



# MEMBER PROTECTION INFORMATION

Our Member Protection Information Officers (MPIOs) are to ensure each member's safety, respect, and wellbeing within the Club. Our commitment to creating a secure and inclusive environment is paramount, and the MPIO is a comprehensive resource outlining our collective responsibilities.

MPIO serves as a crucial point of contact for addressing concerns, ensuring the wellbeing of club members, and maintaining compliance with relevant regulations.

## ROLE

### **Mandated Role**

The MPIO position is mandatory, and all clubs are required to have at least one MPIO.

The individual serving as the MPIO must undergo training and certification to fulfill their role effectively.

### **Member Protection for Everyone**

Member protection is not limited to specific groups but encompasses everyone associated with Canterbury Lions Football Club, including child and adult players, spectators' volunteers, officials, and parents.

They are to represent and support interests of the member, even if this is against the club.

### **Confidential Resolution of Issues**

The MPIO is mandated to handle and resolve issues and complaints in a confidential manner.

It applies to problems raised within or from another club's MPIO.

### **Policy Implementation and Compliance**

The MPIO oversees the development and implementation of the Club policies and procedures.

These policies ensure compliance with affiliated governing body regulations and any legal responsibilities.

## CONCERNs TO BE RAISED

### **Bullying**

Any form of verbal, physical, or emotional bullying must be reported.

### **Harassment**

Including unwanted language or behaviour that creates a hostile or uncomfortable environment. It may be verbal or nonverbal.

### **Discrimination**

Report any discriminatory behaviour based on race, gender, sexual orientation, religion, age, or physical/intellectual capacity.

### **Inappropriate Gestures**

Actions or gestures deemed inappropriate by players, parents, spectators, or officials should be raised.

### **Inappropriate Language**

Including negative words, an aggressive tone, or swearing by players, parents, spectators, or officials.

### **Aggressive Play**

Any play that goes beyond the normal scope of the game and is likely to cause injury should be reported as aggressive play.



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## IF I HAVE CONCERNS

If you have concerns during a match or training session:

### Players

Raise your issue with the coach at half time or full time.

### Coaches / Managers

Notify the referee at half time and monitor play.

Consider moving a player or substituting them to protect or reduce the likelihood of further inappropriate behaviour.

Talk to the player at the end of the game to explain the issue and expectations.

### Parents / Spectators

Please discuss this with the coach or manager and allow them to handle the issue using our protocol.

### General Advice

If there are concerns during a match or training session, individuals are encouraged to report details to the club's MPIO as soon as possible via email or phone.

Do not confront individuals directly, concerns are to be channelled through your team officials.

Do not confront players, parents, spectators etc from another team or club. If it is at a game speak to the Ground Officials first, then report to MPIO Officer or CLFC committee member.

## RESOLUTION PROCESS (GENERAL)

### 1. Contact MPIO

With guidance from the MPIO, the person decides what action to take:

#### Drop the Issue

Matter ends

#### Self-Management

- Direct talks between parties involved.
- MPIO can attend and be impartial.
- Report completed by MPIO.

#### Informal

- Observation
- Counselling / Education
- Mediation
- Report Completed by MPIO
- Club President briefed.

#### Formal

- Formal complaint in writing to MPIO / President
- MPIO investigates the matter.
- Report completed by MPIO with findings and recommendations to President.
- Mediation, if required (directed by CLFC)



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## Appeal

- When either party believes the process or outcome is unfair or mediation is unsuccessful
- An internal review by CLFC officer
- Review by an external body
- Report completed by MPIO

## CHILD PROTECTION MATTERS

### Sexual Abuse

It involves a sexual act or threat imposed on a child, including exposing them to sexual images.

### Physical Abuse

It encompasses intentional harm, unintentional harm resulting from punishment, and issues arising from poorly maintained facilities and equipment.

### Emotional Abuse

Includes rejection, where an adult continuously and maliciously belittles a child.

It encompasses verbal assaults and deliberately encouraging anti-social, deviant, and destructive behaviour.

### Neglect

It involves failing to provide necessities, such as food, clothing, education, emotional bonding, and reliable and safe accommodation.

## WARNING SIGNS

- Repeated instances of not being collected from training, either arriving late or not at all.
- Ceases attendance at training or games without a provided explanation from the parent or guardian.
- Displays changes in attitude or behaviour, such as becoming more withdrawn, aggressive, or teary, both on and off the field.
- Presence of bruising with no explanation or inconsistent explanations on how it occurred.
- Displays behaviour or uses language inappropriate for their age, particularly of a sexualised nature.
- Exhibits extreme attention seeking tendencies, disruptive behaviour, or aggression that goes beyond the norm.
- Seeks attention from adults in a manner that is deemed inappropriate for their age.

