



Trinity College Staff Code of Conduct

Introduction

- 1 An Anglican foundation and an affiliated College of the University of Melbourne, Trinity College is an autonomous institution governed by a representative Council of some 40 members, which meets twice a year, and a Board with 12 members, which meets monthly. The Warden is the Chief Executive Officer of the College and works closely with the Senior Management Team comprising the Dean as the Head of the Residential College and Deputy to the Warden; the Dean of the Pathways School; the Dean of the Trinity College Theological School; the Director of Advancement; the Chief Financial Officer (CFO), the Director of Major Projects and the Director of Human Resources.
- 2 Trinity College is an educational community in which all conduct is expected to be based on respect and consideration for others. The *Trinity College Staff Code of Conduct* imposes obligations on staff members to demonstrate respectful, considerate behaviours in their dealings with students and each other and with all members of the Trinity College community, and describes processes for responding to breaches of this Code. Conduct not consistent with respect for others may be the subject of processes and disciplinary actions, consistent with the seriousness of the alleged behaviour. Details and examples of disciplinary provisions and procedures are included in the Code.
- 3 The *Trinity College Staff Code of Conduct* (the Code) is used instead of the *Intercollegiate policy on Discrimination, Sexual Harassment and Bullying Policy and Procedures*.
- 4 The Code sets out the behaviour and conduct expected of Trinity College staff members. It also sets out the processes applicable or available where there have been possible breaches of the Code, and describes the range of consequences that may follow if a staff member is found by the College to have breached the Code.
- 5 The College has a variety of contractual and statutory relationships with members of its staff. The College also recognises a general responsibility to ensure the College as an educational community and workplace functions on the basis of respect and consideration for others. These two factors mean that the application of this Code to specific conduct is not based on a person having to make a complaint, although a complaint process is available. The College itself, once informed of a possible breach of the Code, may decide unilaterally to investigate the circumstances giving rise to the possible breach, make a determination about those circumstances, and impose consequences on any staff member found to be in breach of the Code.
- 6 In addition to the complaint procedures outlined in respect of possible breaches of the Code, broad community-based mechanisms for information, support, and complaint remain available to staff members at all times. More information about external sources of support and information can be found at the end of this document.
- 7 The College reserves the right to make changes to this Code from time to time.

Staff Code of Conduct

- 8 This Code applies to all members of the staff of Trinity College. It does not apply to students, who are supported via a separate set of policies and procedures.
- 9 All staff members must act in accordance with this Code. The Code assumes the commitment of every staff member to advocate and practise respect for all people, regardless of gender, race, religion, disability, marital status, sexual orientation, or any other attribute.

- 10 All staff members are expected to fulfill admirable behavioural standards, and to be role models for others, aspiring to demonstrate the highest level of personal integrity at all times. Staff members must outwardly express such commitment in their actions and words. They must respect the rights of all other members of the College, while also acting in accordance with the laws of the wider Australian community.
- 11 Agreeing to abide by this Code of Conduct is a requirement for membership of the staff of Trinity College and of the wider College, and abiding by this Code is required for staff to remain members of Trinity College.
- 12 **Trinity College staff members must abide by the following standards of behaviour:**
 - a) **Respect for and responsibility to self;**
 - b) **Respect and empathy for, and responsibility to others; and**
 - c) **Ethical and honest behaviour.**

Respect for and responsibility to self

- 13 It is expected that staff members will always behave responsibly in looking after themselves. They are responsible for their own conduct at all times. It is also expected that they will seek help if and when it is needed, and will at all times apply themselves to their duties with dedication and vigour. They are expected to know and to adhere to this Code and other College policies, particularly in respect of all forms of harassment.

Respect and empathy for, and responsibility to others

- 14 Staff members should show respect, empathy and consideration for others, so that all may study, work and live in harmony, and so that community members of every background may feel respected, safe, and included. Staff members should permit others to study, work and live in a safe, respectful environment, and are entitled to expect such an environment for themselves.
- 15 Bullying is inappropriate and unacceptable behaviour. The College will not tolerate workplace bullying under any circumstances.
- 16 Discrimination, harassment, vilification, victimization, and inappropriate touching are expressly prohibited.
- 17 As staff members are in a position of authority over students, relationships of a sexual or otherwise intimate nature between staff members and students are not acceptable in any circumstances.

