



Glossary

A

Ableist language

Ableist language refers to words, phrases, or expressions which have historically been used or are presently used to stigmatise, exclude, ridicule, devalue, or hurt disabled and neurodiverse people.

We need to avoid using ableist language in our writing, speaking, and communicating, and replace it with words which accurately mean what we are trying to communicate.

Aboriginal Australian

Aboriginal Australians are people originating from or native to (pre-colonial) Australia, including the Australian mainland and surrounding islands such as Tasmania, Fraser Island, Hinchinbrook Island, the Tiwi Islands, and Groote Eylandt (but excludes Torres Strait Islanders). The term 'Aboriginal Australians' should not be mistaken as synonymous with citizenship-by-birth.

See also: Indigenous Australia, First Nations People, and Torres Strait Islander

Acknowledgement of Country

See: Welcome to Country

ADHD

ADHD stands for attention-deficit/hyperactivity disorder, which is a neurodiverse condition. Although 'disorder' is part of its name, ADHD is a form of neurodiversity and is not necessarily a deficit or something unfavourable. ADHD simply causes individuals to have a different neurological experience to neurotypical individuals.

Adoption

When a person (usually a child) is taken in, legally or otherwise, and raised by people other than their biological parents—who may or may not also be biologically related to them. The cultural or racial background of someone who has been adopted may or may not match that of their adoptive parents or guardians, and the individual may or may not grow up knowing that they were adopted. Regardless, people who have been adopted will know differing amounts of information about their birth family and the



circumstances of their birth, and they may or not be interested in knowing more. It's important to note that adopted families are just as valid as biological families, and implying that they are lesser can be hurtful to those who have been adopted.

Alcohol

Alcohol or alcoholic beverages are drinks that contain ethanol, which is a depressant that has a range of effects on a person who consumes it. In small doses, it can reduce a person's inhibitions and increase sociability; in higher doses, it can impact emotional regulation, cause stupor, and even lead to unconsciousness or death.

Alcohol is considered socially significant in many cultures, communities, and industries. This can cause non-drinkers to feel ostracised from their peers and can impact career opportunities. Alcohol has also been linked to physical and sexual violence, making alcohol-heavy events less safe for everyone, but particularly marginalised people.

Ally

Someone who supports a marginalised community but is not a part of it. Allies are important members of the fight for equality and should use their privilege to help those who struggle to have their voices heard but should never speak over or in place of a marginalised person. To be a true ally, an individual must be willing to recognise their own privilege and be willing to listen with an open mind to criticism and feedback from the members of the group they support.

Alt-text

A piece of metadata containing a short description of non-text-content (image, slide, logo, buttons) on a webpage. The alt-text is then read aloud by screen reader software, to enable blind, vision-impaired, and other people using screen readers to know what the non-text-content is.

When writing alt-text, you need to think about what message or impression you are communicating with your image. You then need to consider how you can communicate this same message or impression using words, instead of images.

Anorexia nervosa

Anorexia nervosa is an eating disorder characterised by compulsive self-starvation, excessive exercise, severe weight loss, distorted body image and impaired thinking in relation to issues of weight, body, and food. The illness is potentially fatal, and can cause severe medical complications such as bone loss and heart dysfunction.



See also: Eating disorder

Anxiety

See: Mental health

Apologising

Apologising is the act of acknowledging wrongdoing, and should be expressed with genuine remorse. When you make a mistake and hurt somebody's feelings, it is important that you apologise promptly and sincerely. You should use the words 'I'm sorry', take responsibility for your actions, and do the work required to ensure it does not happen again. A good apology shows somebody that you respect them and their feelings.

See also: Feedback

Aromantic

A term for people that do not experience romantic attraction, as well as those who only sometimes experience romantic attraction. These identities are collectively referred to as the aromantic spectrum.

Aromantic people may desire sexual, platonic, and otherwise non-romantic relationships. It is important to note that while aromanticism is often associated with asexuality, aromantic people are not necessarily also asexual, and may experience sexual attraction.

Assistance animals

Assistance animals are highly trained, specialised animals who perform specific tasks for people who have difficulty navigating the world. They may: act as guides for blind or vision-impaired people; alert other people when their owner is experiencing danger or medical distress; or perform tasks for people living with physical disability. Assistance animals wear a harness and identifying vest to show they are performing assistance duties. It is important not to touch or distract them while they are wearing these.

Assistance animals can be in places that do not permit other animals, such as: public transport; taxis and rideshare services; restaurants; schools; medical facilities; shopping centres; and many other places. It is important to ensure there is space accessible in such places for these animals to eat, drink, and do their business.

See also: Physical access

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



Asexual

An umbrella term referring to a person who does not experience sexual attraction. There are several micro-identities within this umbrella term which provide nuance to a person's experience of sexual attraction.

Asexual people may or may not experience other types of attraction, such as romantic or sensual attraction, and may or may not experience sexual desire or engage in sexual activities.

Auditory processing

Auditory processing refers to making sense of audio, sound, or noise. A person with auditory processing issues may have trouble differentiating different sounds or interpreting sounds when they are heard. It is different from not being able to hear the sound because of a hearing impairment, and refers to how the brain makes sense of the sound once it has been heard.

Providing instructions in written words or pictures as well as verbally can help important information be understood by people with auditory processing issues. At events, quiet spaces away from intrusive and constant sound allow these people to decompress and get relief. In digital products, including adjusters for different types of sound (sound effects, dialogue, background music) allows someone with auditory processing difficulties to create a soundscape that is less overwhelming for them.

See also: Noise

Autism

A neurotype broadly characterised by very high or low sensitivity to sensory experiences, specific and intensely enjoyable interests, and difficulty navigating social interactions (particularly interactions with people who aren't autistic themselves). Each autistic person experiences and expresses these traits differently.

Some autistic people have a formal diagnosis of 'Autism Spectrum Disorder' or 'Asperger's Syndrome', while others do not, as the criteria for these diagnoses are quite narrow and don't capture the experiences of all autistic people.

B

Bathrooms

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



Bathrooms refers to rooms at your event where people can use toilets and wash their hands. They may also have facilities for someone to change their clothes, take a shower, or use parenting facilities. We need to make sure everyone at our event can safely and comfortably access the bathrooms.

Some features of a bathroom are usually linked to a specific gender, which can make bathrooms difficult for trans and gender diverse folks. For example, urinals are usually only found in the men's bathrooms, while parenting facilities, menstrual products, and sanitary bins are often only found in the women's. We need to remember that people of all genders use these features, and they need to be included in all bathrooms, not just those for a particular gender.

Many other features make bathrooms inaccessible to different groups of people who have access needs, chemical sensitivities, mobility challenges, and different body shapes and sizes. We need to ensure our bathrooms can be used by all kinds of people who may attend our event.

Binary language

See: Gender-inclusive language

Binge-eating disorder

Binge eating disorder is characterised by episodes of disordered eating, but distinguishes itself from bulimia nervosa in that it does not incorporate affiliate behaviour of self-induced vomiting or excessive exercise.

See also: Eating disorder

Bisexual

Someone who is attracted to more than one gender, often characterised as attraction to 'their own gender, and others'. In most definitions, bisexuality does not inherently exclude attraction to nonbinary or transgender people.

Bisexuality is not a phase, a call for attention, or a stepping stone to homosexuality, it is a valid identity that can remain constant through a person's whole life, no matter their relationship status or the genders of their partners. A bisexual person may end up only having partners of the same gender as them throughout their lifetime, but they are still bisexual.

Body checking



Body checking is often a habit adopted by individuals who suffer from eating disorders that leads to obsessive fixation on body image and appearance. This may manifest through frequent weigh-ins, looking in the mirror, compulsive behaviours such as pinching body fat or wrapping hands around stomach, waist, thighs, or arms, and keeping track of body measurements.

See also: Eating disorder

Body image

Body image refers to the thoughts, feelings and perceptions that an individual has about their body. Negative or distorted body image is often a key symptom of an eating disorder, as the dissatisfaction one has surrounding it can often lead to disordered habits in an attempt to lose weight.

See also: Eating disorder

Body shape

The general silhouette and build of a person's figure. Because they can be quite varied, body shapes are often grouped broadly into categories such as inverted triangle, oval and rectangle. These categories are determined by how narrow or wide a person's shoulders, hips, and waist are in relation to each other.

Though a person's body shape may shift over time due to factors such as exercise and dieting, it is also affected by genetic factors such as bone structure and ability to gain and lose fat and muscle.

