



NSW Police Force

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Inclusive Language Guidelines:

A Practical Guide

BUILDING AN INCLUSIVE WORKPLACE CULTURE
WHERE OUR PEOPLE FEEL A SENSE OF
BELONGING AND CONNECTION.

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Introduction

The NSW Police Force is committed to providing an inclusive workplace experience for our diverse people. We understand that our people and the community we serve are integral to the work that we do. Therefore, it is essential that we cultivate an environment and culture where our staff can feel recognised and valued for their distinct, diverse talents and perspectives.

This guideline contains inclusive language examples and advice related to:

- Gender identity and sexuality;
- Aboriginal and Torres Strait Islander peoples
- Age
- Cultural and linguistic diversity; and,
- Disability and accessibility

It covers general principles of inclusive communication, and specific examples and advice for inclusive and considered communication through written, spoken and behavioural modes. You can refer to this guide:

- for guidance around inclusive language in policies, procedures and other official documents
- when designing internal or external-facing communications, recruitment and marketing materials
- when preparing a presentation or event for an internal or external audience
- for personal reflection and professional development, and;
- for guidance with interactions and conversations with your colleagues and the community

These guidelines are based on principles of respect and inclusivity and have not been designed to be prescriptive on terms and references. Rather, the guidelines are designed with principles to guide conversations and communications and to encourage all of us to be considerate of the people we work with and the community we serve.

Further, it is important to recognise that the guide should not override the chosen terms and references of an individual or group. Everybody has different ways in which they would prefer to be spoken to, or about.

If you are unsure of the preferred terms, pronouns or identifiers of a person or group, the simple and appropriate thing to do is ask the person directly or contact an organisation that represents the diversity group.

Why Inclusive Language?

Language is a powerful tool. It can be used to create a sense of empowerment, identity and purpose. It can be used to create a sense of being valued, respected and one of the team or of being under-valued, disrespected, and an 'outsider'.

Moreover, how we speak to and about one another influences how we treat one another. We are more driven to contribute and succeed when we feel a sense of belonging to the organisation and our teams. (Catalyst, Inclusive Leadership: The View from Six Countries, 2014).

According to studies conducted by the Diversity Council Australia:

- Non-inclusive language contributes to and perpetuates stereotyping.
- Non-inclusive language affects people who witness it as well as the intended targets.
- Using non-inclusive language during the recruitment process results in disengaged and unmotivated applicants.
- Non-inclusive comments in the workplace can have a negative effect on individuals from excluded groups, impeding their contributions and advancement at work.
- Frequent non-inclusive experiences at work have just as harmful effects as more intense but less frequent experiences (e.g. bullying and harassment).
- Non-inclusive language can lead to tolerance of hostile feelings and discrimination against people from excluded groups.

Put simply, using language that is not inclusive can result in a negative and toxic workplace culture where bullying or discriminatory behaviour is tolerated. It can also restrict and exclude diverse talent from the NSW Police Force.

Our policies, programs and services should be relevant, accessible and inclusive for all our people, and the community we serve.

General Principles for Inclusive Language

When considering inclusive language, it is useful to keep the following principles in mind:

RESPECT

Inclusive language involves knowing about and showing respect for each other in the workplace and for the people we serve in the community.



PURPOSE

What is the purpose and context of your interaction or document? Are the references to people reflective of the diversity of your intended audience?



RELEVANT

Keep it relevant. Is it necessary to refer to personal characteristics such as gender, sexual orientation, religion, racial group, disability or age?



Concerns about Using Inclusive Language

The way we speak to each other determines the culture we create in our workplaces. Using language that is respectful and inclusive leads to a feeling of value, respect and belonging for everyone. Some common concerns include:

