



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

Illicit Tobacco and E-cigarette Commissioner

Brand Identity Guidelines

Released by Department of Home Affairs
under the *Freedom of Information Act 1982*

LOGO

Corporate logo

The Illicit Tobacco and E-cigarette Commissioner (ITEC) corporate logo is available in two primary layouts.

Stacked



In-line



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Use of colour

The ITEC logo should only be used in black or white. The white logo can be used on black or any of the corporate blue colours.



Australian Government
Illicit Tobacco and
E-cigarette Commissioner



Australian Government
Illicit Tobacco and
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Australian Government
Illicit Tobacco and
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LOGO POSITIONING AND ISOLATION ZONE

Positioning

Where possible, the logo must be placed at the top of the item it appears on and other logos, text or images must not be placed above or to the left of the logo.

An individual logo must appear only once in a document. The logo must not be used as a decorative or artist element or as a watermark, and must not be overprinted with text or images.



'Z' marks the distance between the top of the capital 'A' in 'Australian Government' and the bottom of the horizontal line beneath these words (as indicated by the dotted line above). This measurement will vary depending on the size of the logo used in each particular case.

Isolation zone

An isolation zone has been established to ensure that the logo is not crowded. The zone is defined by the Xs shown below.

The isolation zone shown must be seen as a minimum and can be greater, and it applies to every form of the logo and in every application of the logo.



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MINIMUM LOGO SIZE FOR PRINT USE

Sizing

The corporate logo should always appear in its correct proportions. It should not be distorted or skewed in any way. The minimum sizing options are shown.

However, on items such as name badges and identity cards where it may not be possible to adhere to this, the Coat of Arms may be altered in width, but must remain recognisable.

If the corporate logo cannot be reproduced at the minimum size instead use the words 'Illicit Tobacco and E-cigarette Commissioner' in the corporate font.

Minimum size



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

20mm



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

65mm

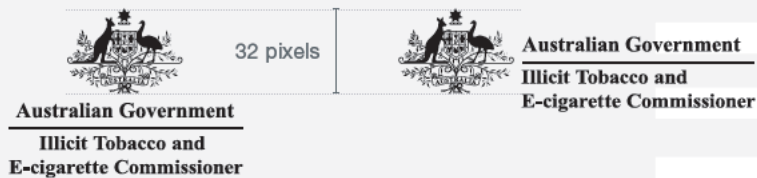
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MINIMUM LOGO SIZE FOR ONLINE USE

Sizing

There are three size configurations for the logo.
The 32 pixel version of the design should only
be used when available space is limited.

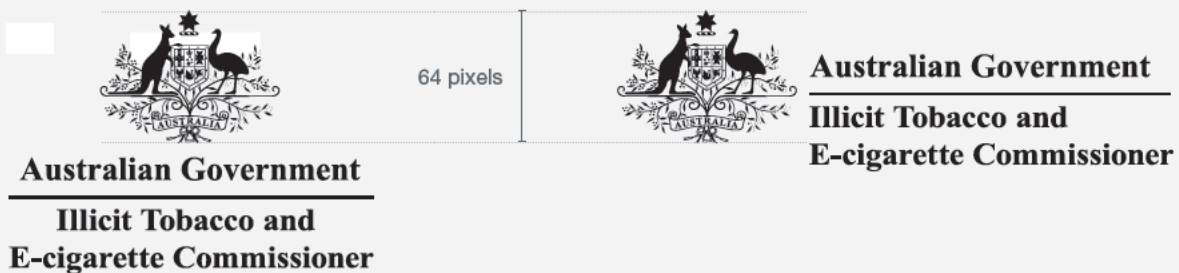
32 pixels (minimum size)



48 pixels



64 pixels



INCORRECT LOGO USAGE

To maintain the integrity of the brand, the ITEC logo must not be misused.
Below are examples of how the logo should not be used.



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

Do not tilt the logo.

X

Australian Government
Illicit Tobacco and
E-cigarette Commissioner



Do not rearrange the logo.

X



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

Do not enlarge or alter in proportion
any part of the logo.

X



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

15mm

Do not reduce the logo below the minimum size
(Coat of Arms must be at least 20mm in width).

X



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

The logo must not appear in a pastel or light
colour on a light background colour, or as a tint
or stipple of any colour.

X



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

Do not use the logo in a low contrast manner.

X



Do not use any part of the logo as
a graphic element.

X



Australian Government
Illicit Tobacco and
E-cigarette Commissioner

The logo must not appear in a dark colour
on a dark background.

X

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TYPOGRAPHY

Helvetica Neue LT

Primary font

Helvetica Neue LT font suite was chosen for its modern, simple and readable features. It is the choice of font for all publications produced by graphic designers/outsourced agencies for external audiences.

The typeface is available in a variety of weights that can be used as headline or body copy.

Helvetica Neue 45 Light

Helvetica Neue 46 Light Italic

Helvetica Neue 55 Roman

Helvetica Neue 56 Italic

Helvetica Neue 65 Bold

Helvetica Neue 76 Bold Italic

Helvetica Neue 95 Black

Arial

System font

Arial is the system font chosen for all documents (Microsoft Word and PowerPoint) created by staff for internal audiences.

Arial

Arial Italic

Arial Bold

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Australian Government
Department of Home Affairs



Home Affairs

Brand Identity Guidelines

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under the *Freedom of Information Act 1982*

The Home Affairs Brand Identity Guidelines are the authoritative rules that govern and guide the Department's visual identity and its application.

These guidelines have been developed to ensure the Department's visual brand is consistently and correctly applied across all internal and external communication products.

Compliance with the Brand Identity Guidelines is a requirement under the Media and Communication Policy, unless an exemption has been granted by the Assistant Secretary Media and Communication.

CONTENTS

2 OUR LOGO	9 PORTFOLIO LOGOS	16 IMAGERY
4 LOGO POSITIONING AND ISOLATION ZONE	10 CREATIVE COMMONS LICENCE AND COPYRIGHT	18 CORPORATE TEMPLATES
5 MINIMUM LOGO SIZE FOR PRINT USE	11 TYPOGRAPHY	20 PRINT GUIDELINES
6 MINIMUM LOGO SIZE FOR ONLINE USE	13 COLOUR PALETTE	24 MERCHANDISE
7 INCORRECT LOGO USAGE	14 GRAPHIC ELEMENT	25 GENERAL INFORMATION
8 APPLY MULTIPLE LOGOS	15 EXAMPLE APPLICATIONS	27 WHERE TO GO FOR...

OUR LOGO

Corporate logo

The Commonwealth Coat of Arms is the formal symbol of the Commonwealth of Australia that signifies Commonwealth authority and ownership.

The Department of Home Affairs (Home Affairs) corporate logo is fundamental to representing the Department. The logo must be correctly displayed on all items branded Home Affairs, in accordance with the Department of Prime Minister and Cabinet guidelines on the proper use of the Commonwealth Coat of Arms.

The corporate logo must not be modified or altered in any way. The logo is available in two formats, stacked and in-line. Depending on the application either can be used.

Acknowledgment

The Department's preferred option of acknowledgment for funding is textual acknowledgment of support, see examples below:

- The [name] is funded by the Australian Government's Department of Home Affairs.
- This project is supported with funding from the Australian Government's Department of Home Affairs.
- This project is jointly funded by [organisation/ program name] and the Australian Government's Department of Home Affairs.

The corporate logo is not permitted for use to promote private sector goods or services provided to the Department.

Stacked



Australian Government
Department of Home Affairs

In-line



Australian Government
Department of Home Affairs

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Use of colour

The Home Affairs logo should only be used in black or white. The white logo can be used on black or any of the corporate blue colours.

Access

The Home Affairs logos are available in Content Manager (ADD2019/1744003)



Australian Government
Department of Home Affairs



Australian Government
Department of Home Affairs



Australian Government
Department of Home Affairs



Australian Government
Department of Home Affairs



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MINIMUM LOGO SIZE FOR PRINT USE

Sizing

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However, on items such as name badges and identity cards where it may not be possible to adhere to this, the Coat of Arms may be altered in width, but must remain recognisable.

If the corporate logo cannot be reproduced at the minimum size instead use the words 'Australian Government Department of Home Affairs' in the corporate font.

Minimum size



Australian Government
Department of Home Affairs

20mm



Australian Government
Department of Home Affairs

65mm

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MINIMUM LOGO SIZE FOR ONLINE USE

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There are three size configurations for the logo.
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32 pixels (minimum size)



48 pixels



64 pixels



INCORRECT LOGO USAGE

To maintain the integrity of the brand, the Home Affairs logo must not be misused. Below are examples of how the logo should not be used.



Australian Government
Department of Home Affairs

Do not tilt the logo.

X

Australian Government
Department of Home Affairs



Do not rearrange the logo.

X



Australian Government
Department of Home Affairs

Do not enlarge or alter in proportion any part of the logo.

X



Australian Government
Department of Home Affairs

Do not reduce the logo below the minimum size (Coat of Arms must be at least 20mm in width).

X



Australian Government
Department of Home Affairs

The logo must not appear in a pastel or light colour on a light background colour, or as a tint or stipple of any colour.

X



Australian Government
Department of Home Affairs

Do not use the logo in a low contrast manner.

X



Do not use any part of the logo as a graphic element.

X



Australian Government
Department of Home Affairs

The logo must not appear in a dark colour on a dark background.

X

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APPLY MULTIPLE LOGOS

How to apply multiple logos

When a number of Departments and/or agencies are to be identified, the following options may be used at the discretion of the bodies. The lead agency logo is always positioned first.

Option 1

Include the logos of each of the individual Departments and agencies involved.



Australian Government
Department of Home Affairs



Australian Government
**Australian Security
Intelligence Organisation**

Option 2

A single Australian Government logo with the Department or agency names listed below the line.



Australian Government
Department of Home Affairs
**Australian Security
Intelligence Organisation**

Option 3

The Australian Government logo can be used on its own to acknowledge the government as a whole. This is the most a practical option when there are more than three Departments or agencies involved.



Australian Government



Australian Government

PORTFOLIO LOGOS

The Australian Border Force is part of the Home Affairs Portfolio. The Department of Home Affairs departmental logo should always appear on the left when both logos are used for joint branded products.

Portfolio logos are managed by the Production and Design section. If you require a Portfolio logo please contact s. 22(1)(a)(ii) @homeaffairs.gov.au and provide a detailed explanation of what the logo is intended for.



Australian Government
Department of Home Affairs



**Australian
BORDER FORCE**



Australian Government
**Australian Security
Intelligence Organisation**



**AUSTRALIAN
CRIMINAL
INTELLIGENCE
COMMISSION**



Australian Government
AUSTRAC



Australian Government
Australian Institute of Criminology



Australian Government
National Emergency Management Agency

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CREATIVE COMMONS LICENCE AND COPYRIGHT

A creative commons copyright statement (ADD2021/745630) to identify all content contained within print and online products/publications belonging to the Commonwealth of Australia will be placed on all developed products.

The creative commons copyright statement should be inserted on the inside cover.

'X' marks the areas in the statement to fill in based on the year the product is published and the area to contact.

© Commonwealth of Australia 202X

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This means this license only applies to material as set out in this document.



The details of the relevant license conditions are available on the Creative Commons website at <https://creativecommons.org/> as is the full legal code for the CC BY 4.0 license at <https://creativecommons.org/licenses/by/4.0/legalcode>.

Use of the Coat of Arms

The terms under which the Coat of Arms can be used are detailed at the Department of Prime Minister and Cabinet website—<https://www.pmc.gov.au/government/commonwealth-coat-arms>.

Contact us

Enquiries regarding the licence and any use of this document are welcome at:

XXXXXX Branch
Department of Home Affairs
PO Box 25
BELCONNEN ACT 2616

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TYPOGRAPHY

Helvetica Neue LT

Primary font

Helvetica Neue LT font suite was chosen for its modern, simple and readable features. It is the choice of font for all publications produced by graphic designers/outsourced agencies for external audiences.

The typeface is available in a variety of weights that can be used as headline or body copy.

Helvetica Neue 45 Light

Helvetica Neue 46 Light Italic

Helvetica Neue 55 Roman

Helvetica Neue 56 Italic

Helvetica Neue 65 Bold

Helvetica Neue 76 Bold Italic

Helvetica Neue 95 Black

Arial

System font

Arial is the system font chosen for all documents (Microsoft Word and PowerPoint) created by staff for internal audiences.

