

SLSA MEMBER CODE OF CONDUCT

This Code of Conduct (Code) outlines the behaviour expected of, and by, Members and persons involved in, and interactions between, all such persons in the Surf Lifesaving community.

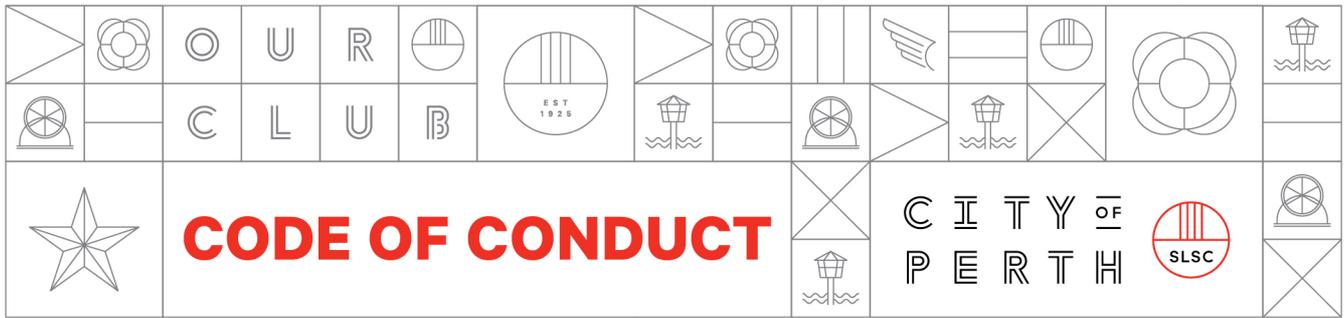
As part of a Member's commitment to observing this Code of Conduct, each Member must acknowledge their commitment to the Code of Conduct. There may be exceptional situations where the Code does not apply, for example, in an emergency situation. It is crucial however that, where possible, authorisation is sought from the relevant SLS Entity prior to taking action that may contravene the Code or the relevant SLS Entity is advised as soon as possible of any incident which may breach the Code.

The Code should be followed at all times and by all Members and all people involved in any way with Surf Lifesaving.

1.1 General

Members and all people involved in any way with Surf Lifesaving 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
- f. Policy via <http://complaints.sls.com.au/>;
- g. refrain from any form of Bullying, Abuse, Harassment, Discrimination and Victimization towards others;
- h. provide a safe environment for the conduct of activities in accordance with any relevant SLSA policy;
- i. 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;
- j. provide a safe and nurturing environment for all participating in surf life saving by actively



- k. promoting the principles of equal opportunity, social justice and cultural safety so that all individuals are treated with respect and dignity;
- l. show concern, empathy and caution towards others that may be sick or injured;
- m. strive to be a positive role model to all;
- n. respect and protect confidential information obtained through Surf Lifesaving activities or services; whether individuals and/or organisational information;
- o. maintain the required standard of accreditation and/or licensing of professional
- p. competencies, as applicable to the role(s);
- q. ensure that any physical contact with others is appropriate to the situation and necessary
- r. for the person's skill development;
- s. refrain from intimate relations with persons over whom you have a position of authority;
- t. maintain a duty of care towards others; and
- u. be impartial and accept responsibility for all actions taken.

1.2 Sexual misconduct and relationships

Under no circumstances should any form of sexual behaviour occur between, with, or in the presence of, any Children and Young Person (CYP) participating in any Surf Lifesaving environment.