Bulimia nervosa

Bulimia nervosa is an eating disorder that involves binge eating followed by purging (self-induced vomiting), often combined with other behaviours, such as fasting and excessive exercise, to prevent weight gain.

See also: Eating disorder

C

Calling out

Holding someone accountable for their actions, publicly or one-on-one. When a person makes a comment or behaves in a way that is unacceptable, it is important that those around them point out the problematic behaviour and make it known that it is not okay. Depending on the power dynamics of the situation, it can sometimes be hard to call someone out, particularly if you are someone from a marginalised group who



is afraid of what the consequences of antagonising a person in a position of power might mean for their personal safety or career stability.

Chewing and spitting

Chewing and spitting is the compulsive practice of chewing up food, and then spitting it out. People who engage in this practice often use it to satisfy cravings without actually consuming the calories the food contains, thus supposedly avoiding weight gain.

See also: Eating disorder

Cis

A person is 'cisgender' (pronounced sis-gender) when their gender aligns with the gender they were assigned at birth. For example, a woman who was assigned female at birth, or a man who was assigned male at birth. It is often seen as the opposite of 'transgender' and is a descriptive word, not an insult.

See also: Trans

Code of conduct

A code of conduct explicitly outlines the expected behaviour of individuals who are working for an employer, attending an event, or joining a community. The code of conduct needs to be concise and accessible, and clearly outline consequences for failing to follow its contents.

When writing a code of conduct, explicitly prioritise the safety of marginalised people by refusing to accept discriminatory behaviour. Also outline policies around physical touching, social interactions, cosplay and costumes (if applicable), and the taking and sharing of digital media.

See also: Consent

Colourblindness

Colourblindness is a vision condition that affects how a person perceives colour input. It may involve certain colours appearing the same as each other, or being unable to perceive particular colours within an environment. There are several sub-types of colourblindness, where perceptions of different colours (or all colours) are affected.

When creating a document or image, you can use a web-based filter to get a baseline idea of how your document will appear to people who experience common colourblindness types. Most graphic design



software also has a mode for previewing your documents through a colourblindness filter, and there is also a shortcut on Windows PCs to preview your screen.

If you are using colour to differentiate certain parts of your documents, your web content, or within your game, you will need to use symbols, numbers, words, or other differentiation methods alongside colour. There are colourblind accessible palettes available, however they may not be suitable for every colourblind person—especially if someone only perceives black and white. Many of them are also not sufficient in their colour contrast.

Colour contrast

Colour contrast is the difference between two colours (usually a background and foreground colour, or a background colour and some text) in terms of their colour properties. It is important to use high contrast colours when creating important elements of your game, or important documentation, so that it can be read and understood by people with vision impairment.

There are also specific web standards in the Web Content Accessibility Guidelines (WCAG) relating to the degree of contrast needed for a webpage to be accessible. Many colour contract checkers are available on the web, and allow you to see whether your choice of colours meets the criteria.

Compensatory behaviour

Compensatory behaviour is often engaged in by individuals suffering with eating disorders to 'make up for' any eating that they associate with guilt. The relief of guilt that has come about by consuming more calories than they intended or not exercising enough is often sought by behaviours such as excessive exercise, extreme restriction, purging, or the use of laxatives or diet pills.

See also: Eating disorder

Condition

Condition generally refers to a particular way that something or someone exists. A condition may have a favourable, unfavourable, or neutral connotation associated with it. This is true both when 'condition' is being used in relation to a person or group of people, and when it is being used in relation to an object or place.

When used to speak about people, this can include such phrases as: a skin condition, a mental health condition, a chronic health condition, and several others. Many conditions can be disabling to a person. However, not every person who identifies as disabled will want to be identified as a person with a



condition, and not every person with a condition identifies as disabled. Many people find 'condition' to be a more neutral way to speak about a health issue or disability they live with. Always check with the person you're speaking with to find how they speak about their disability or condition.

See also: Disability, Impairment

Consent

Consent is explicit and informed permission for an action to occur. Consent cannot be assumed because of the absence of a 'no', and can be revoked at any time. This concept does not only apply to sexual interactions or acts within romantic relationships. In public spaces, it is important to have policies that remind people to seek consent for any physical touch (such as greeting somebody with a hug) and for the taking and sharing of digital media.

Consultation

Asking someone with expertise in a certain area for input into a project or idea. When an individual or team lacks expertise or lived experience in a certain area, it's best to bring in someone who has that knowledge, rather than making an uneducated guess about their experience. Consultants typically include individuals from diverse genders, sexualities, races, religions, ages, or cultures, but the term 'consultant' may also refer to someone with specialised technical skills.

It's important that these individuals are paid fairly for their time, as they are offering their expertise and deserve to be compensated as any other worker would be.

Content warning

A content warning is a short label which is placed or announced at the beginning of your media or event which explains what sort of potentially triggering or distressing ideas, concepts, or details are explored within. These allow people to make an informed decision with dignity and respect about whether they wish to engage with your content.

These may also be called 'Trigger warnings' or 'Content notes'.

Control scheme

A control scheme refers to an instructional manual or diagram that includes all of the different actions that can be performed in the game, and what input methods are used for them.



Some control schemes are fixed, meaning the input mechanisms for each action cannot be changed. Other control schemes are remappable, meaning players can choose which input mechanism is used for each action. Remappable control schemes allow people with physical access issues, cognitive or memory issues, or people who prefer using a different set of inputs than the default set, to maximise their access, comfort, and enjoyment, and to play your game in a way that suits their needs.

Cost

When organising an event, the cost is the overall impact that attending can have on participants. The financial cost includes ticket prices, but also the accommodation in the area where the event is being held, travel to the venue, and cost of living at the location (which impacts food, day travel, and other necessities).

Cost can also include the financial loss an individual experiences from taking time off from their usual work, the mental or emotional impact of the event (for example, the impact border security and Visa applications can have on marginalised attendees), and the physical toll attending can take (for example, for a disabled individual, especially at a non-accessible location).

When organising an event, consider the financial and other costs to participants and develop strategies to avoid the event being prohibitively expensive to marginalised groups.

D

D/deaf

See: Hearing impairment

Depression

See: Mental health

Dialects

A dialect is a form of a language that is particular to a region or group. There are more than a hundred formally recognised English dialects and even more unrecognised variations of the language.

'Standardised' English is a colonial idea designed to exclude colonised peoples and immigrants. For example, African American Vernacular English (AAVE) is treated by 'language purists' as an incorrect form of English, despite having distinct grammatical and syntactical rules.



Dietary requirements

Dietary requirements, whether due to health, religious or moral concerns, refer to the practice of excluding certain foods from one's habits. Regardless of the cause for these requirements, workplaces, events, and in-game content should strive to represent these wishes and always ask participants what requirements they have.

Common dietary requirements include vegetarians, ovo-lacto vegetarians, vegan, kosher, halal, and common food allergies such as gluten, lactose, nuts, eggs, and fish. Most of these requirements involve the exclusion of one or more food groups such as meat or dairy, and sometimes only certain foods within those groups.

Difficulty

Difficulty in games is a multi-faceted concept which many people try to simplify down to the broad brushstrokes of the 'easy', 'normal', 'hard' modes. However, what makes a game 'difficult' or 'easy' depends on many interlinked elements of both the game experience and the person playing it, and the interaction between the two.

Something that is challenging for one player may be easy to accomplish for another. Furthermore, a player may struggle with one element of a game (performing intricate jump sequences), but excel at another element (avoiding enemy attacks). As a result, they may only want to adjust the challenge relating to jumps (by allowing them to jump longer or higher) instead of adjusting the challenge across the entire game.

Some players may seek a greater level of challenge in their game experience than another might, particularly if they have played similar games previously or have the time to dedicate to mastering the game's mechanics. On the other hand, players may seek to lower the level of challenge in their game experience, because they want to focus more on the narrative or environmental element, or because they are unable to allow the time required to gain mastery of the game mechanics.

Allowing players to adjust elements of your game to better suit their challenge needs allows more people to enjoy and engage with your game. It does not make their play experience any better or lesser than another person's, or your game any lesser for including the ability to make these adjustments.

Disability



Disability is a difficult to define concept, which often has a different meaning for different people—both disabled and abled alike. There are several ways to look at and define disability: the medical model, the social model, the neurodiversity model, the perspective of disability pride, and legal definitions.

