



BV has an MPIO (Member Protection Information Officer): Michelle Coote, Administration Officer

The Member Protection Information Officer (MPIO) is the first point of call in the club for any enquiries, concerns, or complaints about harassment and abuse.

The MPIO provides confidential information and moral support to the person with the concern or who is alleging harassment.

The MPIO is responsible to the club's committee and club members.

What does a member protection information officer do?

- Listen to complaints and concerns from members and visitors
- Be accessible and approachable to all club members
- Clarifies basic points and concerns
- Keep up to date with information on harassment, discrimination, and other forms of inappropriate behaviour
- Understand and follow BV policies and procedures in relation to member protection.
- Explains the complaint process and options available under a sport's member protection or welfare policy
- Provide information and options for member behaviour (not advice)
- Offers to provide details for counselling or other referrals if appropriate or requested
- Monitors and follows up the enquiry or complaint
- Carry out unbiased investigations and make reasonable recommendations
- Provide relevant persons with the appropriate reports/documentation resulting from hearings
- Maintain confidentiality for all club members

Please call Michelle on 03 8368 8699 or email administration@baseballvictoria.com.au for any member protection matters.