<p>“This isn’t worth the hassle”</p> <p>When you decide to use language that is inclusive, you are contributing to a respectful workplace culture that cultivates productivity and engagement, and to a valuable and positive representation of the NSW Police Force in the community.</p>	
<p>“This is about political correctness!”</p> <p>The way we interact with others is an integral component of our jobs in the NSW Police Force. Inclusive language is about using language that is respectful, accurate and relevant to <i>everyone</i>. It is not language designed for the few.</p>	
<p>“People are too sensitive”</p> <p>As writer Jarune Uwujaren says, “Making a conscious decision to avoid particular words and phrases is not about coddling people or shielding them from offense – it’s about understanding that alienating people through language is not acceptable.”</p>	
<p>“What’s in it for me?”</p> <p>Words have power and what we say has a direct impact on the choices we make and the culture and environment we create at work and within our communities. Using language that is respectful and inclusive can have a direct impact on our enjoyment of work and our outcomes and services with the community.</p>	

Gender Identity and Sexuality

Gender Identity

Historically, language has demonstrated an inclination for terms aligned to the male perspective, stereotyping of gender roles, and unnecessary or irrelevant references to personal characteristics based on gender.

The general rule is to avoid reference to a person's gender except where it is required or relevant to the context or discussion. Shift from using gendered or heteronormative¹ language and use terminology that is more inclusive of gender identities. As the situation or interaction dictates, seek gender neutrality when using terms and pronouns.

Examples of inclusive language include:

Opt for gender neutral terms

Use generic pronouns, this may include:

- Businessmen – Businesspeople
- Guys – Team, Folks, People, Everybody
- Chairman – Chairperson
- Manpower – Personnel
- Policeman – Police Officer

Be mindful of gendered expressions and imagery

There are many instances where it is respectful to acknowledge an individual's preferred gender identity. This may include in conversations, meetings and the development of marketing material.

For example, when using images, be mindful of gender and diversity balance. The use of images should reflect our diverse workforce.

Respect and acknowledgement of titles

The NSW Police Force acknowledges the use of 'Ma'am' and 'Sir' or 'Mister' in reference to rank and/or senior officers in our organisation.

Tip: Use non-gendered language such as, 'This procedure is applicable to all staff...' and 'All policing staff are encouraged to...' when drafting an informational or instructional text that refers to, or is applicable to, staff or the community – unless the document is clearly in reference to, or applicable to, a certain group only.

¹ [Heteronormativity](#) is the belief that heterosexuality, or a romantic and sexual attraction the opposite sex, is the only normal sexual orientation. Other sexual identifies are considered unnatural and are sometimes even legally prohibited.

Sexuality

Language that discriminates against people based on their sexual orientation is unacceptable. Bias against lesbian, gay, bisexual, transgender, intersex, queer and questioning (LGBTIQ) people contributes to marginalisation and feelings of inferiority.

Using inclusive language has a real and positive impact for LGBTIQ people. Key points to remember include:

Gender identity or expression, and sexual orientation are different

Gender identity refers to a person's internal and/or external experience of gender which may be the same or different from their sex at birth.

Gender expression refers to how a person publicly presents their gender.

Sexual orientation refers to who a person is sexually and/or romantically attracted to.

No assumptions

All people do not look a certain way or come from the same background, and many may not appear 'visibly' LGBTIQ. Rather, you should assume that an audience might include LGBTIQ people and use language and behaviour that is respectful and inclusive.

Don't question or make assumptions about someone's gender, sexual orientation or relationship. Accept and respect how people define their gender and sexuality.

Tip: Consider language that does not reinforce the assumption that all personal relationships are heterosexual. When you are aware that someone is married, be respectful of terms they prefer to use. Some people will use terms such as 'husband' and 'wife' whilst others may prefer gender neutral terms such as 'partner' or 'spouse'.

The right terms and pronouns

It is important to use the correct terms and pronouns when addressing an individual or a group. Understanding the use of terminology and language descriptors shows respect and contributes to the development of positive relationships and workplace environments.

Specifically, for people who are transgender, respect the name they are currently using. For some people, being associated with their birth name is a source of anxiety, or it is simply a part of their life they wish to leave behind.

If the pronouns are not known, ask them, or listen first to the pronoun other people use when referring to that person. If you accidentally use the wrong pronoun, apologise immediately and sincerely, and then move on.

Tip: For policy documents referring to employees and their families or household, use language that acknowledges diverse relationships and families. This can mean using words like 'partner', 'spouse', 'birth parent' or 'parents'.