The medical model of disability defines disability as something inherently problematic or wrong, or something to be fixed or cured at an individual level. This is often disliked by disabled people, and in most cases society has moved on from using this model. The social model of disability talks about disability as the interaction between a person with impairments and their environment. For example, a person who has cerebral palsy and uses a wheelchair to navigate is not disabled because they have cerebral palsy and use a wheelchair. The social model explains they are disabled because their favourite coffee shop has stairs at its entrance, and places the responsibility onto society to make a more accessible world.

Looking at disability from a neurodiversity perspective means to be looking at the whole context of who a person is and how they exist in their environments. This model shifts the focus away from working out what is to blame, and focuses more on acknowledging that there is a mismatch and working to rectify it. Sometimes this means we need to change the environment, and sometimes this means we need to help or support the person—and sometimes we may even need to do both.

Disabled people are often proud of their disabled identity and refer to it as being part of who they are. This is referred to as disability pride.

Sometimes, particular systems have their own definition of disability for legal or regulatory purposes. For example, there may be a particular set of requirements a person meets to be able to qualify for disability pensions or payments, or to be in a special education class at school. Most of these types of definitions talk about some form of impairment, and some type of impact the impairment has on a person's ability to function in some areas of their life. Often, these definitions are quite subjective and leave a lot open to interpretation.

See also: Condition, Impairment

Disordered eating

Disordered eating describes any irregularity in eating patterns or behaviours. Not all people with disordered eating habits have an eating disorder.

See also: Eating disorder



Dissociative disorder

According to the American Psychiatric Association (APA), dissociative disorders 'involve problems with memory, identity, emotion, perception, behaviour, and a sense of self'. They are characterised by a tendency to 'dissociate' and are 'often associated with previous experiences of trauma'.

When an individual dissociates, they experience disconnection from themselves (or their sense of self), their memories, their emotions, and their surroundings. Many people have experienced mild forms of dissociation like daydreaming or 'zoning out', but dissociation can often be a tool for an individual to attempt to escape feelings of distress that arise from being present in a situation or recalling a specific memory.

There are three types of dissociative disorders, each with their own diagnostic criteria: Dissociative Identity Disorder, Dissociative Amnesia, and Depersonalisation/derealisation Disorder.

Diversity

Diversity describes a 'range' or 'variety' of people, places, or objects. When used to refer to people, 'diversity' refers to people from various backgrounds, cultures, and experiences. Depending on the issues of inclusion and equity that are being discussed in mainstream media, some people consider 'diversity' to be specifically focused on issues of race or gender. However, 'diversity' can refer to all sorts of identifiers, including ablebodiedness, neurodivergence, socioeconomic status, religion, sexuality, family structures, and more.

See also: Intersectionality

E

Eating disorder

An eating disorder is any of a range of psychological disorders characterised by abnormal or disturbed eating habits. An individual can display signs of disordered eating without necessarily having an eating disorder, but the two often overlap.

See also: Anorexia nervosa, Bulimia nervosa, Binge eating disorder, Body checking, Body image, Chewing and spitting, Compensatory behaviour, Disordered eating, Fear foods, Safe foods, Inpatient treatment, Orthorexia, Other specified feeding or eating disorder (OSFED), Pro-ana / Pro-mia, Purging, Relapse, Restriction, and Recovery



Emergency evacuation plan

An emergency evacuation plan details the procedures for leaving the building when there is an emergency. When creating one, it is important to consider people with physical access or mobility issues who may not be able to leave easily via the main evacuation routes, and create procedures that allow them to evacuate a dangerous building safely.

It is also important to ensure all people understand when an emergency is happening, and what they need to do next. This may mean including pictures and using clear language for people with intellectual disabilities; having text alerts or alert lights as well as alarms for D/deaf and hard of hearing people; and keeping clear and easily identifiable pathways to emergency exits for blind and vision impaired people.

Emotional labour

In its original academic context, 'emotional labour' is the process of regulating one's own emotions for the sake of others. In recent years, it has come to be used more broadly by the media to also include often emotionally taxing work done by marginalised people to educate those in positions of privilege or power on their marginalisation and its consequences.

The burden of emotional labour often falls on marginalised people due to misconceptions that they are better at regulating their emotions, that it is their 'job' to conform to societal norms and established power structures, or that they should educate those around them if they expect their marginalisation to be accommodated or understood.

Ethnicity

Ethnicity is the social identity that usually pertains to the national, geographical region, religious, and/or cultural background that a person or group of people come from. This can be subdivided further based on nationality. For example, in the United States, citizens can be identified by nationality, religious, or racial tag followed by the nationality designation as an American (e.g. Muslim American, African American, Chinese American).

Because of the different descriptors one could use it would be wise to make sure that the designations that one is using is A) culturally relevant to your character and B) it focuses on the correct parts of your character as well.

A specific example would African American is a term usually used to describe the descendents of slaves brought to the colonies by slavery, however it could include those that come from Africa via immigration.



Both groups have different cultural connections and backgrounds which could lead to some offense if used incorrectly in regards to certain situations.

See also: Race

Events

Events are organised gatherings of individuals with a shared goal. People who are organising events should make deliberate choices to ensure diverse people feel welcome and safe.

Exhibiting

We need to cater for people with all kinds of access needs when we are exhibiting a game, and we need to plan for this ahead of time.

This includes, but is definitely not limited to: the height of tables; whether there are chairs present; what sort of controllers you have available; how your information about your game is communicated; whether there are flashing lights, smoke machines, or loud noises at your exhibition space; the background noise level; any environmental scents; the space available for wheelchair-users to get to your game; the amount your game relies on colour differentiation, hearing, or sight; and many more considerations.

When we neglect to do this, we are implicitly sending a message that some people are not welcome to play our game.

F

Fear foods

Fear foods are foods that individuals with an eating disorder have a strong aversion to, usually out of fear that consuming them will make them gain weight. Fear foods often include foods typically considered 'unhealthy', or high in carbohydrates, sugars, or fats.

See also: Eating disorder

Feedback

Feedback refers to information about something you said, did, or made, that came from the people who interacted with or observed it.



Queerly Represent Me Ltd.
Trading as *Represent Me*
ABN: 95 626 874 226
ACN: 626 874 226

It is important to set up systems and processes for receiving feedback. These need to be communicated to people as early as possible, and need to be available throughout your entire project, event, or game. People have different communication needs, and we need to make our feedback systems as accessible and inclusive as possible. We also need to ensure we collect feedback from a diverse range of people, so as many groups as possible have their voice heard.

When you receive feedback from someone, it is important to listen attentively and non-judgmentally about what they are saying. People often want to be heard, so it is important to let them speak and be actively listening. Once we have listened to their feedback, we need to thank them for informing us, as giving feedback takes effort and energy from people. We do not need to give an immediate solution, or talk at length with the feedback-giver about what we might change or do differently. The most important thing we can do is to listen and take their feedback seriously.

See also: Listening, Apologising

First Nations People

First Nations People are Aboriginal and Torres Strait Islander people originating from or native to Australia. Preferences for terms differ from person to person and from community to community, so be receptive to requests. Typically, using the individual's clan name is generally more appropriate than a general identifier.

See also: Indigenous Australia, Aboriginal Australian, and Torres Strait Islander

G

Gay

'Gay' can describe a person of any gender who has an enduring romantic, physical, emotional, and/or sexual attraction to people of the same gender. A partnership between people of the same gender can be referred to as gay. People may describe their attraction to someone of the same gender as 'gay,' even if they can also be attracted to other genders. Nonbinary people and relationships involving nonbinary people may also use the term 'gay' if they identify with it.

It is a more casual alternative to the word 'homosexual', which is now outdated and falling out of use. 'Lesbian' is an alternative term that women attracted to women may also use.

See also: Sexuality

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



Queerly Represent Me Ltd.
Trading as *Represent Me*
ABN: 95 626 874 226
ACN: 626 874 226

Gender

Gender is a concept or social structure that organises people into categories according to physical and behavioural characteristics. Those categories are then often applied to other areas of life such as fashion or social roles. These other areas are then 'gendered'. Gender categories are also often referred to as Genders.

An individual person's gender is their relationship to the gender structures around them such as feeling like they fit neatly within one of the categories, or don't.

Western culture uses a binary gender structure with two gender categories: 'male' and 'female'. While gender is a valuable shorthand tool for social life, it is only a simplification of a complex reality and there are many people who do not fit neatly into these categories.

Gender expression

Gender Expression is the way a person presents or expresses themselves in relation to gender. This is usually through the medium of gendered areas of social life such as fashion or social roles.

Someone's gender expression may not align with their gender. This might be because of fear of social stigma ('in the closet') or for many other reasons, not all negative.