Arial

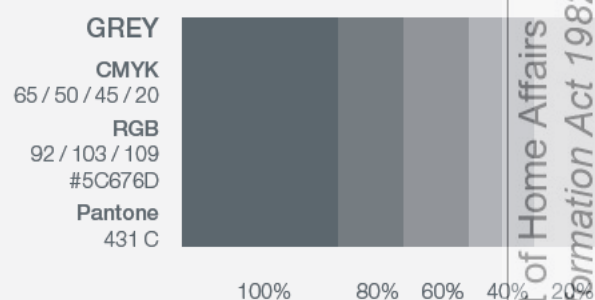
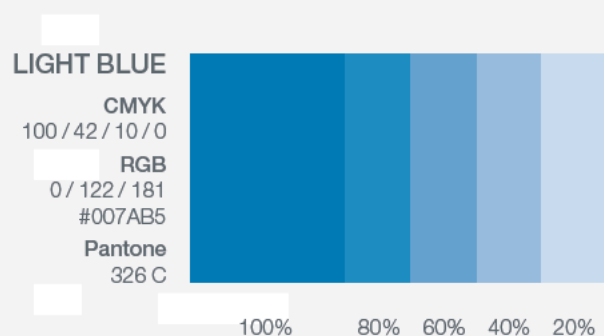
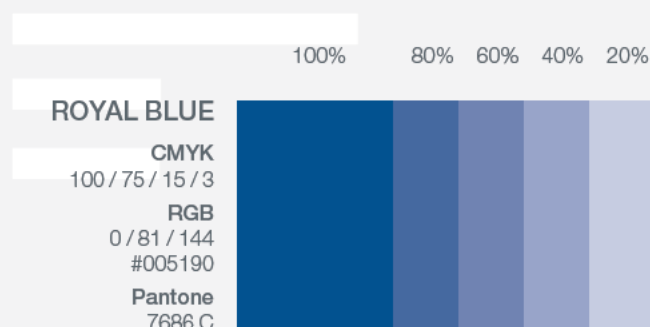
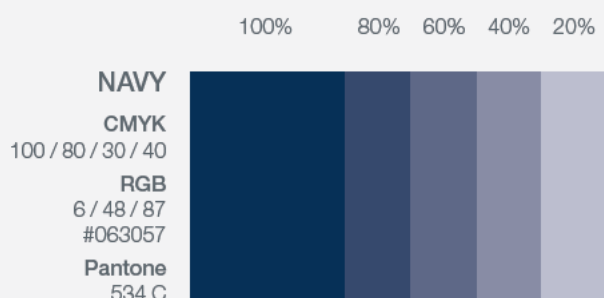
Arial Italic

Arial Bold

COLOUR PALETTE

Primary colours

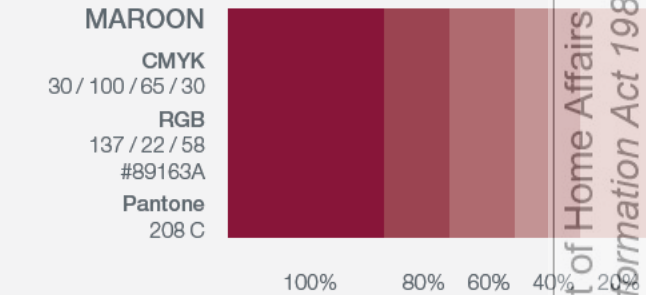
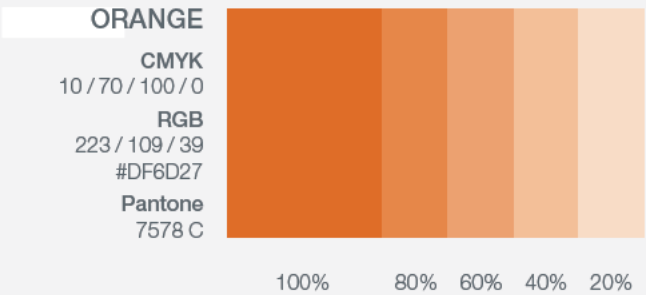
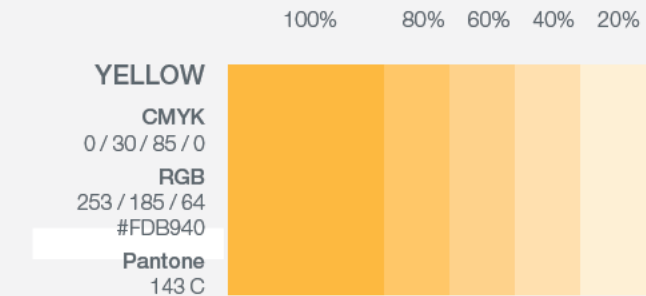
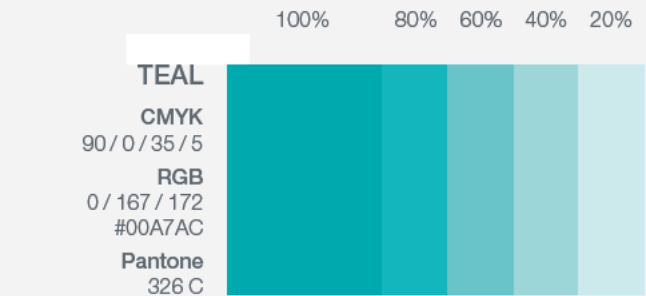
The primary colour palette is designed for maximum impact and offers great visibility and quick brand recognition.



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Secondary colours

The secondary colour palette can be used to enhance and highlight images, graphs and general layout.



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GRAPHIC ELEMENT

The graphic element can be used to add interest to a layout. It can display in any colour from the primary and secondary colour palettes. The graphic can also be used vertically or horizontally and may be rotated and used as keylines. See examples below and on the example applications page.

Shapes



Keylines



Photos



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EXAMPLE APPLICATIONS

Report



Banner



Website



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IMAGERY

Home Affairs image library

The image library is available for Home Affairs communication products, as it contains images that we have legal consent to use.

When choosing an image aim to complement the colour palette used in the design and ensure the content and subject matter is complementary to the theme of the product.



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Where do I get photos from?

Home Affairs photos

The Production and Design team manages the Home Affairs image library. If you require Departmental images contact s. 22(1)(a)(iii) [@homeaffairs.gov.au](mailto:s.22(1)(a)(iii)@homeaffairs.gov.au) outlining in detail the type and style of image you require.

Stock photography

Stock photos are available on-line from a range of professional photo libraries. There are also websites that offer free downloads. Care should be taken when sourcing stock or free imagery – there are no guarantees that these images could be associated with products or services that don't align appropriately with the Department's values.

Image consent

Consent must be obtained from staff or people outside the Department for images captured on behalf of the Department for use in communication products.

Group events are exempt from consent due to the logistics involved in capturing individual details.

The group should be provided the option to opt in or out of the photo prior to the event commencing.

Interview and Image Consent Form
(TRIM ADD2021/745412).

Copyright

Downloading images, diagrams or graphics from sources such as Google images for use in communication products is strongly discouraged unless you have written permission from the image's author or creator. Using such images is a breach of copyright.

Icons

Icons can be an effective communication device that provides interest and visual aid to a product.

Always consider the reason for using icons, and ensure the icons you use are familiar and predictable to the audience. Icons used ineffectively can confuse user experience.

Flaticon www.flaticon.com is a free database of icons that offers a collection of themes and categories to help enhance your project.

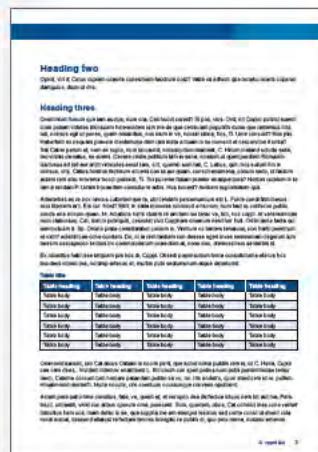
CORPORATE TEMPLATES

Home Affairs corporate templates

Our corporate templates have been developed for commonly used documents such as reports, fact sheets, posters, presentations and flyers that incorporate the Home Affairs brand.

We encourage you to modify these documents to suit your need, but where possible to retain the styles and formatting as the templates have been designed to be compliant with the Home Affairs brand.

Report



Flyer



PowerPoint



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Template guidance

Corporate templates are available from the templates menu in Microsoft Word and PowerPoint.

To access these templates in Word or PowerPoint:

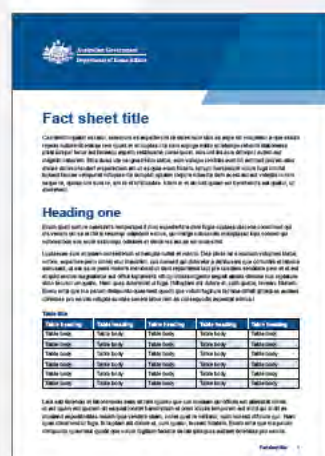
1. select the **File** tab > **New** document
2. under the search bar, select the **Shared** tab and here you will find folders containing the various templates.

Note: when you open a new template, make sure you click on **Enable Content** in the yellow banner at the top of the page before you start using the template.

Staff should always source a new template from within Word or PowerPoint to ensure format and layout are up to date. Up to date ministerial templates are located within the Parliamentary Document Management System (PDMS).

For more information, email
s.22(1)(a)(ii) @homeaffairs.gov.au.

Fact sheet



Fact sheet title

Content of the fact sheet template, including a heading and body text.

Heading one

Content of the fact sheet template, including a heading and body text.

Table heading	Table heading	Table heading	Table heading	Table heading
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body
Table body	Table body	Table body	Table body	Table body



Heading two

Content of the fact sheet template, including a heading and body text.

Heading three

Content of the fact sheet template, including a heading and body text.

Heading four

Content of the fact sheet template, including a heading and body text.

Heading five

Content of the fact sheet template, including a heading and body text.

Poster



A3 poster title

Poster sub title

Temolup tatur, omnihihi qui consequatur nis nestior autatis ut la ditios aliquisiti dolorum faces et fugitque sanis mo temolor rest volor reiaae maio. Namus eum autatio. Ut laut harchil er-spel eaquo berchit et faccus, unda numet quasit porematas.

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- ad molesci musanda plita doluptatur
- Ulparch iitatur aligenditem

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PRINT GUIDELINES

How to get my document printed

Staff can engage professional printing services for print projects that cannot be completed on Departmental printers—such as manuals, booklets, flyers, posters and other bespoke printing items. This process is self-managed by staff.

Here are the steps to engage a printer:

1. Request a print quote

You will need to provide the following information to the printer:

- document size
- document page count
- double-sided or single-sided
- colour or black-and-white
- quantity
- paper stock (see paper stocks on page 22)
- finishing options (see paper bound finishes on page 23).
- delivery address
- delivery deadline.

2. Approve the print quote

The printer will provide a quote to approve. This will need to be approved by your financial delegate before printing can commence.

3. Send the print file to the printer

After the quote is approved send the print file to the printer. The printer can provide a printer's proof to approve if requested. The printer's proof can either be an electronic PDF or a hard copy proof. A printer's proof is a representation of how the final product will look when printed. The proof ensures that the client and printer agree to the desired outcome before final print run starts. This is recommended for more complex print projects.

4. Commence printing

When the printer's proof is approved the printer will commence printing. In general, allow 5-7 business days for the completion of most print projects.

5. Delivery of the print product

The printer will deliver the final product to the nominated address. Ensure you allow enough time for interstate deliveries or deliveries to multiple locations.

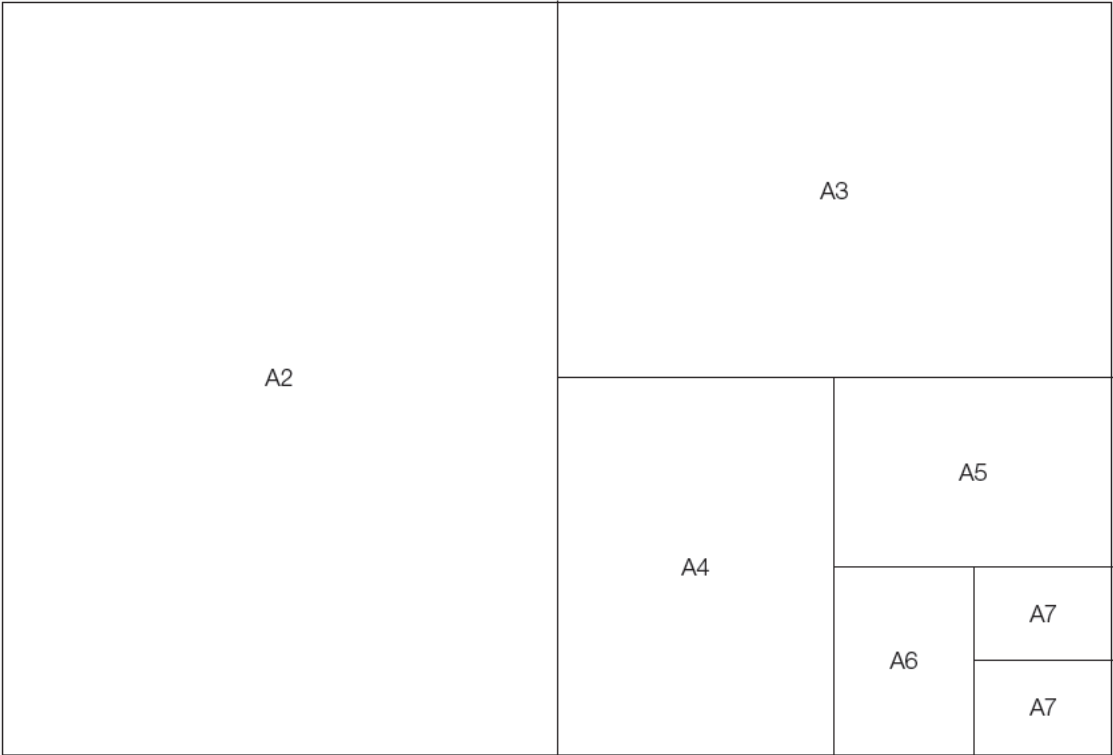
6. Pay the invoice

The printer will provide an invoice for payment after the printed product is delivered. The business area is responsible for paying the invoice.