Respectful language and behaviour

Placing limitations or expectations on individuals because they belong to a certain group is discriminatory, damaging, and hurtful. You can contribute to a respectful workplace by challenging homophobic and derogatory jokes and comments and calling out the behaviour as offensive and unacceptable.

Respectful language and behaviour is also about acknowledging and recognising privacy. Some people feel comfortable disclosing to others, and some do not. It is up to the person to share what they wish to.

Aboriginal and Torres Strait Islander

Developing literacy with language that more accurately reflects Aboriginal and Torres Strait Islander people is integral to respect and inclusion, and can impact our perspectives, attitudes, and relationships within the workplace and community.

Different and distinct

It is important to acknowledge and recognise that Aboriginal and Torres Strait Islander peoples come from different nations with distinct languages, cultures and customs. The specific nation or community should be used whenever possible, and as the situation or interaction dictates.

Using the right terms and phrases

It is often best practice to use 'Aboriginal and Torres Strait Islander' when referring generally to Aboriginal and Torres Strait Islander peoples. As a stand-alone term, 'Aboriginal' is not inclusive of Torres Strait Islander peoples, and reference to both Aboriginal and Torres Strait Islander peoples should be used where the intention is to refer to all First Peoples of Australia.

Out of date terms such as full-blood, halfcaste, quarter-caste and quadroon are very offensive and should never be used when referring to Aboriginal and Torres Strait Islander peoples.

Do not use the words Aborigine or Aborigines as many Aboriginal peoples feel it is linked back to the terminology used in the periods of colonisation and assimilation. Instead, use Aboriginal or Aboriginal and Torres Strait Islander.

The first letters of Aboriginal, Torres Strait Islander and Indigenous are always capitalised. Not doing so is regarded by Aboriginal and Torres Strait Islander people as being 'racist, offensive and belittling, a way of negating our identity and nationality and can be similar to misspelling a person's name (tina or jason) or another country's citizens (japanese, european) by not capitalising'.

Terms such as 'First Peoples' or 'First Nations' are acceptable, and respectfully encompasses the diversity of Aboriginal and Torres Strait Islander cultures and identities. In respecting Aboriginal and Torres Strait Islander identities, it is important not to abbreviate 'Aboriginal' or 'Torres Strait Islander,' or to use the acronyms 'ATSI', 'TI', 'TSI'.

Often the terms 'Aboriginal', 'First Nation' and 'Indigenous'² are used interchangeably, sometimes by members of the Aboriginal and Torres Strait Islander community. However, it is important to recognise that these terms carry different meanings to different people. When dealing with specific people or groups from the Aboriginal or Torres Strait Islander community, it is always best to find out what term they wish to use.

Tip: It is important to remember that distinction between terms and references is important. Terms such as Koori should not be used interchangeably. This term refers specifically to a group of Aboriginal and Torres Strait Islander people who identify with a specific area and language.

Strength-based language and terms

Acknowledging and addressing the historical and intergenerational injustices experienced by Aboriginal and Torres Strait Islander peoples is critical to inclusivity. Nevertheless, it is equally important to recognise the strength, resilience and contributions of Aboriginal and Torres Strait Islander peoples.

It is important to use strength-based language. For example, consider the difference between a paternalistic or patronising expression such as 'helping disadvantaged Aboriginal and Torres Strait Islander peoples', and a more strengths-based alternative such as 'providing meaningful opportunities for Aboriginal and Torres Strait Islander peoples'.

Acknowledging diversity

Pluralisation should extend to generalised reference to Aboriginal and Torres Strait Islander 'histories,' 'perspectives,' 'ways of being,' 'contributions,' and so forth. This acknowledges that Aboriginal and Torres Strait Islander peoples are not homogenous.

Age

There are some who may perceive their age as a barrier to inclusion in the workplace. Consider terms and phrases that may stereotype individuals or groups based on their age such as language that implies that a particular age group is more or less able.

Demographic terms such as 'older' and 'younger' are relative and should be used only when relevant and within a clear and specific context.

An exception to negative connotations around the descriptor 'elderly' is in the case of where the term 'Elder' is considered a respectful and honourable title for someone who holds both age and wisdom, specifically within Aboriginal and Torres Strait Islander communities.

