

Purpose

This procedure describes the processes whereby The Coaching Institute (TCI) controls and manages the prevention of discrimination, harassment and bullying through awareness, by creating a positive working and training environment and effectively dealing with discrimination, harassment and bullying when it occurs.

Scope

This procedure applies to all persons employed by or contracted to TCI and students whilst participating in TCI training programs.

Responsible parties

The CEO has delegated the Operations Manager as responsible for the management, control and issue of this procedure.

All staff have an obligation and responsibility to pro-actively promote a workplace free of discrimination, harassment and bullying.

All students have an obligation and responsibility to pro-actively promote a training environment free of discrimination, harassment and bullying.

Definitions

Unlawful Discrimination - is the unfair or unequal treatment of an individual on the basis of one or more of a number of attributes, including:

- Age
- Impairment or Disability
- Industrial activity or inactivity
- Lawful sexual activity
- Marital, parental or carer status
- Physical features
- Political belief or activity
- Personal association with a person who is identified by reference to any of the above attributes
- Pregnancy or potential pregnancy
- Race
- Religious belief or activity
- Sex
- Sexual orientation
- Gender identity
- Breastfeeding

Discrimination can be direct, indirect or systemic. Discrimination can be based either on the knowledge or presumption that a person has or had a particular attribute. Discrimination can take many forms, some of which are direct and open, while other forms may be indirect, systemic or hidden. Discrimination does not require intent.

Direct discrimination is any action which specifically excludes a person or group of people from a benefit or opportunity, or significantly reduces their chances of obtaining it, because their status or personal characteristics, irrelevant to the situation (e.g., sex, ethnic origin) are applied as a barrier. Direct discrimination has as a focus assumed differences between people.

Indirect discrimination is the outcome of rules, practices and decisions which treat people equally and therefore appear to be neutral; but which, in fact, perpetuate an initially unequal situation and therefore significantly reduce a person's chances of obtaining or retaining a

benefit or opportunity. Rules, practices and decisions are applied to all groups alike but it is the very assumption of a likeness that constitutes the discrimination.

Systemic discrimination is system of discrimination perpetuated by rules, practices and decisions which are realised in actions that are discriminatory and disadvantage a group of people because of their status or characteristics and serve to advantage others of different status or characteristics. Direct and indirect discrimination contribute to systemic discrimination.

Harassment - is any uninvited, unwelcome behaviour, which a reasonable person could anticipate would create intimidation, humiliation or offence for the other person(s) in those particular circumstances. Harassment does not have to be repeated or intentional.

Sexual Harassment - is any uninvited, unwelcome behaviour of a sexual nature, which a reasonable person could anticipate would create intimidation, humiliation or offence for the other person(s) in those particular circumstances. Sexual Harassment does not have to be repeated or intentional.

Bullying - is repeated, unreasonable behaviour directed toward a member, or group of members, that creates a risk to health and safety. Whilst the definition requires behaviour to be repeated, a serious single event can constitute bullying.

Violence - is behaviour (often with criminal implications) that recklessly or purposely causes injury or potential injury to another, or conduct endangering life. It can be a single, opportunistic or random event, or it can be ongoing, persistent and/or premeditated. It can be perpetrated by individuals within TCI, or by individuals outside the organisation against members of TCI.

Examples of discrimination, harassment, sexual harassment, workplace bullying and violence are provided in Appendix 1.

Behaviour - includes actions of individuals or a group, and may involve using a system of work as a means of victimising, humiliating, undermining or threatening an individual or group of individuals.

Unreasonable behaviour - means behaviour that a reasonable person, having regard to all the circumstances, would expect to victimise, humiliate, intimidate, undermine or threaten an individual or group of individuals. Examples of bullying may include (but are not limited to):

- A manager or supervisor using a management style that is harsh, involves shouting, constant criticism or humiliation of an individual or group of individuals in private or in front of their peers;
- An individual being treated less favourably by another individual or group of individual, including, but not limited to, bullying or intimidation; forcing an individual to participate in an "initiation" process; the playing of practical jokes or forcing an individual to undertake demeaning tasks;
- Sniggering or gossiping behind someone's back;
- Laughing at someone which is intended to make them feel uncomfortable or distressed;

- A manager setting unreasonable timelines or constantly changing deadlines for an individual to meet, or setting tasks that are unreasonably below or beyond a person's skill level; and/or
- Continuously and deliberately excluding someone from workplace activities including ignoring or keeping individuals isolated from relevant communications about work issues.