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Standard document sizes

A series		B series		ISO C Envelope sizes	
A1	594 x 841mm	B1	707 x 1000mm	C1	110 x 220mm
A2	420 x 594mm	B2	500 x 707mm	C2	458 x 648mm
A3	297 x 420mm	B3	353 x 500mm	C3	324 x 458mm
A4	210 x 297mm	B4	250 x 353mm	C4	229 x 324mm
A5	148.5 x 210mm	B5	176 x 250mm	C5	162 x 229mm
A6	105 x 148.5mm	B6	125 x 176mm	C6	114 x 162mm
A7	74 x 105mm	B7	88 x 125mm	C7	81 x 114mm



A1 overall size

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Paper stocks

All materials printed by Home Affairs should be presented in a consistent and professional manner. The table below shows a range of products and the recommended stock:

Product description		Recommended stock
A4 flyer	Low to medium text and images	115gsm matte or satin finish
A4 flyer	High density text and images with solid colour	130gsm matte or satin finish
A4 booklet text	Low to medium text and images	115gsm matte or satin finish
A4 booklet text	High density text and images with solid colour	130gsm matte or satin finish
A4 booklet	Cover	300gsm matte or satin finish
B5 booklet text	Low to medium text and images	115gsm matte or satin finish
B5 booklet text	High density text and images with solid colour	130gsm matte or satin finish
B5 booklet	Cover	300gsm matte or satin finish
DL booklet	Low to medium text and images, should always be self cover	115gsm matte or satin finish
DL booklet	High density text and images with solid colour should always be self cover	130gsm matte or satin finish
DL brochure	Low to medium text and images	115gsm matte or satin finish
DL brochure	High density text and images with solid colour	130gsm matte or satin finish
DL flyer	Low to medium text and images	115gsm matte or satin finish
DL flyer	High density text and images with solid colour	130gsm matte or satin finish
Contact cards		300gsm matte or satin finish
Posters		200gsm matte or satin finish
Presentation folders		300gsm matte or satin finish
Newsletter	Low to medium text and images	115gsm matte or satin finish
Newsletter	High density text and images with solid colour	130gsm matte or satin finish

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Paper bound finishes

There are a variety of binding options available for your printed material.
The table below shows the most common paper finishes:

Finish	Description
Saddle stitch	The binding of booklets or other printed materials by stapling the pages on the folded spine (generally booklets under 30 pages).
Perfect bind	A binding process where the pages and cover are glued together at the spine with a strong yet flexible thermal glue (generally booklets over 30 pages).
Spiral / wire bound	A type of binding where a metal or plastic wire is spiraled through holes drilled along the binding side of a document.
Lamination	Applying a thin sheet of plastic on one or both sides of a sheet of paper providing scuff resistance, waterproofing and extended use. The plastic sheets sit flush to the edge of the paper.
Encapsulation	Applying thin transparent plastic sheets to both sides of a sheet of paper, providing scuff resistance, waterproofing and extended use. The plastic sheets extend beyond the edge of the paper.
Cello glaze	A plastic film bonded to printed products such as booklet covers, business cards and postcards. This provides protection in a matte or gloss finish. It can be applied to one side, or both sides of a printed product.

MERCHANDISE

Procurement

The Department does not stock promotional, corporate or dignitary gifts. Staff can procure products for VIP delegations, external corporate events, and special commemorative occasions.

Please email [s. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au) outlining the reasons for the procurement before engaging a service provider.

Once the procurement is approved, and if required, the Production and Design team can provide the appropriate Departmental logo to use on the product.

The Production and Design team require to sight and approve the application of the logo on all promotional, corporate or dignitary gifts.

Merchandise providers

If you are looking for promotional items, below are some suppliers the Department regularly uses, however you are welcome to use other companies.

Cubic Promote

Email: [s. 47F\(1\)@cubicpromote.com.au](mailto:s.47F(1)@cubicpromote.com.au)
Website: www.cubicpromote.com.au

EBIS Global

Email: [s. 47F\(1\)@ebisglobal.com](mailto:s.47F(1)@ebisglobal.com)
Website: <https://ebisglobal.com/>

Get Smart Promo

Email: [s. 47F\(1\)@gs promo.com.au](mailto:s.47F(1)@gs promo.com.au)
Website: www.gs promo.com.au

How to order an item

The provider will need the following information:

- select an item or provide an example
- quantity
- if applicable, the logo placement
- delivery address, contact name and phone number.

Home Affairs Challenge Coins

The Home Affairs Challenge Coins, see below can be ordered through:

Cash's Awards and Promotion Solutions Pty Ltd

Email: [s. 47F\(1\)@cashsawards.com.au](mailto:s.47F(1)@cashsawards.com.au)
Website: www.cashsawards.com.au

The turnaround time is approximately one month.



On the reverse side of the coin there are two statements to pick from:



**A gift from the Secretary,
Department of Home Affairs**



**Presented by the Secretary,
Department of Home Affairs**

One side of the coin must display the Commonwealth Coat of Arms and include the words 'Department of Home Affairs'.

Requests for a unique coin design will be considered on a case by case basis by the Assistant Secretary, Media and Communication Branch.

Released by Department of Home Affairs under the Freedom of Information Act 1982

GENERAL INFORMATION

How do I get the Home Affairs logo?

The Home Affairs logo is managed by Production and Design. If you need the Home Affairs logo on a document, we recommend you create a document with one of the approved Home Affairs corporate templates.

If the templates are not suitable for your purpose, contact [s. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](#) for advice.

Are there rules around how the logo is used?

Yes. See the Home Affairs Brand Identity Guidelines, or contact [s. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](#) for advice.

Can I change the Home Affairs logo?

No.

Providing the logo to an external supplier

If you need to provide the Home Affairs logo to an external organisation, supplier, including printers and merchandise suppliers, contact [s. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](#) and provide a detailed explanation of what the logo is intended for. With permission, the logo will be provided. The supplier must adhere to the Home Affairs Brand Identity Guidelines on its appropriate use. When the logo is placed on the product the design must be reviewed and approved by Production and Design before it is reproduced.

Can my team have its own brand?

The Department does not endorse the use/development of unique brands for business areas (internal and external campaigns excluded). The Department's corporate brand (associated templates and colour palette) is the preferred method of delivery for communications products.

Should there be a priority need for a unique brand, please raise your request with the Assistant Secretary, Media and Communication Branch.

Home Affairs corporate templates

Corporate templates have been developed for commonly used documents that incorporate the Home Affairs brand. We encourage you to modify these documents to suit your needs, but where possible retain the styles and formatting as the templates have been designed to be compliant with the Home Affairs brand.

I don't like the templates, do I have to use them?

Yes. Although, the templates can be modified to suit your needs you still need to ensure your document complies with the Home Affairs Brand Identity Guidelines. Production and Design can provide advice on applying the brand correctly.

Someone else is developing a document for me

If you have engaged an external design agency to produce communication products you should:

- provide the Home Affairs Brand Identity Guidelines along with the necessary files to assist them in creating a Home Affairs brand compliant design
- if the design agency has any questions about applying the brand, refer them to the Production and Design team.

Signature block

All email signature blocks must be in Arial font and should be in black text only. You must not include any additional text, links or images in your signature block.

Firstname Lastname
 Position and Section Name
 Branch Name | Division Name
 Group
 Department of Home Affairs
 P: 02 1234 5678 | M: 0401 234 567
 E: firstname.lastname@homeaffairs.gov.au

What are the rules around dress and appearance standards?

Departmental staff who compete in a sporting event or attend a social event, and wish to identify themselves and their team as Departmental representatives, must obtain permission from the Media and Communication Branch, before applying the Department's name and logo on any clothing or sports kit.

For all other Departmental dress standard inquiries please contact the Workforce Capability Section at s. 22(1)(a)(ii) @homeaffairs.gov.au.

WHERE TO GO FOR...

Apply for an Australian ISBN

The ISBN is a unique identifier for a book or other book-like products (such as an audio book) that specifies its format, edition, and publisher.

Thorpe-Bowker is the official ISBN Agency for publishers physically located in Australia. If an ISBN is obtained from a source other than the official ISBN Agency, it might not identify the publisher of the title accurately.

Apply here: www.myidentifiers.com.au/identify-protect-your-book/isbn/buy-isbn

Apply for an Australian ISSN

ISSNs are only assigned to ongoing serial publications (designed to be published regularly and indefinitely, e.g. journals, magazines, annual reports, newsletters etc.)

Apply here: www.nla.gov.au/the-australian-issn-agency

Digital accessibility

For Australian Governmental agencies, all digital services, publications and applications must be accessible, as per the [Digital Service Standard \(DSS\) criteria No. 9 'Make it accessible'](#).

It is the responsibility of all site and content Owners, Authors, Designers and Developers to ensure their digital products and services are accessible.

The Digital Experience (DX) section can help your team achieve this goal by providing advice and assistance with:

- quality assurance for accessible websites, software apps, and digital services
- design guidance, workshop facilitation, and wireframe solutions for accessible software projects
- tools and techniques for self-directed web accessibility conformance testing

- implementing web accessibility statements within websites and applications
- self-directed training modules for creating accessible Word and PDF documents
- responding to requests for information or services in alternative forms or formats
- procurement of Assistive Technologies, and accessible ICT goods and services.

For more information on creating accessible publications and services, please go to the [Web Accessibility](#) page on the intranet.

For more information on procuring assistive technologies, please refer to the [Assistive Technology support](#) page on the Intranet.

For all other enquiries on digital accessibility, please contact the Digital Experience section at [s. 22\(1\)\(a\)\(ii\) @homeaffairs.gov.au](#).

Forms

Forms Services coordinates:

- the design, printing and distribution of Incoming Passenger Cards
- Departmental client external facing forms and selected information booklets in the following formats:
 - selected printed hard copy forms
 - fillable and flat PDF forms for digital distribution.

Forms Services do not manage online forms, internal forms or corporate promotional materials.

For more information, see the Form Services page on the intranet or contact [s. 22\(1\)\(a\)\(ii\) @homeaffairs.gov.au](#).

Translation

The Department does not provide in-house translation services. If you require these services please refer to the Whole of Government Cooperative Creative and Digital Communication Provider Panel.

Service providers are listed on the Creative and Digital Comms 2023 tab (TRIM ADD2021/2249792).

Video, graphic design and photography

Production and Design provides in-house video production, multimedia and graphic design services to support overarching communication strategies and plans. They provide advice and support to promote and maintain brand consistency across Departmental products which includes:

- video, photography and audio content
- multimedia products
- live video streaming
- animation
- corporate publication design
- front-end website design
- SES official portraits.

To use their services you will need to complete a Production and Design project brief form (TRIM ADD2021/2341205). Once complete, email the form to [s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au).

Web support

Web Services provide support for our Departmental websites. This includes:

- web publishing
- new websites and website functionalities
- retrieval of archived web pages
- web analytics.

For more information, see the Web Services page on the intranet.

For web related services contact [s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au) and for web analytics reports contact [s.22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:s.22(1)(a)(ii)@homeaffairs.gov.au)

Writing and Style Guide

The Department communicates regularly with a range of external clients and audiences, including Ministers and Parliamentary Secretaries, the media, other stakeholders and the community.

The Home Affairs Writing Style Guide (TRIM ADD2019/2845511) sets out the style requirements for documents and publications prepared in the Department. It is an everyday reference tool which builds on the Australian Government Style Manual, providing additional direction on the Department's own style preferences.

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under the *Freedom of Information Act 1982*



Australian Government
Department of Home Affairs



Australian
BORDER FORCE

Document 3

Writing style guide

Updated: 3 June 2019

Author: Internal Communication and Engagement Branch

Released by Department of Home Affairs
under the *Freedom of Information Act 1982*

Table of Contents

Introduction	5
How to use this guide	5
More information	5
Structure, content and writing tips	6
Active language	6
Audience and purpose	6
Headings	7
Sentences and lists	7
Short sentences	7
Long sentences and lists	7
Full sentences	8
Sentence fragments	8
Stand-alone items	9
Inclusive writing	9
Paragraphs	9
Personalise content	9
Plain English	10
Preferred words	10
Readability	10
Right word	10
Proofreading	11
Spelling	11
Grammar checks	12
Punctuation and consistency	12
Abbreviations	12
Acronyms and initialisms	12
Ampersands (&)	13
Apostrophes	13
Possession	14
Two-word contractions	14
Capitals	15
Commonwealth entities	15
Documents	16
Job titles	16
Members of parliament	17
Ministers	17
Prime Minister	17
Nouns	17
Organisational titles	18
Commas	18

Compliance	18
Contractions	19
Country names	19
Dot points	20
Colons	20
Full stop	20
Email address	20
Font styles	21
Government titles	21
Hyperlinks	22
Hyphens and dashes	22
Hyphens	22
En dash (–)	22
Em dash (—)	22
Italics	23
Latin shortened forms	23
Legislation	23
Acts and Ordinances	24
Regulations	24
Instruments	24
Units of division	25
Line breaks	26
Naming conventions	26
Department's name	26
Australian Border Force	26
Buildings	27
Immigration detention facilities	27
Immigration detention centres	27
Alternative place of detention	28
Immigration transit accommodation	28
Regional processing centres	28
Numbers	29
Currency	29
Dates	29
Times	29
Millions of dollars	30
Numbers and commas	30
Numbers in tables	30
Numbers in text	30
Ordinal numbers	31
Percentages	31
Spans of time and distance	31
Phone numbers	32
Program or programme	32
Posts outside Australia	32
Ministerial styles	33

Quotation marks	33
Referencing sources	33
Print-based publications	33
Electronic materials	34
States and territories	34
TRIM RM8	35
Visa titles and streams	35
Visa titles	35
Visa streams	35
Appendix A: Inclusive language	37
Inclusive language	37
Indigenous Australian audiences	37
Culturally and linguistically diverse audiences	38
Writing about disability	38
Language and gender	39
Writing about sex and gender	39
Intergenerational language	39
Appendix B: Use the right word	41
Appendix C: Preferred words and phrases	48
Appendix D: Departmental and ABF classifications	55

Introduction

This guide sets out the writing styles for print, electronic and other forms of communication for the Department of Home Affairs (the Department or we/our) and the Australian Border Force (ABF), excluding additional writing styles for ministerial and parliamentary documents.