² In some parts of the country, the term 'Indigenous' can be considered offensive. That is, it has scientific connotations that have been used historically to describe Aboriginal and Torres Strait Islander peoples as part of the 'flora/fauna' rather than the human population of Australia. It can be seen as a problematically universalising or homogenising label for what are, in reality, highly diverse identities

Tip: The term ‘elderly’ can imply a stereotype, and caution is advised when using it to refer to an individual. When referring to a population of older people, the use of the term ‘elderly’ may be appropriate. However, providing specific information is generally more informative, e.g. ‘the population above the age of 65 experience...’

Cultural and Linguistic Diversity

The diverse representation of cultures and languages within NSW shows that language inclusiveness with respect to culture, race and ethnicity is crucial to the effective and considered delivery of the services of the NSW Police Force.

Key points to remember when referring to culturally and linguistically diverse people or groups include:

Reference when necessary and relevant

Cultural labels, names and expressions can be created and used to portray certain groups as inferior or superior to others. Be mindful of undue emphasis on racial and ethnic differences. Only refer to the ethnic or racial background of a person or group if it is relevant to the context or interaction.

It is also important to note that a person may prefer not to be identified through origin or descent at all. This preference should be respected.

Tip: If it is important, relevant and necessary to specify the descent or ethnicity of a person or group, consider the following:

- Use a qualifier in conjunction with the noun ‘Australian’, e.g. ‘Vietnamese-born Australian’, ‘Iraqi-Arabic-speaking Australian’, ‘Jewish Australians’
- Use phrases that refer to a person or group's background or origin, e.g. ‘Australian of Chilean background’, ‘Australians of Lao descent’

In some cases, the use of generic terms and expressions is ideal. For example, the use of the term ‘Australian’ can be highly inclusive, provided it is intended to include all communities and individuals within Australia, irrespective of the person’s background or country of birth.

Beware of positive or negative stereotyping

Do not stereotype through positive or negative generalisations about members of a particular racial or ethnic group. Even ‘positive’ comments can be perceived as patronising such as, ‘You speak such good English!’

Disability and Accessibility

Language referring to people with disability has tended to highlight the disability, rather than the person. This leads to depersonalisation, the amalgamation of whole spectrums of specific physical and intellectual impairments, and many other forms of social and economic discrimination.

The general principle to apply is to focus on the person, not the disability. Phrases such as ‘person with disability’ or ‘person with vision impairment’ are inclusive and sensitive.

However, as with all forms of inclusive language, do not refer to the disability if it is not pertinent to the interaction or context. Language inclusivity for people with disability can be applied through the following principles:

People are not bound by their wheelchairs

A person who uses a wheelchair is not bound by the chair; they are enabled and liberated by it – it can become an extension of their body. ‘Confined to a wheelchair’ also focuses on the disability and not the person. The terms to use are ‘wheelchair user’ or ‘person who uses a wheelchair’.

People with disability are not ‘special’

Implying that a person with disability is courageous or special just for getting through the day can be viewed as patronising. Avoid overly enthusiastic praise and admiration about the achievements of people with disability.

Facilities and services

Facilities reserved for people with disability, such as parking, lifts or toilets, should be referred to as ‘accessible’. Avoid the use of the term ‘special’ or ‘disabled’ when referring to people with disability or facilities that have been reserved for them.

Tip: Focus on the person, not the disability.

Generally, frame a disability as something that a person has, rather than what they are or how it defines them. It is important that we see the person first, not the disability and that our language reflects this perspective.

A person with disability is not weak or someone to be pitied. Do not use terms such as: ‘suffering from’, ‘struck down by’, and ‘afflicted with’. Remove emotion from the language, e.g. ‘Sila experiences depression, ‘Mehnaaz developed Multiple Sclerosis’, or ‘Noah has epilepsy’.

