



6.05 Member Protection

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1 PURPOSE

Surf Life Saving Australia Limited (**SLSA**), its State Centres (**State Centres**) and other affiliated Surf Lifesaving entities (**SLS Entities**), are all committed to the health, safety and wellbeing of all members and are dedicated to providing a safe environment for those participating in Surf Lifesaving (**SLS**). SLSA is committed to ensuring that everyone involved with SLS is treated with respect and dignity and is protected from Abuse, Bullying, Harassment, Sexual Misconduct, Discrimination, Victimisation, and Vilification. This Policy aims to assist SLSA to uphold its core values and create a safe, fair, and inclusive environment for everyone associated with SLS.

As part of the community, each member makes a commitment to actively encourage behaviours that promote a supportive and nurturing environment and contribute to SLSA's mission of saving lives, creating great Australians, and building better communities.

This Policy seeks to ensure that everyone involved in SLS is aware of their rights and responsibilities and sets out the standards of behaviour expected of those involved in our Surf Life Saving and the behaviours that are not acceptable (Prohibited Conduct).

All SLS Entities will promote and monitor this Policy to the fullest extent possible with the assistance of their Members. All SLS Entities recognise that the responsibility for keeping Members including Children and Young People, being persons under 18 years of age, in SLS (**CYP**) safe. This responsibility lies with all those involved in SLS; it is not the sole responsibility of any one person or SLS Entity. This Policy should be read in conjunction with Policy 6.04 Child Safe and SLSA Child Safe Commitment Statement.

This Policy has been endorsed by SLSA's board of directors (**Board**) and is effective immediately. It is a set of Regulations made under clause 39 of SLSA's Constitution. It should be read in conjunction with SLSA Regulation "Membership Directives". The Policy starts on the date it is adopted by the Board and will operate until replaced. Copies of the current Policy and its attachments are available in the Members Area [on](https://members.sls.com.au) members.sls.com.au.

2 DEFINITIONS

The following words have the corresponding meaning in this Policy: Definitions of Abuse, Bullying, Harassment, Sexual Misconduct, Discrimination, Victimisation and Vilification must be read in the context of Appendix A. In this Policy the following words have the corresponding meaning:

Activity means any surf lifesaving activity, program, service, competition, event, or activity (including training and patrols), whether on a one-off basis or as part of a season, which is sanctioned or organised by a Relevant Organisation.

Abuse means any type of behaviour (including physical, emotional/psychological, sexual, and inappropriate use of power and/or process) that has caused, is causing or is likely to cause harm to a person's wellbeing, whether in-person or online.

Bullying means a person or group of people repeatedly and intentionally using words or actions, or the inappropriate use of power, against someone or a group of people to cause distress and risk to their wellbeing, whether in-person or online.

Complaints Resolution Policy means the policy adopted by SLSA for the handling and resolution of allegations regarding Prohibited Conduct.

Contractor means any person or organisation engaged to provide services for, or on behalf of, a Relevant Organisation. This includes agents, advisers, and subcontractors of a Relevant Organisation and employees, officers, volunteers, and agents of a Contractor or subcontractor.

Discrimination includes both direct and indirect discrimination (either in-person or online) which have the following meaning:

- a. **‘Direct discrimination’** occurs where, because a person has a Protected Characteristic, they are treated less favourably than a person without that characteristic would be treated in the same or similar circumstances.
- b. **‘Indirect discrimination’** occurs where a practice, rule, requirement, or condition that applies to everyone disadvantages people with a Protected Characteristic and the practice, rule, requirement, or condition is not reasonable in the circumstances.

Employee means a person employed by a Relevant Organisation.

Harassment means any type of behaviour towards a person that they do not want and that is offensive, abusive, belittling or threatening and is reasonably likely to cause harm to the person who is the subject of the harassment whether in-person or online.

Illegal Drug means any substance listed under Schedule 9 and 10 of the current Commonwealth [Poisons Standard](#), as well as any substance listed in [Schedule 1 of the Criminal Code Regulations 2019 \(CT\)](#), as well as those substances howsoever proscribed under relevant state or territory legislation, as amended from time to time.

Member means a member of a Relevant Organisation, including:

- a. **Member Organisations**, which means each company or incorporated association that is a member of SLSA - including each:
 - i. state, territory, and Club Member; and
 - ii. affiliate that is a member of a state or territory Member.
- b. **Individual Members**, which means individuals who are individuals registered with a Member Organisation.