An abbreviated [Quick reference writing style guide](#) is also available in TRIM (ADD2019/2844727) which outlines common writing style errors.

This guide has been prepared to complement the:

- Australian Government's *Style Manual: for authors, editors and printers* (Sixth edition)¹
- Australian Government's preferred dictionary, the [Macquarie Dictionary](#)²
- Digital Transformation Agency's [Writing style](#).

How to use this guide

This guide should be read in conjunction with the following guides and resources:

- [Ministers' style guide](#) is available in TRIM (ADD2018/751834) or from the Ministerial correspondence page. For enquiries, email [S. 22\(1\)\(a\)\(ii\) @homeaffairs.gov.au](#).
- Branding identity guidelines are available on the [Branding](#) page. For enquiries, email [S. 22\(1\)\(a\)\(ii\) @homeaffairs.gov.au](#).

More information

If you have feedback or questions about the writing styles in this guide, email [S. 22\(1\)\(a\)\(ii\) @homeaffairs.gov.au](#).

¹ Australian Government *Style manual: for authors, editors and printers*, (Sixth edition), 2003

² *Macquarie Dictionary*, 2012, Macquarie Dictionary Publishers Pty Ltd, Australia

Structure, content and writing tips

Active language

Using active language will make your writing easier to read and understand.

A sentence is in the active voice when the subject of the action—that is, the person or thing doing something—appears in front of the verb.

A sentence is in the passive voice when the subject of the verb appears after the verb.

Try using the first and second person instead of the third person to help you to write in active voice. For more information, see **Personalise content** in this guide.

For example:

Use (active language)	Do not use (passive language)
You (subject) must lodge (verb) your completed visa application in Australia.	It is required that your completed visa application be lodged (verb) by you (subject) in Australia.
The manager (subject) cancelled (verb) the workshop because it would not benefit the team.	The workshop was cancelled (verb) because it was decided (subject) that it would not benefit the team.
The manager (subject) rejected (verb) your application.	Your application was rejected (verb) by the manager (subject).

Audience and purpose

It is difficult to write information without a clear purpose and knowing your target audience.

Before you start to write, think about the following:

- What is the aim of your content? This will determine the level of detail required.
- Who is your audience and what information do they need to know? Use language the audience understands and never make assumptions about what the audience may know.
- What are your communication objectives? Do you want to inform, persuade or call your audience to action? Make calls-to-action clear. Focus on how your audience should do something, rather than giving them background information.
- What is the best way to reach your audience? Should you communicate through email, influencers, advocates, media release, website or another channel?
- What is the best time to communicate with your audience? This will ensure your audience is receptive to your communication and maintain good will.
- How will you measure your communication success? This will inform future communications and channels.

Headings

Headings are signposts in text and navigational aids. Readers use headings to scan content and to gauge the relationship between, and importance, of sections of text.

Limit headings to one level (heading one) if possible—be careful with the number of headings added beyond this. Readers will lose track if there are too many heading levels. Short content should only use two extra sub-heading levels (headings two and three). Longer content might require more headings (heading four and maybe heading five).

To aid readability and comprehension, use headings to break up text for easier comprehension and to engage the reader. For online writing, use a heading at least every 200 words (every two to four paragraphs).

Keep headings interesting and make them specific enough to catch the reader's attention. Headings should either provide information or answer a question. Remove meaningless words in headings that add no value.

Try to limit headings to one line. Headings that spill over to a second line are harder to read and to recall. Some communications products have character limits for headings—check these before approving the text.

Sentences and lists

Short sentences

Use short sentences that contain a single message. If you need to communicate other messages or thought, use a second sentence, comma or parentheses (brackets).

Vary the length of your sentences to make content less tiring to read, as well as easy to read online. For many people comprehension can start to fail after 25–30 words—so this should be the limit of your longest sentence.

Long sentences and lists

If you have a long sentence with many elements, use a list to break up the text to make it easier for your audience to scan and understand, especially when reading online.

Use bullet lists by default. You should only use list numbers or letters when it is necessary to show a priority order or chronology.

There are three types of bullet lists:

- Full sentences
- Sentence fragments
- Stand-alone items

Full sentences

When the dot points do not form part of the lead-in sentence, use a full sentence list. Lists made up of items that are full sentences are less common. This kind of list may be introduced by a full sentence, but more often by a sentence fragment. Capitalise the first letter and end each dot point with a full stop.

For example:

Plain English is important for a number of reasons:

- We can never be sure how much background information a reader will have so it's important not to make assumptions in our writing.
- Often we will have to revise content. If the original content is written in plain English it will be easier to revise than dense technical text.

Sentence fragments

The most common type of bulleted list comprises a series of sentence fragments. Sentence fragments flow logically from a lead-in introductory sentence (the first part of the sentence) and colon.

Use a lower-case first letter for each item and no punctuation at the end of each item listed. Only add a full stop at the end of the last dot point to mark the end of the sentence.

For example:

A sentence fragment list **should**:

- contain at least **two** items
- flow neatly from the introduction
- end with a **full stop**.

Each item in your list must make sense when read directly from the introduction. For instance, if there is a verb at the beginning of the first bulleted point, you need a verb at the beginning of all the others too.

For example:

Parallel structure in a fragmented list requires:

- **identifying** items that can be collected into a list
- **rewriting** items so they are not sentences in their own right
- **structuring** items to have the same kind of start, such as:
 - nouns such as **cat**
 - verbs such as **read**
 - adjectives such as **quick**.

Do not include a full sentence within an item in a fragmented list. This destroys parallel structure, making the list difficult to understand. If the full sentence is necessary, the information is not suitable for a list structure and needs to be rewritten.

If a list, or part of a list, consists of a single item, it should be rewritten as a sentence or reworked as part of the previous item that led into it.

Stand-alone items

Stand-alone items run straight off a heading. The items are generally shopping-list style: a series of unrelated, typically short items that do not integrate easily into normal text or are more easily understood in list form.

For example:

Writing for the web

- Identify the aim of the content
- Work out the best format
- Edit and proofread

Inclusive writing

Communicating with a diverse audience is central to our business.

Inclusive language is free from words, phrases or tones that reflect prejudice, stereotypes or discriminatory views. It is language that does not deliberately or inadvertently exclude people from being seen as part of the group.

Refer to **Appendix A** for information about the use of inclusive language.

Paragraphs

A paragraph is a section of text that contains a single idea. State your idea in the first sentence. This will attract your reader's attention and get your message across. Readers often scan headings and first sentences of paragraphs as they search for the information they want.

Structure your paragraphs so they range in length from one to four sentences. If appropriate to the content, vary the length of paragraphs to provide variety. This makes content more interesting and readable.

Personalise content

Personal content and messages are more engaging with your reader and will help your audience remember what you communicate.

To personalise your content, write using the first and second person pronouns where possible (**I, we, us** and **you**) rather than third person nouns (**Department** or **ABF**) or pronouns (**he, she, it** and **they**). It's important to only personalise content when it is clear to the reader.

For example:

✓ If **you** are having difficulty creating content using markup, we can provide further guidance. Email s. 22(1)(a)(ii) @homeaffairs.gov.au.

X If the **author** is having difficulty creating content using markup, the **Web Services and Correspondence Section** can provide further guidance.

Plain English

Plain English is illustrated by the difference between the following two examples:

✓ The new service portal makes it easier for you to communicate with us. **(13 words)**

X We are working to make your job easier by giving you access to communicate with us electronically through a new online service portal. **(23 words)**

Use language your audience will understand easily—generally this should be plain English.

However, there may be a business case for using technical or legal language in some instances. This may mean you will need to write the same content in a different way for different audiences. The rule is to make language as simple as possible so it is clear to the reader.

When you write:

- use familiar, everyday words the reader will understand
- do not use jargon and overuse of abbreviations and acronyms
- tailor your message for your audience
- be precise and use enough words to achieve clarity, but avoid unnecessary words
- vary sentence length—25–30 words maximum for each sentence
- use active language—position the subject before the verb/action.
- use personal pronouns to engage the audience, such as we and you, except in formal writing.

Preferred words

The Australian Government and our Department has a number of preferred words and phrases. Refer to **Appendix C**.

Readability

You can test how well the audience will understand your writing by using the Flesch-Kincaid readability index. Each grade means the number of years of education generally required to understand the writing.

If you are targeting the general public, aim for a Year 5 reading level (or a 10-year-old can understand). The Flesch-Kincaid Grade Level is available in Microsoft Office Word and Outlook.

To learn more, go to the [Test your document's readability](#) page.

Right word

Use the right word in the right context. See **Appendix B** for information about which word or phrase should be used or not used.

Proofreading

Proofreading is checking the final version of a document just before it is published. If the document is to be printed, it means checking the page proofs before approving the document for printing.

If the document is to be published online, it means checking the final form before sending it to Web Services and Correspondence for publishing on the intranet or internet.

When proofreading, check for:

- errors in spelling, punctuation, typing, capitals, shortened forms, numbers, dates and percentages
- consistent styles in numbers and percentages
- consistent styles in headings (using template styles), footnotes and headers, spacing and alignment
- references, cross-references, page numbers, table and figure captions
- page or screen breaks that split words, sentences or paragraphs.

Spelling

Be aware of spellchecker shortcomings—some will recommend spelling that is not acceptable in the Australian Government. For example, some spellcheckers will adopt American or British English spelling.

To change Microsoft Word spelling and grammar checks to English (Australian), select **File-options-language-choose editing language**.

Do not change the spelling of formal nouns such as organisation names.

For example, use a **z** in:

- World Health Organization
- World Trade Organization
- World Customs Organization
- International Organization for Migration

Be mindful, a spellchecker will not pick up words that are spelt correctly, but are incorrect in the context. You will still need to review/read your document to check for writing style errors.

Common context error examples:

its/it's	who's/whose	your/you're/yore	they're/their	their/there
led/lead	practice/practise	principal/principle	that/which	dependant/dependent
licence/license	assure/ensure/insure	maybe/may be	past/passed	compared to/compared with
advice/advise	weather/whether	affect/effect	memorandum/memoranda	
formally/formerly				

For more spelling examples, go to either **Apostrophes** or **Use the right word** (Appendix B) in this guide.

Grammar checks

Other points of grammar to follow:

Grammar tips	Use (correct)	Do not use (incorrect)
When referring to people, make sure to use who —and not that or which .	Visa holders who are found to have overstayed.	Visa holders that have been found to have overstayed.
Ensure you always use singular grammatical forms with collective nouns .	The division is developing a new policy.	The division are developing a new policy.
Do not end a sentence with a preposition.	The applicant joined the end of the queue out of which they were previously taken.	The applicant joined the end of the queue they were previously taken out of .
Do not use split infinitives.	They sought extra funding to run the program <u>better</u> .	They sought extra funding to <u>better</u> run the program.

Punctuation and consistency

Limit punctuation to what is needed to help the reader to comprehend and to deliver a clear message. It is easier to read several short sentences, than a long sentence broken up with punctuation.

Abbreviations

An abbreviation is the first letter of a word and some other letters, but not the last letter, and includes a full stop after the abbreviation.

For example:

✓ Vic.

X VIC

✓ Tas.

X TAS

Acronyms and initialisms

An acronym is a string of initial letters, and sometimes other letters, pronounced as a word.

For example:

✓ ASEAN (Association of Southeast Asian Nations)

X A.S.E.A.N.

✓ ICAC

X I.C.A.C.

An initialism is a string of initial letters, and sometimes other letters, not pronounced as a word.

For example:

✓ NSW

X N.S.W.

✓ IMAs

X IMA's.

Before using an acronym or initialism, spell it out first, followed by the acronym or initialism in brackets if repeated in the remainder of the document.

For example:

- Legislative reforms reintroduced **Temporary Protection visas (TPVs)** and introduced **Safe Haven Enterprise visas (SHEVs)** for s. 22(1)(a)(ii).

For initialisms, use the correct article (a or an) and possessive apostrophe according to the letters and their pronunciation, not the full term.

For example:

- an Unaccompanied Humanitarian Minor ... a UHM
- a Memorandum of Understanding ... an MOU
- Department of Social Services' policies ... DSS's policies

Ampersands (&)

Do not use ampersands in general text unless it's part of a formal title, such as an organisation's name, program's name or a legislative title.

For example:

- International Relief & Development
- Angus & Robertson

Apostrophes

The apostrophe's role is to indicate:

- possession
- two-word contractions, meaning missing letters or characters.

For example:

Use (correct)	Do not use (incorrect)	Explanation
It's an easy step to take.	<i>Its an easy step to take.</i>	It's is the contraction of it is.
The Government launched its new information package.	<i>The Government launched it's new information package</i>	Its is the possessive pronoun (belonging to it).
Who's the right person?	<i>Whose the right person?</i>	Who's is the contraction of who is.