Repeated - refers to the persistent nature of the behaviour, not the specific form the behaviour takes. Behaviour is considered "repeated" if an established pattern can be identified.

Risk to health and safety - includes risk to the psychological, emotional or physical health of the member or members.

Complainant - refers to a person who makes a complaint of TCI related harassment, sexual harassment, bullying, violence or victimisation. A person cannot be a complainant on behalf of another individual. However, a complainant does not have to be the primary target or recipient of the inappropriate behaviour. A witness to inappropriate behaviour can be a complainant.

Respondent - refers to a person against whom a complaint of TCI related discrimination, harassment, sexual harassment, bullying, violence or victimisation has been made.

Natural Justice - is the minimum standard of fairness to be applied in the investigation and adjudication of a complaint. It is also referred to as procedural fairness. The requirements of natural justice are:

- A person who is the subject of a complaint must be fully informed of any allegation/s made against them;
- A person who is the subject of a complaint must be given full opportunity to state their case, provide an explanation or put forward a defence;
- The allegations must be properly investigated, all parties heard and relevant submissions considered;
- A person who makes an allegation cannot be involved in determining the veracity of the allegation;
- The decision-maker must act fairly and without bias;
- All parties must be kept informed throughout the process;
- Process and outcomes must remain confidential (see Confidentiality);
- Process and possible outcomes explained.

Victimisation - means subjecting or threatening to subject a person to any detriment because that person, or a person associated with that person has, or intends to, exercise their rights under equal opportunity laws or make a complaint under TCI policy.

Vexatious Complaint - means knowingly making a false complaint or deliberately exaggerating the details of a complaint in order to subject another member to a

detriment. A complaint can only be found to be vexatious if clear evidence is found to indicate vexatious intent. A complaint is not vexatious simply because an investigation fails to find evidence to support the initial complaint.

Prevention - is defined as programs, activities, training and education and initiatives developed, implemented or endorsed by TCI to promote the creation and maintenance of an environment that values diversity and is free from discrimination, harassment, bullying and workplace violence.

Procedure

TCI is committed to providing a workplace environment and client services that is free from discrimination, harassment, bullying, unlawful discrimination or violence, where all staff, students and visitors are treated with dignity, respect, fairness and where diversity is valued. TCI aims to create an environment which promotes positive working relationships.

TCI ensures that all stakeholders understand what will be regarded as bullying, how complaints of bullying can be made and how claims will be treated. This applies to all personnel, agents and clients engaging in TCI's services.

The emphasis will be on prevention through education and awareness rising activities. Strategies and resources are committed to ensure that all staff and students have access to the information and support needed to prevent discrimination, harassment, bullying or violence at work and in the training environment and to deal with it appropriately if it occurs. This will be implemented through discussion at monthly meetings (agenda item) and managed through the Risk Review Schedule.

TCI expectations are not limited to the workplace or working hours, and will include all work related events which includes, but is not limited to; lunches, client functions, meetings and conferences as well as social events.

TCI expectations relate to, but are not limited by the following types of communication:

- Verbal communication either over the telephone or in person in the workplace, and outside of it;
- Written communication including; letters, notes, minutes of meetings etc.;
- Internal and external electronic communication including:
 - Email;
 - Instant messaging services;
 - Internal intranet;
 - Faxes;
 - Social media and networking forums including; Facebook, LinkedIn, Twitter and other forms of social media; and
 - Communications via text message.

In line with TCI's commitment to creating a workplace which is free from workplace health and safety risks and one which strives to create positive working relationships, all individuals are expected to observe the following minimum standards of behaviour, including:

- Being polite and courteous to others;
- Being respectful of the differences between people and their circumstances;
- Ensuring they do not engage in any bullying behaviour(s) towards others in, or connected with the workplace which includes all individuals;

- Ensuring they do not assist, or encourage others in the workplace, or in connection with the workplace to engage in bullying behaviour(s) of any type;
- Adhering to the complaint procedure if they experience any bullying behaviour(s) personally;
- Reporting any bullying behaviour(s) they see happening to others in the workplace, or connected with the workplace in line with the complaint procedure; and
- Keeping information confidential if involved in any investigation of bullying.