## COACH / MANGER ROLE

### Remain Calm

Maintain composure to minimise the child's distress.

A calm approach can help create a safe environment for them to share their concerns.

### Ask Open Ended Questions

Use open ended questions to encourage the child to share more details about the situation.

Avoid leading questions or simple yes or no answers.

### Gather Information

Seek information about the alleged abuse by asking questions such as who, what, when, where, how, how often, and who else knows about the situation.



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## Contact the Club's MPIO

Contact the club's MPIO immediately.

Follow the directions provided by the MPIO for managing the situation. **Remain Calm**

Maintain composure to minimise the child's distress.

A calm approach can help create a safe environment for them to share their concerns.

## Confidentiality

Keep information related to the child's disclosure in strict confidence.

Understand that child protection matters will be managed directly between the MPIO and the person raising the issue.

## INAPPROPRIATE BEHAVIOURS

Inappropriate actions, if left unchecked, can become illegal behaviours. Keep an eye out for the following warning signs:

### Use of Camera Equipment In Private Areas

Highlight the inappropriate use of camera equipment, including mobile phones, in areas where private activities occur, such as change rooms.

### Turning a Blind Eye to Bullying

Stress the significance of not ignoring or overlooking bullying behaviour. A proactive approach is essential to address and prevent further issues.

### Disregard for Personal Space and Boundaries

Identify the concern of continual disregard for a child's personal space and boundaries, especially when demonstrating skills that require physical contact.

## Contact the Club's MPIO

Encourage individuals to contact the MPIO if they are in doubt about any situation.

Emphasise that the MPIO will ask for more information to determine appropriate next steps.

## RESOLUTION PROCESS (CHILD PROTECTION MATTERS)

### Step 1: Issue Identification

An issue related to child protection arises.

#### Action:

The person identifying the issue contact the MPIO.

### Step 2: Initial Discussion with MPIO

Details Discussed:

- Who is involved?
- Where did the incident occur?
- When did it happen?
- How did it happen?
- Who else is aware of the situation?
- How often does it occur?



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## Action:

MPIO discusses the nature of the issue with the person reporting it.

MPIO asks permission to share details with the police or the Department of Communities and Justice (DCJ) if necessary.

MPIO may gather more information before deciding on the appropriate course of action.

## Step 3: Decision Making

### a. Drop the Issue

- If the issue is unfounded, the matter ends.

### b. Involvement of DCJ / Police

- MPIO contacts the police.
- MPIO makes a Helpline report with DCJ.
- MPIO notifies the CLFC President if the club can help ensure safety.

## Step 4: Mandatory Reporter's Guide

MPIO prepares a Mandatory Reporter's Guide

## Step 5: Outcome and Reporting

### Outcome:

MPIO follows the development of the Mandatory Reporter's Guide.

MPIO informs the person who raised the issue about the outcome.

### Reporting:

MPIO complete a report on the issue and its resolution.

## Additional Considerations:

### Confidentiality:

- Ensure that sensitive information is managed confidentially and only shared with relevant authorities as necessary.

### Communication:

- Keep open communication with the person reporting the issue, providing updates on the progress and outcome.

## COACH / MANAGER ROLE (GENERALLY)

### Mindful Interaction with Players

- Physical contact should be appropriate and necessary for skill development.
- Be aware of changes in a child player's behaviour or attitude that may indicate harassment, abuse, or bullying.

### Attendance and Communication

- Investigate if an under 18 player stops attending without reason.
- Do not leave until all under 18 players are collected.
- If a player displays inappropriate behaviour, discuss concerns between the Coach and the Manager, who will address the concerns with the player.



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## COACH / MANAGER ROLE (DURING A MATCH)

### Safety and Equipment

- Ensure equipment and facilities meet safety standards.
- Appropriateness to the age and abilities of players.

### Player Conduct

- Address players arguing with officials during appropriate times.
- Only go on the field for injury management.
- Follow the advice of a physician for injured players' return.

### Handling Over Involved Parents

- Address concerns about parents with the team manager.
- If necessary, the manager or coach should speak to the parent respectfully.
- If the issue persists, involve the MPIO in a confidential discussion.

## KEY LINKS

### MPIO Contact Details

Mayoor Thievendram  
0410 863 776  
[mayoort@hotmail.com](mailto:mayoort@hotmail.com)

Bridget Carson  
0458 290 528  
[secretary@canterburylionsfc.com.au](mailto:secretary@canterburylionsfc.com.au)

### NSW Office Of the Children's Guardian

<http://ocg.nsw.gov.au>