



# **DEEP LISTENERS DIVERSITY AND INCLUSION POLICY**

## **Introduction**

Deep Listeners values and encourages diversity and inclusion, and actively supports equal rights.

This policy outlines the stance of Deep Listeners as an organisation to improve both organisation diversity and inclusion and practices of Deep Listeners in contact with the community. We firmly disagree with, and will not tolerate discrimination based on race, religion, age, national origin, language, gender, sexual orientation, or mental or physical handicap.

We relish and welcome broad diversity across our collective but also appreciate that the ways in which we are diverse can present challenges to accessing services, membership and training. As a community-centred organisation we are committed not only to anti-discrimination, but to pro-diversity and inclusion practices. This means we will endeavor to learn and apply processes and practices to provide increasing support and access to our diverse community.

## **Purpose**

This document sets out

- Deep Listeners' policy against such discrimination
- The governance structures, responsibilities and processes that have been established to give effect to that policy.

## **Policy**

Deep Listeners does not advocate, support or practice discrimination based on race, religion, age, national origin, language, sex, sexual orientation, or mental or physical handicap or any other personal attribute protected by law, except where affirmative action may be required to redress individual or social handicaps. Deep Listeners will make all reasonable

accommodations to allow people who experience difficulties in their dealings with the organisation to benefit equally from its work.

## **Authorisation**

Ursula Wharton

Founder & Coordinator, Deep Listeners, Murwillumbah

## **Responsibilities**

1. The Coordinator will:

- Actively promote the organisation's Diversity and Inclusion Policy.
- Ensure that:
  - Practices reflect a continuous engagement and research with what is needed to promote diversity and inclusion in the Deep Listener community and training as listeners.
  - Our practices and processes incorporate precautions against discrimination in program delivery;
  - Reasonable accommodations are made to allow diverse groups to access benefits provided by Deep Listeners;
- Where appropriate, delegate responsibility for compliance to particular sections.
- Analyse material breaches and identified compliance system weaknesses for systematic trends and ensure that any adverse trends are addressed.
- Promote a culture of engagement with and commitment to our diversity and inclusion policy and activities.

2. All Deep Listener volunteers will:

- Ensure that they are aware of the organisation's policy against discrimination;
- Not act in a manner that would be considered to be discriminatory pursuant to this policy or any applicable legislation;
- Where appropriate, suggest ways in which practices, systems and procedures could be improved so as to reduce the likelihood of discrimination occurring.

## **Processes**

The coordinator will intermittently review the organisation's procedures in all areas to ensure that these are in accordance with the principles expressed in this policy, and review any changes to the organisation's procedures in all areas to ensure that these are in accordance with the principles expressed in this policy.

Staff and volunteers will follow these procedures.

## **Complaints**

Anyone who believes a member of the Deep Listener collective has breached this policy may contact the coordinator in writing to lodge a complaint directly to the project. This may be done via email to [Ursula@deeplisters.org](mailto:Ursula@deeplisters.org). Under the Anti-Discrimination Act of NSW (1991), complaints may also be referred to the Anti-Discrimination Board. More information on formal legal complaints can be found at

<https://www.service.nsw.gov.au/transaction/lodge-complaint-anti-discrimination-board-nsw>.

If the complaint is lodged with the Deep Listeners coordinator, upon receipt the coordinator will review the matter as immediately as appropriate but no longer than 14 days. The coordinator will investigate the claim and make a decision on the outcome. The coordinator may dismiss, uphold, or request further information from either or both parties. Witnesses may be called upon by either party.

A member who breaches our pro diversity and inclusion policy may be subject to one of the following penalties that is most appropriate in the circumstances: warning and education, reprimand and request for remediation, suspension of membership, expulsion from Deep Listeners. Appropriateness will be based on the seriousness of the breach, the harm or potential harm caused, and whether the member has had previous breaches.

The coordinator asserts the right to refuse to receive, investigate or take action on complaints believed to be vexatious or trivial.

Once an outcome and course of action has been decided, the complainant will be notified immediately. If the complainant is unsatisfied with the outcome he/she may appeal to the coordinator or refer the matter as appropriate by law to the Anti-Discrimination Board.