



## Member Protection Contact

### What is a Member Protection Contact (MPC)?

A MPC is a person or group of people identified by a rugby club as a first point of contact for concerns or issues under the Rugby Australia Member Protection Policy.

### What is the role of the MPC?

The MPC should be familiar with the Rugby Australia Member Protection Policy and provides confidential support to a complainant and help them deal with any emotions they may have about what has happened.

When handling complaints the MPC should treat all complaints seriously, stay neutral, treat people fairly, maintain confidentiality where possible and keep the relevant parties updated.

There is potential for an incident to cover both the Member Protection Policy and Code of Conduct. In this instance the MPC should discuss with the complainant which avenue they wish to take as the Member Protection Policy contains various options for informal dispute resolutions, including mediation. It is important to communicate to the complainant that if they are not happy with the outcome they cannot raise a complaint under the other policy or code.

If the complainant chooses to pursue their complaint under the Member Protection Policy, the MPC should encourage the complainant to submit a [National Online Incident Form](#) (if appropriate) and then contact their relevant state or territory Member Protection Information Officer (MPIO) for guidance and further information. If the complainant does not wish to submit an incident form, the Member Union MPIO can open a case on their behalf.

If the complainant does not wish to pursue their complaint under the Member Protection Policy, the MPC can direct them to the complaint form and this will be dealt with by the relevant Member Union designate and competition representative.

### What is required to become an MPC?

An MPC must complete the relevant accreditation in the [Rugby Learning Centre](#). This accreditation includes:

- Holding a valid Working with Children Check
- Completing the online Rugby AU Member Protection and Inclusion module
- Completing the online Rugby AU Code of Conduct module

