



What is an MPIO?

An MPIO or Member Protection Information Officer is the first point of call for players, administrators, coaches and officials if they are feeling unsafe or have a concern around alleged abuse, bullying, harassment, sex harassment, discrimination, victimisation.

Who is an MPIO?

An MPIO is an impartial trained person who acts as the first point of contact for complaints or concerns regarding harassment, abuse of safety

An MPIO provides confidential information on rights and option, but do not investigate or mediate issues.

Key Responsibilities and Roles of an MPIO

- Act in confidence and maintain privacy
- Listed and Inform: listen to concerns and provide guidance on the Member Protection Policy
- Provide options: explain procedures for complaints
- Impartial support: act as a neutral support person for anyone involved in an allegation
- Referrals: Guide individuals to the appropriate person or organisation for resolution

What MPIO's Do Not Do

- Investigate complaints
- Mediate disputes
- Make decisions or outcomes

How to make a complaint or raise a concern

If you have information about alleged Discrimination or breaches of the Member Protection Policy, you can either complete and submit the form below or send a confidential email to wavesmpoi@wyongleagues.com.au



Reports or complaints can also be made to Basketball NSW by phoning (02) 8765 8555 during business hours or emailing mpo@bnsw.com.au

How to contact the Central Coast Waves MPIO

To contact the Central Coast Waves MPIO, please email wavesmpoi@wyongleagues.com.au

Related Documents:

Basketball Australia Member Protection

Policy: <https://www.bnsw.com.au/about/member-protection/>

Basketball Australia Child Safety and Basketball:

<https://www.play.aus.basketball/child-safety/resources>