Member Code of Conduct outlines what is, and what is not, acceptable behaviour or practice.

Participant means:

- a. Athletes or any Member of SLS;
- b. coaches appointed to train an Athlete or Team in an Activity;
- c. administrators who have a role in the administration or operation or Activity of a Relevant Organisation, including owners, directors, committee members or other persons;
- d. officials; including referees, umpires, technical officials, or other officials appointed by a Relevant Organisation, or any league, competition, series, Club or Team sanctioned by a Relevant Organisation;
- e. support personnel. who are appointed in a professional or voluntary capacity by a Relevant Organisation, or any league, competition, series, Club or Team sanctioned by a Relevant Organisation including sports science sports medicine personnel, team managers, agents, selectors, and team staff members.

Policy means this Member Protection Policy including any schedules and annexures.

Prohibited Conduct means the conduct proscribed at **clause 4.1** of this Policy. Any breach will be handled under Policy 6.06 Complaints Resolution.

Protected Characteristic means:

- a. age;
- b. disability;
- c. race or ethnicity;
- d. sex or gender identity;
- e. sexual orientation; or
- f. religion.

Relevant Organisation means any of the following organisations:

- a. SLSA
- b. State Centres
- c. SLS Entities including all Clubs & Branches.
- d. any other organisation who has agreed to be bound by this policy and/or the Relevant Policies.

Relevant Person means any of the following persons:

- a. Individual Member, Life Members, and members of Members where they may have their own membership categories;
- b. Participant;
- c. Employee;
- d. Contractor;
- e. Volunteer;
- f. persons appointed or elected to boards, committees, and sub-committees;
- g. support personnel;
- h. any other individual who has agreed to be bound by any Relevant Policy.

Sexual Misconduct means:

- a. sexual harassment, which is any unwanted or unwelcome sexual behaviour where a reasonable person would anticipate the possibility that the person being harassed would feel offended, humiliated, or intimidated; and
- b. behaviour that may constitute a sexual offence that is unlawful.

Surf Life Saving (SLS and SLS Entity) means as applicable SLSA, each State Centre, each SLS Branch and each SLS Club.

SLS Reporting System means the online system used to submit a Complaint and accessed at <http://complaints.sls.com.au/>.

SLSA means Surf Life Saving Australia Limited.

Victimisation means subjecting a person, or threatening to subject a person, either in-person or online, to any unfair treatment because the person has made, or intends to pursue their right to make, a complaint, report, or lawful disclosure, including under applicable legislation or this Policy, or for supporting another person to take such action.

Vilification means a public act, conduct or behaviour, either in-person or online, that incites hatred, serious contempt for, or revulsion or severe ridicule of, a person or group of people because of a Protected Characteristic they hold, as covered by applicable legislation.

Volunteer, means any person engaged by a Relevant Organisation in any capacity who is not otherwise an Employee or Contractor, including parents or carers that volunteer, directors, office holders, coaches, officials, administrators and team and support personnel.

Any capitalised term not defined in this Policy has the meaning given to it in the Complaints Resolution Policy.

3 JURISDICTION

3.1 Who the Policy applies to?

This Policy binds and applies to everyone who is involved in SLS, including but not only:

- a. Relevant Persons (members); and
- b. Relevant Organisations (SLS Entities).

This Policy will continue to apply to a person, even after they have ceased any involvement (subject to this Policy's terms) with an SLS Entity, if disciplinary action against that person has commenced.

If a person reports a breach of this Policy, against someone who is no longer a Member, that matter may proceed if (and when) the person is a Member at a later date and the Complaint is accepted under Policy 6.06 Complaints Resolution.

3.2 When the policy applies

- a. All Relevant Persons and Relevant Organisations to which this Policy applies must always comply with this Policy (whilst they are a Relevant Person or Relevant Organisation), including:
 - i. in relation to any dealings, they have with Relevant Organisations or their staff, contractors, and representatives;
 - ii. when dealing with other Relevant Persons or Relevant Organisations in their capacity as a Relevant Person/Relevant Organisation; and
 - iii. in relation to their membership or standing as a Relevant Person or Relevant Organisation in general.
- b. The following is not within the scope of this Policy:
 - i. where an interaction (including social media interactions) occurs involving one or more Relevant Persons or Relevant Organisations, and the only link or connection between the interaction and SLS is the fact that one or more individuals are Relevant Persons or Relevant Organisations¹; and
 - ii. where Prohibited Conduct occurs in contravention of this Policy, any subsequent conduct, or interaction(s) that, whilst related to the original Prohibited Conduct, no longer directly relates to SLS (even where such conduct or interaction(s) would otherwise be Prohibited Conduct)².