Ethical and honest behaviour

- 18 Staff members must behave with personal integrity and honesty. They must accept the consequences of their own actions, apologise where appropriate and practise ethical and responsible behaviour in their dealings with others.

Breaches of the Code

- 19 Staff members who are concerned about a possible breach of this Code, whether in respect of themselves or another staff member, are expected to discuss their concerns with one of the Code of Conduct Advisors listed below and on the College Portal.
- 20 The College will treat all possible breaches of the Code seriously. However, the College recognises that the conduct of a staff member may be regarded, in any given circumstance, on a scale from minor to extremely serious. For that reason, the processes to be applied in determining

whether a breach of the Code has occurred, and what the consequences of any established breach should be, are matters reserved for the discretion of the College.

- 21 Staff members must be aware that all possible breaches of this Code that are characterised by the College as capable of amounting to **serious misconduct** will be:
- a) investigated, whether or not a person makes a complaint about the conduct;
 - b) the subject of a determination, after investigation, of whether the member of staff concerned has engaged in serious misconduct;
 - c) capable of resulting in, after a determination, consequences that may include termination of employment.

Serious misconduct is defined below. That definition is not exhaustive and characterisation of conduct as “serious misconduct” will be a matter for the College to determine in each particular case.

Process

General

- 22 The process in relation to any complaint, or where the College decides itself to investigate a staff member’s conduct, will be at the discretion of the College.
- 23 In cases where information about a possible breach of the Code has come to the attention of the College, no matter how this information comes to its attention, the College may unilaterally initiate a process to investigate and resolve the matter.
- 24 In cases where such information comes to the attention of any member of the staff of the College, including a trained Code of Conduct Advisor, the staff member will be expected to report the incident to the relevant Division Head.
- 25 Allegations of conduct that may amount to a breach of criminal law will ordinarily be reported to the police by the College.
- 26 Processes will be undertaken and concluded as quickly as is reasonably possible. The College accepts it has a responsibility to ensure any investigation and determination process adopted under this Code is fair.
- 27 The College reserves the right to determine the nature of the process depending upon the gravity of the possible breach of the Code, issues of confidentiality, and the number of staff members involved. The College will seek and take account of the views of staff members involved in deciding what processes to adopt, but the final decision of which process to adopt in a particular case will be made by the College.
- 28 The procedures in this document do not derogate from the normal managerial responsibilities of the relevant staff members, which may still be exercised as appropriate.
- 29 The steps in relation to possible breaches of the Code are shown below. These steps can be used when a staff member makes a complaint or when the College decides to investigate a possible breach of the Code.
- 30 The College aims to deal with complaints about possible breaches of the Code in a confidential manner, to the extent that that is appropriate in a given case and insofar as the maintenance of confidentiality does not conflict with other obligations and responsibilities the College has. Participants in any process under the Code will be reminded of the importance of confidentiality, and will be expected to adhere to any directions they are given about maintaining and respecting it. Failure to maintain and respect confidentiality when directed to do so may itself be considered by the College to be a breach of this Code.

Complaint-based, or individual-initiated, processes

31 An individual should always seek advice from a trained Code of Conduct Advisor. Names and contact details of trained Advisors are available on the College Portal and are present in this document. Individuals may also make use of a broad range of community-based mechanisms, such as the Victorian Equal Opportunity and Human Rights Commission.

- a) **Step 1: Speak with a trained Code of Conduct Advisor.**
- b) **Step 2: Decide, with the assistance of your Code of Conduct Advisor, whether the behaviour is likely to be a breach of the Code.** If not, then speak with your Advisor about other means of support. If the behaviour is likely to be a breach of the Code, then an individual can use the steps that follow to resolve the matter.
- c) **Step 3: Decide whether you wish to make a complaint.** If you wish to make a complaint, you will be asked to put your complaint in writing. A Code of Conduct Advisor can assist you with this. The complaint must identify those you allege have breached the Code and what you allege they have done. It should be as specific as possible. The complaint will be forwarded to the relevant Division Head and the Director of Human Resources, and a copy will ordinarily be provided to the respondent.
- d) **Step 4: Conciliation. Unless the College decides otherwise, all complaints will need to go through a conciliation process.** A conciliator will be appointed to meet with each party individually to discuss and try to reach agreement regarding the complaint, possible redress and future behaviour. The outcome of conciliation, whether successful or unsuccessful, will not preclude the possibility of a formal investigation being conducted by the College.