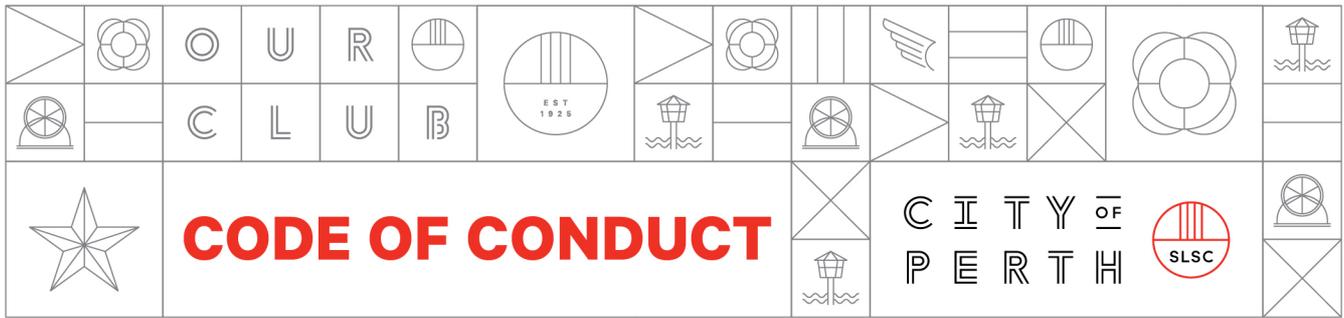
Engaging in sexual behaviour while participating in Surf Lifesaving services, events, programs or activities is prohibited.

'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.

1.3 Use, possession or supply of alcohol 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 or illicit drug
- b. use or be under the influence of alcohol
- c. be incapacitated by any other legal drug such as prescription or over-the-counter drugs
- d. supply alcohol or drugs (including tobacco) 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 Surf Lifesaving’s services, programs, events or activities.

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 (RSA).

All SLS Entities must adhere to strict guidelines regarding the responsible service and consumption of alcohol and act in accordance with relevant liquor licencing laws and regulations.

1.4 Pregnancy

Pregnant women should be treated with respect, and any unreasonable barriers to their full participation in Surf Lifesaving should be removed. Any Discrimination or Harassment against pregnant women in Surf Lifesaving will not be tolerated. Pregnant women will be required to sign a disclaimer only if all other Participants are required to sign one in similar circumstances.

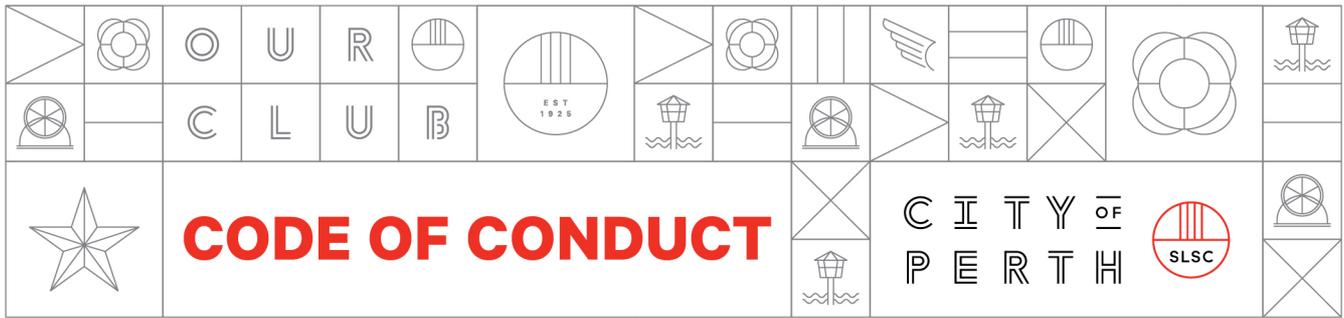
If a pregnant woman feels she has been harassed or discriminated against on the basis of her pregnancy by another person or organisation bound by this Policy, she may make a complaint either within Surf Lifesaving or to external agencies.

All SLS Entities will take reasonable care to ensure the safety, health and wellbeing of pregnant women and their unborn child(ren). Pregnant women are advised that there may be risks involved and are encouraged to seek medical advice and make themselves aware about them, to then inform them of the potential harm to their health and wellbeing, and that of their unborn child(ren).

1.5 Gender identity

SLS Entities are committed to providing a safe, fun and inclusive environment for all people, including those of diverse sexualities and genders. Being an inclusive organisation not only reflects our core values, but it also reflects the diversity of our local communities. Any unlawful discrimination, vilification or harassment of a person because of their gender identity will not be tolerated. This includes, but is not limited to forms of homophobia, biphobia, and





transphobia. If a person with a diverse gender feels they have been harassed or discriminated against on the basis of their gender identity by another person or organisation bound by this Policy, they may make a complaint either within Surf Lifesaving or to external agencies.