¹ Such as two Members of a Relevant Organisation getting into a verbal or physical argument at a shopping centre, or two Members sending abusive social media messages to each other that have no direct link to Surf Life Saving.

² Such as where a Member of a Relevant Organisation allegedly breaches this Policy by physically assaulting another Member at a match, but then the personal grievance(s) between those two individuals spills into issues not directly related to Surf Life Saving, such as social media abuse.

4 PROHIBITED CONDUCT

4.1 Prohibited Conduct

A Relevant Person or Relevant Organisation commits a breach this Policy when they, either alone or in conjunction with another or others, either in-person, online or via any other means of communication, engage in any of the following conduct against one or more Relevant Persons or Relevant Organisations, in the circumstances outlined in clause 3.2:

- a. Abuse;
- b. Bullying;
- c. Harassment;
- d. Sexual Misconduct;
- e. Discrimination;
- f. Victimisation; or
- g. Vilification.

[Annexure A](#) sets out examples of what may constitute Prohibited Conduct under this Policy.

5 REPORTING BREACHES OF POLICY

5.1 Breaches of Policy

Relevant Organisations require Relevant Persons in SLS to comply with this Policy. Failure to comply with this Policy will be considered a breach and result in disciplinary action in accordance with SLS rules and policies. It is a breach of this Policy if any Relevant Organisations or Relevant Persons does anything contrary to this Policy, including but not limited to:

- a. breaching the Code of Conduct, clause 6.3, in this Policy;
- b. bringing SLSA or any SLS Entity into disrepute, or acting in a manner likely to bring SLS or any SLS Entity into disrepute;
- c. failing to follow the [SLS Child Safe Policy](#);
- d. discriminating against, harassing, or bullying (either in-person or online) any person;
- e. victimising another person for making or supporting a complaint;
- f. engaging in an inappropriate intimate relationship with a person they supervise or have influence, authority, or power over;
- g. verbally or physically assaulting another person, intimidating another person, or creating a hostile environment within the sport;
- h. disclosing to any unauthorised person or organisation any information that is of a private, confidential, or privileged nature;
- i. making a complaint that they know is not made in good faith or is mischievous, vexatious, or knowingly untrue;
- j. failing to comply with a sanction imposed after a finding that the individual or organisation has breached this, Policy;
- k. failing to comply with the requirements set out in the Membership Form, including the requirement to disclose any criminal charges and/or convictions that arise at any time whilst a member of an SLS Entity ([Policy 6.16 Criminal Convictions](#)); and

- I. failing to comply with a direction given to the individual or organisation as part of a disciplinary process.

5.2 Complaints

All Relevant Organisations are committed to the proper handling of complaints, under the Complaints Resolution Policy, and will endeavour to deal with complaints in a sensitive, fair, timely and confidential manner.

- a. Every Relevant Person of a Relevant Organisation has the right to make a complaint in relation to matters concerning a breach of this policy and/or other relevant SLS policy.
- b. Such complaints must:
 - i. not be untrue, vexatious, malicious, or improper; and
 - ii. be properly made and made in good faith; and
 - iii. be directly related to a matter involving or concerning an SLS Entity or members.
- c. Complaints must be submitted in accordance with the Complaint Resolution Policy via [http://complaints.sls.com.au/](http://complaints.sls.com.au)
- d. Relevant Organisations are not obliged to accept a complaint and may dismiss a complaint if the Relevant Organisations reasonably considers the Complaint not to be made in good faith or is mischievous, vexatious, or knowingly untrue.
- e. Relevant Organisations may impose a Provisional Action(s) under Policy 6.06, at any point if information comes to hand that gives the Relevant Organisations reasonable cause to believe a Provisional Action(s) should be considered and imposed.

Member Protection Information Officers (MPIOs) must not be responsible for managing/conducting the formal complaints process. MPIOs role is to help with complaints - they should not investigate complaints, but provide information about rights, responsibilities, and options under the member protection policy.

Concerns or queries with respect to this policy can be made to the SLSA National Integrity Manager by submitting a complaint above or through email: integrity@slsa.asn.au.