Outcome of Conciliation. Conciliation is not a disciplinary process, and disciplinary outcomes will not necessarily result from this process. Details of an agreement will be communicated to the relevant Division Head, the Director of Human Resources and other relevant parties. Breaches of an agreement reached via conciliation may result in additional action consistent with these procedures.

Prior to a conciliation agreement being finalised, the College will inform the parties involved if, in its opinion, there is likely to be an investigation by the College of the allegations of a breach of the Code, irrespective of the outcome of the conciliation, so that the parties may take that fact into account in their negotiations.

In all cases involving allegations of serious misconduct, the outcome of the conciliation must be reported to the relevant Division Head, the Director of Human Resources and to the Warden. The outcome will be kept confidential save for any disclosures they deem necessary and appropriate.

- e) **Step 5: After an unsuccessful conciliation any party to the conciliation may ask for the matter to be investigated.** The relevant Division Head, in consultation with the Director of Human Resources, will decide whether a complaint will be investigated. In making this decision, the views of those involved will be considered. If it is decided that a complaint will be investigated, the Warden or her/his designee will constitute a Committee to investigate the matter formally. The College reserves the right to take appropriate disciplinary action without referring the matter to a Committee if the circumstances warrant.

If it is decided that a complaint will be investigated, the Warden or her/his designee will constitute a committee to investigate the matter formally.

- f) **Step 6: Outcomes of Investigation.** The committee will present its findings about what occurred, and will make recommendations to the relevant Division Head or designee, who will make the final decision whether there has been a breach (or breaches) of the Code, how serious those breaches are and what consequences (if any) should follow for the staff member(s) involved. Consequences may include, but are not limited to, apologies (including public apologies where appropriate), personal or professional counselling, the imposition of conditions on continued employment, or the termination of employment.

Where the Division Head or designee is of the view that a staff member has fundamentally breached their employment status by serious misconduct, then the Division Head or designee is not constrained to follow the recommendations of an investigating Committee, though she/he will likely consult with other senior staff colleagues before making a final decision.

- g) **Appeal.** There will be no internal appeal or review processes within the College if there has been a formal investigation and report. If any party is dissatisfied with the outcome of these processes, they may discuss their dissatisfaction with the Warden. Staff members of course retain access, as do all members of the Australian community, to The Victorian Equal Opportunity and Human Rights Commission and the Australian Human Rights Commission processes, to Victoria Police and to the Courts.

Non complaint-based, College-initiated processes

- 32 Where the College receives information about a possible breach of the Code, it may decide to investigate the matter regardless of whether there has been a complaint or not.
- 33 If the possible breach may involve **serious misconduct** as defined below, the College may investigate the matter regardless of whether there has been a complaint or not.
- 34 If a complaint is made about a possible breach of the Code, the College will await the outcome of any conciliation process and any application by the complainant for the complaint to be investigated. If conciliation is unsuccessful and the complainant does not apply for an investigation, then the College may still decide to investigate the allegations itself.
- 35 In all matters regarding possible breaches of the Code, including serious misconduct, the manner in which the College investigates the matter will be determined by the College on a case-by-case basis.
- 36 Where the College is satisfied the possible breach or breaches **may** amount to **serious misconduct**, the Warden may appoint a committee to investigate the matter formally.
- 37 The committee will present its findings about what occurred, and will make recommendations to the relevant Division Head or designee, who will make the final decision whether there has been a breach (or breaches) of the Code, how serious those breaches are and what consequences (if any) should follow for the staff involved. Consequences may include, but are not limited to, apologies (including public apologies where appropriate), personal or professional counselling, the imposition of conditions on continued employment, or the termination of employment. The Division Head or designee is not constrained to follow the recommendations of a Committee.
- 38 There will be no internal appeal or review processes within the College if there has been a formal investigation and report. If any party is dissatisfied with the outcome of these processes, they may discuss their dissatisfaction with the Warden. Staff members of course retain access, as do all members of the Australian community, to Victorian Equal Opportunity and Human Rights Commission and the Australian Human Rights Commission processes, to Victoria Police, and to the Courts.