Gender inclusive language

Gender-inclusive language refers to words and phrases which recognise all forms of gender, and usually avoid using gendered terms. These are important because not everyone fits into the gender binary of 'male' or 'female'.

Words such as 'guys' or 'dudes' are not gender neutral and common phrases such as 'ladies and gentlemen' exclude nonbinary people. When addressing a group of people, use 'folks', 'y'all', 'friends', 'team', 'distinguished guests', 'living organisms', 'squad', or other gender inclusive phrases. Terms such as 'he/she' can be replaced with 'they' for a more inclusive and efficient read.

Gender, events

Asking for someone's gender at your event (either when registering them, checking them in, or at any other point) can be relevant, but it often isn't. We need to stop and reflect on what we are wanting to know when we ask for gender, and whether there are more respectful, appropriate ways to gain this information. For example, sometimes when we ask for gender, we are actually wanting to know what pronouns we should use when we address someone. In these instances, we can just ask for pronouns.

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



Sometimes when we ask for gender, we are wanting to gather data about the demographics of who is attending our event. When we do this, we need to make sure there are many options that can provide meaningful, useful data—not just a male/female/other option. Sometimes we ask so we can group people by their genders. In this case, we should think about whether there are other ways we can group the people attending the event—usually there will be another way to organise or split the group.

Gender, forms

Forms and paperwork often include incorrectly phrased or unnecessary questions about sex and gender. When designing or reviewing paperwork, it is important to remember the differences between sex and gender, and determine whether either needs to be recorded.

See also: Pronouns

Genderfluid

Genderfluid refers to a person who experiences their gender as one that fluctuates, flows, and changes between different genders throughout their life. Their gender may change rapidly, or slowly, and may change very frequently or very rarely.

This is different from someone who is transitioning from one gender to another, because gender fluidity refers to the continuous shifting and changing of a person's gender.

See also: Nonbinary

Grievance officer

A grievance officer is an individual within a committee or organisation who investigates and responds to complaints made by employees or members of the public. The exact duties of the role can vary, but a grievance officer will typically be a person who processes official complaints, seeks appropriate legal advice on incidents, ensures issues are resolved and notifies everyone involved on the outcome of the complaint. A grievance officer should always be impartial, aware of company policies, and treat all complaints seriously.

Guys

See: Gender inclusive language.



H

Harassment

Harassment is a term that describes a wide range of unwelcome behaviours, usually performed by somebody with more 'power' than the receiver. Harassing behaviours can demean, humiliate, embarrass, or otherwise make the receiver feel threatened.

Hard of hearing

See: Hearing Impairment

Hearing impairment

D/deaf people usually refers to people who have little to no hearing. Deaf (with a uppercase D) refers to an individual who is immersed in and identifies with the Deaf community, while deaf (with a lowercase d) usually refers to a person with little to no hearing who is not part of the Deaf community. The Deaf community is a culture based around Deafness as an identity, a shared Deaf community, Deaf pride, and shared signed language. Hard of hearing people usually refers to people who have limited hearing. These people may or may not be a part of the Deaf community.

D/deaf and hard of hearing people are capable, and do not inherently have any intellectual or cognitive difficulties. Some D/deaf and hard of hearing people will use sign language, others may wear hearing aids or have cochlear implants, and others may use lip-reading, or a combination of these methods. It is important to speak with any D/deaf or hard of hearing people to find out how they best communicate.

The use of audio loops, sign language interpreters, and real-time captioning for conferences, talks, and panels enables D/deaf and hard of hearing people to engage. It is important to remind speakers to speak slower when a sign language interpreter is present, so the interpreter can accurately relay the information. Visual effects need to be used to supplement sounds in your games and media, especially when communicating gameplay-critical information, and we need to include subtitles and captions in our games and media. Any announcements, emergency information, and alarms need to be presented in visual form, such as written instructions, real-time captions, or flashing lights, and text alerts.

Hispanic

'Hispanic' refers to countries where Spanish is spoken and/or to descendants from Spain.

See also: Latino



I

Identifiers

Identifiers are terms that refer to a person's race, gender, sexuality, cultural background, and so on. Individuals can choose their own identifiers, they may have them assigned by somebody else. Sometimes identifiers assigned by somebody else are appropriate (i.e. a medical professional giving an appropriate diagnosis or a cultural leader welcoming an individual into their community) or are inappropriate (a misinformed diagnosis, an assumption made by a stranger, or an insult).

See also: Labels

Identity-first language

Identity-first language is when an identifying feature of a person is put ahead of the person when describing them (for example, autistic person). This is contrary to person-first language, which places the person first and the identifying feature second (for example, person with autism).

Disabled people tend to prefer identity-first language, as it acknowledges their disabledness as part of who they are. Person-first language separates the person from their disability, implying their disability makes them less of a person. For disabled people who take pride in their disabled identity, this can be hurtful and undermining. Many professionals working with disabled people, parents of disabled children, and non-disabled people regularly use person-first language when speaking about disabled people. We need to listen to disabled people and disabled advocates here, who often prefer identity-first language.

There are some disabled people who prefer person-first language over identity-first language. We also need to be respectful of their choice when speaking with or about them. The choice of language is to be considered on a case-by-case basis, and we all need to listen to and respect disabled individuals regarding their preferences.

Immigration

A person who seeks permanent residency in a foreign country is an 'immigrant' and the process of obtaining this residency is 'immigration'. It is important to know about immigration and immigrants due to how common immigration has become and how controversial the topic can be from country to country.

There are many reasons a person might choose to immigrate and learning why is the first step to avoid misinformation and instead spread the correct information and educate others.



Queerly Represent Me Ltd.
Trading as *Represent Me*
ABN: 95 626 874 226
ACN: 626 874 226

Impairment

Impairment usually refers to a loss of something, or a lack of something, when compared to the 'intended' way something is supposed to be or to operate. It is often used when talking about people with sensory or communication-based disabilities, and in official or legal definitions of disability.

When used to speak about a person (for example, saying that a person who stutters has a speech impairment), it can convey that a person is lesser, or is lacking something. It also reinforces the idea that there is one 'intended' way of being human, and that people who are different from this are lesser or lacking.

Many impairments can be disabling to a person. However, not every person who identifies as disabled will want to be identified as a person with an impairment, and not every person with an impairment identifies as disabled. Always check with the person you're speaking with to find how they speak about their disability or impairment.

See also: Condition, Disability

Indigenous Australia

'Indigenous Australians' refers to Aboriginal and Torres Strait Islander people originating from or native to Australia. This is a blanket term used to identify people of Aboriginal and Torres Strait Islander descent. Preferences for terms differ from person to person and from community to community, so be receptive to requests. Typically, using the individual's clan name is generally more appropriate than a general identifier.

See also: First Nations People, Aboriginal Australian, and Torres Strait Islander.

Inpatient treatment

Inpatient treatment involves hospitalisation, either medical or psychiatric, that focuses on stabilising an individual's most severe symptoms.

See also: Eating disorder

Inspiration porn

Inspiration porn refers to objectifying disabled people for the benefit of non-disabled people. It originates from a perspective that disability is a negative thing, rather than disability being a very neutral, or positive part of who someone is. The mundane, everyday actions and existence of a disabled person are then

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



perceived as being 'inspiring', as they are living beyond this supposedly 'bad' element of their life. While it is often intended to be a compliment, it further others disabled people as it earmarks performing regular, ordinary actions while living with disability as something exceptional. It reinforces disability as a negative aspect of someone's identity, and trivialises the other, more significant achievements disabled people accomplish.

It is important to reflect on exactly what we are finding inspiring when speaking about someone, especially disabled and otherwise marginalised folks. We need to consider whether their actions or presence would still appear 'inspiring' if they were not disabled or marginalised.

Intersectionality

Intersectionality acknowledges that identity is complex and that people always belong to multiple identity groups and have differing experiences even within those groups. The combination or 'intersection' of these groups can affect a person's privilege or add to discrimination against them, and if we don't consider issues from an intersectional perspective, it's more likely that we will create more problems for some people while trying to find solutions for existing issues. For example, early attempts to address gender disparity did not focus on women's issues but on white middle-class straight cis women's issues, neglecting the intersectional perspectives of other races, classes, sexuality, and genders. To help one person, we need to help everyone.

Intersex

'Intersex' is a general term used as an umbrella to describe a range of situations where a person is born with sexual and/or reproductive anatomy that does not align with binary understandings of 'male' and 'female'. This could include characteristics that are externally evident at birth (e.g. genitalia), can reveal itself during puberty (e.g. hormonal differences), or may not be revealed to the individual at all (e.g. atypical chromosomes).