Any form of exclusion from participating in events and activities, towards people of diverse genders, can have significant implications for their health, wellbeing and involvement in community life. An individual's participation in Surf Lifesaving on the basis of the gender with which they identify is supported.

SLSA refers to Sport Australia and the Australian Human Rights Commission's guidelines for the inclusion of transgender and gender diverse people in sport where clarification is required.

1.6 Smoke free environment

Smoking is now banned in many public spaces, including parks and beaches in some states.

Members must not smoke while undertaking Surf Lifesaving duties and must also refrain from the practice when engaged in official Surf Lifesaving events, activities and competitions.

All SLS Entities must adhere to relevant legislation and local government regulations in relation to smoking requirements.

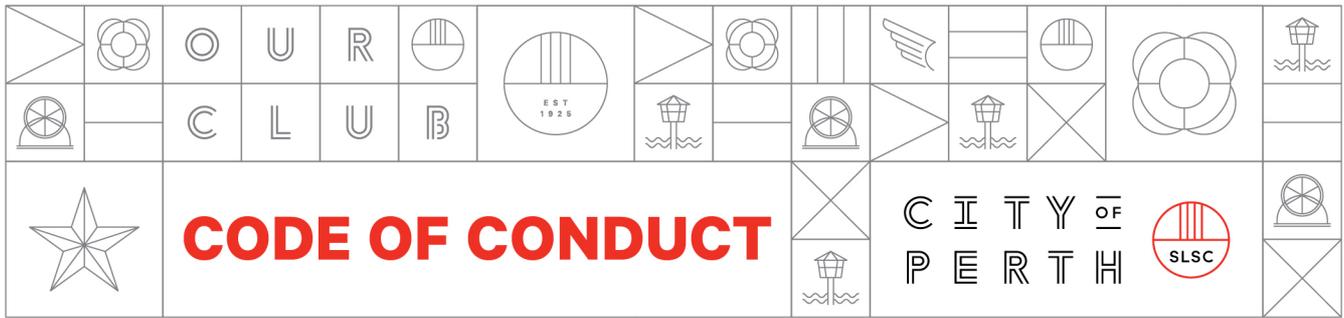
1.7 Cyber bullying

Bullying and Harassment in all forms is unacceptable. Bullying has the potential to cause great anxiety and distress to the person targeted by hurtful or derogatory comments or statements.

Technologies and communication tools, such as smartphones and social networking platforms, have greatly increased the potential for people to be bullied through unwanted and inappropriate comments. No SLS Entity will tolerate abusive, discriminatory, intimidating, or offensive statements being made online. In some cases, Bullying is a punishable criminal offence. See SLSA's Social Media Policy.

1.8 Social networking platforms

SLS Entities acknowledge the enormous value of social networking platforms, such as Facebook, Instagram and Twitter, to promote Surf Lifesaving and celebrate the



achievements and success of the people involved in Surf Lifesaving. All people bound by this Policy must conduct themselves appropriately when using social networking platforms to share information related to Surf Lifesaving.

Social media postings, blogs, status updates and tweets by Members:

- a. must not use offensive, provocative or hateful language or photographs/images;
- b. must not be misleading, false or injure the reputation of another person;
- c. must not portray the uniform or any associate SLS IP in a way that can be seen as negatively impacting the organisation or breaching any SLS Policies;
- d. should respect and maintain the privacy of others; and
- e. should promote Surf Lifesaving in a positive way.

See SLSA's Social Media Policy.