5.3 Criminal matters

- a. Any behaviour that may constitute a criminal offence should be reported to the relevant state/territory law enforcement agency.
- b. Criminal matters in SLS should then be immediately reported to the police in the relevant State and to SLSA and your State Centre. Policy 6.16 Criminal Convictions applies in respect to criminal matters involving members and persons involved in, and interactions between, all such persons in the SLS community.

6 MEMBER CODE OF CONDUCT & COMMITMENT

6.1 Relevant Organisations Commitment

- a. Relevant Organisations will strive to
 - i. provide a safe environment for Relevant Persons involved in SLS;
 - ii. take an inclusive approach in their activities;
 - iii. be an inclusive organisation dedicated to being open to all members of the Australian community and providing a safe environment for all who choose to participate in SLS; and

- iv. ensure the health, safety, and wellbeing of their Members and CYP in particular.
- b. In delivering on this commitment to the health, safety and wellbeing of all, each Relevant Organisation takes seriously its positive obligation to educate and inform everyone involved in SLS of each person's responsibilities to:
 - i. protect each other, and particularly CYP; and
 - ii. create and maintain a Member and child-safe culture which is inclusive and safe and is understood, endorsed, and put into action by all.
- c. Subject to their respective legislation, rules, and human resources (employment) frameworks, all Relevant Organisations must:
 - i. adopt, implement, and comply with this Policy;
 - ii. ensure that the constitution, regulations, by-laws or other rules and policies include the necessary clauses for this Policy to be enforceable;
 - iii. publish, distribute, and promote this Policy and the consequences of breaches;
 - iv. promote and model appropriate standards of behaviour at all times;
 - v. implement and/or adopt a complaint management system that includes appropriate policies and procedures, clear lines of responsibility, and appropriate delegations;
 - vi. ensure that a copy of this Policy is available or accessible to the persons and entities to whom this Policy applies;
 - vii. apply the SLS Complaint Resolution Policy in relation to any complaints and to deal with any breaches made under this Policy in a sensitive, fair, timely and confidential manner;
 - viii. apply this Policy consistently;
 - ix. recognise and enforce any penalty imposed by any SLS Entity; and
 - x. monitor and review this Policy regularly.

6.2 Relevant Persons Commitment

- a. Relevant Persons bound by this Policy must:
 - i. use all reasonable endeavours to make themselves aware of the contents of this Policy and adopt the practices and behaviour when carrying out their roles;
 - ii. comply with all relevant provisions of the Policy, including any codes of conduct and the steps for making a complaint;
 - iii. consent to the screening requirements set out in this Policy (if any), and any state/territory Working with Children Checks (by whatever name) (**WWCC**) if the person holds or applies for a role that involves regular unsupervised contact with a CYP or where otherwise required by law;
 - iv. place the safety and welfare of CYP above other considerations;
 - v. report any abuse or neglect of CYP which they become aware of to SLSA and/or to external authorities responsible for child protection or to police, regardless of whether that abuse is being perpetrated by personnel within SLS, or by those outside SLS including those from the CYP's family, extended family, their family's extended network or strangers. **Any report within SLS must be made via forms.sls.com.au;**
 - vi. be accountable for their behaviour; and
 - vii. comply with any decisions and/or disciplinary measures imposed under or arising from this Policy.
- b. The Code of Conduct in this policy should be read in conjunction with:

- i. the specific requirements of any role as defined in any position description statement, if applicable;
- ii. relevant policies and procedure documents, including all other policies in SLS' Integrity Framework;
- iii. the Complaint Resolution Policy;
- iv. other SLISA policies and guidelines available on the SLISA website including, but not only limited to, SLISA's Privacy Policy;
- v. all applicable laws in the relevant jurisdiction; and
- vi. general community expectations in relation to appropriate behaviour.

All Relevant Organisations will consider a failure to observe the Code as misconduct and may take appropriate disciplinary action in accordance with relevant rules and regulations, including this Policy and the Complaints Resolution Policy.

6.3 Member Code of Conduct

This Code of Conduct (**Code**) outlines the behaviour expected of, and by, Relevant Persons involved in, and interactions between, all such persons in the SLS community. The Code must be followed at all times and by all Members and all people involved in SLS.

As part of a Member's commitment to observing this Code of Conduct, each Relevant Persons must acknowledge their commitment to the Code of Conduct.

There may be exceptional situations where the Code does not apply, for example, in an emergency situation. It is crucial however that, where possible, authorisation is sought from the Relevant Organisation prior to taking action that may contravene the Code or the Relevant Organisation is advised as soon possible of any incident which may breach the Code.