Invisible condition

Invisible conditions are physical or mental diagnoses that do not have obvious visual cues but still impact a person's life. According to the United States census, more than 95% of people with a chronic medical condition have an invisible condition. Due to this, accessibility options should be offered to all individuals. Never assume a person is able-bodied or neurotypical because you cannot see their accessibility needs.

J

Job listings

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



Job listings usually consist of a job description, eligible person description, and company description. The words used in these listings can be exclusionary of diverse applicants and specific choices need to be made to encourage marginalised people to apply for a role.

K

-

L

Labels

Labels are terms that an individual chooses to use to refer to their own identity. Labels can be broad or specific, common or unfamiliar, and self-assigned or diagnosed by a professional. Two people with similar lived experience might use different labels; similarly, two people with different lived experiences might use the same labels. Some individuals avoid using labels altogether.

For example, 'disabled' is a label that one person may use and another may not, even if they have the same diagnosis. Some people prefer 'person with a disability' over 'disabled person' and vice versa. Similarly, somebody might refer to themselves as 'bisexual' while somebody else uses 'queer' despite them being attracted to similar people.

Always defer to the individual's chosen labels and use them. Never assume that you know the labels somebody uses based on what you have seen of their life, and never assume you know what a person's life is like because of a label they use.

See also: Identifiers, Identity-first language

Language

Language refers to our words and how we use them to communicate meaning. We need to consider how we use language, so that everyone can access our product or media.

We need to communicate clearly, whether that be in English or whatever language your media is using. This includes both written and spoken communication, as well as communication through sign language and augmentative and alternative communication methods.



This does not mean reducing the messages, themes, or content so it is less important, less mature, or less informative. However, this does mean we use plain language guidelines wherever possible, and avoid using technical jargon, confusing acronyms, or long sentences. It may also mean we use multiple methods of communication to get our message across.

Latino

Latino people are people born or native to Latin-America. This incorporates several different countries, which are rich in different cultures. Latino people make up a large part of immigrants and it is important to learn more about them to be able to show real stories that don't perpetuate stereotypes

Latino is considered an umbrella term for all genders, similar to other male-gendered Spanish words. Latina is a term with the same meaning, but that is used exclusively for women. Latinx is a gender-neutral term with the same meaning, but is only used by approximately 3% of the Latino community.

See also: Hispanic

Latinx

See: Latino

Lesbian

A woman who is physically, romantically, emotionally, and/or sexually attracted to other women. Women who are attracted to multiple genders including their own may sometimes identify with this term, and may also identify with 'gay'. The term includes trans women.

See also: Gay, Bisexual

LGBTQIA+

'LGBTQIA+' is an initialism that stands for lesbian, gay, bisexual, trans, queer, intersex, asexual, and others. It is typically coupled with the word 'community' to describe all people who identify as non-heterosexual or non-cisgender, or both.

'LGBTQ+' is one variation of this initialism, but many other versions are in use, such as 'LGBT+', 'LGBTQ+', 'LGBTI+', and so on. The initialism has grown longer over time in an attempt to be inclusive of more identities. Other alternatives have also been suggested that include additional letters, such as 'LGBTIQ2SAP+' (which stands for lesbian, gay, bisexual, trans, intersex, queer, questions, two-spirit, asexual, pansexual, and others).



Some people who are seeking a more inclusive term but would also prefer to avoid a long initialism may use 'queer' in place of 'LGBTQIA+'.

See also: Queer

Lighting

Lighting refers to how we use lights to create our spaces. We need to consider how we light our spaces for several reasons. Well-lit spaces are safer spaces, and they allow for vision-impaired people to discern their surroundings more easily. This includes the brightness and colour of the lights, and where they are coming from.

Lights that flicker or make noise can contribute to sensory overload, and cause issues for people with auditory processing difficulties or light sensitivity. Fluorescent lights in particular can be overwhelming and distressing for autistic people. When we use strobe lights or flashing lights, we need to ensure we warn the people in the space and give them ample time to leave. These sorts of lights can be triggering for people with epilepsy, some autistic people, or other people with sensitivity to lights. By actively considering how lighting impacts our spaces and the people in them, we can make our spaces safer for everyone.

Listening

Listening involves paying careful, kind-hearted, and open-minded attention to what a person is saying, how they are saying it, and the context they are saying it in.

In most cases, the best authority on who a person is, what they have experienced, and what they need, is themselves. It's super important that we listen to all people when they tell us who they are and what they need—but especially important that we listen to marginalised people in these instances. The views expressed by marginalised people about who they are and what they need are often not the dominant story, experiences, or way of existing within society. This may sound like (but is not limited to) these examples: a marginalised person telling you what language is discriminatory or hurtful towards them or their marginalised group; a disabled person telling you about their access needs; or a trans person telling you their gender or pronouns.

See also: Feedback.



M

Maps

A map is a diagram of a location that tells us where important things can be found. We need to ensure our maps are easy to find, and easy to read and make sense of, so that all people know where they need to go to get their needs met.

It is important to mark Information Counters or Help Desks on the map, so that any person with an issue knows where they can find help or ask a question. Prayer rooms, assistance animal relief areas, smoking areas, quiet rooms, emergency exits, and evacuation meeting places are all crucial places for attendees at your event. Meeting rooms or event spaces on your map need to have easy, distinct names wherever possible so they can be easily found by your attendees.

We need to ensure we mark wheelchair-accessible routes and spaces on our maps—including ramps and elevators. We also need to mark all our bathrooms to indicate whether they are all-gender, female-only, or male-only bathrooms, and whether they are wheelchair accessible or have parenting facilities in them. This means everyone will know where they can go to do their business.

Menstrual period

A menstrual period refers to the monthly reproductive cycle people with ovaries and a uterus usually experience. This begins at puberty and continues until a person reaches the end of their child-bearing years in their forties or fifties.

Every month an egg called an ovum is released from the ovaries, and travels to the uterus. The uterus stockpiles resources to prepare for any fertilised eggs from that cycle. If no fertilisation happens, the egg and the excess resources are released from the body in the form of menstrual blood. This process is known as menstruation.

Menstruation usually lasts between three to seven days, and people who menstruate are unable to hold in the blood or choose when it is released. People who menstruate will use menstrual hygiene products like pads, tampons, and menstrual cups throughout this time to catch the menstrual blood.

It is important to use non-gendered language when discussing periods, such as 'menstrual hygiene products' instead of 'feminine hygiene products' and to use 'people who menstruate' rather than gendered terms. Trans men and nonbinary people can get menstrual periods, although they can sometimes stop



with regular use of the hormone testosterone. Many women (both trans and cis) do not get menstrual periods for a variety of reasons.

Mental health

The umbrella term 'mental health' may be used to refer to a number of things depending on context, but is usually related to general mental wellbeing, or the presence or absence of mental illness.

Microaggressions

Microaggressions are comments and actions in social interactions that carry negative, derogatory, or harmful connotations towards marginalised groups. These instances are short, seen as harmless, and difficult to confront due to unconscious biases—however, they cause enough harm to individuals when they are bombarded with them on a daily basis.

We should strive to treat microaggressions with the seriousness they deserve, perform sensitivity readings of media and offer sensitivity training to employees, as well as re-evaluate their inclusion in game narratives and use content warnings when its inclusion can't be avoided.

N

Neurodivergent

Neurodivergence is an umbrella term for cognitive differences including learning difficulties. Neurodivergent people tend to have difficulty adapting to societal expectations of how to process and respond to stimuli. The opposite of a neurodivergent person is a neurotypical person.

See also: ADHD, Autism

Noise

Noise refers to the sounds which are present in our spaces. We need to actively consider what sounds will be present in our spaces when we are constructing them, so we can make them as accessible and inclusive as possible.

Sounds may come from the people within the space (a group of young children will usually make different sounds to a group of business professionals), or machines in the space (the machines in an office space will sound differently to those at a video game convention, which will sound differently to those at a construction site) or a combination of the two. We need to make sure there is space for sound to escape,



so it does not amplify and bounce around the space. This can cause sounds to be louder and more pervasive than they would otherwise be.

Many environments and event spaces have many noises happening at the same time. This can be challenging, overwhelming, or distressing for people with auditory processing issues, autistic people, people who are hard of hearing, people with vision impairment, and people with sound sensitivity. If people need to concentrate on specific sounds in your space (for example, listening to a person speaking in a talk, or speaking with a person at a booth), you will need to minimise the other sounds present in the environment as best as possible.

