



Community Sector Secretaries Course

Session three: Inclusion and accessibility



...."inclusive" refers to the extent to which an organisation comprises and welcomes a broad range of backgrounds and interests, taking into account issues of language, ethnicity and culture, gender, gender identity, sexual orientation, age, socio-economic status and disability."

Our Community

- It is the right thing to do!
- Enhances quality and legitimacy of the board
- Ensures all voices are heard
- Stronger more inclusive culture
- Practice what you preach!



Looking outwards

Attracting
diverse
members

Inclusive
structures

Meetings cater
to member
needs

Psychological
safety

Succession
planning

Utilising
technologies

Looking inwards

Supporting
board members
to step up

Encouraging
subcommittee
members to
step up

Attracting
general
members to
step up

Looking outwards



- Making the physical infrastructure accessible for people of all abilities
- Ensuring that the timing and its meeting duration is inclusive
- Meetings use simple language and presentation format
- Utilising AI and assistive technologies

What does a psychologically safe meeting look like?

Attracting diverse members

[Board composition checklist](#)

[Why and how to achieve diversity on your board](#)

[Attracting diverse talent to the board](#)

[Youth on board](#)

[10 common mistakes in recruiting new board members](#)

[Watch Inclusive NFP governance Panel](#)

[Watch Ensuring Inclusivity: Understanding Australian Discrimination Law](#)

Passcode: Festival2024!



Succession Planning



- Be prepared before you start recruiting board members
- Think about your key objectives and what you need to achieve that
- Think about the board composition and conduct a skills audit
- Focus on diversity
- Put your plan into action

Resources

[Board succession Part : Finding new board members](#)

[Board succession Part 2: Recruiting new board members](#)

[Board succession Part 3: Selecting the right board members](#)

[10 questions to ask about succession planning](#)

Breakout rooms

Attracting diverse members

Inclusive structures

Supporting board members to step up

Meetings cater to member needs

Psychological safety

Encouraging subcommittee members to step up

Succession planning

Utilising technologies

Attracting general members to step up



What can you do to improve accessibility and inclusion on your board?

Guest Presenter

Ian Woodruff

Leadership and Governance
Trainer, ICDA



Case Study: Clean Shores

Clean Shores, a community organisation on the Gold Coast, known for its efforts in beach cleanups and raising awareness about plastic pollution, consists of a board of retired professionals with similar backgrounds. At the next AGM, the Secretary nominates one of their younger volunteers, Ana Mendez to join the board.

Ana accepts the board position. There is no board induction process so she asks to attend a full day governance workshop to build her confidence. She is full of enthusiasm and ideas.

Ana, a native Spanish speaker who has been living in Australia for 8 years, finds the board culture confusing. It seems very informal and they use a lot of jargon and acronyms. All the members are familiar with each other outside of board meetings and their discussions assume prior knowledge.

Each time Ana suggests a change, she feels ignored and eventually stops speaking up in meeting. She feels that there are ingrained cultural beliefs about “how things are done”, “how meetings are run” and “who should be on the board” and that she alone can’t influence change. After eighteen months, Ana resigns before her term is up.

Breakout

Discuss went wrong for Ana?

What could the Clean Shores board have done differently?



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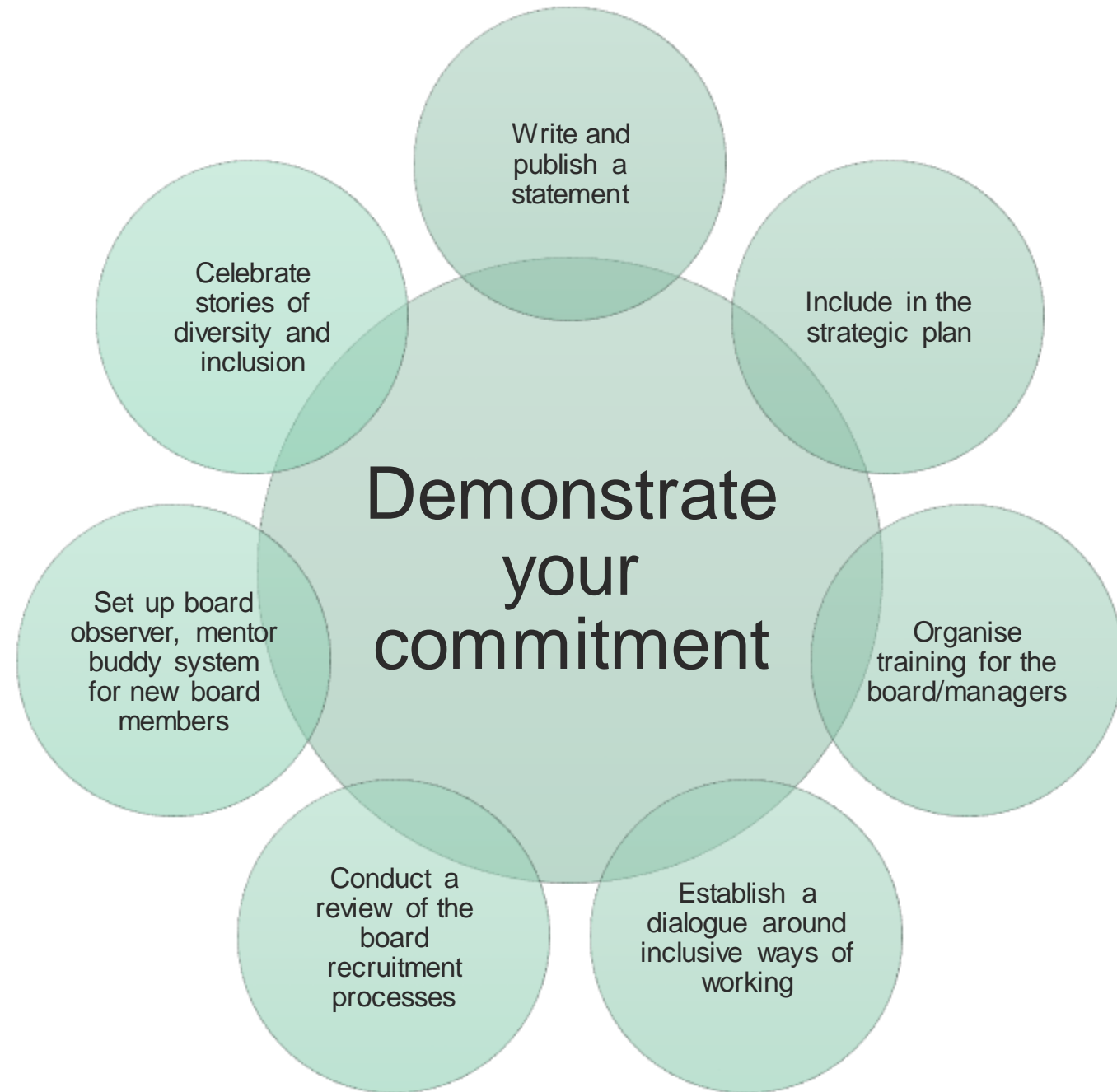
What could the Clean Shores board have done differently?

