Position Description
MEMBER PROTECTION INFORMATION OFFICER

Objectives

Provides information and guidance on complaint procedures, and the rights, responsibilities and options available to individuals considering making a formal complaint or raising a concern in relation to any of a club's safe and inclusive policies or procedures.

Position within the Committee:

☐ Executive Committee ☐ Committee ☑ Volunteer

Duties Profile

The primary responsibility of an MPIO is to ensure the safety and welfare for club members by:

- Providing support, information and options to members on complaint handling procedures.
- Listening to complaints and concerns from members and assisting in the resolution process.
- Maintaining confidential records of complaints or concerns.
- Having an understanding of club policies and procedures in relation to complaints, Member Protection, Code of Conduct, Child Safety and Diversity and Inclusion.
- Liaising with members of the club, in particular the President and committee in regularly reviewing safeguarding policies to ensure they remain relevant and up-to-date with industry standards.
- Be accessible and approachable to club members.
- Ensuring that the members who require a Working with Children Check have provided their current number, expiry date and verification result, as required.
- Managing documentation relating to child protection and Working with Children Check.

Qualifications and Experience

- National Police and Working with Children Check.
- Current Safeguarding Children and Young People in Sport and Harassment and Discrimination by *Play by the Rules* online training.
- Good interpersonal and communication skills ; good conflict resolution skills.
- MPIO training as provided by *Play by the Rules* is strongly desirable.

Working Relationships:

President and Executive Committee
Club members

Related documents:

KALAMUNDA RANGERS

Teeball – Baseball – Softball

Where the Whole Family can Play

Last Reviewed: January 2026