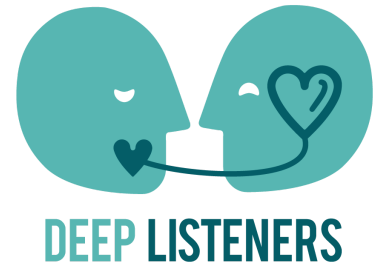


# DEEP LISTENERS GUIDELINES

## Including Grievance Policy



Deep Listeners strongly supports listeners' autonomy. You are valuable in your uniqueness and your unique way of connecting with others. These are the minimum possible guidelines we have been able to formulate to keep both you and the speaker safe, and keep Deep Listeners a trusted name.

### Conditions and responsibilities of being in the Deep Listeners collective

- You are responsible for making decisions about your safety
- You are responsible for staying within your personal comfort zone while listening, including the lead up and post-listening periods
- You make a commitment to maintain adequate and regular self care
- You take responsibility for reaching out when you are in need of a debrief or support
- You inform the coordinator of any issues arising relating to safety, crisis, or negative outcomes (including potential risks or incidents that were averted) in a timeframe appropriate and provide details as asked
- Follow the Deep Listeners code of ethics, guidelines and policies, as well as state and federal law at all times while representing Deep Listeners (and/or 'on duty' as a listener)
- Keep note of how many hours you spend listening, the number of people heard & key topics of conversation (de-identified) and let the coordinator know during check-ins
- Either attend the Deep Listeners meet ups or keep in contact and up to date
- Do not bring Deep Listeners into disrepute

### Guidelines when 'on duty' as a Deep Listener

You are free to decide not to wear the badge at any time. But if you do, the badge must only be worn when you are putting yourself 'on duty', meaning that you are ready then and there to listen for at least an hour uninterrupted. When you no longer have an hour of free time left, please take the badge off. It is important that everyone does this, so the badge is a reliable indicator of availability.

- Stay within your comfort zone and skill level at all times
- At the beginning of a deep conversation, explain your role as a listener and its limits
- Offer every new speaker a Deep Listeners card. You may also give out the card to those who are just curious or interested
- Suicide risk is to be taken seriously in all instances
- Always have ready access to help in the rare case of emergency. This includes having emergency phone numbers to hand and access to a phone

- Ensure you are in a rational state of mind, sober, and are feeling calm, with enough energy to engage with another person
- Do not offer any support other than listening, referring, making warm introductions, and crisis response (Anything else is outside our scope and must be done ‘off duty’ and within the Code of Ethics value of ‘honest intention’)

If you are listening to someone in the community (as opposed to a colleague or team member etc):

- Stay in a publicly visible and accessible area where there are regular passers by.

### **Grievance policy process**

This process only applies to signed members of the Deep Listener collective.

If a concern is raised that a member has breached the guidelines, the matter will be reviewed by the coordinator. If a listener is in need of support to more fully understand the guidelines, he or she may be subject to supervision, further training or other actions that are appropriate in the circumstances. Appropriateness will be based on the seriousness, the harm or potential harm caused, and whether the member has previously breached the guidelines. Responses to breaches may include a warning and education, reprimand and request for remediation, suspension of membership, and if there are serious and irreconcilable concerns, expulsion from Deep Listeners.

### **Complaints**

Anyone who believes a member of the Deep Listener collective has breached our guidelines may contact the coordinator to advise. This may be done via email to [Ursula@deeplisters.org](mailto:Ursula@deeplisters.org). Concerns will be reviewed by the coordinator and discussed with the member.

### **Authorisation**

Ursula Wharton  
Founder & Coordinator, Deep  
Listeners, Murwillumbah