Nonbinary

Nonbinary is an umbrella term used to refer to individuals who gender falls somewhere between or outside the male-female gender binary. There are several additional identities which fall under the nonbinary umbrella, adding more nuance to a person's gender.

Nonbinary people may dress in a traditionally feminine, traditionally masculine, or traditionally androgynous way. They may have any combination of genitals and reproductive organs, or none of these. They may use any pronouns, no pronouns, or a combination of or fluctuating set of pronouns.

See also: Gender

Nonverbal people

See: Speech-related disabilities

O

Orthorexia

Orthorexia refers to an obsession to eating healthy food. While not as universally recognised as more typical eating disorders such as anorexia nervosa and bulimia nervosa, it can often lead to these if left untreated.

See also: Eating disorder

Other specified feeding or eating disorder (OSFED)



Other specified feeding or eating disorder (OSFED) is an eating disorder classification for individuals who do not meet the criteria for anorexia nervosa or bulimia nervosa, but who display signs of disordered eating.

See also: Eating disorder

P

Pansexual

The word 'pansexual' comes from the Greek 'pan' meaning 'all', as pansexual people are sexually attracted to individuals of all genders, or regardless of gender.

Pansexuality is often categorised under the 'Bi+' or 'Bisexual Umbrella' labels, due to the high amount of overlap between pansexuality and bisexuality. The difference between the two is under some debate in the community, and there are some individuals who identify with both terms interchangeably.

See also: Bisexual

Person-first language

See: Identity-first language

Photography

See: Recording

Physical access

Physical access refers to a person's ability to get to and interact in a space. Many spaces are traditionally designed to allow physical access to people who do not use wheelchairs, mobility aids, and are of average height, while excluding those who do not meet these characteristics. We need to recognise not everyone who attends an event will move through the space in the same way. Some people will use wheelchairs, walking frames, gophers, or canes. Some people are short-statured. Some people are blind or vision-impaired and will use a cane or guide dog. When we are planning an event, we need to design the space and the interactions within it so all people can physically access them.

This may mean making booths, tables, and benches at adjustable or lowered heights, so that wheelchair users and people who are short-statured can reach them. It may mean ensuring there are ramps, elevators, wheelchair-accessible bathrooms, and flat walking spaces for people with limited mobility. This



may also mean removing obstacles from walkways and spaces so someone using a cane for their vision impairment is able to accurately navigate the space.

Prayer room

A prayer room is a designated area in which people of certain faiths use to practice regular prayers either individually or in a group formation.

Many prayer rooms adhere to cultural or religious standards, guidelines, and rules in order to respect the room's use and the environment in which prayers need to be held. For example, prayer rooms need to be kept clean, free of religiously prohibited items, and quiet, and occasionally require certain dress codes to enter.

Privilege

Privileges are advantages afforded to one person or group but not all people or groups. Some privileges are obvious but others are implicit or innate. In the context of diversity and inclusion, 'privilege' generally refers to the systemic benefits of being non-marginalised. For example, cis men can walk home at night without the same fear of sexual assault that marginalised genders face and this is an innate privilege that cis men may not regularly reflect on.

Privilege may be afforded to a person due to one aspect of their identity but not others, which is why it is important to consider intersectionality. For example, a white woman is often systemically disadvantaged by her gender as a woman, but still experiences white privilege due to her race.

Pro-ana / pro-mia

Pro-ana or pro-mia refers to a sub-culture of individuals who believe that anorexia or bulimia are lifestyle choices rather than illnesses that require treatment. These communities usually thrive online and share 'thinspiration', this usually being photographic content of malnourished bodies or unhealthy crash diet plans, to encourage individuals to perpetuate their eating disorder and lose more weight. Pro-ana/ mia communities often share tips on how to hide symptoms from family members and medical professionals.

Pro-ana and pro-mia attitudes are extremely dangerous, normalising eating disorders and thus preventing individuals from reaching recovery. They also tend to reach younger audiences through platforms such as Tumblr and TikTok, promoting potentially fatal approaches to eating and weight to impressionable young people who may stumble across the content, whether intentionally or unintentionally.



See also: Eating disorder

Pronouns

Pronouns are words used in place of a noun to refer to that noun. For example, in the sentence, *'The table is long; it has room for 12 people.'* the word 'it' is a pronoun, as it refers to the table (the noun). Pronouns are also used when we refer to people, instead of using their name. In the sentence *'Fatimah is walking to school; she is carrying a bag.'* the word 'she' is a pronoun, as it refers to Fatimah without saying her name again.

There are some pronouns which have no gender associated with them. These are called gender-neutral pronouns—like the use of 'it' in the first example, or 'they'. Other pronouns are associated with gender. These are called gendered pronouns—the word 'she' in the second example is a gendered pronoun, as is 'he'.

We often use gendered pronouns when referring to people. We take a guess based on how they look, what their name is, how their voice sounds, and other clues from the context. The problem with taking a guess is that we cannot reliably know what pronouns a person uses based on any of these factors. The best way to know is to ask what pronouns a person uses.

Purging

Purging refers to compensatory behaviour that aims to undo the consumption of calories. While the most recognised form of purging is self-induced vomiting, use of laxatives or excessive exercise engaged in with the intention of it being compensatory can also be considered as purging.

See also: Eating disorder

Q

Queer

'Queer' is a collective term for all non-heterosexual and non-cisgender sexualities and genders. 'Queer communities' is an alternative term for 'LGBTQIA+ community' and its variations, and is seen by some to be a more inclusive term. Some individuals use 'queer' to define their own sexuality, gender, or both because it is less prescriptive than terms with specific definitions.



'Queer' has a history as a derogatory slur but has been reclaimed by the community; however, some LGBTQIA+ people—especially from older generations—still find the term uncomfortable and prefer not to use it.

See also: LGBTQIA+, Gender, Sexuality

Queuing

See: Standing

Quick timer event (QTE)

A quick timer event (QTE)—also known as a quick time event—is a gameplay moment where the player must complete a series of inputs in a short space of time (usually a few seconds). They often involve rapidly pressing a button, holding a button for a length of time, or flicking a joystick in a particular direction, or some combination of these.

Performing repetitive or continued movements like these in a short time frame can be difficult for some people with physical disabilities: for example, they may take longer times to perform each button press, or be unable to hold a button down for the required length of time, and be unable to complete the quick timer event.

We need to allow players to skip quick timer events in their game experiences, or to allow them to choose what inputs they perform at quick timer events. This allows people with physical access issues to continue to engage with and play through your gameplay or story, without it requiring them to perform inputs in ways they physically cannot.

Quiet space

Spaces where people can rest, avoid sensory overload, and escape crowds are vital, especially at events like conventions—which tend to be loud and filled with stimuli that can be overwhelming. They are particularly important for autistic people who experience sensory overload, people with anxiety, for introverts, for people with auditory or visual processing issues, and many others. These spaces need clearly defined rules, to ensure that they are used for their intended purposes.

R

Race



Race is the identity that is given to people that share common physical traits with one another. It can be rather specific such as Afro-asian, specifically those that share both African and Asian features. Or very broad such as African or Asian features alone. Over time several terms have fallen in and out of favor for use, like racial slurs. Slurs should not be used.

See also: Ethnicity

Readability

Readability refers to how easily a piece of text can be read. This can be impacted by: the size of the font; the typeface or font used; the contrast between the text and background colour; and whether the text is moving or has special effects on it. When deciding how our text should look, we should use a large font size (larger than you think is needed is better); use a clean typeface; and ensure a high level of colour contrast between text and background. We should also test our colours under common colourblind filters. People have all sorts of different levels and types of vision, so we need to provide several options so everyone can read our text without issue.

Readability in subtitles is critical. Best practice for subtitles includes: a large font, or several font size options; white text on a black, semi-transparent letterbox; short, easily digestible lines; clearly identifiable speaker tags; and clear, sans-serif font. Remember to test your subtitles at a distance your users are likely to use, and make sure they are able to be read from that distance.

Recording

Recording means to take photographs, videos, or audio recordings of a particular part of your event. This may be an audio recording of a panel or talk, a video of a group of people interacting at a booth, or a photograph of a person wearing cosplay.

It is important to gain consent from those you intend to record or photograph before you do so. You need to make sure they understand what the recording or photographs will be used for or uploaded to, and that they are able to refuse to give consent. If they refuse to give their consent, you must not record or photograph them.

