

THE NEURODIVERGENCE VOICE

Neuroinclusion Consulting & Coaching | Brisbane, Australia



The Neurodivergence
Voice

Environmental Management System

Processes, Procedures and Practices

Document reference	TNDV-EMS-001
Version	1.0
Effective date	June 2026
Review date	June 2027
Document owner	Cass Nicholson, Principal — The Neurodivergence Voice
Organisation	The Neurodivergence Voice (ABN: 82 492 282 424)
Business type	Sole-practitioner professional services — neuroinclusion consulting, coaching, and training
Primary operating location	Brisbane, Queensland, Australia
Applicable standard	Aligned with ISO 14001:2015 principles (proportionate to organisation scale)

Environmental Policy

The Neurodivergence Voice is a sole practitioner neuroinclusion consulting practice operating in Brisbane, Queensland. While the direct environmental footprint of a professional services practice of this scale is limited, The Neurodivergence Voice is committed to managing that footprint systematically, honestly, and with continuous improvement.

This Environmental Management System (EMS) documents the processes, procedures, and practices by which The Neurodivergence Voice identifies, manages, and seeks to reduce its environmental impacts. It is aligned with the principles of ISO 14001:2015, applied proportionately to the scale and nature of the business.

Environmental Policy Statement

The Neurodivergence Voice commits to:

- Identifying and understanding the environmental aspects and impacts of our operations
- Complying with all applicable environmental legislation and regulatory requirements
- Minimising environmental impact through deliberate operational choices — particularly in relation to business travel, energy use, and resource consumption
- Preventing pollution and reducing waste at the source where practicable
- Favouring digital-first delivery and remote engagement over travel where this does not compromise service quality
- Selecting suppliers and service providers with regard to their environmental practices where alternatives exist
- Reviewing and improving this EMS annually, and when triggered by significant operational change
- Being transparent with clients and stakeholders about our environmental performance

Signed: Cassandra Nicholson, Founder | **Date:** June 2026

Scope and Organisational Context

Organisation Description

Attribute	Detail
Business name	The Neurodivergence Voice
Business structure	Sole practitioner (ABN holder)
Primary activity	Neuroinclusion consulting, coaching, and workforce training
Operating location	Brisbane, Queensland, Australia. Services delivered to clients nationally via remote engagement and on-site where required.
Operating premises	Home office (primary). Client premises for on-site consulting, workshops, and training delivery. Co-working spaces as required.
Staff	Principal only. Associates or contractors engaged on a project basis as required.
Annual client engagement volume	Proportionate to sole-practitioner capacity. Volume recorded in engagement register.

EMS Scope

This EMS applies to all business activities conducted under The Neurodivergence Voice, including:

- Organisational consulting engagements (on-site and remote)
- Individual coaching (remote and in-person)
- Training and workshop delivery (on-site and virtual)
- Business administration and operational activities
- Business travel associated with any of the above

The EMS does not extend to the operations of client organisations or to the environmental management practices of contractors engaged on specific projects, though contractor environmental practices are considered in supplier selection where practicable.

Internal and External Context

Context factor	Relevance to EMS
Business model	Primarily service-based and knowledge-based. The core product is advice, analysis, and capability development — not goods. Environmental impact is concentrated in travel, energy, and digital infrastructure rather than manufacturing or physical product supply chains.
Operating location	Brisbane, Queensland. Subject to Queensland state environmental legislation (Environmental Protection Act 1994 (Qld)) and Commonwealth legislation. No operations in sensitive ecological areas.
Client requirements	Some government and corporate clients require evidence of environmental management as a condition of procurement. This EMS is the documented basis for that evidence.
Stakeholder expectations	Clients and the broader market increasingly expect professional services firms to demonstrate environmental responsibility proportionate to their scale.
Technology environment	High proportion of work is deliverable digitally (video conferencing, remote consultation, digital documents), which enables significant travel reduction compared to traditional consulting models.

Environmental Aspects and Impacts Register

The following register identifies the significant environmental aspects of The Neurodivergence Voice's operations — the elements of our activities that interact with the environment — and the associated impacts. Significance is assessed on a simple matrix of likelihood (how often the aspect occurs) and severity (the magnitude of the environmental impact if it occurs).

