



Government of Western Australia  
Department of Sport and Recreation



# Member Protection Information Officers Course

*Building stronger, healthier, happier and safer communities*

The Department of Sport and Recreation invites members of sporting and recreation organisations to the Member Protection Information Officer Course.

The revised one day course provides members of sport and recreation organisations with an opportunity to increase their understanding of harassment, discrimination and how to create child safe environments. Participants will learn practical skills to take on a Member Protection Information Officer (MPIO) role.

**Updated One Day Course**  
**Monday 26 October**  
**8.30am—5.30pm**

Cost \$60 inc. GST

Department of Sport and Recreation, Conference Room  
246 Vincent Street, Leederville

All food and drink provided

## **RSVP**

Before 5pm 9 October 2009.

## **FURTHER INFORMATION**

**Renae Smith**, Graduate Officer – Programs and Services  
Department of Sport and Recreation  
PO Box 329, LEEDERVILLE WA 6903  
**Telephone** 9492 9840 **Facsimile** 9492 9711  
**Email** [renae.smith@dsr.wa.gov.au](mailto:renae.smith@dsr.wa.gov.au)



# Member Protection Information Officer Training

Building stronger, healthier, happier and safer communities

## Background Information

### WHY WAS THIS COURSE DEVELOPED?

The Member Protection Information Officers (MPIO) course has been developed to assist sport and active recreation organisations better manage complaints and conflict.

The course will enable organisations to have a suitably trained person as the first point of contact for issues of harassment, discrimination, bullying or abuse.

The MPIO course is approximately 9 hours long.

### REGISTRATION REQUIREMENTS

Preliminary online training is required through Play by the Rules website (PBTR). Persons registering for the MPIO course must confirm they have completed the 'free' online training for Administrators of the 'Discrimination and Harassment Course' at [www.playbytherules.net.au](http://www.playbytherules.net.au).

Additional reading of information detailed on PBTR, and viewing of some interactive scenarios are also required. These are highlighted on the registration form.

### WHO SHOULD ATTEND?

State sport and recreation associations and clubs are invited to nominate persons from within their organisation or club who are considered suitable to engage in the responsibilities of the role.

It is expected that the organisations' board/committee will support the MPIO, and be fully committed to dealing with the issues of bullying, harassment and abuse within their activity, sport or organisation.

### WHAT IS THE ROLE OF MPIO?

The main role of the MPIO is to handle complaints involving harassment, discrimination, bullying and abuse.

They may receive or manage complaints from members within their organisation—these may originate from either adult members or from a child/minor.

Member Protection Information Officers will be trained to receive complaints, and to advise the complainant of the options available to them in order to resolve issues of harassment, discrimination, bullying and abuse in sport and recreation.

They will need to be aware of their organisation's Harassment Free Sport strategies, alternative dispute resolution options, and during the course will be made aware of the complainant's legal options if required.

Sport and active recreation organisations should promote the MPIO role to ensure all members are aware the MPIO delegate is the first point of contact for complaints.

### WHAT DOES THE TRAINING COURSE COVER?

- State Anti-Discrimination and Child Protection Legislation.
- Role of the MPIO.
- Practical skills for receiving complaints.
- Skills and processes involved when complaints are received from or about a child.
- Alternatives for dispute resolution.

### EQUAL OPPORTUNITIES COMMISSION - ADDITIONAL RECOMMENDED READING

Participants who register for the MPIO training are encouraged to read the information detailed on the Equal Opportunities Commission (EOC) website under 'Discrimination and Harassment'. This information may be found at [www.equalopportunity.wa.gov.au](http://www.equalopportunity.wa.gov.au).

### WHAT TO BRING

You should obtain and bring with you for your own information and reference:

- A copy of your organisation's Harassment Free Sport or Member Protection Policy.
- A copy of your organisation's Child Protection Policy (if not included in the above).

### QUESTIONS AND QUERIES

If you have any questions concerning this information, please contact Renae Smith on [renae.smith@dsr.wa.gov.au](mailto:renae.smith@dsr.wa.gov.au) or 9492 9840.

# Member Protection Course

## Member Protection Information Officer Training

Please complete and send the registration form below before 5pm 9 October 2009

### PREREQUISITE

Overview of the course and free pre-entry online training requirements can be found on the Play by the Rules (PBTR) website [www.playbytherules.net.au](http://www.playbytherules.net.au):

1. Select 'Online Training'.
2. Register as a new user.
3. Choose the 'Discrimination and Harassment Course'.
4. Register as an 'Administrator'.

Play by the Rules online training to be completed prior to the MPIO course is as follows:

- Complete the 'Discrimination and Harassment' training.
- Read the section entitled 'About Complaints'.
- View at least three of the 'Interactive Scenarios'.
- Read at least three topics in the section 'Got an Issue'.

*Acceptance of your registration is dependent upon completion of the above free online training.*

*Please email [renae.smith@dsr.wa.gov.au](mailto:renae.smith@dsr.wa.gov.au) when your PBTR training certificate has been issued.*

### PARTICIPANT DETAILS

|              |           |
|--------------|-----------|
| FIRST NAME   | SURNAME   |
| ORGANISATION | POSITION  |
| ADDRESS      |           |
|              |           |
| SUBURB       | POST CODE |
| TELEPHONE    | FACSIMILE |
| MOBILE       | EMAIL     |

**Please book your attendance as soon as possible as numbers are limited.  
Tickets will not be available for purchase at the event.**

### COST

\$60 inc. GST

# Member Protection Course

## Member Protection Information Officer Training



### PAYMENT OPTIONS

ENCLOSED IS MY CHEQUE/MONEY ORDER FOR \$ \_\_\_\_\_ (CHEQUES PAYABLE TO 'DEPT OF SPORT AND RECREATION')

PLEASE CHARGE MY CREDIT CARD FOR \$ \_\_\_\_\_  VISA  MASTERCARD

-  -  -  EXPIRY DATE  /

CARDHOLDERS NAME \_\_\_\_\_ SIGNATURE \_\_\_\_\_

PLEASE TICK IF YOU REQUIRE A TAX INVOICE (RECEIPT)

TAX INVOICE TO BE MADE OUT TO \_\_\_\_\_

PLEASE POST TO \_\_\_\_\_



Send form with payment to:

**Renaë Smith**, Graduate Officer – Programs and Services  
 Department of Sport and Recreation  
 PO Box 329, LEEDERVILLE WA 6903  
**Telephone** 9492 9840 **Facsimile** 9492 9711  
**Email** renae.smith@dsr.wa.gov.au