Trinity College Code of Conduct Advisors

- 39 The role of a Code of Conduct Advisor is to listen, and to inform the individual of their options for dealing with possible breaches of the Code. Code of Conduct Advisors are staff members who have received training in respect of all forms of harassment and are specifically available to staff in respect of information about this Code, and in particular, the various options available to staff in the case of a breach of the Code. Speaking with an Advisor does not mean that a complaint is being made.
- 40 Staff must be aware, however, that where the information they give an advisor suggests the possible breach may involve **serious misconduct**, **Code of Conduct** Advisors **must** bring the matter to the attention of the relevant Division Head.

41 Code of Conduct Advisors may indicate if, for any reason, they are unable to provide appropriate assistance owing to a conflict of interest. A list of staff who serve as Code of Conduct Advisors are on the College portal and listed below.

Alison MENZIES	HR: Director of HR amenzi@trinity.unimelb.edu.au	Leeper 0408 579 909 or x7520
Angus CAMERON	Resident Tutor: ancamero@trinity.unimelb.edu.au	Bishops x7225
Anita KRAUTSCHNEIDER	TCFS Counselling: Student Counsellor anitak@trinity.unimelb.edu.au	Swanston St LG 9 0418 411 475 or x7507
Bernard LEIGH	TCFS Mathematics: Lecturer bleigh@trinity.unimelb.edu.au	Swanston St, LG 3 x7002
Chris CAROLANE	Chaplaincy: TCFS Chaplain ccarolan@trinity.unimelb.edu.au	Swanston St, LG 10 0408 499 144 or x7464 Chemistry Lab - Bouverie St
Cate ELSWORTH	TCFS Chemistry Lecturer celswort@trinity.unimelb.edu.au	x7035
Camilo IZQUIERDO	TCFS Counselling: Student Counsellor cmartine@trinity.unimelb.edu.au	Swanston St, LG 08 x7006
Emily DAWSON	Residential College: College Nurse edawson@trinity.unimelb.edu.au	Bishops 004 0434 562 707 or x7166
Emma HENDERSON	Resident Tutor: Law/Legal Studies ehenders@trinity.unimelb.edu.au	Dorothy x7434
Gayle ALLAN	Residential College: Associate Dean gallan@trinity.unimelb.edu.au	Leeper x7141 Lincoln Sq Nth, Room 204
Ian TEO	TCFS Psychology Lecturer iteo@trinity.unimelb.edu.au	x7053
Janusz SYSAK	TCFS HOI: Associate Subject Leader jsysak@trinity.unimelb.edu.au	33-35 Royal Pde, FSC 18 x7134
Julie TSAMIS	HR: Human Resources Advisor jtsamis@trinity.unimelb.edu.au	Leeper x7041
Katherine FIRTH	Residential College: Head of Academic Programs kfirth@trinity.unimelb.edu.au	Leeper x7149
Kerry HIGGINS	TCFS Biology Subject Leader khiggins@trinity.unimelb.edu.au	Lincoln Sq Nth, first floor x7050
Kim HUBERY	HR: Human Resources Manager khubery@trinity.unimelb.edu.au	Leeper x7136
Mardie O'SULLIVAN	TCFS Student Services: Director of Student Support Services mosulliv@trinity.unimelb.edu.au	Swanston St, GF Room 14 0466 153 562 or x7081
Maureen VINCENT	TCFS Psychology Subject Leader mvincent@trinity.unimelb.edu.au	Lincoln Sq Nth, Rm 208 x7052
Neralie HOADLEY	TCFS Literature Lecturer nhoadley@trinity.unimelb.edu.au	33-35 Royal Pde, Rm 32 x7531
Noam PERL- GUROVICH	TCFS Counselling: Student Counsellor nperl@trinity.unimelb.edu.au	Swanston St, LG 2 x7022
Say Chin LIM	TCFS Student Welfare: Manager of Student Welfare	Ground floor, 200 Victoria St

	slim@trinity.unimelb.edu.au	x7525
Vandana WADHWA	TCFS Economics Subject Leader	Swanston St, LG 11
	vwadhwa@trinity.unimelb.edu.au	x7012

- 42 In cases where there is a conflict of interest for a Code of Conduct Advisor or if a staff member requests this, External Advisors can be contacted to assist staff with information and support.
- 43 In consultation with the relevant Senior Management Team (SMT) member (see below), the Director of Human Resources or designee manages arrangements for contacting External Advisors. The relevant SMT member or designee will also liaise with External Advisors in their capacity as External Conciliators when appropriate.

