



MEMBER PROTECTION INFORMATION OFFICER (MPIO)

ROLE AND REPORTING PATHWAY



MPIO: Holli Swindail

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The MPIO is a confidential first point of contact for members who have a concern about behaviour, conduct, bullying, harassment, discrimination, member wellbeing or safety. The role is to provide information and support, and help make sure concerns reach the right person and are followed up.

THE MPIO WILL:

- ✓ Listen to and discuss your concern
- ✓ Explain the available options and processes
- ✓ Provide information and support
- ✓ Refer the matter to the appropriate person or pathway
- ✓ Ensure the concern is acknowledged, allocated and progressed
- ✓ Follow up to ensure the person who raised the concern receives appropriate communication
- ✓ Keep a confidential record of the request
- ✓ Maintain privacy and respect

THE MPIO WILL NOT NORMALLY:

- ✗ Investigate the complaint themselves
- ✗ Decide whether the Code of Conduct has been breached
- ✗ Determine disciplinary action
- ✗ Replace the role of the President, Committee or other authorised decision maker
- ✗ Manage a matter where they have a conflict of interest



CONFIDENTIALITY

The MPIO will respect privacy and only share information with people who need it to respond to the concern, protect safety, meet an obligation or obtain appropriate advice. Complete confidentiality cannot be guaranteed, particularly where there is a safety, child protection or legal concern.