- Formalise its commitment to inclusion ie. written statement online, in strategy plan.
- Change the board practices and policies prior to Ana joining
- Update their induction process (see next slide)
- Secretary and Chair to take a more active role and encourage and support Ana
- Succession planning and identify potential new members
- Seek input, involvement from diverse community members through sub committees, surveys and feedback.

An Inclusive Induction Process



What boards can do to be more inclusive



Induction Planning Resources



- [Developing an effective induction process](#)
- [Induction Checklist](#)
- [Board member Induction Policy](#)
- [Tips on Board Manual Contents](#)

Community of Practice?

Connect on LinkedIn

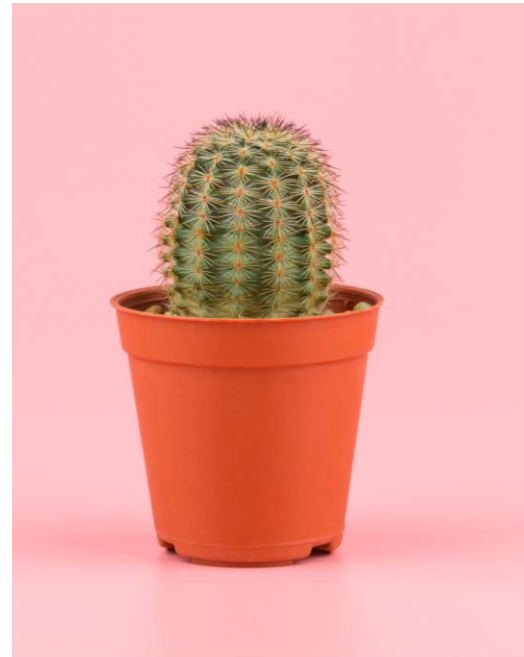
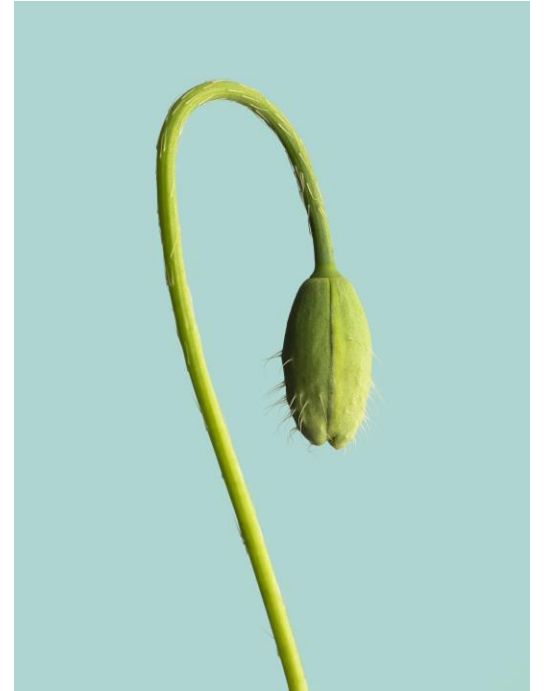
Whatsapp or email group

Join the Not-for-profit Happy Hour Facebook Group



Based on Allan, B. (2008). Knowledge creation within a community of practice

Reflection



Congratulations

What next?

[Take your governance skills to the next level with the Diploma of Governance.](#)

[Extend your leadership skills with our Leading for Transformation course.](#)

[Consider tailored training for your board to increase your collective skills.](#)

[Attend one of ICDA's upcoming training sessions.](#)

[Find more information about all aspects of governance in ICDA's help sheets](#)

[Join the Not-for-profit Happy Hour Facebook Group](#)