Mr Campbell Bairstow (Leeper Building)

Provost

Telephone: (03) 9348 7106 / Email: cbairstow@trinity.unimelb.edu.au

Dr Sally Dalton-Brown (Leeper Building)

Dean of the Residential College

Telephone: (03) 9348 7109 / Email: sdaltonb@trinity.unimelb.edu.au

The Revd Dr Dorothy Lee (Old Wardens Lodge)

Dean of the Trinity College Theological School

Telephone: (03) 9348 7128 / Email: dorothyl@trinity.unimelb.edu.au

Ms Denise Bush (Wynne Cottage)

Dean of the Pathways School

Telephone: (03) 9348 7132 / Email: dbush@trinity.unimelb.edu.au

Mr Patrik Valsinger (Leeper Building)

Chief Financial Officer

Telephone: (03) 9348 7114 / Email: pvalsinger@trinity.unimelb.edu.au

Mr Scott Charles (Leeper Building)

Director of Advancement

Telephone: 0417 685 619 / Email: sccharles@trinity.unimelb.edu.au

Mr Gary Norman (Summer House)

Director of Major Projects

Telephone: (03) 9348 7008 / Email: gnorman@trinity.unimelb.edu.au

Ms Alison Menzies (Leeper Building)

Director of Human Resources

Telephone: (03) 9348 7520 / Email: amenzies@trinity.unimelb.edu.au

Community mechanisms for complaint, information and support

Victorian Equal Opportunity and Human Rights Commission
<http://www.humanrightscommission.vic.gov.au>

Australian Human Rights and Commission
<http://www.humanrights.gov.au>

Victoria Police: Melbourne North Police Station (open 24 hours)
36 Wreckyn Street, North Melbourne. Phone: (03) 8379 0800

Victoria Police Crime Department, Sexual Offences & Child Abuse Co-ordination Office
Level 6, 452 Flinders Street, Melbourne, Victoria, 3004. Phone: (03) 9611 8800

University of Melbourne Department of Health, Counselling & Disability Services
Counselling Service, Level 2, 138 Cardigan Street, Carlton. Phone: (03) 8344 6927 / 8344 6928
<http://www.services.unimelb.edu.au/counsel/>

Roles in respect of the Staff Code of Conduct

Role of the Warden

- 42 The Warden is responsible for the good government of the College. At her or his discretion, the Warden may act in any capacity in respect of possible breaches of the Code as set out in this document.
- 43 Where a complaint has been addressed to the Warden, she/he will usually direct the matter to the relevant Division Head and the Director of Human Resources to be dealt with under the processes set out in this Code.
- 44 Where the Warden becomes aware of a complaint that may be referred to legal counsel or Victoria Police she/he will inform the Chairman of the Board of the complaint. The Warden will retain executive responsibility for the processing of the complaint.

Role of Director of Human Resources

- 45 The Director of Human Resources acts to support staff in respect of information about avenues for resolving complaint. He/she will not act as a formal Advisor to staff members, but can direct staff members to trained Advisors, including at the request of a staff member, those trained Advisors who are external to the College.
- 46 The Director of Human Resources acts in an advisory capacity in respect of all matters relating to breaches of the Code of Conduct. The Director of Human Resources is also available to Advisors in respect of advice and support.

Role of Division Heads

- 47 The relevant Division Head will have responsibility for responding to all matters relating to possible breaches of the Code as set out in this document. The relevant Division Head is also available to Advisors in respect of advice and support. The relevant Division Head may also appoint a member of the Senior Staff to act as her/his designee.

Role of Code of Conduct Advisors

- 48 Code of Conduct Advisors are staff members who have received particular training and are specifically available to staff members in respect of information about this Code, and in particular, the various options available to staff members in the case of a possible breach of the Code. Speaking with Advisors does not mean that a complaint is being made. A complaint is not made until it is put in writing and given to an Advisor or relevant Division Head. Staff members must remember, however, that where an Advisor believes there has been a possible breach of the Code that could amount to serious misconduct as defined in this Code, the Advisor is obliged to bring the matter to the attention of the relevant Division Head and/or the Director of Human Resources.
- 49 Advisors may indicate to staff members if, for any reason, they are unable to provide appropriate assistance owing to a conflict of interest.

Role of External Advisors/Conciliators

- 50 In cases where there is a conflict of interest for a Code of Conduct Advisor or if a staff member requests this, External Advisors can be contacted to assist staff members with information and support.
- 51 In consultation with the relevant Division Head, the Director of Human Resources or designee manages arrangement for contacting External Advisors.