Resources

General Information

Centre for Inclusive Design - Checklist for Inclusive Events and Meetings

<http://centreforinclusivedesign.org.au/index.php/services/guides/2017/05/10/checklist-for-inclusive-events-and-meetings/>

Diversity Council Australia Words at Work Campaign

<https://www.dca.org.au/research/project/wordsatwork-building-inclusion-through-power-language>

NSW Public Service Commission Disability Awareness – All Employees - Communicating Inclusively Module

https://www.psc.nsw.gov.au/static-files/Disability_Awareness/All/pages/2-1.html

Aboriginal and Torres Strait Islander

A Guide to Using Respectful and Inclusive Language and Terminology

<https://www.narragunnawali.org.au/about/terminology-guide>

Australian Together Language and Terminology Guide

<https://australianstogether.org.au/assets/Uploads/General/AT-Language-and-Terminology-Guide-2020.pdf>

Disability and Accessibility

Australian Network on Disability Inclusive Language

<https://www.and.org.au/pages/inclusive-language.html>

Public Service Commission Disability Awareness – All Employees - Communicating Inclusively Module

https://www.psc.nsw.gov.au/static-files/Disability_Awareness/All/pages/2-1.html

Gender and Sexual Identity

United Nations Gender Inclusive Language Guidelines

<https://www.un.org/en/gender-inclusive-language/guidelines.shtml>

VIC Government LGBTIQ Inclusive Language Guide

<https://www.vic.gov.au/inclusive-language-guide>

Appendix

Frequently Asked Questions (FAQs)

Who is this guide for?

This inclusive language guide is for all NSWPF employees who are seeking information regarding:

- the use of inclusive language in policies, procedures and other official documents
- the design of internal or external-facing communications, recruitment and marketing materials
- the preparation of a presentation or event for an internal or external audience
- personal reflection and professional development, and;
- inclusive and respectful interactions and conversations with your colleagues and the community

What is inclusive language?

Inclusive language plays an important role in building and maintaining a respectful workplace at NSW Police Force. Inclusive language is communication that is free from words, phrases, tones or behaviour that reflects prejudice, stereotypes and discriminatory views of people or groups.

It is not about being politically correct. It is about respect for everyone within our organisation and the community we serve and understanding that experiences and perspectives are not singular or linear – they are varied, important and worthy of acknowledgement.

What are the basics for using inclusive language?

When considering inclusive language, it is useful to keep the following principles in mind:

1. **Respect:** Inclusive language involves knowing about and showing respect for each other in the workplace and for the people we serve in the community.
2. **Purpose:** What is the purpose and context of your interaction or document? Are the references to people reflective of the diversity of your intended audience?
3. **Relevance:** Keep it relevant. Is it necessary to refer to personal characteristics such as gender, sexual orientation, religion, racial group, disability or age?

How should I use pronouns?

Pronouns are one-way people refer to each other and themselves. Most, but not all, men use the pronoun 'he'. Likewise, most, but not all, women use the pronoun 'she'. Some people use a gender-neutral pronoun such as 'they' (e.g., "Jenny drives their car to work").

If you're unsure what someone's pronoun is, ask them respectfully and privately. Use a question like "Can I ask what pronoun you use?" Do not ask "What pronoun do you prefer?" A person's pronoun and identity are not a preference.

Be mindful of the context and situation. For example, someone might not use their pronoun in a particular environment or around particular people because they do not feel safe or comfortable to do so.

What if I make a mistake?

You might say the wrong thing or be unsure about what to do, but apologising for misunderstandings and mistakes, and showing a commitment to learn are steps in the right direction. Likewise, displaying understanding when language is accidentally misused can be encouraging for those who are learning. Accept sincere apologies and acknowledge efforts to be inclusive.

Language is not always intended to exclude a person or a group. Becoming conscious of how your language and behaviour impacts others can help prevent feelings of exclusion and discomfort in the workplace. Inclusive communication may require some preparation but taking the time to recognise that all audiences are diverse creates a respectful workplace and NSW Police Force for everyone.

What are simple things I can do to make my work and interactions more inclusive?

Your mindset matters. It is important to have a mindset of learning and empathy. Our language continues to evolve to reflect what we value and the accepted 'norms'. However, consider that people who are not members of the mainstream or dominant culture may not have had the privilege to feel visible or be included.

Be mindful of exemplifying a group. This involves using more examples involving a certain group over others and basing examples on stereotypes. One way to avoid gendered exemplification is to use equal examples that include different genders. For example, instead of using a female's name to represent an administrative officer and a male's name to represent a police officer in an e-learning course, try switching these names around to avoid reinforcing gendered assumptions.