Some events may have media staff who are taking recordings and photographs for publicity or marketing purposes. It is important their presence and the fact they will be taking recordings and photographs is communicated clearly to attendees ahead of time, so they can make an informed choice. At your event, you may want to provide attendees with buttons, stickers, or other identifiers at their registration to your event which indicate whether they are okay with being recorded, and under what specific circumstances.



It is important the meaning behind these is communicated to all attendees and media crew, and that appropriate processes are put in place for anyone violating this policy.

Recovery, Eating disorder

Recovery from an eating disorder is often a slow and gradual process that can take months, years, or even be a continual and conscious decision one commits to throughout their lifetime.

Recovery often includes periods of relapse. Recovery looks different to every individual as all eating disorder experiences are different, but typical actions include taking steps to re-learn normal eating habits, restoring weight, and therapy to address possible co-occurring mental health conditions like depression, anxiety, or trauma. Psychologists have identified three different areas of recovery, physical, behavioural and psychological, with the latter usually considered the most difficult to overcome.

See also: Eating disorder

Relapse, Eating disorder

Relapse refers to an episode in which an individual who is considered to be in the process of recovering from their eating disorder falls back into old habits, behaviours, or mindsets that they had when they were not engaged in recovery. In particular, signs of relapse can include a failure to maintain a healthy body weight range, suspension of menstrual periods, retreating back to purging or restrictive behaviour, and/ or disordered modes of thinking.

See also: Eating disorder

Religion

Religion is defined by the belief of the worship of a deity, god or gods, or divine spiritual beings. Many religions have systemic guides on how to practice the religion in the form of scripture or teachings, and in many cases forming a way of life for the person following the religion.

It is common for religions to be made up of multiple sects or subgroups that have differing teachings on how to practice the religion and perform acts of worship.

Representation

Representation is a term that can mean different things to different people, depending on the context. Based on a study that combined the definitions of participants, representation can be defined as 'a



portrayal, typically in media, that individuals can identify with and that grants visibility to a group’.

Zammit, J & Cole, A. 2019. ‘Establishing a Language of Diversity: Preliminary Findings’. Presented at Digital Games Research Association Australia Conference in Sydney, Australia.

Restriction

Restriction refers to the reduction or elimination of certain food items or groups from an individual’s diet, or the general reduction of food / caloric intake. Individuals with eating disorders often engage in restriction in an attempt to lose weight.

See also: Eating Disorder

S

Safe foods

Safe foods are the opposite of fear foods and as such are foods that individuals with eating disorders feel more comfortable consuming. They may consume safe foods regularly because they feel as though the eating routine they are in protects them from gaining weight.

See also: Eating disorder, Fear foods

Safe space

A safe space is an environment where all people in your current, intended, and potential audience can feel comfortable to learn, grow, and be themselves. These are spaces that emphasise respect and empathy towards others, and refuse to allow discriminatory and hateful language or actions towards groups of people. They are often needed because many public environments are not safe for marginalised people.

Safe spaces can be very different from each other, but most will have some core elements in common. They will have clear outlines of what behaviours are acceptable within the space, and clear information of what actions will take place if unsafe, unacceptable behaviour occurs. They will be accessible, and respectful of all gender identities, sexualities, races, and religions, and the intersections and overlaps between these identities.

Safe spaces are often trivialised and ridiculed. This often comes from people who largely feel safe in most public environments. They are also incorrectly perceived as spaces where the same opinions are



spoken about. Safe spaces may have many opinions and discussions within them, but hold an understanding that respecting the identity of other people is not an opinion up for debate.

A space becomes unsafe when there are preventable language, actions, or procedures (whether actual or potential) which may harm, hurt, or exclude those in your current, intended, or potential audience. This may be when actions are not taken against people who violate the agreed acceptable behaviours, or when these behaviours are not clearly outlined in the first place. Having a diverse group of people in your space, creating clear guidelines and procedures, and appropriately following through on processes contributes to creating and maintaining a safe space.

Schizophrenia

See: Dissociative disorder

Seating

Seating refers to the places at your event that are designed for people to sit down. These may be chairs, couches, stools, or benches. It is important to have ample seating available so everyone can find a place to rest their feet if they need it. But it is especially important for people with mobility difficulties or those who have difficulty remaining standing for extended periods, as seating at all areas in your event will allow them to be able to engage. This includes performance spaces, booths, and gathering or eating spots.

We need to make sure there are spaces within these seating areas for wheelchair users to join their friends. This may be through having moveable seats and appropriate seat heights (or a variety of seats at different heights) or by leaving gaps in seating at tables or in talks. It is important to remember that a wheelchair-user may also be attending your event with other wheelchair-users—so we need to make sure we can adjust our seating to allow multiple wheelchair users to be seated together.

Service animals

See: Assistance animals

Sex

Sex is the categorisation of physical characteristics within a gender structure.

Many physical traits commonly occur together in nature and those common correlations underpin much of the social construction of gender, but they are far from universal. For example: while height, physical strength, penises, deep voices, and body hair often occur together and are categorised as male sexual



characteristics within gender, many men have only some or none of these traits. Similarly some men have breasts, wide hips, or two X chromosomes despite these being categorised as female sexual characteristics by gender structures.

Sexuality

'Sexuality' is a term used to describe someone's sexual preferences or attractions. It is different to their gender identity. A person may wish to use a label to describe their sexuality, such as 'gay' or 'lesbian' if they are a person who is only interested in people of the same gender as themselves. They may, however, choose not to label themselves, or to use a broader label like 'queer'. Sexual attraction is different to romantic attraction, and it is important to recognise the distinction. For example, a woman might identify as bisexual but homoromantic, meaning she is sexually attracted to multiple genders but only romantically interested in other women. Never assume someone's sexuality based on their looks, or on the gender of their sexual or romantic partners.

See also: Gay, Lesbian, Bisexual, Pansexual

Smell

Smell refers to the different scents we may encounter in a space. Some smells may be experienced strongly by one person, but not by another. Some people may not be able to smell different scents at all, while others may be particularly sensitive to even slight scents in the environment. Any of these smells can be overwhelming for people with sensory overload, and can trigger health issues for people with asthma or other respiratory concerns.

Having a well-ventilated space may allow strong scents to dissipate, and minimise their impact on people in the space. Furthermore, we need to implement scent policies at our events and spaces, which instruct people entering our spaces to limit wearing and using perfume and strong deodorants, using scented personal care products, and bringing in strong-smelling items. If people are found to be carrying strong scents into the space, they may be asked to: wash or remove the scent with an unscented wipe or unscented product; change their clothing; or to remove their scent-producing item from the space.

We also need to think about what smells we bring into our events and spaces, and what environmental scents are already present—such as foods, beverages, chemicals and cleaning smells. We can mitigate this by carefully reviewing the cleaning products and their ingredients; choosing less-populated times for cleaning to take place; and having separate, well ventilated areas for food and beverages.

Sound

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



See: Noise

Sorry Business

'Sorry Business' is a period of time devoted to family and community following a death. Sorry Business is not reserved only for immediate family but includes extended family and members of the broader community.

Speakers

If your organisation or event involves public speaking, there are many considerations for ensuring this is both inclusive and accessible. Speakers should be from a diverse range of backgrounds, and that marginalised individuals are invited to speak about more than their experiences of marginalisation. Individuals who have been disrespectful of marginalised groups in their content or views will make marginalised audience members feel unsafe, so should not be invited to speak.

All speakers should receive basic training to ensure they are inclusive of their audience. This might include examples of gender-inclusive and non-ableist language, standards for visual and auditory aids to ensure they are accessible, and how to speak clearly for sign language interpreters or closed captioning systems.

Speech-related disabilities

Speech-related disabilities is a broad category including people who communicate in nonverbal methods or have difficulty speaking fluently. Our events need to cater to all types of communicators, not just people who are verbal and fluent. This may include: people who stutter; nonverbal people; people using speech generating devices; people using picture or symbol-based communication methods; people who are still learning the language being spoken; or people who use sign language. Not all of these are disabilities, and we need to be aware that a person with a speech difficulty does not necessarily have a cognitive or intellectual impairment.

Individuals with speech-related disabilities and different ways of communicating should be afforded the same opportunities to interact with and communicate to others as verbal, fluent speakers are. This may involve having more structured turn-taking, allowing written or text communications to be included, and actively reminding people to listen respectfully to all speakers. We need to be mindful of timed and pressured speaking environments, and allow adjustments to these so people with speech difficulties or different communication modes can participate. Most importantly, we need to actively listen to these people instead of speaking over them, trying to finish their sentences for them, or guess what they are saying.