Fair and reasonable management action taken in order to counsel an individual for instances of underperformance, investigating complaints made against personnel, discipline for misconduct and other work directions in line with business needs does not amount to bullying.

All individuals are expected to adhere to the standards of behaviour contained herein at all times. Any individual who is found to have breached these expectations will be disciplined accordingly, which may lead up to, and include termination of employment. If a contractor of TCI is found to have breached these expectations, their contract stands to be terminated, or may not be renewed in the future.

Complaints will be dealt with in a sensitive, impartial, timely and confidential manner, which ensures that complainants and respondents are accorded natural justice through the use of procedures that are impartial and open (refer to TCI policy RTO-9 Complaints Resolution).

Any individual who believes that they have been subject to actions or words that may constitute discrimination or bullying should act upon such bullying as soon as possible by following the procedure set out below. Individuals who believe they have witnessed discriminatory or bullying behaviour by another individual in the workplace are also able to make complaints.

In the first instance, the aggrieved individual should, wherever practicable and if they feel comfortable doing so, attempt to amicably resolve the matter with the individual(s) who are alleged to have engaged in bullying. When confronting the issue, the individual should clearly state the offensive behaviour experienced, explain that the behaviour is unwelcome and offensive and ask that the behaviour does not continue. The person may not be aware that their behaviour or conduct was causing offense or was unwelcome.

This is not a compulsory part of the complaint procedure, and if an individual does not wish to confront the person directly, then this is not encouraged.

Where the alleged bullying involves the individual's direct manager and it is not practical for them to directly resolve the matter, they shall immediately notify the Operation Manager or the Chief Executive Officer who, with the individual's approval will endeavour to investigate and resolve the matter on an informal basis in accordance with the procedure set out below.

1.1.1. Informal Complaint Procedure

An informal complaint procedure includes a range of alternatives which can be applied in a flexible manner in order to address different complaints in consideration of the relevant circumstances. The informal complaint procedure is intended to be used for less serious allegations of bullying and instances which generally do not warrant disciplinary action being

taken. An individual who is unsure of whether or not to make a formal or informal complaint may make an informal complaint first and decide if they want to escalate the complaint to a formal complaint.

Different options for handling informal complaints may include, but are not limited to:

- TCI relevant manager having a conversation with the alleged bully about the behaviour complained of; and
- TCI relevant manager having a meeting with the individuals concerned in an attempt to reach a resolution.

1.1.2. Formal Complaint Procedure

Where an individual wishes to lodge a formal complaint, they will be required to do so by communicating this in writing to the Operation Manager or Chief Executive Officer.

A written complaint shall include the names of individuals concerned, details of the incident(s) and the names of any witnesses present.

Where a written complaint has been lodged, a formal investigation procedure will commence immediately. Formal investigations may be conducted by the Operation Manager or Chief Executive Officer or an external person who is appointed by TCI e.g. an independent mediator.

Regardless of whether the investigation is carried out by an TCI personnel member, or by an independent body/person, the investigator will aim to follow the procedure set out below:

- Clarify details of what took place and ensure that all necessary information is obtained;
- Identify the outcome the complainant is seeking;
- Discuss with the complainant their legal rights, including lodging a formal complaint with the relevant state or federal tribunal;
- Discuss the complaint made with the person/s accused of bullying; and
- Making a determination as to whether the alleged behaviour occurred and if it constituted bullying.

If TCI feels it is appropriate in the interests of health and safety of individuals concerned, and / or the efficiency of the investigation process, individuals may be requested to refrain from attending work / course services for a period of time whilst the investigation is underway.

Alternatively, individuals may be given different duties or work to perform while the investigation is being conducted. Employees who are requested to do either of these will be paid at their normal rate of pay during this period.

Where it becomes apparent that the complaint made relates to conduct which constitutes misconduct or otherwise warrants disciplinary action, the investigator is to refer to the Discipline section of this manual for further action and resolution.

Whilst the investigator will endeavour to preserve the confidentiality of the complainant and the person complained of, it may be necessary to speak with other workers or people involved to determine what happened and to maintain the integrity of the investigation process.

Where potentially unlawful conduct has occurred, TCI will alert the appropriate authorities. Those people who are involved in the complaint (including the complainant, witnesses etc.) are also under a duty to maintain confidentiality and display a commitment to uphold the integrity of the investigation process. If the complainant chooses to bring a support person with them to any meetings, they too are bound by confidentiality.

