Primary logo continued.

Legibility should be the main consideration when choosing a logo colourway.

The allowable colourways of the logo are shown below, no colourways outside of those shown may be used.

**PRIMARY LOGO — STACKED**



NAVY + GREEN

NAVY + PURPLE

SAND + GREEN

SAND + PURPLE

NAVY + SAND

**PRIMARY LOGO — INLINE**



NAVY + GREEN

NAVY + PURPLE

SAND + GREEN

SAND + PURPLE

NAVY + SAND

# Mono logos

If the primary logo colourways can
not be used for technical reasons,
a monotone logo is available for use.

These monotone logos should only be used where
there is a technical limitation of using the one colour
logo due to production restrictions.

**MONO LOGO — STACKED**

MONO NAVY

MONO BLACK

MONO SAND

MONO WHITE

**MONO LOGO — INLINE**

MONO NAVY

MONO BLACK

MONO SAND

MONO WHITE
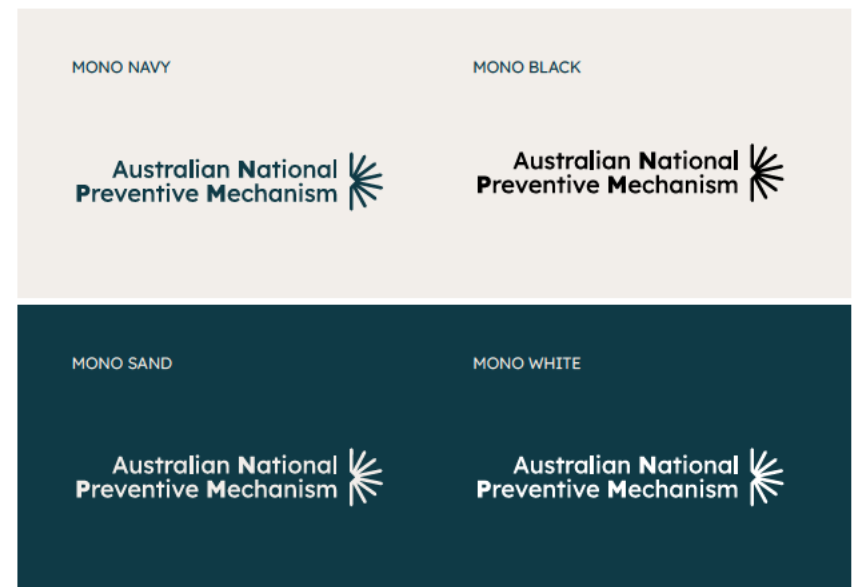
# Logo
# — minimum size

Our logo reproduces well at almost any size. Reducing too small, however, can damage the logo's integrity and effectiveness.

For optimal reproduction and legibility, never use our logo smaller than the sizes shown to the right and described below.

Never reproduce the stacked logo smaller than 15mm / 43px wide or the inline logo smaller than 25mm / 70px wide.

The logo scale should be determined by the available space, aesthetics and function.

Use our logo larger than the minimum size wherever possible.

**STACKED LOGO**

Australian
National
Preventive
Mechanism

**MIN. WIDTH**
15mm / 43px

**LOGO MINIMUM SIZE**
Print 15mm wide
Digital 43px wide

**INLINE LOGO**

Australian National
Preventive Mechanism

**MIN. WIDTH**
25mm / 70px

**LOGO MINIMUM SIZE**
Print 25mm wide
Digital 70px wide

Australian National Preventive Mechanism Brand Guide

# Logo
# — clear space

Clear space shows the minimum spacing between the logo and any other object. It helps ensure the legibility and impact of our logo by separating it from distracting elements.

Clear space helps to maintain consistent use of the logo and protects it from distracting type, graphics or other elements.

The clear space is equal to the width and height of the 'M' in the logo, as shown. Nothing should enter the clear space.

This clear space applies to all applications — both printed and digital.

**CLEAR SPACE**



**CLEAR SPACE**
'M' width and height



**CLEAR SPACE**
'M' width and height

# Colour

Colours are crucial to defining our personality. They provide variety and flexibility, making it easy to refine and evolve our visuals in line with key messages and audiences.

Australian National Preventive Mechanism Brand Guide

82

82

# Colour

Our colour palette is professional and full of warmth. The combination of colours in our brand give an inspiring and progressive feeling, setting us apart from others working in our space.

Colours help define our personality. They provide variety and flexibility, making it easy to refine and evolve our visuals in line with key messages.