Use (correct)	Do not use (incorrect)	Explanation
Whose is this?	Who's is this?	Whose is the possessive pronoun belonging to whom
It's your choice	It's you're choice.	Your is the possessive pronoun belonging to you
You're right about it.	Your right about it.	You're is the contraction of you are.
These are their words.	These are they're words.	Their is the possessive pronoun belonging to them.
They're all over there.	Their all over there.	They're is the contraction of they are.
The documents are over there.	The documents are over their.	There meaning in or at a particular place.

Possession

Use an apostrophe for ownership, not to form plurals. For example:

- Paul's report was well written.
- The Department's reports were released yesterday.
- Use the *Ministers' style guide* (TRIM ADD2015/750436) when writing ministerial and parliamentary documents.

Two-word contractions

When two adjacent words are contracted into one, you use a closing apostrophe to show that letters have been omitted. For example:

- Don't (do not)
- We're (we are)
- They're (they are)
- They've (they have)
- We'll (we will)
- It's (it is)

To indicate numbers that have been omitted, use a closing apostrophe. For example:

- '17 (2017)

Do not use the following words, because these contractions are difficult to read:

- Should've
- Could've
- Would've

Also do not use an apostrophe with **hers, its, theirs, yours** or **place/street names**.

Capitals

Use minimal capitals in document headings and cover pages, as well as body text. The rule of thumb is to capitalise proper nouns and specific titles only, including formal job titles.

For example, do not capitalise:

- generic references of nouns³
- a document, unless it is a formal title⁴
- a sub-program⁵
- a service unless it's in the formal title, such as Translating and Interpreting Service.

Capitalise:

- all proper nouns⁶
- Commonwealth entities⁷
- companies
- departmental group, division, branch and section names
- documents⁸
- formal job titles⁹
- lead programs¹⁰
- visa titles but not the word **visa**.¹¹

Commonwealth entities

The word **Government** should be capitalised as part of formal title or abbreviated title. Spell out the **Australian Government** in full first, followed by the shortened form **Government**. Lowercase **government** for generic references.

For example:

- the **Australian Government** ... the Government ... a government (generic use)

Only capitalise federal when it forms part of an official title.

For example:

³ For more information go to **Nouns** in this guide.

⁴ For more information go to **Documents** in this guide.

⁵ For more information go to **Program or programme** in this guide.

⁶ For more information go to **Nouns** in this guide.

⁷ For more information go to **Commonwealth entities** in this guide.

⁸ For more information go to **Documents** in this guide.

⁹ For more information go to **Job titles** in this guide.

¹⁰ For more information go to **Programs or programmes** in this guide.

¹¹ For more information go to **Visa titles and streams** in this guide.

- the **Federal Court of Australia** ... the Federal Court ... the court
- a **federal** government initiative
- Home Affairs is a federal responsibility.

For more information, see **Government titles** in this guide.

Documents

When naming a document, do not use capitals after the first word, except for proper nouns unless it is the formal title, such as an inquiry, review, report, plan, strategy or framework.

After the first mention of the document's full title, you can refer to the shortened form thereafter, in lower case. For example:

- *Writing style guide* ... the guide
- *Branding identity guidelines* ... the guidelines
- *Work Health and Safety Report* ... the report
- *Client Services Decision Support Review* ... the review
- *Strategy 2020* ... the strategy
- *Control Framework for Detention-Related Decision Making 2014* ... the framework

Job titles

Capitalise formal titles and abbreviated references, except when used generically.

For example:

- the Prime Minister of Australia ... the Prime Minister
- the Minister for Home Affairs ... the Minister ... a minister
- the Australian Border Force Commissioner ... the ABF Commissioner ... a commissioner
- the Secretary of the Department of Home Affairs ... the Secretary ... a secretary

Always capitalise when referring to specific job titles.

For example:

- the Deputy Secretary of the Policy Group
- the First Assistant Secretary of the Strategy and Capability Division
- the Assistant Commissioner of the Strategic Border Command
- the Director of the Internal Communication and Engagement Branch
- the Assistant Director of the Governance and Regulatory Reform Team

Do not capitalise job titles if you are referring generically to a role such as officer, administrator, director or manager.

Members of parliament

Ministers

Ministers in the federal, state and territory parliaments take the title The Honourable and this is abbreviated The Hon without a full stop. Ministers appointed to the Executive Council retain the title The Honourable for life. Capitalise the word Minister for previous ministers, but only if they remain in parliament. Do not capitalise previous ministers if they are not in parliament.

For more information:

- email [S. 22\(1\)\(a\)\(ii\) @homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au)
- read the *Ministers' style guide* available in TRIM (ADD2015/750436) or from the [Ministerial correspondence](#) page.

Prime Minister

Capitalise Prime Minister when referring to the current Australian Prime Minister, but not when referring to former Australian prime ministers.

Nouns

Nouns are names for tangible and visible things such as **agency, building, person** and **dog**.

Capitalise nouns when referring to government agencies or governance to distinguish them from generic meanings.

For example, capitalise:

- the Department of Treasury
- the Department of Finance
- the Cabinet
- the Treasury
- the Crown
- the House, meaning either parliamentary chamber
- the Budget (when used as a noun, but not when used as an adjective or in plural form, such as:
 - o budget provisions
 - o budgetary process
 - o successive federal budgets).

In legislation, some other words are always capitalised:

- Act(s)
- Ordinance(s)
- Regulation(s)
- Bill(s).

When used alone and in a legal context, the **Bar** and the **Bench** are also capitalised, but not when referring to the **full bench**.

Organisational titles

Capitalise specific names of groups, divisions, branches and sections.

For example:

- Intelligence and Capability Group
- Intelligence Division
- Strategic Assessments and Intelligence Management Branch

Do not capitalise if you are referring to groups, divisions, branches and sections generically.

Commas

Use commas in sentences and lists. For example:

- Globalisation is changing the way migration, trade, citizenship, maritime security, revenue, **travel and humanitarian** policies are managed across borders.

No need to use a comma before the final item in a short list, unless it is unclear.

For example:

- The ABF is responsible for investigations, compliance and immigration detention operations across our air and seaports, **and** land and maritime domains.

You can also use commas or em dashes in place of parentheses (brackets).

For example:

- The Secretary, **s. 47F(1)**, is responsible for all departmental functions.

Compliance

Legally binding words/phrases when referring to compliance matters follow:

Word or term	Application
Illegal foreign fisher (IFF)	An IFF is a person who has been located and detained under suspicion of illegally fishing in Australian waters.
s. 22(1)(a)(ii) (IMA)	The term s. 22(1)(a)(ii) (IMA) is not defined in the <i>Australian Migration Act 1958</i> ; however, the term is used generally by our Department to refer to people who are unlawful non-citizens and who arrived in the migration zone other than by aircraft.
Illegal worker	An illegal worker is someone who has been found to be working in breach of their visa conditions.
Overstayer	An overstayer is a person who enters Australia on a valid temporary visa, but does not leave Australia before their visa expires.
Unauthorised air arrival	An unauthorised air arrival is a traveller arriving with: • no electronic travel authority (ETA) or visa on record • bogus or damaged travel documents

Released by Department of Home Affairs under the Freedom of Information Act 1982

Word or term	Application
	- incorrect visa details - a ceased or cancelled visa.
Unauthorised maritime arrival (UMA)	An unauthorised maritime arrival (UMA) is defined in the Australian Migration Act 1958 as a person who enters Australia by sea at an excised place outside Australia at any time after the excision time for that place and becomes an unlawful non-citizen as a result of their entry.
Unlawful non-citizen (UNC)	A UNC is a non-citizen who does not hold a valid visa. Under the <i>Australian Migration Act 1958</i> , a UNC must be detained and removed from Australia as soon as practicable.
Removal	If a person has no lawful basis to remain in Australia and does not depart voluntarily from the community, our Department may detain them as a UNC and remove them under <i>section 198</i> of the <i>Australian Migration Act 1958</i>. Even if a person chooses to depart from immigration detention, it is classed as a removal rather than a voluntary return.

Contractions

Contractions are shortened forms of a word or words. However, in business writing, it is better to spell the word in full, where possible. Do not use a full stop for those that include the first and last letter of a word.

For example:

- Mr (Mister)
- Qld (Queensland)

Use a full stop when the contraction uses the first few letters of a word.

For example:

- Use Vic. (not VIC) for Victoria
- Use Tas. (not TAS) for Tasmania

A grammar contraction is a word made by shortening and combining two words. For example:

- Won't (will not)
- Shouldn't (should not)

Grammar contractions are more common in speech than writing. Contractions should not be used in formal writing, such as ministerial correspondence, but they are permitted to be used on the website and in less formal communication.

Country names

Write country names in full first, followed by the abbreviation.

Use the Department of Foreign Affairs and Trade's (DFAT) country list available at www.dfat.gov.au.

The countries on the DFAT website have been checked against the DFAT country list.

Dot points

Colons

Use a colon only to introduce a list of items. For example:

We contribute to three national outcomes:

- Strong national security
- A strong economy
- A prosperous and cohesive society

Full stop

A full stop marks the end of a sentence that is not a direct question or exclamation. Follow a full stop with a single space. Do not use a full stop after headings, page headers or footers.

Also use full stops in a shortened form (as a decimal point) to indicate legislative subsections and paragraphs, to express time or in table notes. For example:

- s. 417 of the Migration Act
- ss. 4–7 of the Copyright Act
- 5.15 pm

Email address

Email addresses in text are to be dealt with in the same way as normal text. If the email address ends a sentence or full sentence list or sentence fragment list, add a full stop after the email to mark the end of the sentence.

For example:

- If you have feedback or for more information, email [S. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au).
- To report a workplace health and safety incident, complete an incident report in easySAP as soon as possible after the incident. Certain incidents (death, serious injury/illness or dangerous incident) must be immediately reported to National WHS who will notify the Regulator, Comcare. For more information:
 - o visit the [Incident reporting](#) intranet page
 - o phone: [S. 22\(1\)\(a\)\(ii\)](tel:S.22(1)(a)(ii)S.22(1)(a)(ii)@homeaffairs.gov.au)
 - o email: [S. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au).

If the email is in a stand-alone item, do not add a full stop after the email address.

For example:

- Email: [S. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au)

Font styles

To ensure consistency and professionalism, all documents should use:

- **Arial font suite** for documents developed by staff and officers for internal audiences
- **Helvetica Neue font suite** for all publications produced by graphic designers for external audiences.

Remember to use the communications templates provided which include embedded font styles and correct formatting.

Refer to the Branding identity guidelines for more information about font styles. The guidelines are available on the [Branding](#) page or by emailing [S. 22\(1\)\(a\)\(ii\)@homeaffairs.gov.au](mailto:S.22(1)(a)(ii)@homeaffairs.gov.au).

Government titles

Where possible, personalise your content to make it more engaging with the reader. Use first and second person pronouns (**I, we, us** and **you**) rather than third person nouns (**Department** or **ABF**). See **Personalise content** in this guide. When you are required to formalise your writing, use the following formal Government titles.

As a federation, Australian is known as the **Commonwealth of Australia** and the primary governing body is the **Commonwealth Parliament**. In this context, the Commonwealth and Parliament are always capitalised.

For example:

- the Commonwealth Parliament ... the parliament (second reference and generic use)
- the Parliamentary Library ... the parliament
- Parliament House ... the parliament

Given the **Commonwealth** is more readily associated with the Commonwealth of Nations (formerly the British Empire), to avoid confusion, do not use **Commonwealth**.

Use the Australian Government instead, followed by Government in the second reference. Lowercase generic references to government.

For example:

- the Australian Government ... the Government ... a government (generic use)

When referencing Australian Government entities, spell these out in full first, followed by the shortened form Government. Do not use **Commonwealth Government** or **Federal Government** or shortened forms **govt**, **Cwth** or **dept**.

For example use:

- the Department of Home Affairs ... the Department or we ... a department (generic use)
- the Australian Border Force (ABF) ... the ABF (do not use the Force or Border Force)

When listing a group of government entities, the Australian Government should be set apart from the other government entities.

For example:

Use (correct)	Do not use (incorrect)
Australian Government and state and territory governments	Australian and state and territory governments

Use (correct)	Do not use (incorrect)
Australian Government	Commonwealth Government or Federal Government

Hyperlinks

When referring to a website or webpage in electronic communication, write the title of the webpage or website and add a hyperlink.

For example:

- People holding a BVE are limited to the types of visas they can apply for. To apply for a visa, lodge an application through [ImmiAccount](#) or phone the enquiry line on 131 881.
- More information is available on the [Department of Home Affairs](#) website.

Do not add URLs in the body of the text, but if you have to, for example in printed material, remove the `http://` and only write the web address (`www.xx`). Best practice is not to write the URL name in the body text, but use the style mentioned above.

Hyphens and dashes

Hyphens

Hyphens are used to join words to clarify meaning. When a word consists of two adjectives, or a noun plus an adjective, the expression is hyphenated no matter whether it precedes or follows the noun.

For example:

- Whole-of-government
- Long-term unemployed

En dash (—)

An en dash is the width of an N '—'. To write an en dash, hold down the Ctrl + '—' dash on the number keyboard.

Use an en dash to link words while maintaining their individual meaning. You can also use it to link figures or expressions of time and distance. For example:

- January—March
- pages 30—40

When joining two words, do not use a space between the en dashes. For example:

- Commonwealth—New South Wales Agreement

When linking more than two words, use spaces on either side of the en dash. For example:

- A Subclass 417 – Working Holiday visa¹²

Em dash (—)

An em dash is the width of an M '—'. To insert an em dash, hold down the Ctrl + Alt key + '—' dash on the number keyboard.