Gossiping and/or the spreading of rumours as a result of, or in connection with, a process followed under this policy will not be tolerated under any circumstances and may lead to further disciplinary action for those concerned.

1.1.3. Outcomes

The outcomes of a formal or informal complaint procedure will depend on the nature of the complaint, its severity and what is deemed appropriate in the relevant circumstances. Where the results of an investigation procedure suggest that an individual is guilty of bullying, appropriate disciplinary procedures will be followed in line with the Discipline Policy. The disciplinary action will depend on the nature and severity of the behaviour and may include termination of employment, which may be instant dismissal where serious misconduct is deemed to have occurred.

Where the complaint involves a contractor or agent of TCI and an investigation process reveals that a person has engaged in unlawful conduct or other behaviour which is prohibited by this policy, those concerned may face termination of their contracts immediately, or will not be renewed in the future.

In addition to the remedies provided above, other action may be deemed necessary to resolve or remedy the behaviour complained of, including but not limited to:

- Providing training to employees concerned regarding bullying;
- Requiring employees who have breached this policy to apologise to appropriate person(s);
- Adjusting working arrangements where appropriate;
- Providing counselling to employees (complainant and the person complained of);
- Placing employees on performance improvement plans to ensure improved behaviour; and/or
- Providing coaching and mentoring.

1.1.4. Appeals Procedure

If any parties involved are unhappy with the outcome, or the way the complaint handling procedure was managed by TCI please contact the TCI Operation Manager or Chief Executive Officer to discuss your concerns.

Once notified the Operation Manager or Chief Executive Officer will conduct a review of the procedure followed, and the outcome issued, and make a final determination on the issue. Once this determination is made, the person who has made the appeal will be notified of the outcome and this determination will be final.

The following external bodies can also provide further information:

Jurisdiction	Contact Details
Australian Capital Territory	ACT Human Rights Commission 02 6205 2222 http://www.hrc.act.gov.au
New South Wales	Anti-Discrimination Board of NSW 02 9268 5544 http://www.antidiscrimination.justice.nsw.gov.au/
Northern Territory	Northern Territory Anti-Discrimination Commission 1800 813 846 http://www.adc.nt.gov.au
Queensland	Anti-Discrimination Commission Queensland 1300 130 670 http://www.adcq.qld.gov.au
South Australia	Equal Opportunity Commission SA 08 8207 1977 http://www.eoc.sa.gov.au
Tasmania	Office of Anti-Discrimination Commissioner Tasmania 03 6165 7515 http://www.antidiscrimination.tas.gov.au
Victoria	Victorian Human Rights Commission 1300 292 153 http://www.humanrightscommission.vic.gov.au
Western Australia	Equal Opportunity Commission WA 08 9216 3900 http://www.eoc.wa.gov.au
National	Australian Human Rights Commission 1800 620 241 https://www.humanrights.gov.au
National For TCI Employees	Fair Work Ombudsman 13 13 94 http://www.fairwork.gov.au

TCI will actively encourage the reporting of behaviour that breaches this policy. Anyone lodging a complaint will be protected against victimisation and reprisals. Discrimination, harassment, bullying or violence at TCI will not be tolerated under any circumstances and action may be taken under the provisions of the relevant Act.

Any discussions held regarding a TCI related discrimination, harassment, bullying, violence or victimisation issue/complaint must be kept confidential, except where, with the knowledge of the person concerned, information is provided to a restricted group on a “need to know” basis.

“Need to know” will be determined by the circumstances of the case. For example, there are some situations in which a person is legally obliged to disclose information to others.

All discussion notes, information and records related to issues/concerns or complaints must be kept in secure storage and in line with the requirements of the Information Privacy Act 2000.

Failure to Comply With This Policy

TCI will treat all allegations of failure to comply with this policy seriously. Complaints will be dealt with in the Complaint Resolution Procedure. If a complaint is substantiated, consequences for the respondent will depend on the seriousness of the case. For example, an employee respondent could be required to apologise, or participate in counselling or training and in more serious cases, formal disciplinary action may occur such as transfer, demotion, suspension or dismissal. In the case of a student respondent, they may be warned, removed from a training or the course without a refund. The Operations Manager is the sole arbitrator in all instances.