Rating	Likelihood	Severity
Low (1)	Occurs rarely or not at all in a typical quarter	Negligible, local, and reversible impact
Medium (2)	Occurs regularly in the course of normal operations	Moderate, potentially wider impact, recoverable
High (3)	Occurs frequently or is inherent to core operations	Significant, potentially irreversible or broad-reaching impact

Significance = Likelihood × Severity: 1–2 = Low | 3–4 = Medium | 6–9 = High

Environmental Aspect	Activity / Source	Potential Impact	Likelihood (1–3)	Severity (1–3)	Significance	Current Controls
Greenhouse gas emissions — air travel	Interstate or international client travel	Contribution to atmospheric GHG concentration; climate change	2	3	High	Prioritise remote delivery; require business case for air travel; offset unavoidable flights via verified carbon offset program
Greenhouse gas emissions — road travel	Local and regional client site visits	Contribution to GHG emissions; local air quality	2	2	Medium	Consolidate site visits; use public transport where practicable; prefer lower-emission vehicle options
Energy consumption — home office	Daily office operations (computer, lighting, heating/cooling)	Electricity consumption; GHG emissions if sourced from fossil fuels	3	1	Low	Use energy-efficient devices; power down equipment when not in use
Energy consumption — co-working and client sites	On-site working at third-party premises	Indirect energy consumption; GHG emissions	2	1	Low	Managed at facility level; not directly controlled. Select co-working providers with documented sustainability practices where choice exists.
Paper and printing	Document production, client reporting	Resource consumption; waste generation; deforestation (if non-certified paper)	2	1	Low	Default to digital delivery for all documents; print only when explicitly required; use recycled or FSC-certified paper when printing is necessary

Electronic waste	End-of-life IT equipment (computers, phones, peripherals)	Hazardous material disposal; landfill contamination	1	2	Low	Extend equipment life where practicable; dispose of end-of-life equipment through certified e-waste programs (e.g., TechCollect)
Digital infrastructure energy use	Cloud storage, video conferencing, digital platforms	Indirect energy consumption and GHG emissions via data centre operations	3	1	Low	Select cloud and platform providers with documented renewable energy commitments where alternatives exist; avoid unnecessary large file storage
Consumables and supplies	Stationery, packaging, office consumables	Resource depletion; waste generation	1	1	Low	Minimise physical consumables; purchase recycled or sustainably sourced products; avoid single-use items
Waste generation — general office	Day-to-day operational waste	Landfill contribution	2	1	Low	Separate recycling from general waste; reduce paper waste through digital-first operations
Training delivery — event logistics	In-person workshop and training delivery	Travel emissions of participants; catering waste; printed materials	1	2	Low	Offer virtual delivery as default; where in-person, choose venues with public transport access; minimise printed materials; select catering with sustainability commitments

Legal and Other Requirements

The Neurodivergence Voice identifies, monitors, and complies with all applicable environmental legislation and regulatory requirements. The following register records the primary applicable obligations.

Legislation / Requirement	Jurisdiction	Relevance to TNDV operations	Compliance mechanism
Environment Protection and Biodiversity Conservation Act 1999 (EPBC Act)	Commonwealth	General environmental duty; protection of matters of national environmental significance	Operations do not involve activities triggering referral under the EPBC Act. Monitored for relevance as operations evolve.
Environmental Protection Act 1994 (Qld)	Queensland	General environmental duty: a person must not carry out any activity that causes, or is likely to cause, environmental harm unless all reasonable and practicable measures are taken to prevent or minimise the harm	Digital-first operations; controls for travel and waste. Annual review of legislative requirements.
National Greenhouse and Energy Reporting Act 2007 (NGER Act)	Commonwealth	Mandatory reporting threshold: 50,000 tonnes CO ₂ -e scope 1 and 2 emissions, or 200 TJ energy consumption. Not currently applicable at TNDV's operational scale.	Operations are well below thresholds. Threshold monitored annually.
Climate Active Carbon Neutral Standard (voluntary)	Commonwealth	Voluntary standard for carbon neutral certification	Not currently certified. Standard considered in EMS objectives development.
Waste Reduction and Recycling Act 2011 (Qld)	Queensland	Waste management obligations; recycling requirements	Complied with through household and commercial waste management at operating premises.
Privacy Act 1988 (for environmental data)	Commonwealth	Personal information collected in connection with environmental monitoring (e.g., travel data) is managed in accordance with the Privacy Act	Environmental data does not include personal information beyond business records. Standard privacy protocols apply.