In informal writing, the em dash can replace commas, semicolons, colons and parentheses (brackets) to add emphasis or an interruption or an abrupt change of thought.

For example:

- The ABF—a law enforcement authority responsible for enforcing customs and immigration laws—is an operationally independent agency within the Home Affairs Portfolio.

Italics

Use italics for:

- titles of books and periodicals, for example: the *Department of Home Affairs Annual Report 2015–16*
- titles of newspapers and similar publications, for example: *The Sydney Morning Herald*
- films, videos and television shows, for example: *Border Security*
- names of ships, aircraft and other vehicles, for example: *Cape York*
- full citation of Australian Acts, Ordinances and Regulations, but not Bills
- cited words or letters, for example: the word *yardstick* is of German origin
- foreign words or phrases, including accents, for example: a *bona fide* doctor (Latin term meaning in good faith).

Only italicise the word **the** if it forms part of the title, for example: *The Daily Telegraph*.

Do not italicise the name of the Department or program or project titles.

Latin shortened forms

Do not use Latin shortened forms such as **e.g.**, **i.e.**, **viz.** and **NB**. Replace these with their longer form.

Use **e.g.** and **i.e.** only where space is limited, for instance in tables, illustrations, notes and captions.

Also do not use **etc.**, as it can suggest the facts are incomplete.

For example:

Use (correct)	Do not use (incorrect)
for example	e.g.
that is	i.e.
namely	viz.
note	NB

¹² This visa style is written exactly as described in the *Migration Regulations 1994* and must be written this way when writing legal correspondence.

Legislation

Cite titles of legislation including Acts, Ordinances and Regulations and other delegated legislation such as rules and bylaws, exactly as they appear in legislation.

Do not alter the spelling or capitalisation of legislative titles.

Acts and Ordinances

The first reference to an Australian Act or Ordinance should cite its exact formal title, italicised and in full. In subsequent references, the title should not be italicised and the date omitted. For example:

Australian Citizenship Act 2007 ... the Citizenship Act

Do not italicise Bills before the parliament because they are unpublished. For example:

- Customs Depot Licensing Charges Amendment Bill 2015

Do not italicise Acts and Ordinances of other countries, and add the jurisdiction in brackets if it is not obvious from the title. For example:

- The Nationality, Immigration and Asylum Act 2002 (UK)

Regulations

The first reference to a Regulation should cite its exact formal title, italicised and in full. In subsequent references the title is not to be italicised and the year is to be omitted.

For example:

- *Customs Regulations 2015* ... Customs Regulations

Instruments

The first reference to an instrument should reflect the exact name of the instrument itself, italicised and in full. An instrument may thereafter be cited by reference to its **IMMI number**, which takes the form of **IMMI XX/XXX**.

For example:

Title: *Migration (IMMI 17/045: Specification of Training Benchmarks and Training Requirements) Instrument 2017*.

Note: Section 1 of this instrument states: 'This instrument is the *Migration (IMMI 17/045: Specification of Training Benchmarks and Training Requirements) Instrument 2017*. It may be cited as IMMI 17/045.'

First reference in a document:

- *Migration (IMMI 17/045: Specification of Training Benchmarks and Training Requirements) Instrument 2017*.

Subsequent references:

□ **IMMI 17/045**

If the instrument's IMMI number is not included in the title of the instrument, it should be provided in brackets immediately after the initial reference, but should not be italicised. An instrument thereafter may be cited by reference to its **IMMI number**.

For example:

Title: *Citizenship (Authorisation) Revocation and Authorisation Instrument 2017*

Note: the commencement provision of this instrument states: 'This instrument, *Citizenship (Authorisation) Revocation and Authorisation Instrument 2017*, IMMI 17/098, commences...'

First reference in a document:

- *Citizenship (Authorisation) Revocation and Authorisation Instrument 2017 (IMMI 17/098)*

Subsequent references:

- **IMMI 17/098**

More information is available on the [Federal Register of Legislation](#) website.

Units of division

The basic units of division are the sections for Acts, Ordinances and Instruments and the sections or regulations (note lower case) for Regulations.

Use the following styles to cite units of division (sections and subsections) for Acts and Ordinances:

- **Section 30** of the Customs Act 1901... under **s30** of the Customs Act
- **Subsection 30(1)** of the Customs Act 1901... under **s30(1)** of the Customs Act

Units of division in Regulations may be either sections or regulations. When units of division in Regulations are regulations, for example in the Migration Regulations 1994, use the following styles to cite units of division:

- **Regulation 2.10** of the *Migration Regulations 1994* ... under **reg 2.10** of the Migration Regulations
- **Subregulation 2.10(1)** of the *Migration Regulations 1994*... under **reg 2.10(1)** of the Migration Regulations

When units of division in Regulations are sections, for example in the *Australian Citizenship Regulation 2016* and the *Customs Regulation 2015*, use the following styles to cite units of division:

- **Section 12** of the *Australian Citizenship Regulation 2016* ... under **s12** of the Australian Citizenship Regulation
- **Subsection 12(1)** of the *Australian Citizenship Regulation 2016* ... under **s12(1)** of the Australian Citizenship Regulation

For units of division that are smaller than sections/subsections or regulations/subregulations for both Acts and Regulations use:

- Paragraph 30(1)(a)
- Subparagraph 30(1)(a)(i)
- Sub-subparagraph 30(1)(a)(i)(A)

For units of division in a schedule to an Act or a Regulation, use either a clause or item (or a subclause or subitem). When the unit of division in a schedule is in a list, it will be an item.

For example:

- **Item 1104AA** of Schedule 1 to the *Migration Regulations 1994*
- **Subitem 1104AA(2)** of Schedule 1 to the *Migration Regulations 1994*

When the unit of division in a schedule is a full sentence, it will be a clause.

For example:

- **Clause 163.213** of Schedule 2 to the *Migration Regulations 1994*
- **Subclause 163.213(1)** of Schedule 2 to the *Migration Regulations 1994*

Line breaks

Do not break items over lines, especially:

- words
- abbreviations and contractions
- people's names
- figures and dates.

A non-breaking space can be inserted by holding down the **Ctrl + Shift + Space** keys. A non-breaking hyphen can be inserted by holding down the **Ctrl + Shift + '-'** keys. The standard dash '-' key is located above the alphabetical keys and next to the = key, left of the backspace.

Naming conventions

Where possible, personalise your content to make it more engaging with the reader. Use first and second person pronouns (**I**, **we**, **us** and **you**) rather than third person nouns (**Department** or **ABF**). See **Personalise content** in this guide. When you are required to formalise your writing, use our formal agency title.

Department's name

When referring to the Department of Home Affairs for the first time, spell out the name in full first followed by the **Department** (capital D) or **Home Affairs**.

For example:

- At 30 June 2017, the Department of Home Affairs (the Department) had two Ministers: the Hon Peter Dutton MP, Minister for Home Affairs, and the Hon Alex Hawke MP, Assistant Minister for Home Affairs. The Department is a global organisation with more than 14,000 people working in every Australian state and territory and in 53 locations around the globe.
- The former Department of Immigration and Border Protection and the former Australian Customs and Border Protection Service were consolidated into a single Department on 1 July 2015, which included a single frontline operational entity, the Australian Border Force (ABF), established within the Department.

On 20 December 2017, the Department of Home Affairs was established, which comprised the entirety of the former Department of Immigration and Border Protection along with elements from other Government Departments, and the ABF became an operationally independent agency under the broader Home Affairs Portfolio

When referring to departmental staff, use the term **staff**—not **employees**—and lower case **departmental**. When referring to ABF officers, use the term **officers**.

Australian Border Force

When referring to the Australian Border Force for the first time, spell out the name in full followed by **ABF**. Never refer to the Australian Border Force as **the Force** or **Border Force**.

Also use the term **officer** when referring to those in ABF operational roles—never use **staff** or **employee**.

For more information about Home Affairs and ABF classifications and titles, see **Appendix D**.

Buildings

All buildings should be referred to by their street address.

For example:

s. 22(1)(a)(ii)

The only buildings that can be referred to as **Customs House** or **Custom House**, in capitals, are those that are heritage listed with the name:

s. 22(1)(a)(ii)

Immigration detention facilities

There are three types of immigration detention facilities in Australia, with each facility intended for a different purpose. Do not capitalise our Department's facilities because they are not proper nouns. For example:

- immigration detention centre (IDC)
- alternative place of detention (APOD)
- immigration transit accommodation (ITA)

Immigration detention centres

Section 189 of the Act provides the legislative authority to detain unlawful non-citizens in held detention in an IDC. An IDC is generally only used for people who are deemed to require a higher level of risk management.

Unlawful non-citizens placed in an IDC can include those refused entry at Australia's air and seaports, including visa overstayers and those who have breached their visa conditions, s. 22(1)(a)(ii), people whose visas have been cancelled under s.501 of the Act, and adult illegal foreign fishers (IFFs).

An IDC is different to an IDF (immigration detention facility). Be mindful to reference these correctly.

s. 22(1)(a)(ii)

Alternative place of detention

An APOD is a place of immigration detention, other than an IDC or place identified as part of a residence determination (also known as community placement). APODs are used by our Department to meet the specific needs of detainees who cannot be appropriately managed in an IDC.

The types of places that can be APODs include, but are not limited to:

- sites leased by our Department and managed by the facilities and detainee services provider, such as hotels and motels
- short-term accommodation, including hospitals and other health-related institutions
- contingency accommodation, such as town halls and gymnasiums
- home-based care in private accommodation owned or leased by relatives or people with established close relationship with the person in detention
- places where people in detention spend part of their day and where it is not appropriate or possible for them to be accompanied at all times, such as schools.

Immigration transit accommodation

ITAs provide detainees with flexible, supported, semi-independent living in hostel-style accommodation to enable them to attend appointments in the community under supervision. ITA facilities were designed to provide short-term accommodation for detainees presenting a low security risk, low flight risk, and with no known health concerns.

s. 22(1)(a)(ii)

Regional processing centres

Always use **regional processing centres (RPC)** and do not refer to the RPCs as **offshore processing centres** or **offshore detention** because they are in the sovereign countries that run them.

For example:

- A person transferred to a regional processing centre is not detained under the Migration Act.

When referring to matters relating to the **Nauru RPC**, the correct language is **in Nauru** (not **on Nauru** or **at Nauru**) because Nauru is a sovereign nation.

When referring to matters relating to the s. 22(1)(a)(ii), the correct language is **in s. 22(1)(a)(ii)** or **in s. 22(1)(a)(ii)** because these are political entities controlled by the s. 22(1)(a)(ii).

The above rules also apply when referring to s. 22(1)(a)(ii). Do not use **on s. 22(1)(a)(ii)** or **s. 22(1)(a)(ii)**, as these are references to a geographic feature.

In addition, do not use the shortened forms **RCs** and **RDs** when referring to **Regional Commands** and **Regional Directorates** respectively.

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Numbers

Currency

It is sometimes necessary to distinguish between Australian and American currencies when developing communications for international audiences, such as informing that our visa, tariff or other fees and charges are in Australian dollars (not American dollars). Use only when referring to sums of money in both Australian and other dollars to avoid confusion. This will reduce client enquiries and complaints to our Department.

For example:

✓ AUD10,000

X AUD\$10,000

X \$10,000 (AUD)

X (AUD) \$10,000

Dates

When writing date ranges, use an en dash without spaces between the designated days of the month. Do not include the day of the week (such as Friday) with the date—the day cannot be any other day.

Also, to avoid confusion, do not use the word **from** where possible.

For example:

✓ 1–31 July 2017

✓ 1 July 2017

X Friday 1 July 2017

X From 1 July 2017

Times

When writing times, use an en dash without spaces between the designated time ranges.

For example:

- Open 2–5 pm, seven days a week
- 9 am to 5.30 pm

To avoid confusion:

- use lower case for **am** and **pm**
- include a space after the number
- use **noon** or **midnight** rather than **12 am** or **12 pm**
- do not use the word **from**.

Do not use an apostrophe when writing decades. However, if you are referring to the '90s, use an apostrophe to represent the missing numerals (19).

For example:

✓ 1990s or '90s

- When writing Australian time zones, use the following initialisms:

- Australian Eastern Standard Time ... AEST
- Australian Eastern Daylight Time ... AEDT
- Australian Central Standard ... ACST
- Australian Central Daylight Time ... ACDT
- Australian Western Standard Time ... AWST

Millions of dollars

Millions may be expressed in two ways:

- By the use of the word million or billion, for example:
 - \$2 million or \$2.6 million or \$2.62 million (in text)
- Entirely in numerals, for example:
 - \$1,100,000 or \$1,100,000,000 (in table)—use in text if you want to be exact.

Always spell out millions in text unless you need to be precise such as \$2,624,893.

Whichever number style you chose, be consistent throughout the document.

Numbers and commas

Write numbers between 1000 and 9999 without a comma or space, except in tables. For example:

- 1000 (text) and 1,000 (table)

Use a comma between thousands for numbers from 10,000 and above. For example:

- 10,000 (text and table)
- \$10,000 (text and table)

Ensure numbers are not broken across a new line. To keep the number together when a space is used (10 million), use **Ctrl + Shift + Space bar** keys.

Numbers in tables

Align numbers in table columns to the right. To ensure consistency and even alignment in tables, use a comma in four-digit numbers to align with five-digit numbers and above.