TCI will not tolerate gossip or the spreading of rumours about complaints, complainants or respondents under any circumstances and action may be taken under the relevant provisions of the Act.

Consequences if a Complaint is Found to be Vexatious

If after investigation, a formal complaint is found to be vexatious, TCI will take action against the complainant under the provisions of the Act. Consequences will depend on the seriousness of the case. For example, when the complainant is employed by TCI they could be required to apologise, attend counselling, or participate in training. In more serious cases disciplinary action may occur such as transfer, demotion, suspension or dismissal. If the complainant is a student, they may be warned, removed from a training or the course without a refund.

Responsibilities of Management and Staff

TCI aims to maintain a supportive, comfortable and productive work and training environment.

TCI will intervene if a person’s conduct:

- Creates an intimidating, hostile or offensive environment;
- Adversely affects an individual’s prospects for employment or promotion;
- Adversely affects an individual’s work performance, health, economic security or job satisfaction;
- Adversely impacts on the integrity and standing of TCI; and
- Constitutes a breach of relevant legislation or related policies.

All persons must:

- Report all incidents to the Operations Manager in the first instance;
- Respect the diverse contributions of individuals;
- Comply with this and related policies and procedures;
- Model appropriate behaviour;
- Offer support to anyone who is being harassed or bullied and advise them as to where they can seek help and advice;
- Modify their behaviour if it is creating an intimidating, humiliating, undermining, threatening or otherwise hostile environment; and
- Maintain confidentiality concerning any complaint or investigation.

All managers and supervisors must:

- Monitor the environment in which TCI members perform their role to ensure that acceptable standards of conduct are observed at all times. Appendix 1 details examples of discrimination, harassment, bullying and violence;
- Model appropriate behaviour;
- Take action to eliminate discrimination, harassment, bullying and violence, irrespective of whether a complaint is made;
- Promote TCI's policy of Discrimination, Harassment and Bullying within their work area and ensure that all TCI employees and students have an understanding of the policy and its requirements;
- Take action to prevent breaches of this policy, and related policies and procedures;
- Deal promptly with any discrimination, harassment, bullying, violence or victimisation issue or complaint which is raised by a person under the managers or supervisors authority be they staff, student or visitor;
- If necessary, approach their next senior manager for assistance, information or support in dealing with discrimination, harassment, bullying, violence or victimisation issues; and
- As far as possible, maintain confidentiality of parties involved in a complaint of discrimination, harassment, bullying, violence or victimisation (i.e. discuss with others only on a "need to know basis").

Resolution of Complaints

TCI is committed to the informal resolution of complaints, issues and/or concerns wherever possible. The focus is on the resolution of the issue/complaint, not on punishment. However, this does not override the complainant's right to make a formal complaint within TCI or to an external body such as the Equal Opportunity Commission of Victoria (EOCV).

Wherever possible TCI staff and students are encouraged to resolve the issue directly with the person causing offence.

Where necessary, TCI reserves the right to conduct a formal investigation into allegations of discrimination, harassment, bullying or violence and disciplinary action may result.

When a manager or supervisor receives a complaint of harassment, bullying, violence or victimisation from a person, they must act immediately to investigate and resolve the matter in accordance with TCI policy RTO-9 Complaints Resolution and as per the above informal, formal complaint and outcome procedures

If the matter involves an instance of workplace violence or some other potentially criminal act, TCI will refer the matter to Victoria Police for investigation and resolution, with TCI taking appropriate internal action after the conclusion of police/court involvement.

Review

This document and the procedures resulting from the implementation of this policy will be reviewed annually as determined in the Risk Review Schedule.

<u>Legislation Name</u>	<u>Legislation No.</u>	<u>Description</u>
Standards for RTO 2015	Standards 6	Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively
Standards for RTO 2015	Standards 8	The RTO cooperates with the VET Regulator and is legally compliant at all times.

S. Pearson
CEO

Enclosure:

Appendix 1: Examples of Discrimination

Appendix 1

Examples of Discrimination

Discrimination can be based either on the knowledge or presumption that a person has or had a particular attribute. Discrimination can take many forms, some of which are direct and open, whilst other forms may be indirect, systemic or hidden. Note that the definition of discrimination does not require intent. Examples include:

- Making a recruitment/selection decision on the basis of age, gender or religion (or another protected attribute) rather than merit.
- Failing to offer overtime to an individual due to assumptions about their family responsibilities.
- Failing to provide training opportunities because of a person's race.

