

Welcoming Inclusive Network



Governance

Leading inclusion from the top



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Imagine joining a club where everyone talks about being welcoming and inclusive, but when conflict arises or someone behaves poorly, it is brushed aside. Or where policies exist but aren't followed.

True inclusion starts at the top. A club's leadership sets the tone for how safe, respectful, and inclusive the culture really is. When a committee values fairness, listens to feedback, and acts on issues, members notice, and trust grows.

Inclusive governance isn't about having perfect paperwork. It is about consistency, clarity, and accountability. It is about living your values every day, not just listing them on your website.



Strong governance builds safe and welcoming clubs



Every club needs solid foundations: clear policies, shared values, and open communication. These “club fundamentals” are what keep your environment safe, fair, and welcoming for everyone.

Establish your club fundamentals

1

It doesn't have to be complicated, but these documents need to be lived.

- **Code of Conduct** that promotes respect, safety, and inclusion.
- **Anti-discrimination and inclusion policies** so everyone understands their rights and responsibilities.
- **Clear conflict resolution process** that encourages understanding rather than blame.
- **Strategic or action plan** to help everyone work toward the same goals. Contact your SSA for guidance on how to create a plan.



02



**Safety and inclusion
go together.**



2

Encourage open and accessible feedback

Inclusive clubs make it easy for everyone to share feedback, raise concerns, or suggest improvements. Not everyone communicates the same way, so provide different options to ensure everyone has a voice:

- **Short online or paper surveys** with clear and simple questions.
- **Anonymous feedback boxes** for those who prefer privacy.
- **Informal check-ins** or “how are we doing?” chats at training or events.
- **Email or phone contact** for people who prefer one-on-one discussions.
- **Visual or Easy-Read feedback forms** for people with low literacy or communication barriers.

Be clear about how feedback will be used and how people will be kept informed about any changes.

3

Address issues early and with care

Policies are only useful if they are applied fairly. When poor behaviour occurs, address it respectfully and promptly. This signals psychological safety and builds confidence among members.

At the same time, **approach conflict with curiosity rather than judgement.** If someone's behaviour seems unusual, ask why. It may relate to access needs, communication differences, or stressors you can help with. **Work together** and involve the person's supporters or family (if appropriate) to find solutions that keep everyone safe and included.

Conflict is a normal part of community life. What matters is how you handle it. Equip your leaders and coaches to have difficult conversations respectfully and consistently



A short strategic plan is better than no plan. Start small and build on it.



4

Communicate your values clearly

Be upfront about what your club stands for. Values like *welcoming, inclusive, respectful, safe, fun,* and *accessible* help people understand your culture before they even visit.

- **Make your values and policies visible** on your website and social media “About” page.
- **Share them during member inductions** and volunteer onboarding so everyone knows what’s expected.

Consistency builds trust. If your club lives by its values, people will feel it.

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Listen, learn, and adapt

Inclusive governance is a continuous process. Use feedback and experiences to refine your club’s policies and practices. A club that listens and learns shows members that inclusion isn’t just a value, it is an action.





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