Use of generalisations or stereotypes. No matter your audience, be cautious about making sweeping statements about any social group. This includes making personal assumptions based on your own perspective or lived experiences.

Be mindful of in-group terms. These are terms that are accepted and used by members of the same group, however, are most often not appropriate for use by people who are not members of the group. In-group terms often form as an act of resilience and re-appropriation. This may occur in many groups.

How should I welcome people to meetings or events?

Instead of welcoming by segmenting groups e.g. ladies and gentlemen, you can include everyone by saying things like "Welcome, everyone" or "Good morning, team". These broader terms can also be useful when sending emails to large groups or units.

I write a lot of formal documents. What titles should I use?

In general, where possible, use the title that person uses. For example, copy the title they use in their correspondence. In some cases, you may be able to ask what title they use. If they don't use a title, do not add one. It is fine to simply address them by their first and last names.

Gender neutral titles like Dr can always be used, but gendered titles such as Ms, Miss, Mrs or Mr may not apply.

What language should I use in a policy or procedure document?

Refer to the audience as 'employee', 'staff member' or if relevant, by position e.g. 'administrative staff' or 'police officers'. Do not use gendered terms such as 'he' or 'she'. If a policy or procedure is intended to be applicable to all staff, indicate this by referring to 'all staff' and use inclusive terms such as 'birth parent', 'partner', 'spouse'.

For further guidance and advice, contact the Inclusion and Diversity Team at #HRDiversity.

I do a lot of my work by phone. What should I keep in mind?

Remember, the sound of a person's voice or the way they look isn't a reliable indicator of their gender, ethnicity, age or much at all - particularly on the phone. Do not address someone on the phone by gendered terms such as 'madam' or 'sir' if you don't know their gender or make assumptions about age or any identifier, if you do not know them. Ask and call them by their name.

What about job interviews?

Prior to the interview, review the candidate's application to understand what pronoun they use and the name that they are referred by. You can ask the candidate about reasonable adjustments for the interview.

I need to exhibit authority in a formal setting, e.g. court. What titles should I use?

In some settings, such as court when giving evidence, titles are used to indicate formality. In these situations, participants might refer to someone by traditionally gendered titles. It is useful and appropriate to refer to people by their chosen terms, names and pronouns or, if this is not known, by their official role in the proceeding. For example, 'the complainant', 'the victim', 'the perpetrator'.

How can I collect data?

Firstly – consider do you really need the information? Sometimes, for example, information on gender is collected but is not really required. The best way to collect information will vary depending on the particular context.

You can contact the Inclusion and Diversity Team at #HRDiversity for advice.

How can I find out more detailed information about inclusive language?

You can find further information through the Resources section at the end of this document. Or, you can contact the Inclusion and Diversity Team at #HRDiversity for guidance and advice.

How else can I be inclusive in the workplace?

When you start to consider the diversity across the NSW Police Force and our community, you can start to identify things beyond language that can demonstrate respect and support inclusion.

Examples include considering:

- how we reflect diversity in our media and marketing materials
- how events and meetings are organised to be inclusive and accessible
- how requirements like dress codes can be adapted according to individual circumstances
- how the design, development and reference to facilities can be more inclusive and accessible
- how the drafting and updating of policies, procedures, forms, surveys and legislation are inclusive and accessible

You can also consult with, or request guidance and advice on inclusivity, on the development of a project, event, or document, or an interaction or situation by contacting the Inclusion and Diversity Team at #HRDiversity.

Case Study One: Job Advertisement

It is important that, when advertising positions, the advertisement and the application process is inclusive for all potential applicants.

When advertising for a role, every hiring manager has their own concept of the 'perfect' candidate. As a result, this forms an unconscious bias that can become evident in the job advertisement and the subsequent recruitment process.

You can address unconscious bias through the following:

- Focus on the outcomes to be achieved in the role rather than how it is achieved.
- Prioritise the essential skills above the desirable skills.
- Make the advertisement easy to read and provide information in alternative formats.
- Ask if the applicant requires any reasonable adjustments.
- Broaden the way you advertise and accept applications. This can attract more candidates to the position.

