



# CIRCULAR

**ROYAL NSW BOWLING ASSOCIATION LTD.**

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**No: 08/2017**  
**Date: 7<sup>th</sup> September 2017**  
**To: Zones & Districts**  
**Re: Member Protection Information Officer – Training Courses**

Member Protection Information Officers play an important role in sport. They provide information and guidance on complaints procedures - they are the 'go to' person if you want to discuss problems at your club/association, particularly if you are considering making a formal complaint.

Bowls NSW encourages Districts and Zone Associations to nominate Committee Members to complete the MPIO training to assist in any matters which may arise within the District/Zone which fall within the Member Protection Policy.

The Member Protection Information Officer course is aimed at people seeking to become recognised MPIO officers in their State. The course contains 7 core modules.

- Introduction
- The MPIO Role
- Complaint resolution procedures
- Member Protection and the Law
- Child Protection
- Harassment and Discrimination
- Ethical and Practical Considerations

## **Certification**

For those people who wish to become recognised as an MPIO you will be required to attend a face-to-face workshop run by NSW Department of Sport and Recreation in addition to completing an online course.

When you complete the online course you will receive a certificate of completion. When you complete the face-to-face training you will be given the link to register nationally. When you complete that you will receive a certification of recognition as an MPIO and get access to the support materials.

The online course can be completed by registering at the following link <https://learning.ausport.gov.au/>  
Upcoming face-to-face courses within NSW can be found at <https://www.playbytherules.net.au/mpio-calendar> - Cost to attend these courses are \$25.

Greg Helm  
Chief Executive Officer  
Bowls NSW.