2. Responding to Complaints

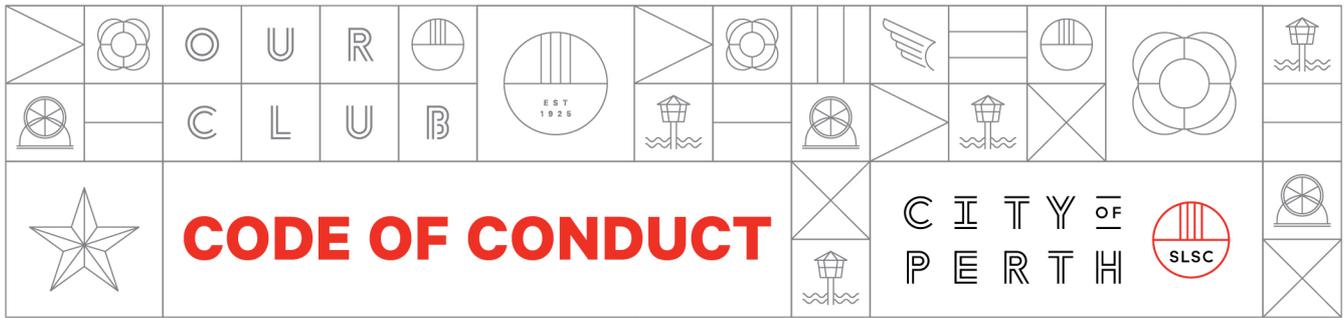
2.1 Complaints

Our club takes all complaints about behaviour of our members seriously. Our club will handle complaints based on the principles of procedural fairness, and ensure:

- a. all complaints will be taken seriously;
- b. the person making the complaint (complainant) will be given full details of what is being alleged against them and have the opportunity to respond to those allegations;
- c. irrelevant matters will not be taken into account;
- d. decisions will be unbiased; and
- e. any penalties imposed will be reasonable.

The club has assigned Member Protection Information Officer/s that are there to provide information to all Club members about the rights, responsibilities and options available to an individual making a complaint in our club. The MPIO can also inform and advise sport administrators and complaint handlers regarding SLSA policies should the need arise. The MPIO is impartial and doesn't mediate or investigate complaints but instead works to make the process as smooth as possible.

If the complaint relates to suspected child abuse, sexual assault or other criminal activity, then our club may need to report the behaviour to the police and/or relevant government authority.



2.2 Complaint Handling Process

When a complaint is received by our club, the person receiving the complaint (e.g. President, Admin, Member Protection Information Officer) will:

- a. listen carefully and ask questions to understand the nature and extent of the concern;
- b. ask what the complainant how they would like their concern to be resolved and if they need any support from our MPIO;
- c. explain the different options available to help resolve the complainant's concern;
- d. inform the relevant government authorities and/or police, if required by law to do so; and
- e. where possible and appropriate, maintain confidentiality but not necessarily anonymity.

Should complaint escalation be required, the MPIO will identify a Designated Complaints handler for the particular complaint that will be the resolver of the issue. This will be any impartial Authority Figure in the Club and must be agreed upon by both parties.

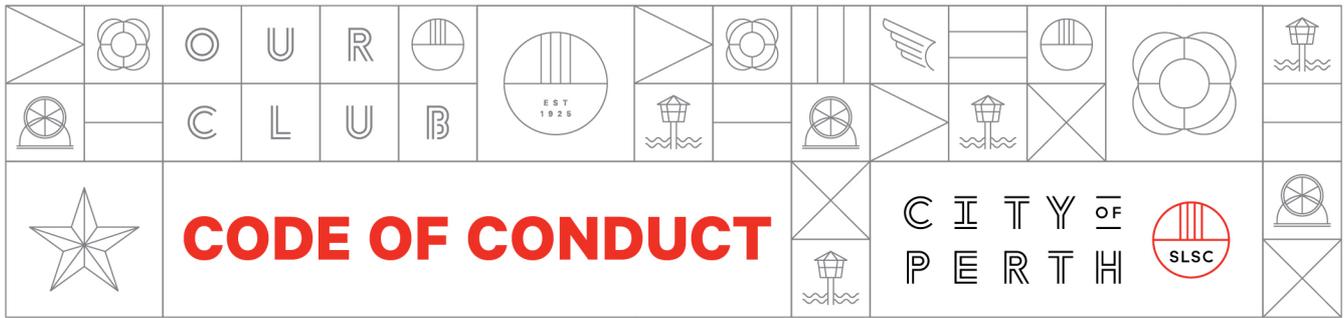
Once the complainant decides on their preferred option for resolution, the club (MPIO, designated complaints handler, executive member, president) will assist, where appropriate and necessary, with the resolution process. This may involve:

- a. supporting the person complaining to talk to the person being complained about including moral support, providing an avenue for communication or advice on the best way to discuss the issue;
- b. bringing all the people involved in the complaint together to talk objectively through the problem with a mediator present provided both parties provide consent.