You can also encourage people to apply by including a statement outlining our commitment to inclusion and welcoming diverse applicants.

Example:

The NSW Police Force is committed to an inclusive workplace for all people. We recognise that we operate in a diverse community and welcome and encourage applications from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ community, veterans, refugees and people with disability.

Case Study Two: Onboarding and New Employees

Onboarding is a pivotal moment for inclusion from the first day. It defines the workplace culture and priorities to the new employee and sets the tone for the person's experience with the NSW Police Force.

There are two things you can do to embed respectful and inclusive language in your onboarding process.

1. Let the new team member know that inclusion matters

The first day is a prime opportunity to share our commitment to inclusion and diversity. Advising them of the NSWPF Inclusion & Diversity Strategy, as well as informing them of, and encouraging participation in, the various employee networks and diversity events is key to the demonstration of inclusion and diversity.

Remember, it is important to ask the employee what their interest would be and not decide based on your assumptions.

2. Send a welcome email introducing your new team member

Welcome emails can do two things: help the new team member feel a part of the new team, as well as inform the wider team of the new team member's name, experience and history and chosen pronouns and terms.

Before you construct or send a welcome email, consider the following:

- **Prepare your team.** Brief the wider team prior to the new employee's commencement regarding how they will complement the team – what are their responsibilities? Who will they be working with or reporting to?
- **Don't assume.** Explain that the purpose of the welcome email is to introduce the new employee to the wider team. Ask the new employee what they would like to share – both personally and professionally.

An example of a welcome email is included below:

Good morning team,

I am excited to welcome Anaia Laufiso to our team!

Anaia is joining us as our new Research Officer and will be working with the Strategy & Governance Team. She has 10 years' experience in the field and will be a great complement to our team with her knowledge and expertise.

Please join me in welcoming Anaia.

Case Study Three: Developing and Implementing a Policy, Procedure or Survey

Developing and implementing inclusive policies, procedures, systems and surveys is a core component of a respectful and positive workplace and supports the delivery of an inclusive and considered service to the community.

Key things to consider in the development of a policy or procedure include:

- **Inclusive organisational vision and values.** Consider if it is relevant to include a statement explaining the NSWPF's commitment to inclusion and diversity in your policy or procedure.
- **Embed equitable policy and expectations for all staff.** Use gender neutral language where possible and within context. Refer to the audience of the policy or procedure as 'staff member', 'team member' or 'the employee'. Be specific when referring to certain groups, for e.g. 'administrative staff' or 'women'.
- **For policy documents referring to employees and their families or household,** use language that acknowledges diverse relationships and families. This can mean using words like 'partner', 'spouse', 'birth parent' or 'parents'.

Collecting data to assist with planning and targeting initiatives can have a significant impact on attraction, engagement and retention of staff and the community.

Key things to consider in the development or maintenance of surveys or systems include:

- **Necessity of data.** For example, do you need to collect information on gender? Collect information that is necessary for the outcome of the survey.
- **Provide options for chosen pronouns and terms.** Include titles such as 'Ms', 'Mrs', 'Mr', 'Mx', 'Other – Please specify' and 'Unspecified'.
- **Understand** that the provision of an individual's diversity related information is optional.

Case Study Four: Communications and Marketing

Communications and marketing are key to the attraction and engagement of potential staff and the community to the work of the NSW Police Force.

Therefore, it is important that the images and language we display in our communications is inclusive and diverse and accurately reflects and displays our people and the community we serve.

Consider the following points when composing or selecting images and language in your communications and marketing materials:

- **Consider diversity of people.** When deciding on the images that you will include in your communications and marketing, reflect on the diversity of the NSW Police Force and the community that we serve. Aim to incorporate actual staff and real people in your images to show authenticity of the message.
- **Consider inclusivity of language.** It is equally important to incorporate inclusive language principles into your communications. Be mindful of the audience you are communicating to and refer to the instruction and guidance in this document.
- **Recognise that diversity exists within diversity.** When developing communications and marketing for the NSWPF, it is important that we do not perpetuate stereotypes. For example, the display of a male police officer and female administrative officer may be accurate but is not wholly inclusive in either role. Our communications and marketing should be designed to attract a wide range of people within the diversity of NSWPF roles.



