



SURF LIFE SAVING  
QUEENSLAND

# MEMBER SUPPORT

## MPIO

## PSO

### What does a Member Protection Information Officer (MPIO) do:

- Assist Members when they have a complaint/grievance
- Understands the Surf Life Saving complaints procedure
- Has knowledge on Life Saving rules, regulations, policies and procedures
- Obligation to maintain confidentiality at all times
- Appointed from relevant Club rules

### What does a Peer Support Officer (PSO) do:

- Support to SLSQ members
- Assists Members after stressful events
- Educate Members on stressful events
- Provide coping strategies
- Help identify when professional treatment is needed
- Offer follow up call
- Endorsed by Club and/or Branch President