Complaints Handler can gather more information (e.g. from other people that may have seen the behaviour); seeking advice from our district, regional, state and/or national body or from an external agency (e.g. State Department of Sport or anti-discrimination agency);

- a. referring the complaint to Surf Lifesaving Australia or SLSWA; and/or referring the complainant to an external agency such as a community mediation centre,
- b. police or anti-discrimination agency.

In situations where a complaint is referred on and an investigation is conducted, the club will:



- a. co-operate fully with the investigation;
- b. where applicable, ensure the complainant is not placed in an unsupervised situation with the respondent(s); and
- c. act on our SLSWA, SLS or other external associations recommendations.

At any stage of the process, a person can seek advice from an anti-discrimination commission or other external agency and, if the matter is within their jurisdiction, may lodge a complaint with the anti-discrimination commission or other external agency.

2.3 Disciplinary Sanctions

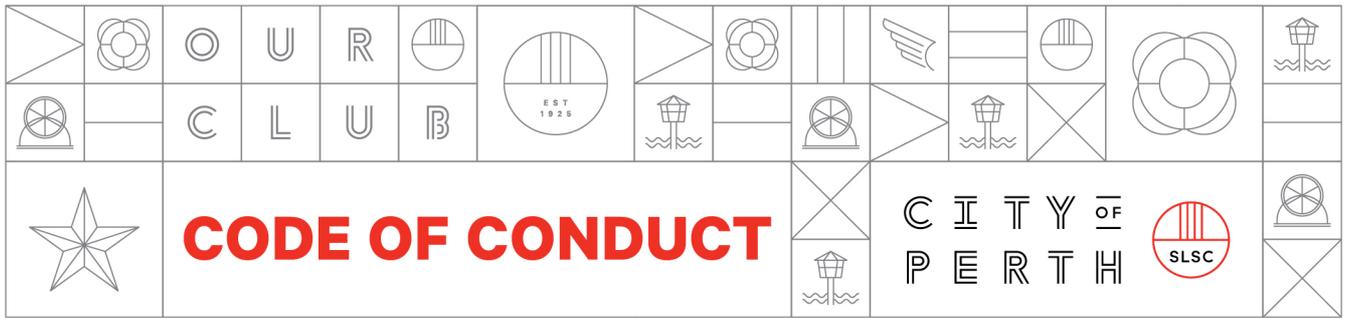
Our club may take disciplinary action against anyone found to have breached our policy or made false and malicious allegations. Any disciplinary measure imposed under our policy must:

- a. be applied consistent with any contractual and employment rules and requirements;
- b. be fair and reasonable;
- c. be based on the evidence and information presented and the seriousness of the breach; and
- d. be determined by our constituent documents, by Laws, and the Codes and Conduct of the club

Possible sanctions that may be taken include:

- a. a direction that the individual make verbal and/or written apology;
- b. counselling of the individual to address behaviour;
- c. withdrawal of any awards, placings, records, achievements bestowed in any tournaments, activities or events held or sanctioned by our club;
- d. suspension or termination of membership, participation or engagement in a role or
 - a. activity;
 - e. de-registration of accreditation for a period of time or permanently;
 - f. any other form of discipline that our club considers reasonable and appropriate.

A Formal Complaints Process is completed with a Formal Complaint Recommendation Letter written by the Complaints Handler with all recommendations advised after they have been explained to and agreed upon by the involved parties. These recommendations can be to the club, to the complainant and to the person to which the complaint is about and the document is stored at the club for future reference as required.



2.4 Appeals

The complainant or respondent may be entitled to lodge an appeal against a decision made in relation to a complaint (including a decision where disciplinary sanctions are imposed by our club) to SLSWA or SLSA. Appeals must be based on any right of appeal provided for in the relevant constituent documents, rules, regulations or by laws. The clubs MPIO can guide you through this as required.