Examples of Harassment

Harassment is any uninvited, unwelcome behaviour, which a reasonable person could anticipate would create intimidation, humiliation or offence for the other person(s) in those particular circumstances. An act does not have to be intentional or repeated to constitute harassment. Some examples include:

- Insulting or threatening gestures or language;
- Continual and unwarranted shouting in the workplace
- Unjustified and unnecessary comments about a person's work, or capacity for work;
- Phone calls, messages, e-mail or intranet messages which are threatening, abusive or offensive; or
- Persistent following or stalking within the workplace or environs, to and from work or elsewhere.

Examples of Sexual Harassment

Sexual harassment is any uninvited, unwelcome behaviour of a sexual nature, which a reasonable person could anticipate would create intimidation, humiliation or offence for the other person(s) in those particular circumstances. An act does not have to be intentional or repeated to constitute sexual harassment. Some examples include:

- Uninvited sexually suggestive touching
- Uninvited kisses, embraces or touches
- Jokes or comments with sexual connotations
- Making promises or threats in return for sexual favours
- Displays of sexually graphic material including posters, pinups, cartoons, graffiti or messages left on notice boards, desks, computer screens or common areas
- Repeated invitations to go out after prior refusal
- "Flashing" or sexual gestures
- Sex-based insults, taunts, teasing or name-calling
- Staring or leering at a person or at parts of their body

- Unwelcome physical contact such as massaging a person without invitation or deliberately brushing up against them
- Touching or fiddling with a person's clothing (e.g. lifting up skirts or shirts, flicking bra straps or putting hands in a person's pocket)
- Requests for sex
- Sexually explicit conversation
- Persistent questions or insinuations about a person's private life
- Offensive phone calls, letters, faxes, e-mail or text messages or computer screen savers
- Stalking (also potentially criminal)
- Sexual assault (also potentially criminal)
- Rape (also potentially criminal)

Behaviour that is based on mutual attraction, friendship and respect does not constitute sexual harassment. However, a previously consensual sexual relationship does not confer the right to sexual behaviour that is no longer welcome.

Harassment/sexual harassment may occur in circumstances where there is no intention to offend, belittle or threaten an individual or group of workers. However, it is irrelevant at law as to whether or not the inappropriate behaviour was intended. It is the person being subjected to the behaviour who determines whether the behaviour is unwelcome.

Harassment/sexual harassment can be a one-off event. There is no requirement to establish a pattern of behaviour in order to prove harassment/sexual harassment.

Examples of Bullying

Workplace bullying is repeated, unreasonable behaviour directed toward a member of staff , or a group of staff , that creates a risk to health and safety. Some examples include:

- Deliberately withholding information that is vital for effective work performance
- Setting impossible deadlines
- Excluding someone from workplace activities
- Unjustified monitoring of work
- Giving someone the majority of unpleasant tasks
- Verbal abuse, including swearing and shouting
- Humiliating someone through sarcasm or insults
- Sending rude or intimidating e-mails or text messages, or posting such messages on websites, chat rooms or electronic notice boards
- Writing abusive, rude or intimidating messages on notice boards or walls etc.
- Deliberately changing work rosters to inconvenience particular members
- Sabotaging someone's work
- Ridiculing someone's opinions.
- Gossiping, spreading rumours.
- Making threats.

Bullying behaviour has a wide variety of forms, and it may be subtle or obvious. It is behaviour commonly used by individuals with power in the workplace, with the most obvious example being supervisors with power and authority over others. However, it can also occur where power and authority is derived from more subtle sources, such as groups of

individuals with a power base or an individual with a dominant personality or highly specialised skills or knowledge. However, appropriate performance management or monitoring is not bullying.

Although less common, a member of management can also be the target. This may occur where a group of employees or staff members “gang up” on a member of the management team or a member of staff, especially if the person is seen as an outsider.

Examples of Workplace Violence

Workplace violence is behaviour (often with criminal implications) that recklessly or purposely causes injury or potential injury to another, or conduct endangering life. It covers all forms of physical attacks, including:

- Striking, kicking, scratching, biting, spitting or any other type of direct physical contact
- Throwing objects
- Attacking with knives, guns, clubs or other weapons
- Pushing, shoving, grabbing, or tripping
- Any form of indecent physical contact