Members and all people involved in any way with SLS will:

- a. respect the rights, dignity and worth of others—treat others as you would like to be treated yourself;
- b. be ethical, considerate, fair, courteous, and honest in all dealings with other people and organisations;
- c. be professional in, and accept responsibility for your actions;
- d. be aware of and follow—at all times—SLS rules, regulations, policies and procedures and promote those laws, standards, rules, policies and procedures to others;
- e. raise concerns arising under this Policy through the appropriate channels and report any breaches of the Code or this Policy, in line with the Complaint Resolution Policy via <http://complaints.sls.com.au/>;
- f. refrain from any form of Bullying, Abuse, Harassment, Discrimination and Victimisation towards others;
- g. provide a safe environment for the conduct of activities in accordance with any relevant SLISA policy;
- h. ensure SLS is an inclusive organisation that is open to all who wish to participate regardless of age, gender, disability, cultural and linguistic background, or sexual orientation;
- i. provide a safe and nurturing environment for all participating in SLS by actively promoting the principles of equal opportunity, social justice, and cultural safety so that all individuals are treated with respect and dignity;

- j. show concern, empathy and caution towards others that may be sick or injured;
- k. strive to be a positive role model to all;
- l. respect and protect confidential information obtained through SLS activities or services; whether individuals and/or organisational information;
- m. maintain the required standard of accreditation and/or licensing of professional competencies, as applicable to the role(s);
- n. ensure that any physical contact with others is appropriate to the situation and necessary for the person's skill development;
- o. refrain from intimate relations with persons over whom you have a position of authority;
- p. maintain a duty of care towards others; and
- q. be impartial and accept responsibility for all actions taken.

6.4 Sexual misconduct and relationships

Under no circumstances should any form of sexual behaviour occur between, with, or in the presence of, any CYP participating in any SLS environment. Engaging in sexual behaviour while participating in SLS services, events, programs, or activities is prohibited. 'Sexual behaviour' must be interpreted widely, to encompass the entire range of actions that would reasonably be considered to be sexual in nature, as outlined in [Policy 6.04 Child Safe](#).

6.5 Use, possession, or supply of alcohol, tobacco/vapes or drugs

Any member, while on duty (patrol), involved in SLS activities/programs, or having supervision of CYP, including overnight stays, must not:

- a. use, possess or be under the influence of an illegal drug or psychoactive substance;
- b. use or be under the influence of alcohol;
- c. be incapacitated by any other legal drug such as prescription or over the counter;
- d. supply alcohol or drugs (including tobacco & vapes) to CYP.

Use of legal drugs other than alcohol is permitted, provided such use does not interfere with a person's ability to patrol, or care for Members involved in SLS' services, activities/programs, or events.

Responsible service and consumption of alcohol must apply to any alcohol consumed when a member is off duty. Responsible services might include ensuring that light alcohol and soft drinks always being available. Wherever possible, food might be made available to be consumed when alcohol is available, or transport policies may be adopted. Reasonable consumption of alcohol must be in line with guidance for the reasonable service of alcohol.

All Relevant Organisations must adhere to strict guidelines regarding the responsible service and consumption of alcohol and act in accordance with all liquor licencing laws and regulations.

6.6 Education

- a. To prevent breaches of this Policy, build positive behaviours in SLS and protect participants from threats, SLSA develops courses and resources as part of ongoing education.
- b. Relevant Organisations may, from time to time, direct certain Participants to undertake education, which will be relevant and proportionate to their level of participation in SLS and the associated integrity risks.

ANNEXURE A - EXAMPLES OF PROHIBITED CONDUCT

1. **Abuse** is behaviour of a nature and level of seriousness which includes, but is not limited to:
 - a. physical abuse and assault including hitting, slapping, punching, kicking, destroying property, deprivation of food, water, or rest, forced feeding, unreasonable physical restraint, spitting at another person, biting, or otherwise putting a person at unreasonable risk of physical harm, except where any physical contact is consistent with the rules of the sport and accepted and reasonable behaviour within the Activity when undertaking that Activity;
 - b. sexual abuse including rape and assault, using sexually degrading insults (either in-person or online), forced sex or sexual acts, deliberately causing pain during sex, unwanted touching or exposure to pornography, sexual jokes (either in-person or online), using sex to coerce compliance; or
 - c. emotional/psychological abuse (either in-person or online), such as repeated and intentional embarrassment in public, unreasonably preventing or excluding someone from participating in SLS activities, stalking, humiliation, or intimidation, repeated or severe insults, name calling, criticism, swearing and humiliation, repeated attacks on someone's intelligence, homophobic, biphobic and transphobic comments, body shaming, or aggressive yelling.

