate complaints. They may reside in a club, state association or national sports organisation and can also freelance.

### Specific responsibilities

The Officer for Member Protection/Grievance

- I. Listen to complaints and concerns from members and visitors.
- II. Act as an impartial body, offering a sounding board for concerns and/or suggestions.
- III. Identify options for early resolution of conflicts and grievances.
- IV. Maintain confidentiality.
- V. Monitor compliance with behavioural guidelines and codes of conduct.
- VI. Ensure compliance with the Centre's grievance and disciplinary procedures.
- VII. Keep up to date with information on harassment, discrimination and other forms of inappropriate behaviour.
- VIII. Understand and follow Centre and LANSW policies and procedures in relation to member protection.
- IX. Support and provide information to the committee as required.
- X. With the Vice-President, ensure completion of any required Working with Children documentation and maintain a register securely.
- XI. Assist with an annual risk assessment.