Legal requirements are reviewed annually as part of the EMS management review. Where new legislation or significant regulatory changes affect TNDV operations, the EMS is updated within 60 days of the change taking effect.

Environmental Objectives and Targets

The following objectives and targets address the significant and medium-significance aspects identified in the aspects register. Targets are set to be achievable within the operational constraints of a sole-practitioner practice and are reviewed annually.

Objective	Target	Measurement	Review frequency
Reduce business air travel	Zero domestic air travel unless client engagement cannot be practically delivered remotely; international travel only where no remote alternative exists	Number of flights per year; proportion of engagements delivered remotely vs. in-person	Annually
Offset unavoidable air travel emissions	100% of unavoidable flight emissions offset through a verified carbon offset program within 60 days of travel	Offset certificates held on file; tonnes CO2-e offset vs. estimated emissions	Per travel event
Maximise remote service delivery	Remote delivery maintained as the default option for all service lines; in-person delivery used where genuinely required by the nature of the work	% of engagements delivered fully remotely; reason for in-person delivery documented where used	Annually
Reduce paper consumption	Zero printing for internal operations; client documents printed only on explicit client request and using recycled or FSC-certified paper	Reams of paper purchased per year	Annually
Responsible e-waste disposal	All end-of-life electronic equipment disposed of through a certified e-waste program	Number of items disposed; disposal certificates held on file	Per disposal event
Prefer low-emission travel for local engagements	Public transport or walking used for all accessible Brisbane engagements; car travel only where public transport is not practicable	% of local engagements where car was used; reason documented	Annually
Digital platform environmental consideration	Primary cloud and platform providers assessed for renewable energy	Provider assessment documented at renewal	At contract renewal

	commitments at contract renewal		
EMS review and improvement	Annual management review completed; EMS updated where review identifies gaps or improvement opportunities	Review completed; update actioned within 60 days of review	Annually

Roles and Responsibilities

The Neurodivergence Voice is a sole-practitioner practice. All EMS roles and responsibilities are held by the Principal. Where associates or contractors are engaged, specific environmental responsibilities relevant to the engagement are communicated at project commencement.

Role	Responsibility
Founder — Cass Nicholson	<ul style="list-style-type: none"> Overall accountability for EMS implementation and performance. Identification and assessment of environmental aspects. Setting and monitoring objectives and targets. Ensuring compliance with applicable legislation. Conducting annual management review. Updating the EMS when operational or legislative changes occur. Communicating environmental requirements to associates and contractors.
Associates and contractors (as engaged)	<ul style="list-style-type: none"> Compliance with TNDV environmental requirements relevant to their engagement. Reporting any environmental incidents or near-misses to the Founder Preference for remote participation where travel is involved.
Clients (relevant obligations)	<ul style="list-style-type: none"> Where client-side requirements necessitate in-person delivery, this is documented and the associated travel impacts are included in TNDV's environmental accounting.

Operational Controls and Procedures

Travel Management

Business travel is the highest-significance environmental aspect for The Neurodivergence Voice. The following hierarchy of controls applies:

Control level	Procedure
Elimination (preferred)	All client engagements are offered and designed for remote delivery as the default. Diagnostic assessments, coaching, training, and consulting are structured to be fully deliverable via video conferencing and digital collaboration tools.
Substitution	Where in-person presence adds genuine value that cannot be replicated remotely, public transport, cycling, or walking is used for all Brisbane metropolitan engagements where practicable.
Reduction	Where air travel is required, the minimum number of trips is planned. Multi-purpose trips (combining client meetings) are used where possible. The requirement for any air travel is documented before booking.
Offset	All unavoidable air travel is offset through a verified carbon offset program (e.g., Gold Standard or Verified Carbon Standard certified projects). Offset is calculated using the Australian Department of Climate Change's National Greenhouse Accounts Factors and certificates are retained on file.