2. **Bullying** is behaviour of a nature and level of seriousness which includes, but is not limited to, repeatedly:
 - a. keeping someone out of a group (either in-person or online);
 - b. making rude gestures, using inappropriate or derogatory names, being rude, constantly negative and teasing (either in-person or online);
 - c. spreading rumours or lies, or misrepresenting someone either in-person or online (e.g., using their social media account to post messages as if it were them);
 - d. harassing someone (either in-person or online) based on a Protected Characteristic such as age, race or ethnicity, sex, sexual orientation, gender identity, religion, or a disability;
 - e. intentionally and repeatedly hurting someone physically; or
 - f. taking advantage of any power over someone else (either in-person or online),but does not include legitimate and reasonable:
 - g. management action;
 - h. management processes;
 - i. disciplinary action; or
 - j. allocation of activities in compliance with agreed systems.

3. **Harassment** is behaviour of a nature and level of seriousness which includes, but is not limited to:
 - a. telling insulting jokes and/or making derogatory comments about racial groups or people of diverse genders and sexualities (either in-person or online);
 - b. sending explicit or sexually suggestive emails or text messages or other electronic communications;
 - c. displaying racially offensive or pornographic images or screen savers;
 - d. making derogatory comments or taunts about someone's race, disability, sexual orientation, gender identity or gender expression (either in-person or online);
 - e. asking intrusive questions about someone's personal life, including their sex life (either in-person or online);
 - f. intentionally stalking someone (either in-person or online); or
 - g. intentionally disclosing (either in-person or online) the transgender identity or sexual orientation of someone without consent

- h. sexual harassment or any of the above conduct in the workplace by employers, co-workers, and other workplace participants;
- 4. Sexual Misconduct** is behaviour including, but not limited to:
- a. unwelcome touching;
 - b. suggestive comments or jokes (either in-person or online);
 - c. showing or sharing sexually explicit images or pictures (either in-person or online);
 - d. unwanted invitations to go out on dates (either in-person or online);
 - e. requests for sexual intercourse (either in-person or online);
 - f. intrusive questions about a person's private life or body (either in-person or online);
 - g. unnecessary familiarity, such as deliberately brushing up against a person;
 - h. insults or taunts based on sex or gender identity (either in-person or online);
 - i. sexually explicit physical contact;
 - j. sending sexually explicit or suggestive emails, texts, or other electronic/social media messages;
 - k. displaying pornographic images or screen savers;
 - l. asking intrusive questions about someone's personal life, including about their sex life (either in-person or online); and
 - m. criminal offences such as rape, indecent or sexual assault, sexual penetration, or relationship with a child under the age of 16 and possession of child pornography.
- 5. Discrimination** is differential treatment (either in-person or online) based on a personal characteristic, but not limited to:
- a. age;
 - b. disability;
 - c. race or ethnicity (including skin colour, nationality, or migrant status);
 - d. sex (including pregnancy, marital or relationship status, family responsibilities, breastfeeding, intersex status, or gender identity); and
 - e. sexual orientation; or
 - f. religion.
- 6. Victimisation** is behaviour including, but not limited to:
- a. dismissal of a person or disadvantage to their involvement in SLS because they have or intend to make a complaint;
 - b. exclusion of a person from a SLS activity because they were a witness to Prohibited Conduct; or
 - c. failure to select an individual on merit because they have supported another person in lodging a complaint.
- 7. Vilification** is behaviour including, but not limited to:
- a. Speaking, writing, or otherwise communicating (either in-person or online) about a person's sex or gender identity, race or religion in a way that could make other people dislike, hate, or ridicule them;
 - b. publishing claims that a racial or religious group is involved in serious crimes without any evidence in support;
 - c. repeated and/or serious verbal or physical abuse (either in-person or online) about a Protected Characteristic of another person;
 - d. encouraging violence against people (either in-person or online) who belong to a particular sex or gender identity, race, or religion, or damaging their property; or
 - e. encouraging people to hate a racial or religious group using flyers, stickers, posters, a speech, or publication, or using websites, social media applications or email.