Case Study Five: Inclusive Events Checklist

Meetings and events at NSWPF are used for a range of critical purposes such as presentation, consultation, sharing information, and for gaining insights and feedback. It is discriminatory if an employee or member of the community is unjustly precluded from participating in a meeting or event due to inaccessibility or refusal to provide reasonable adjustments.

This checklist is a simple way to make your meetings and events inclusive and accessible to all attendees.

Location and Venue

- Choose a venue that can be accessed via a ramp, is clearly visible and accessible for public transport, taxis and cars.
- Ensure entrances are clearly signed and doors, ramps, lifts, and hallways can accommodate wheelchairs and mobility scooters.
- Does the venue have an automatic door? Ensure automatic doors are working appropriately and are 900 – 950mm wide. An alternative may be to have someone available to greet people and open swing door.
- Is the venue aware of requirements around service animals in Australia?
- Are there accessible bathrooms? Check that the bathrooms can easily be accessed, are clean and functioning.
- Ensure the venue can cater for invited attendees and carers or companions (if required).

Online Events and Meetings

- If possible, choose software that does not require attendees to download a plug-in to access the software. Some people with disabilities cannot download software without help and some attendees may not be able to download software from work computers.
- Test software before the event. Make sure multiple people can access the software.
- Provide an alternative if attendees cannot access the software. Can they dial in by phone, or use a chat facility?
- Identify protocols for speaking at the beginning of the meeting.
- Contact DTI and [Obsidian](#) for assistance with recording and streaming your event or meeting.

Communications and Promotions

- Make event information and materials available in a variety of alternative formats, such as large print, audio/video, email.
- Promotion on social media should include accessibility, such as description of images, accessible hashtags, captioned videos and accessible formats.
- Ensure signage and onsite banners have good colour contrast and are easy to read from several meters away. Also, make sure signage is placed in logical areas.

Invitations

- Ensure digital invitations are in an accessible Word, PDF or email format. Also ensure physical invitations have good colour contrast and information is easy to read.
- Provide information on how to access the venue, including venue drop off points, accessible parking, public transport and walking directions.
- For event registrations or RSVPs, ask attendees if they have any accessibility requirements. Identify the accessibility adjustments available, so attendees feel comfortable with disclosing their needs.

Room Set Up

- Ensure the room is well lit throughout and provide space for Auslan interpreters (if required). Ensure interpreters are positioned in a well-lit area at the front visible to the audience. Reserve space at the front for deaf, hard of hearing or lip-reading attendees.
- Ensure there is ample space around the entrance for people to enter and exit without disrupting other attendees.
- Provide sufficient space between tables for wheelchairs and mobility scooter access and ensure their height is adjustable.
- Are stages and speaking areas, including lecterns, accessible for people with limited mobility? Is the room clear of clutter, trip hazards (For example: cables removed or taped down and secure flooring)?
- Provide guests with access to a separate, quiet area to allow them to take a break or make phone calls, and adequate seating at standing events.
- For smaller meetings, ensure name tags/lanyards are provided and speakers/attendees are announced at the beginning of meetings.
- Prepare an Acknowledgement to Country for the beginning of the event/meeting. A large event may require inviting an Indigenous Elder to reside over the Welcome to Country.
- The host or event organiser should provide a 'house-keeping' statement at the beginning of the event. This should outline the layout of the room, breakout rooms, and location of the toilets, meal areas, fire exits and emergency procedures.

Requirements for Speakers and Presentations

- All presentations should be provided in an accessible format – especially if they are to be made available to attendees afterwards.
- All videos should be captioned. Where appropriate, videos and other visual content should be described by the speaker/presenter.
- Presenters should keep abbreviations and acronyms to a minimum and explain them.
- Ensure speakers announce their name (and role) before speaking.
- Have the accessibility needs of presenters been addressed?

Refreshments and Dietary Arrangements

- Provide a variety of meal options, including items that are easy to eat or do not require utensils.
- Check that meals cater for dietary preferences and conditions, including allergies, intolerances and diabetes ensuring they are clearly labelled.