Energy Use

Energy consumption at the home office is managed through the following practices:

- All computing equipment is shut down or hibernated when not in active use, not left on standby
- Energy-efficient equipment is preferred at time of replacement
- Lighting in the home office uses LED where practicable
- Heating and cooling is managed to minimise energy use consistent with a safe working environment

Paper and Printing

- Double-sided printing is used where printing is unavoidable
- Single-sided, full-colour printing for routine internal use is not practised

Electronic Waste

- Equipment is maintained and repaired rather than replaced where economically and functionally practicable
- When equipment reaches end of life, it is not placed in general waste. It is disposed of through a certified e-waste collection program — TechCollect (free national service) or equivalent
- Disposal is documented: item description, disposal date, and collection program are recorded

Procurement

- When purchasing consumables, recycled or sustainably sourced products are preferred where available at comparable cost and quality
- Single-use plastics and unnecessary packaging are avoided
- Digital subscriptions and software are preferred over physical media or equipment
- Cloud service providers are assessed for renewable energy commitments at contract selection or renewal

Training Delivery

Where training is delivered in-person, the following apply:

- Venue selection gives preference to locations accessible by public transport
- Printed handout materials are minimised; digital alternatives (pre-event distribution of materials, QR codes to resources) are used where practicable
- Catering, where provided, is selected with consideration of waste minimisation and sustainable sourcing
- Virtual delivery is offered as an alternative to in-person attendance for all training programs where the learning objectives can be met remotely

Monitoring and Measurement

Management Review and Continual Improvement

Annual Review

The EMS is reviewed annually by the Principal. The review is conducted each June, aligned with the financial year, and covers:

- Performance against each environmental objective and target
- Results from monitoring and measurement data
- Any environmental incidents or non-conformances during the year and the corrective actions taken
- Changes in applicable legislative or regulatory requirements
- Changes to the scope or scale of operations that affect environmental aspects or impacts
- Opportunities for improvement identified during the year
- Adequacy of current controls relative to the aspects register

Review findings are documented in the Annual EMS Review Record. Any changes to the EMS arising from the review are implemented within 60 days of the review date.

Triggered Reviews

A review of the affected EMS sections is conducted within 60 days of any of the following trigger events:

- A significant change to the nature or scale of operations (e.g., addition of a new service line, change in operating location, significant increase in client volume)
- An environmental incident
- A change in applicable legislation or a new legislative obligation becoming applicable
- A client or stakeholder request that identifies a gap in the EMS
- Feedback from a client audit or procurement assessment that identifies an area for improvement

Version Control

Version	Date	Description of changes	Approved by
1.0	June 2026	Initial issue	Cassandra Nicholson

Environmental Communication

Internal Communication

As a sole-practitioner practice, internal communication of environmental requirements occurs directly. Where associates or contractors are engaged, environmental requirements relevant to their work are communicated in the project brief or engagement agreement. Specifically:

- Any specific environmental controls relevant to the engagement (e.g., travel minimisation, paper reduction) are included in the project brief
- Associates are asked to report any environmental incidents or non-conformances to the Principal

External Communication

Stakeholder	Communication
Clients (procurement / tender)	This EMS document is provided in full on request. A summary of key environmental commitments is available for inclusion in tender responses.
Clients (general)	Environmental practices — particularly the default preference for remote delivery — are communicated at engagement commencement as part of the service description.
Regulatory bodies	TNDV will respond to any regulatory environmental enquiry promptly and cooperatively. Environmental records are maintained to support any regulatory request.
Public	TNDV's environmental commitment and EMS summary are available on the practice website.

Emergency Preparedness

Given the nature of TNDV's operations — primarily digital, knowledge-based professional services — the risk of a significant environmental emergency is low. The following potential scenarios are identified and addressed:

Scenario	Prevention	Response
Large print job accidentally sent to printer (waste of paper and energy)	Digital-first workflow; printer access managed; no automatic printing	Cancel job immediately; assess whether output is needed; record if significant

EMS enquiries

Clients or procurement contacts with questions about this EMS or TNDV's environmental performance should contact: cass@theneurodivergencevoice.com.au

This document is reviewed annually. The current version is Version 1.0, effective June 2026.