Role of Chaplains

- 52 The Chaplains in the College offer pastoral care, support and encouragement to all the College community. They are available to discuss any matter. However, under the National Code of Practice for Clergy, they are required to adhere to strict rules regarding confidentiality. These rules will be explained to staff members and students when meeting with them.

Role of other staff members

- 53 As outlined in the Code, all staff members are expected to report possible breaches of the Code of Conduct.
- 54 Staff members are encouraged to seek the advice of a Code of Conduct Advisor in the first instance or to encourage other staff members to do so. If desired, more than one staff member can seek the advice of the same Code of Conduct Advisor, if this is helpful to the individuals concerned or where more than one person has been affected by a possible breach of the Code.
- 55 Staff members are strongly advised not to discuss such matters with other staff members or people other than those indicated in the Code.

Definitions

- 56 The “**relevant Division Head**” is the Senior Management Team member who is ultimately responsible for the budget division the staff member works.
- 57 A “**designee**” will be a staff member of Trinity College or a member the Board of Trinity College. In cases where a process is initiated that involves the relevant Division Head as one of the parties (either complainant or respondent), the Warden will appoint the committee. In cases where a process is initiated that involves the Warden as one of the parties (either complainant or respondent), the Board will appoint the committee.
- 58 “**Bullying**” is when people repeatedly use words or actions against someone or a group of people to cause distress, embarrassment, anxiety and risk to their wellbeing. These actions are usually done by people who have more influence or power over someone else, or who want to make someone else feel less powerful or helpless. Bullying is not the same as conflict between people (such as having a fight) or disliking someone, even though people might bully each other because of conflict or dislike. Bullying can occur online, in writing or pictures, or by conduct. It can range from acting unpleasantly near or towards someone, giving nasty looks, making rude gestures or spreading rumours, to stalking or taking advantage of having power over someone.
- 59 “**Workplace bullying**” is repeated, unreasonable behaviour directed toward an employee or group of employees that creates a risk to health and safety. Unreasonable behaviour means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, undermine or threaten. Behaviour can include an individual’s or group’s actions or practices that victimise, humiliate, undermine or threaten.
- 60 “**College**” includes the Warden, Council and the Board of Trinity College and includes each of them acting in a way authorised by the *Trinity College Act 1979*, the Constitution of Trinity College, or any other policies and procedures from time to time in place at Trinity College.
- 61 “**Complaint**” means a written complaint about a possible breach of the Code.

- 62 **“Discrimination”** means conduct that makes distinctions between people so as to disadvantage some and to advantage others, or treats some people less favourably than others in similar circumstances, on the basis or because of an attribute or status they possess (for example, sex, race, disability, age, physical characteristics, religious belief, sexual orientation, political opinion).
- 63 **“Harassment”** occurs when someone is made to feel intimidated, insulted or humiliated, in circumstances where it was reasonable to expect that the behaviour complained of would have had that effect. Harassment involves behaviour that is unwelcome, often unsolicited and repeated, and usually unreciprocated. Sexual harassment is included in this definition and is one particularly serious form of harassment. It involves conduct (including the use of words and remarks) of a sexual nature.
- 64 **“Serious misconduct”** is conduct which involves sexual assault, physical violence, blackmail, victimisation, serious harassment, use or sale of illicit drugs, an abuse of a position of power or responsibility within the College, repeated breaches of the Code of Conduct, dishonesty, fraud, the deliberate making of false allegations against another student or a staff member, serious verbal abuse or vilification.
- 65 **“Trinity College Staff”** or “staff member” means all persons engaged as staff by Trinity College on a full-time, fractional, sessional, permanent, contract, casual, paid or voluntary basis.
- 66 **“Victimisation”** means any unfavourable treatment of a person who has made a complaint, or allegation, about a breach of this Code of Conduct, whether the complaint was written or verbal and irrespective of whether the person asked for the complaint to be conciliated or investigated or not.
- 67 **“Vilification”** means any form of conduct not undertaken reasonably and in good faith that:
- a) incites hatred against, contempt for, or revulsion or severe ridicule of another person or class of person on the grounds of their race, religious beliefs or practices, sexual orientation or gender identity; or
 - b) is done because of the race, religious beliefs or practices, sexual orientation or gender identity of another person and is reasonably likely to offend, insult, humiliate that other person.