For example:

Table: Size of the 457 program for 2016–17 to 31 December 2016

Criteria	2015–16 at 31/12/15	2016–17 at 31/12/16	% difference
Primary applications lodged	27,330	27,000	-1.2%
Primary applications granted	22,870	24,270	6.1%
Number of primary visa holders in Australia	85,900	81,300	-5.4%

Numbers in text

Spell out numbers between **one** and **nine** except:

- when expressing percentages, for example: the success rate is 3 per cent
- in decimals
- in tables
- in date and time references.

Write numbers in numerals for 10 and above.

Do not start a sentence with a number—if it's unavoidable, write the number in full at the start of the sentence. It's better to reword the sentence if possible.

For example:

- Twenty containers were seized in the operation.
- The ABF seized 20 containers in the operation.

Ordinal numbers

Use words to write ordinal numbers in general text. For example:

- Third example
- Two-hundredth case

In more numerically dense text or where there is limited space, such as references and captions, use numbers with the relevant suffix. For example:

- The **127th** World Customs Organization Regional Integration Conference.

Always write numbers in official titles correctly. For example:

- The **12th** United Nations International Counter-Terrorism Focal Points Conference on Addressing Conditions Conducive to the Spread of Terrorism and Promoting Regional Cooperation.

Percentages

You can write percentages in various ways, but ensure you use the same decimal places in quantities being compared, whether in the text or in a table. Also use the same decimal places throughout the document to ensure consistency. For example:

- Use **per cent** in text (not %) and use a % symbol in tables.
- Round to a single decimal point where possible, for example: **4 per cent** in text or **4%** in tables.
- Round to two decimal points if you need to be precise, for example: **4.28 per cent** in text or **4.28%** in tables.

When decimals numbers are less than one, use a zero before the decimal point. For example:

- Use **0.25** in text (not **.25**).

Spans of time and distance

Use an un-spaced en dash to write a span of numbers and to express time and distance. For example:

- pages 8–26
- April–June
- Brisbane–Sydney
- 2015–16 financial year (not 2015/16)

Phone numbers

Write phone numbers as follows:

- ☐ Phone: 1800 179 242
- ☐ Phone: 02 6295 0056
- ☐ Phone: +61 2 6295 0056
- ☐ Phone: 134 567
- ☐ Phone: s. 22(1)(a)(ii)

Program or programme

Use the official Australian Government spelling program with a single m, except:

- referencing a specific Cabinet measure where programme was the agreed spelling
- when communications is to go on our Secretary's letterhead, use programme—this is the Secretary's personal preference.

When referencing an old program or programme, ensure the formal title is spelt correctly.

Capitalise lead programs only. Do not capitalise sub-programs or generic references. To identify lead programs, these are agreed to by Cabinet.

For example:

- At 2016–17, our lead programs were:
- Border Enforcement Program
- Border Management Program
- Onshore Compliance and Detention Program
- IMA Offshore Management Program
- Regional Cooperation Program
- Citizenship Program
- Migration Program
- Visas Program
- Refugee and Humanitarian Assistance Program
- Border-Revenue Collection Program
- Trade Facilitation and Industry Engagement Program

Posts outside Australia

Refer to our overseas offices as **posts outside Australia**.

For external communication, refer to these offices as **Australian Home Affairs offices overseas**.

Our officers overseas are normally located in an Australian embassy, high commission or consulate. The generic name is **Australian diplomatic mission**.

Refer to the overseas cohort as the **overseas network**.

Ministerial styles

The Minister and Assistant Minister for Home Affairs have specific correspondence writing style preferences. Use the *Ministers' style guide* (TRIM (ADD2015/750436) when writing ministerial and parliamentary documents. For more information, go to the [Ministerial correspondence page](#) or email

s. 22(1)(a)(ii) @homeaffairs.gov.au.

For further information about ministerial or parliamentary documents, email:

s. 22(1)(a)(ii)

Quotation marks

Quotation marks are used to show direct speech and the quoted work of other writers. Other uses are for enclosing the title of a song or an article in a periodical, and for drawing attention to a term that is unusual or recently coined.

Use single quotes in all departmental documentation, except for media releases. Use double quotes in media releases (an accepted media industry style) and within single quotes (quotes within quotes).

For example:

- 'The website is very easy to use and all the instructions are simple,' Gladys said.
- Miguel remembers the day he became an Australian citizen very well. 'I was so excited. I had to hide a little tear ... when I was singing the anthem, and doing my pledge. Everyone was like, "woo hoo!" It was very special,' Miguel said.

Note that punctuation, such as commas or full stops, at the end of a phrase in quotation marks goes inside the final quotation mark.

Referencing sources

When citing in text from books, journals and websites, use the **author–date system**—sometimes also called the **name–year systems** or the **Harvard system**. When providing full reference, for example in footnotes, endnotes, or a bibliography or reference section, provide the full citation, as described below.

Print-based publications

Print-based publications include books, reports, newspapers, journals, and more.

When citing in print-based publications—and elsewhere when providing full reference details—cite the author's name, year of publication, and page number if applicable in the text. Place the citation in the text at the end of the clause or phrase to which it relates.

For example:

- Australian Bureau of Statistics (ABS), *Disability, aging and carers: summary of findings*, cat. No. 4430.0, ABS, Canberra, 1999 (**a book citation**)
- D. Light, 'A tax of the jitters', *Bulletin*, 18 January 2000, pp. 50–1 (**a magazine citation**)

- Marchelier, PM & Hughes, RG 1997, 'New problems with foodborne diseases', *Medical Journal of Australia*, vol. 275, pp. 771–5 (**a journal citation**)
- Watersmith, C 2000, *BHP enters new era*, media release, BHP Limited, Melbourne, 1 March (**media release citation**)

Electronic materials

Electronic materials may include websites, videos, CDs, emails, electronic mail lists, Usenet groups and other online resources.

When citing electronic material, use the **author–date system**. Cite the author (person or organisation responsible for the site) and the site date (the date of the site's creation or most recent update).

For example:

- *Department of Finance 2001* report, Department of Finance, Canberra, viewed 7 August 2001, www.finance.gov.au.
- International Narcotics Control Board 1999, United Nations, Vienna, viewed 1 October 1999, www.incb.org.

States and territories

Do not use capitals when writing the **state and territory** names in a general sense, including territory or state governments. Only when referring to a specific government should state or territory entities be capitalised, along with the word **Government**.

For example:

- The State Government of Victoria ... the Victorian Government ... the state government

Use either NSW or New South Wales—both are acceptable, but the second style (in full) is preferred. Use the shortened version:

- when space is limited, such as in a table
- to avoid repetition within a document.

The shortened forms for each state and territory follows:

- Australian Capital Territory ... ACT
- New South Wales ... NSW
- Northern Territory ... NT
- Queensland ... Qld.
- South Australia ... SA
- Tasmania ... Tas.
- Victoria ... Vic.
- Western Australia ... WA

You can order states and territories in a variety of ways, though alphabetic order is preferred.

TRIM RM8

All departmental documents must be saved in TRIM RM8 and be referenced with a TRIM document number.

For example:

- Minutes
- Letters
- Reports
- Fact sheets
- PowerPoint presentations
- All other departmental records

For more information, email the **s. 22(1)(a)(ii)** at **s. 22(1)(a)(ii)**@homeaffairs.gov.au.

Visa titles and streams

Visa titles

Visa titles pose a specific challenge because they are legislation and it is necessary to refer to them exactly as they are described in the *Migration Regulations 1994*, particularly in legal correspondence.

When referencing a visa type in full, you must capitalise the visa type, but not the word **visa** or **subclass**. It is important to position the word **visa** after the visa type and (subclass xxx) because the word **visa** is not included in subclass names in the Regulations.

For example:

- Temporary Work (Skilled) (subclass 457) visa

In subsequent mentions, only use the visa title unless there is a need to refer to the subclass number for clarity.

For example:

- Temporary Work (Skilled) (subclass 457) visa ... subclass 457 visa (or 457 visa)

There is no need to capitalise generic descriptions of visa types and other generic visa references.

For example:

- visitor visa program
- visa applications
- visa holders
- visa status
- visa overstayers
- visa conditions

Visa streams

Visa streams (also referred to as **activities** and **sectors**) are within a subclass.

For example:

- Visitor (subclass 600) visa **streams** (such as Business, Tourist, Sponsored Family, and more).
- Student (subclass 500) visa **sectors** (such as Foreign Affairs or Defence, Postgraduate Research, Non-Award, and more).
- Temporary Activity (subclass 408) visa **activities** (such as Special Programmes, Religious Work, Sport, Entertainment, and more).

However, note that not all visa subclasses have streams. For example, Refugee and Humanitarian subclasses do not have streams.

Appendix A: Inclusive language

Our Department is committed to building and valuing a diverse workforce that represents the community we serve. A workforce that fosters inclusiveness and embraces the diversity of its people, such as differences in cultural backgrounds, race, ethnicity, disability, age, gender identity or sexual orientation.

Used constructively, inclusive language can reflect diversity in a positive and accurate way, and avoid perpetuating negative stereotypes about individuals and groups.

Inclusive language

Inclusive language positively reflects diversity and is integral to our Department's work. Acknowledging and respecting diversity requires using language that is inclusive of diversity.

People, regardless of their backgrounds, are first and foremost, individuals. Reference to an individual's attributes is only appropriate if it is relevant to the context.

Language is discriminatory if it:

- excludes people or makes them invisible to the reader
- focuses on a single characteristic, to the exclusion of other more relevant ones
- stereotypes people
- insults or denigrates people
- portrays some people differently from others.

Indigenous Australian audiences

Aboriginal and Torres Strait Islander audiences come from a diverse range of places and backgrounds. For some, English is a second language and written English may be difficult to understand.

Use correct terminology.

- Do not try to mirror Aboriginal English.
- When talking about or to an individual or a group of individuals, the preferred term is **Aboriginal and/or Torres Strait Islander people or peoples**. Do not use the term **Aboriginal and/or Torres Strait Islander Australians**.
- The term **Indigenous** should also not be used when referring to individuals who are **Aboriginal and/or Torres Strait Islander people or peoples**.
- If the terms **Aboriginal** and **Torres Strait Islander** are used, capitalise the titles.
- **And/or** must be used instead of **just** or to reflect the diversity of Aboriginal and Torres Strait Islander heritage. When a shorter version is needed, for example on a publication cover or online menus, this term can be abbreviated to **Indigenous Australians**.
- Do not use **Australian Aborigine** or the acronym **ATSI**.
- **Indigenous** is the preferred term when referring to a business entity or business function, for example the Indigenous Specialist Officer, Indigenous Services Branch.

Culturally and linguistically diverse audiences

Australia is a culturally and linguistically diverse society. When preparing content for culturally and linguistically diverse audiences, you should recognise cultural diversity and specific needs while not stereotyping or making assumptions.

Consider:

- religious affiliations
- generational differences
- gender roles
- values or philosophical differences
- political impacts on life events
- pre- and post-effects of wars
- differences in educational levels and systems
- perceptions of social and support concepts
- differences in socioeconomic background.

Writing about disability

When referring to people with disability, refer to the person first, and the disability second and only if relevant. Do not put people with disability on a pedestal or talk about them in patronising terms as if they are performing normal or everyday activities exceptionally. It is also important not to use demeaning phrases or stereotyping labels. Use **person with disability** (singular) and other preferred terms listed below. Give people with disability the same recognition as people without disability.

For example:

Use (correct)	Do not use (incorrect)
people with disability staff with disability person with disability adult with disability child with disability	people with a disability staff with a disability person with a disability disabled person
person with paraplegia	paraplegic man handicapped crippled
hearing impaired	deaf
vision impaired	blind

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Language and gender

Use gender-inclusive language to avoid creating bias towards a particular sex or gender. For example, using the generic term **man** excludes other sex and gender diverse people and the use of **ladies and gentlemen**, reinforces gender stereotypes that may not be inclusive of some people in an audience.

It is important to use gender-inclusive job titles and roles that do not use gender-specific pronouns, such as **him/her, his/her or he/she**.

In general, if a person's sex or gender is unknown, do not to make assumptions.

For example:

✓ business manager or business person

X business man or business woman

✓ chairperson, chair or spokesperson

X chairman or chairwoman

Use gender-neutral titles when addressing your audience.

For example:

✓ John and Jane Brown

X Mr John Brown and Mrs Jane Brown

✓ Dear John Brown

✓ To Jane Brown

X Dear Sir/Madam

✓ Good afternoon everyone

X Good afternoon ladies and gentlemen

Writing about sex and gender

Our Department is committed to providing a safe and supportive workplace for all lesbian, gay, bisexual, transgender and intersex (LGBTI) staff. Sex and gender is a complex topic, particularly if we try to define or label it.

Ensure the language you use to describe a person's sexual orientation or gender identity is accurate and appropriate, for example, using terminology such as lesbian, gay, bi-sexual, transgender, intersex, gender X (or indeterminate), and not derogatory and outdated terminology, such as homosexual.

Use language that promotes visibility of LGBTI people. For example, using the term **partner** over husband or wife acknowledges that not all personal relationships are heterosexual.

Intergenerational language

Our Department values its staff, regardless of age, and acknowledges the contribution that every age can make to the workplace.

Examples of appropriate language include:

✓ older people or older person

✓ mature or mature age

X pensioner, old-age pensioner or the aged

✓ young people, youth or younger person

X juveniles.

For more information, go to the [Diversity and inclusion](#) page or contact the S. 22(1)(a)(ii) [@homeaffairs.gov.au](#).