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



Standing

Many events require individuals to stand for prolonged periods, such as in queues or at parties with inadequate seating. Determine alternative ways for individuals to engage with these locations so that people with physical access or mobility needs are not excluded.

See also: Invisible conditions

Stereotypes

Stereotypes are simplified concepts of particular groups, people, or things. Humans naturally perceive the world through patterns and stereotypes can be a useful way for us to process the world around us without our brains using too much bandwidth and becoming overloaded. However, stereotypes can also be harmful generalisations that fail to recognise the unique circumstances, challenges, and traits of each individual.

Subtitles

See: Readability

T

Tokenism

The inclusion of something for the sake of 'checking a diversity box'. Tokenistic representations or inclusions are often surface-level, and don't offer any meaningful kind of diversity. Examples of tokenism are a gay character in a game who gets no real character development beyond the label of 'gay', particularly if the characters around them are more developed in comparison, or a woman who is included on a board of directors to give the illusion of diversity in a company, but who is given no real say in how the company operates.

Torres Strait Islander

Torres Strait Islanders are the Indigenous people of the Torres Strait Islands, which are now considered geographically part of Queensland, Australia. Torres Strait Islanders are often considered Indigenous Australians but are distinct from Aboriginal Australians because they are predominantly descended from occupants of the Melanesia region.

See also: Indigenous Australia, First Nations People, and Aboriginal Australian



Trans

A transgender person is someone whose gender is not the same as the gender that was assigned to them at birth. Transition is when a transgender person changes their gender expression to more accurately match their internal experience of gender. 'Transgender' is an adjective and should not be used as a verb or noun.

'Trans' is a shortening of 'transgender' and follows the same rules. Notably, it should not be used as part of a compound word with other gender terms such as 'transwoman' or 'transman'. These compound terms are used by some members of the transgender community but best practice is to avoid them and use 'trans' as a separate adjective word (i.e. 'trans woman' and 'trans man').

'Transexual' is an older term, considered outdated by large parts of the community. Its use varies between being a synonym for transgender or referring specifically to people who have completed certain aspects of transition such as surgery. 'Trap' is a slur and should not be used. 'Tranny' is a slur and should not be used.

Transparency

Transparency means something that is easily observed or understood. Being transparent involves openly communicating with people, and doing so in advance. It means being specific and clear about what will be happening, what will be required of people, or what actions will be taken if various things happen. This may be about accessibility initiatives being implemented; or about processes for getting special passes; or what requirements people need to meet to participate; or any number of other things. By being transparent, people can be informed about what will be happening and what they will or may need to do, and can make an informed choice about whether to engage or not.

Transparent communication should leave little to no room to move, or for unintended interpretations - particularly in policies and codes of conduct. These should clearly outline behavioural expectations for the people within the space, and what will happen if these are not met. This will help keep everyone safe and comfortable in your space, particularly marginalised people.

See also: Code of conduct.

Trigger warning

See: Content warning



U

Unconscious bias

Biases that we have developed over time, often due to our societal influences, that we are not aware of. As we are all affected by the world around us in different ways, we may not notice bias in things that don't influence us directly. One of the reasons consultancy and diversity of opinion is important is because it makes room for us to pick up on the unconscious biases of others and remove barriers to inclusivity. Once an individual is made aware of their unconscious biases, they are more able to take steps towards mitigating them.

V

Videography

See: Recording

Vision impairment

A blind person refers to someone with little or no sight. There are different definitions of legal blindness, and some people who are legally blind do still have some level of sight. Someone with a vision impairment may have difficulties with their sight, or with interpreting what they see. Blind and vision-impaired people do not inherently have difficulties with hearing, nor any additional cognitive, intellectual, emotional, or physical disabilities.

Blind or vision-impaired people may use a cane to navigate the world, or be assisted by a Sighted Guide or an assistance animal. We need to make sure our spaces and walkways are smooth and wide for easy access. When a blind or vision-impaired person is navigating the world, it is important not to grab, touch, or attempt to guide them. This is likely to cause them to become disoriented. Instead, ask if they need help and only assist if it is asked of you.

Braille is a printed language made up of raised dots in 2-by-3 grids, which can be read by blind people. We need to provide Braille versions of printed documents, as well as large print and high contrast versions. A screen reader is a piece of software that reads digital content aloud to a person. Using well-structured web design allows screen readers to navigate a web page or document more easily. In addition, alt-text allows image descriptions to be read aloud by screen readers. Providing audio descriptions of videos, and trailers enables blind and vision-impaired people to engage with and understand what is being displayed.

See also: Alt-text



Volunteers

Volunteers are people who do work without receiving money in compensation for their service. At events or conferences, volunteers are often the main force of face-to-face interaction for attendees, and it is important we prepare our volunteers well for their roles.

For volunteers working in spaces with people in them (and all other staff doing paid work in these spaces), it is important they receive sensitivity and disability training before beginning their volunteer role. This helps with learning how to respect and work with the nuances of the human condition.

This may mean when dealing with tickets or registrations, ensure volunteers understand that the name on a ticket may not match a person's identification, as is common for trans people. Or, it may mean ensuring volunteers understand not all people needing an accessibility or disability pass are going to have an easily-observable disability.

W

Welcome to Country

When organising a gathering, meeting, or other activity where people are congregating, it's important to verbally recognise the First Nations People as the Traditional Custodians of the land. It is recommended that a First Nations Person is invited to perform a 'Welcome to Country'. However, an 'Acknowledgement of Country' can be performed by a member of your company or group instead if needed. Note the distinction between these approaches: only First Nations People are able to perform a 'Welcome to Country'.

See also: Indigenous Australia

Wheelchairs

A wheelchair is an accessibility aid designed to allow a person who cannot walk or who has difficulty walking to move through the world. Some wheelchairs are powered by the wheelchair user physically pushing the wheels around. These are known as manual wheelchairs. Other wheelchairs are electric-powered, and are controlled by the user moving a joystick or other control mechanism. A person using a wheelchair does not inherently have cognitive, sensory, intellectual, or emotional difficulties, and we should avoid making assumptions about wheelchair users.



Many public and private spaces are not designed for wheelchair access. To create a space that is designed for wheelchair access, we need to include: wide doorways and hallways; automatic doors; lowered or adjustable benches, tables, and desks; lowered appliances; wheelchair-accessible toilets and shower facilities; elevators; ramps; spaces without excessive obstacles in them; low shelving; and many other accessibility aids. Similarly, many public and private transport options are not designed for wheelchair users either, or have limited availability.

When speaking about people who use wheelchairs, the language wheelchair users generally prefer is 'person using a wheelchair' or 'wheelchair user'. Language such as 'wheelchair-bound' is hurtful and inaccurate, as a wheelchair is usually perceived by the person using it as an aid that enables freedom and not something binding or trapping the user.

See also: Physical access.

Women's groups

Women's groups are usually formed with the intention of creating a safe space where people who are marginalised because of their gender can form connections. These groups are not always as inclusive and safe as they intend to be, because not everyone who is marginalised because of their gender is a woman.

Nonbinary people, trans men, and sometimes trans women, are often left feeling they are not welcome in such groups because the focus is on women, not all marginalised genders. Sometimes, groups will add 'and nonbinary people' to their group, to attempt to make it more inclusive. By doing this, nonbinary folks are often being tokenistically included and perceived as being 'women-lite'—and the erasure of trans men in your group is continued. This also leads to nonbinary people, trans men, and other people who do not fit neatly into gender boxes to feel excluded, uncomfortable, and unsafe in these spaces.

Be specific about who is included in your group, and have the label reflect that. For example, if your group is for people in the games industry who are marginalised because of their gender experience, then 'marginalised genders' is a better fit, as it includes nonbinary people and trans men. If your group is for people who experience menstruation, then 'people who menstruate' is a better fit, as not all women menstruate and not all people who menstruate are women.

Workplaces

Workplaces should be safe and inclusive environments for all current and future employees. An accessible workplace allows an organisation to attract and retain diverse employees. Considerations

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*



Queerly Represent Me Ltd.
Trading as *Represent Me*
ABN: 95 626 874 226
ACN: 626 874 226

include physical accessibility, company culture and values, and attitudes and diversity of directors and leadership.

X

-

Y

-

Z

-

v.1.0 | Updated June 2021

*Represent Me acknowledges the Traditional Owners of the lands on which we live and work.
We pay our respects to Elders past and present. Sovereignty was never ceded.*

Queerly Represent Me Ltd

<http://representme.charity>

hello@representme.charity