

# CRONULLA RSL YOUTH SOCCER CLUB

A Division of Cronulla RSL Sub-Branch Youth Club Inc.



## ROLE OF MEMBER PROTECTION OFFICER

Member protection is a term used by the Australian sports industry to describe the practices and procedures that protect an organization's members – both individual members such as players, coaches and officials, and the member organisations such as clubs, state associations, other affiliated associations and the national body.

Member protection involves:

- protecting members from harassment, abuse, discrimination and other forms of inappropriate behaviour
- adopting appropriate measures to ensure the right people are involved in an organisation, particularly in relation to those involved with juniors
- providing education
- promoting and modeling positive behaviour

## MEMBER PROTECTION OFFICERS

A member protection officer, formerly known as a harassment contact officer, is the first point of call in a club or sporting organisation for any enquiries, concerns or complaints about harassment and abuse. The officer provides confidential information and moral support to the person with the concern or who is alleging harassment. The officer is integral to the successful implementation of a sport's Member Protection Policy.

Member protection officers do not investigate or resolve conflicts or try to bring the complainant and the person complained about together. They help the complainant deal with any emotions they may have about what has happened and operate as a sounding board as the complainant decides what they want to do. The officer may accompany the complainant in anything they decide to do, if it seems appropriate and they are happy to do it.

In summary, the member protection officer role involves:

- listening
- providing support (but not taking over)
- providing information and options about what a person might do (but not advice)
- supporting the complainant in taking the matter further if that is what the complainant wants and the officer feels able to do it
- keeping up-to-date with information on harassment, discrimination and other forms of inappropriate behaviour
- understanding their sport's policies and procedures in relation to harassment and discrimination
- being accessible, approachable and able to maintain confidentiality- operating regionally as a member protection officer by being available to other sports in the region.