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Appendix B: Use the right word

Word	Meaning and example
a or an	The use of 'a' or 'an' depends on the first sound of the following word or if the word begins with a vowel. For example: • An appropriate topic for the report is trade increases. • They were asked an hour ago for the report. • A uniform must be complete and presentable at all times.
adverse or averse	Adverse means to have a negative or harmful effect on something. Whereas averse means to strongly dislike or oppose something. For example: • We employed an environmental management system to help meet its environmental policy objectives to reduce adverse impacts on the environment and to meet its statutory obligations under the <i>Environment Protection and Biodiversity Conservation Act 1999</i>. • The director was averse to implementing the recommendations of the report because of the adverse feedback the report had received.
advice or advise	Advice is a noun meaning an opinion given about what to do or how to behave. For example: • The assistants gave the director advice about the report. Advise is a verb meaning to give advice to someone. For example: • The director advised the assistants not to worry too much about the report.
affect or effect	Affect is a verb meaning 'to make change happen'. For example: • Will the change to the New Zealand residence rules affect the number of New Zealand migrants? Effect is used as both a noun and a verb, although most commonly used as a noun meaning 'the result'. For example: • Noun: What effect will the changes to the New Zealand resident rule have on migration? • Verb (less common): The New Zealand residential rule was updated to effect change in New Zealand migration
alternate or alternative	Alternate means to take turns, to change between states or every other item in a series. For example: • She couldn't decide where she wanted to work, so she alternated between Sydney and Melbourne.

Word	Meaning and example
	Alternative refers to one option out of two possibilities. For example: • He could have chosen to work in Canberra or Sydney, but neither <i>alternative</i> suited his needs.
assure, ensure or insure	Assure, ensure and insure all have the general meaning to make sure, but there are subtle differences. Assure means to say or do something that removes doubt or anxiety. For example: • I assure you the weather will be fine on the weekend. Ensure means to make sure, to make something certain or to happen. For example: • The author will ensure the report is ready on time. Insure means to protect against risk. For example: • The director insured her car against accidents.
compared to or compared with	Use compared to when the subjects are of different cohorts. For example: • Compared to the 'private sector', 'public servants' stay in the same job for longer. Use compared with when the subjects are of the same order. For example: • More than 3.1 million 'VEVO checks' were recorded by organisations in 2015–16, compared with more than 2.6 million 'VEVO checks' in 2014–15, an increase of 18 per cent.
complement or compliment	Complement means to make something seem better or more attractive. For example: • The user guide complemented the report. A compliment is an expression of approval, admiration, praise, a greeting or a positive comment. For example: • The feedback on the report was complimentary.
comprise or consist	Comprise and consist of have the same meaning; however, the grammar is different. Also note that neither should be used in the passive voice. For example: • The branch comprises five sections. • The branch consists of five sections.

Word	Meaning and example
	Do not use: The branch is comprised of five sections.
Department or Portfolio	When referring to the Department of Home Affairs and the Australian Border Force, refer to the Department and ABF not the Portfolio. Organisation can also be used; however, the ABF, the organisation or the agency should not be used interchangeably.
dependant or dependent	Dependant is someone who depends on another for support. For example: - A child is a dependant. Being dependent means relying on someone or something. For example: - The manager was dependent on the author to complete the report on time.
document or documentation	A document is a publication such as a book, article, fact sheet or computer file. For example: - These documents are available on the Department's website. Documentation is the use of documentary evidence, such as providing documents or recording an event. For example: - You will need documentation to support your claim.
enquiry or inquiry	An enquiry is an informal request for information. For example: - If you have a communications enquiry, email s. 22(1)(a)(ii)@homeaffairs.gov.au. - New business process initiatives will be extended to all enquiry types managed by the Department's client service centre. An inquiry is an official process to discover the facts about something that has happened. For example: - The Department continued to address complaints from the Commonwealth Ombudsman and the Australian Human Rights Commission, including
formally or formerly	Formally describes the manner or form of something. For example: - Staff were expected to dress formally for the event. - The employee was formally reprimanded as a result of the investigation. Formerly refers to a previous or earlier point in time. For example: - The Department was formerly known as the Department of Immigration and Border Protection.

Word	Meaning and example
historic or historical	Historic refers to something standing out in time, while historical means pertaining to history: For example: - The number of asylum seeker boats coming to Australia reached historic highs in 2013. - The main cause of the First World War is a matter of historical debate.
Incidence, incidents or instances	'Incidence' means the rate. Its use in the plural ('incidences') is usually an error reflecting confusion with the 'incidents' or 'instances'. For example: - The incidence of polio is now starting to rise in many countries around the world. 'Incidents' is the plural of 'incident', which is an event that is usually problematic. For example: - Saturday's break-out was the first of many disturbing incidents at the detention centre. An 'instance' is a neutral way to refer to and count occurrences or cases of something. For example: - There are many instances where a temporary visa-holder has found a pathway to permanent residence.
it's or its	Use it's only when you intend to abbreviate 'it is' or 'it has'. For example: It's an easy step to take. Its is a pronoun that replaces a noun. For example: - The Government launched its new information package.
less than, fewer than or under	When referring to numerical figures, do not use under in place of less than or fewer than. For example: There were fewer than 250 people at the presentation of the report.
licence or license	The word licence is a noun that means a permit to own or do something. For example: - I have a licence to drive a truck. The word license is a verb that means to grant a licence or to authorise. For example: - I am licensed to drive a truck.
may or might	May indicates permission. For example: You may use the foyer until 10 minutes prior to the speech.

Word	Meaning and example
	Might indicates probability. For example: Failure to follow the instructions might injure someone.
may be or maybe	May be is a verb meaning might be or could be. For example: - The team may be celebrating when the report is tabled. Whereas maybe is an adverb meaning perhaps or possibly. For example: Maybe I will go get a drink of water.
memorandum or memoranda	Memorandum is used when the proposal or agreement is singular. For example: - A Memorandum of Understanding was signed. Memoranda is used when there is more than one proposal or agreement (plural). For example: - The Memoranda of Understanding were signed.
more than or less than	It's always more than and not over 15 years' experience. Foxes jump over fences. For example: At 30 July 2018, there were more than 23,000 staff employed by the Home Affairs Portfolio.
organisation or organization	Organization with a 'z' is American spelling. Use the Macquarie Dictionary's version 'organisation' preferred by the Australian Government. For example: - The Department is a global organisation with more than 14,200 people working in offices in every Australian state and territory, and in 53 locations around the globe Only use organization if the business name is the American spelling. For example: - International Organization for Migration.
passed or past	Past locates something in time or space. For example: That is all in the past. He read 100 books during the past three years. Passed is the action of passing something/someone or moving in relation to it. For example: - She passed the training course with distinction.

Word	Meaning and example
practice or practise	Practice is a noun that makes perfect. For example: - I certainly need more practice. Practise is a verb or a doing word (describing the act). For example: - They practise acquired skills in the training course for 10 weeks before they are sent out.
principal or principle	A principal is in charge of a school or the first in order of importance. For example: - The principal goal of the Department is to work together with the trust of our partners and community to keep Australia safe and secure, and support a cohesive and united Australia open for global engagement. A principle is a basic idea or rule that explains or controls how something happens or works. For example: - Privacy is one of the Department's most important principles.
stationary or stationery	Stationary means fixed, immobile, unmoving, still or static. For example: - He drove the car in a negligent way and hit a stationary lorry. Stationery refers to writing equipment such as pens, paper and envelopes. For example: - The branch will place a stationery order to provide its staff with new 2017 diaries.
stage/coordinate or run/hold	We run races, we do not run conferences. We hold a baby, we do not hold an event or conference. When referring to an event, conference or meeting, use stage or coordinate or promote. For example: - We staged an event. - We coordinated a meeting. - We promoted the conference.
that or which	If the sentence does not need the clause that the word in question is connecting, use which. If it does, use that. For example: - Our office, which has two kitchens, is located on level 5, 6 Chan Street, Belconnen. - Our office that has two kitchens is located on level 5, 6 Chan Street, Belconnen.
waved or waived	Waved means to have motioned to and from or up and down—like when you wave your hand.

Word	Meaning and example
	For example: - The ABF officer waved the truck by. Waived means to give up a claim or right voluntary, or to refrain from enforcing something, or to set something aside temporarily. For example: - The truck driver waived responsibility for the cargo.
weather or whether	Weather is the state of the atmosphere with respect to wind, temperature, cloudiness, moisture, pressure, etc. For example: - The weather was warm. Whether is used to introduce the first of two or more alternatives. Whether is also sometimes repeated before the second or later alternative and used in correlation with the word or. For example: - It matters little whether we go or whether we stay. - The director asked the manager whether she was interested in reading the report.

Appendix C: Preferred words and phrases

Use (correct)	Do not use (incorrect)
A	
a year	per annum
about	concerning, in relation to, regarding, approximately
<i>act of grace</i>	Act of Grace
adult with disability	people with a disability staff with a disability person with a disability disabled person
affect	impact on
after	subsequently
afterwards, then	thereafter
although, despite	despite the fact that
among	amongst
apply	make an application
ask	request
at 30 June 2015	as at 30 June 2015, as of 30 June 2015
Australian Government	Commonwealth Government, Federal Government
Australian Government and state and territory governments	Australian and state and territory governments
aware of, know	cognisant of
B	
because	as a consequence of, in the light of, in view of, the reason is because
before	prior to
begin, start	commence
<i>bona fide</i>	bona fide

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Use (correct)	Do not use (incorrect)
C	
child with disability	children with a disability child with a disability disabled child
complain	make a complaint
consider	give consideration to
create, set up, form	establish
D	
decide	reach a decision
despite, although	despite the fact that
detainees (used only for people in detention)	clients (all people the Department services except those in detention)
documents	documentation
E	
effect, affected by	impact
email	e-mail, Email, eMail
expect, think	envisage
extra, more	additional
F	
family members	members of your family, members of family unit
fax	facsimile
fill in a form	fill out a form
find out	ascertain
focused	focussed
for	on behalf of
foreign national (excluding the use of unlawful non-citizen which has basis in legislation)	non-citizen

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Use (correct)	Do not use (incorrect)
for example	e.g.
G	
get, have, receive, receiving	in receipt of
H	
have, get, receive, receiving	in receipt of
hearing impaired	deaf
help	provide assistance with
I	
if	whether, not
if not	if this is not the case
if so	if this is the case
if when	in the event of, in the event that
in line with	in accordance with
in September	during the month of September
in Australia	onshore, inside Australia
J	
judgement	judgment (used in the legal profession)
K	
know, aware of	cognisant of
L	
later	at a later date
letter	correspondence
live	reside, settle
login	logon, log-on, log-in
local government	Local Government

Use (correct)	Do not use (incorrect)
lodge an application	make an application
M	
in s. 22(1)(a)(ii)	on s. 22(1)(a)(ii)
migrant	immigrant
more, extra	additional
more information	further information
more than	over
most	majority
must	will need to, will have to
N	
na (in tables and data)	NA, N/A
not applicable (in sentences)	
not available (in sentences)	
in Nauru	on Nauru
need or must	require
note that, remember that	it should be noted that
now	at this point in time
O	
on	upon
online	on the web, on the internet
organise	organize
outside Australia	out of Australia, offshore
P	
partner	wife, husband
pay	disburse
people	persons

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Use (correct)	Do not use (incorrect)
people with disability	people with a disability staff with a disability person with a disability disabled person
permanent residence	permanent residency
permanent resident	Australian permanent resident holder of a permanent visa
person with paraplegia	paraplegic man handicapped crippled
phone	contact, call
post	mail
R	
reason for decision	basis for decision
receive receiving	in receipt of
regarding	with reference to, with regard to, with respect to
regional processing centre (RPC)	offshore processing centre (OPC)
regional processing countries	RPCs
residence	residency
respond to	provide a response to
re-use, reusing	reuse, re-using
S	
send	dispatch
so	consequently
some, many, several	a number of
staff with disability	people with a disability staff with a disability person with a disability

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Use (correct)	Do not use (incorrect)
	disabled person
start, begin	commence
state and territory, and local governments	State and Territory and Local Governments
stop	discontinue
T	
that is	i.e.
that is why, the reason why	that is the reason why
the reason is, because	the reason is because
their	his/her
then, afterwards	thereafter
they	he/she
think, expect	envisage
to	in order to
total	aggregate
through	via
U	
under	pursuant to
unlawful non-citizen	illegal immigrant
until	until such time as
use	utilise, usage
user-centred design	user centred design
you should declare	it is requested that you declare
V	
valid	legally made
vision impaired	blind

Use (correct)	Do not use (incorrect)
W	
at the weekend	on the weekend
whether	whether or not
while	whilst

Appendix D: Departmental and ABF classifications

Departmental classification structure	ABF classification structure	ABF nomenclature
<i>Graduate</i>	Graduate Trainee	Border Force Trainee Graduate Trainee
APS1	APS1	Assistant Border Force Officer
APS2	APS2	Assistant Border Force Officer
APS3	APS3	Border Force Officer
APS4	APS4	Leading Border Force Officer
APS5	APS5	Senior Border Force Officer
APS6	APS6	Border Force Supervisor
Assistant Director EL1	EL1	Border Force Inspector
Director EL2	EL2	Border Force Superintendent
Assistant Secretary SES1	SES1	Commander
First Assistant Secretary SES2	SES2	Assistant Commissioner
Deputy Secretary SES3	SES3	Deputy Commissioner
Secretary	Commissioner Comptroller-General of Customs	ABF Commissioner