Good Practice Policy Template for Inclusiveness

What and why?

Developing a policy establishes a clear, agreed-upon course of action for handling specific situations within your organisation.

An Inclusiveness Policy aims to ensure that all individuals, regardless of background, identity and disability, are valued, supported and provided with equal opportunities.

Key features of an Inclusiveness Policy

- The policy is comprehensive and outlines organisational principles, purpose, scope and responsibilities for fostering inclusion in the workplace.

- The policy is supported by actionable procedures and step-by-step guides for things like recruitment, workplace adjustments, awareness training and annual review processes.

- Associated forms are available for onboarding requests, workplace adjustments, grievance or complaints, and feedback or surveys.

- The policy is supported by a guide for managers and workers to understand and implement the Inclusiveness Policy.

How to draft an Inclusiveness Policy

You can use the template on the following pages to guide development of your organisation's Inclusiveness Policy. The following sections are covered in this template:

1. Purpose
2. Scope
3. Organisational principles
4. Organisational commitments
5. Implentation and responsibilities
6. Related documents and forms
7. Relevant legislation, standards and strategies
8. Review

If you need further assistance, Queenslanders with Disability Network (QDN) Inclusion Consultants help organisations develop effective and inclusive policies by drawing on the lived experience of people with disability. QDN provides expert guidance, training, and resources to create genuinely accessible environments that go beyond compliance, promoting real inclusion and equal participation.

Visit www.qdn.org.au.

Purpose

How to craft this section:

- State why the policy exists.

- Emphasise the organisation's values around inclusiveness and diversity.

- Use aspirational but actionable language.

Example: This policy sets out [Organisation Name]'s commitment to fostering an inclusive, respectful, and equitable environment for all. We aim to create a workplace where individuals of all backgrounds, identities, and abilities feel supported and have equal opportunity to contribute and thrive.

Scope

How to craft this section:

- Define who the policy applies to.

- Clarify which contexts, settings, or activities it covers.

- Make sure it's inclusive of both internal and external stakeholders where appropriate.

Example: This policy applies to all employees, board members, contractors, and volunteers of [Organisation Name]. It also extends to programs, services, and interactions with clients, partners, and the community.

Organisational principles

How to craft this section:

- Articulate key values that will guide inclusive practices.

- Use clear definitions and ensure relevance to your organisation's mission.

Example:

- **Equity**: Providing fair access to opportunities by recognising and addressing systemic barriers.

- **Diversity**: Valuing the unique perspectives and backgrounds that individuals bring.

- **Inclusion**: Creating a culture where everyone feels they belong and can fully participate.

- **Equal opportunity**: Making decisions free of bias and supporting people to succeed on their own terms.

Organisational commitments

How to craft this section:

- Specify what the organisation will actively do to promote inclusiveness.

- Use action-oriented language (e.g., 'will ensure', 'is committed to').

- Structure commitments clearly and concisely.

Example commitments:

- **Inclusive safety practices**: Ensure safety procedures accommodate diverse needs (e.g., visual alarms, ergonomic PPE).

- **Accessible tools and equipment:** Modify machinery controls or provide assistive devices.

- **Flexible rostering**: Allow shift swaps or part-time roles to accommodate disability-related needs.

- **Leadership and accountability**: Leaders will champion inclusiveness and be accountable for its integration into daily practice.

- **Inclusive hiring**: All recruitment will be designed to remove bias and attract a diverse range of applicants.

- **Staff training**: Staff will participate in regular inclusion, accessibility, and anti-bias training.

- **Accessibility**: All premises / factory floors / workshops, platforms, and communications will meet or exceed accessibility standards.

- **Zero tolerance**: Discrimination, harassment, and bullying will not be tolerated and will be addressed promptly.

Tip: Align commitments with your existing HR, compliance, or strategic frameworks.

Implementation and responsibilities

How to craft this section:

- Identify roles or groups responsible for driving the policy forward.

- Outline mechanisms for accountability, feedback, and review.

- Emphasise integration into core organisational processes.

Example: A designated Diversity & Inclusion Officer will oversee the implementation of this policy. They will work with senior leaders and HR to ensure inclusiveness is embedded in planning and operations. Annual staff surveys and equity audits will be used to monitor effectiveness and guide continuous improvement.

Tip: Having a governance structure (e.g., Inclusiveness Committee) and doing an annual review of the policy is good practice.

Related documents and forms

List internal documents, forms, policies, or procedures that support or relate to the current policy. These may provide further guidance, contain procedures referenced in this policy, or work in conjunction with it.

Use clear titles that reflect the document's purpose. You can list them as hyperlinks (if digital) or by title and version number.

Examples:

- Equal Employment Opportunity Policy
- Grievance and Complaints Procedure
- Flexible Work Policy
- Accessibility and Reasonable Adjustment Guidelines
- Workplace Adjustment Request Form
- Incident/Grievance Reporting Form
- Inclusive Recruitment Checklist

Relevant legislation, standards and strategies

Identify laws, conventions, and frameworks that the policy aligns with or is required to comply with. These might include:

Relevant legislation/standards/strategies
Australian Institute of Health and Welfare – Australia's Disability Strategy 2021 – 2031 https://www.aihw.gov.au/australias-disability-strategy/about/about-the-strategy
National anti-discrimination and employment laws
National or regional inclusion/accessibility strategies or action plans

Review

It is good practice to review the policy annually, or sooner if required, to ensure it remains current, effective, and aligned with organisational needs and legal requirements. Reviews should be conducted in consultation with staff and relevant stakeholders.

Encourage feedback from production staff:

- Include toolbox talks or shift huddles as part of the review process.
- Use simple surveys or suggestion boxes to gather input.

Example:

This policy will be reviewed **annually**, or as needed, in consultation with staff and key stakeholders.

Version Control Table

Version	Issue Date	Author	Approver	Description of Changes
1.0	YYYY-MM-DD	Name	Name	Initial version

Note for small business manufacturers:
If your business doesn't have a dedicated HR team, assign a trusted team member to oversee inclusiveness efforts. You can also access free support from JobAccess or a DES provider.