# Navy.
# Purple.
# Green.
# Sand.

Australian National Preventive Mechanism Brand Guide

# Colour palette

## Navy

**PRINT**

C90 M60 Y50 K50

**DIGITAL**

R15 G58 B70

# 0F3A46

## Purple

**PRINT**

C45 M55 Y0 K0

**DIGITAL**

R147 G124 B185

# 937CB9

## Green

**PRINT**

C55 M20 Y90 K15
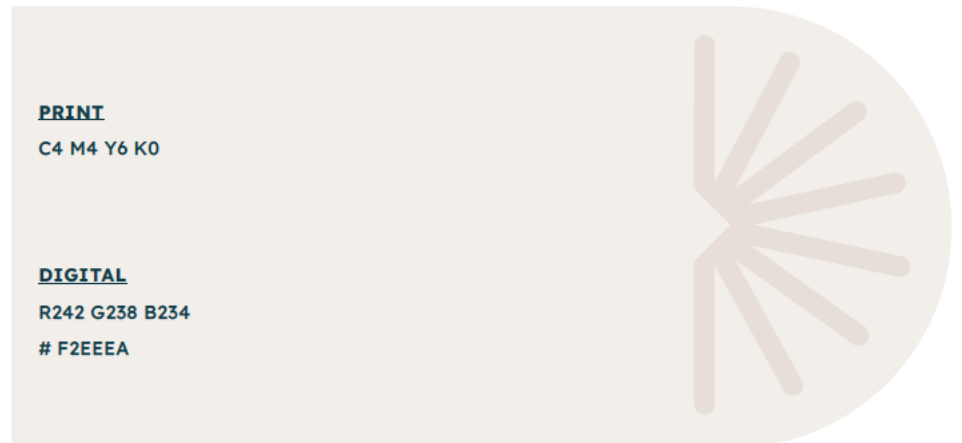
**DIGITAL**

R114 G146 B67

# 729243

## Sand

**PRINT**

C4 M4 Y6 K0

**DIGITAL**

R242 G238 B234

# F2EEEA

*Documents released under the Freedom of Information Act 1982*

# Colour
# — combinations

Colour combinations should be chosen
for vibrancy, legibility and accessibility.

A = WCAG 2.1 Minimum AA compliant

| Navy | | A **Purple** | A **Green** | A **Sand** | A **White** |
|---|---|---|---|---|---|

| Purple | A **Navy** | | | A **Sand** | A **White** |
|---|---|---|---|---|---|

| Green | A **Navy** | | | A **Sand** | A **White** |
|---|---|---|---|---|---|

| Sand | A **Navy** | A **Purple** | A **Green** | | |
|---|---|---|---|---|---|

| White | A **Navy** | A **Purple** | A **Green** | | |
|---|---|---|---|---|---|

Australian National Preventive Mechanism Brand Guide

*85*

# Typography

We have selected two core brand fonts to support communicating our brand personality. The fonts are open source and freely available online, ensuring everyone can easily and consistently use them when producing branded products.

# Meet the families

The brand typefaces, Readex Pro and Caprasimo, are designed to be used across all applications (both physical and digital), from headlines to body copy and everything in between.

They can be used in the weights shown. See the following page for typesetting general principles.

They are both Google Web Fonts, available to download and use for free in all applications here:

Readex pro

Caprasimo

**READEX PRO WEIGHTS**

Readex Pro Extra Light

Readex Pro Light

Readex Pro Regular

Readex Pro Medium

Readex Pro Semibold

Readex Pro Bold

**CAPRASIMO WEIGHT**

Caprasimo

# Typesetting
# — general principles

Our typography is a visual expression of our voice. It should be clear, simple and given space to breathe.

The given examples are a guide to the typical type included in executions.

See the following pages for examples of typesetting in applications.

# Headlines

**READEX PRO LIGHT / REGULAR / MEDIUM**

<u>Case</u> Sentence

<u>Size</u> Large

<u>Leading</u> 5pts larger than the font size

<u>Space after</u> Visual

## Special callout of key outcome or detail

**CAPRASIMO**

<u>Case</u> Sentence

<u>Size</u> Same size as the heading level it's used in

<u>Leading</u> 5pts larger than the font size

<u>Space after</u> Visual

Hero copy / intro paragraph.
OPCAT is unique in many ways,
it is the only exclusively preventive
international human rights instrument.

**READEX PRO REGULAR**

<u>Case</u> Sentence

<u>Size</u> 5–10 points larger than the body copy size

<u>Leading</u> 5pts larger than the font size

<u>Space after</u> Visual

Body copy.
The coordinating body for the Australian National Preventive Mechanism is the Commonwealth Ombudsman. A number of bodies have been designated members of the NPM by Commonwealth, state and territory governments.

**READEX PRO REGULAR**

<u>Case</u> Sentence

<u>Size</u> Small but legible

<u>Leading</u> 5pts larger than the font size

<u>Space after</u> 3–5pt depending on size

Australian National Preventive Mechanism Brand Guide

*88*

# Fallback typefaces

Wherever possible, use Readex Pro and Caprasimo in all communications. In specific use cases where it's not possible to use Readex Pro and Caprasimo, like email signatures where there are technical limitations, Calibri and Georgia Bold can be used as a substitute.

Calibri is the default font with the widest range of weights and thus will be most reflective of the lighter typographic style of the Australian NPM. Georgia is the default font most similar to our feature typeface Caprasimo.

As an email fallback Arial will be used.

**CALIBRI**

Calibri Light

Calibri Regular

Calibri Bold

**GEORGIA**

**Georgia Bold**

Australian National Preventive Mechanism Brand Guide

# Graphic elements

Our visual language is given
flexibility with graphic elements
drawn from the Australian National
Preventive Mechanism logo. This helps
reinforce brand recognition and builds
our brand equity.

| | |
|---|---|
| Colour blocks | x |
| Soft gradient background | x |
| Brand icon | x |
| Members logo block | x |
| Member badge | x |

# Colour blocks

Bold colour blocks in our contemporary colour palette are used to create a distinct and recognisable brand identity for the Australian NPM.

These colour blocks can be used flexibly to create visual interest in layouts and highlight key content. The colour blocks should be used edge to edge when they are used as a background element, or sized appropriately to hold content on the page.

See the following pages for examples of colour blocks in application.
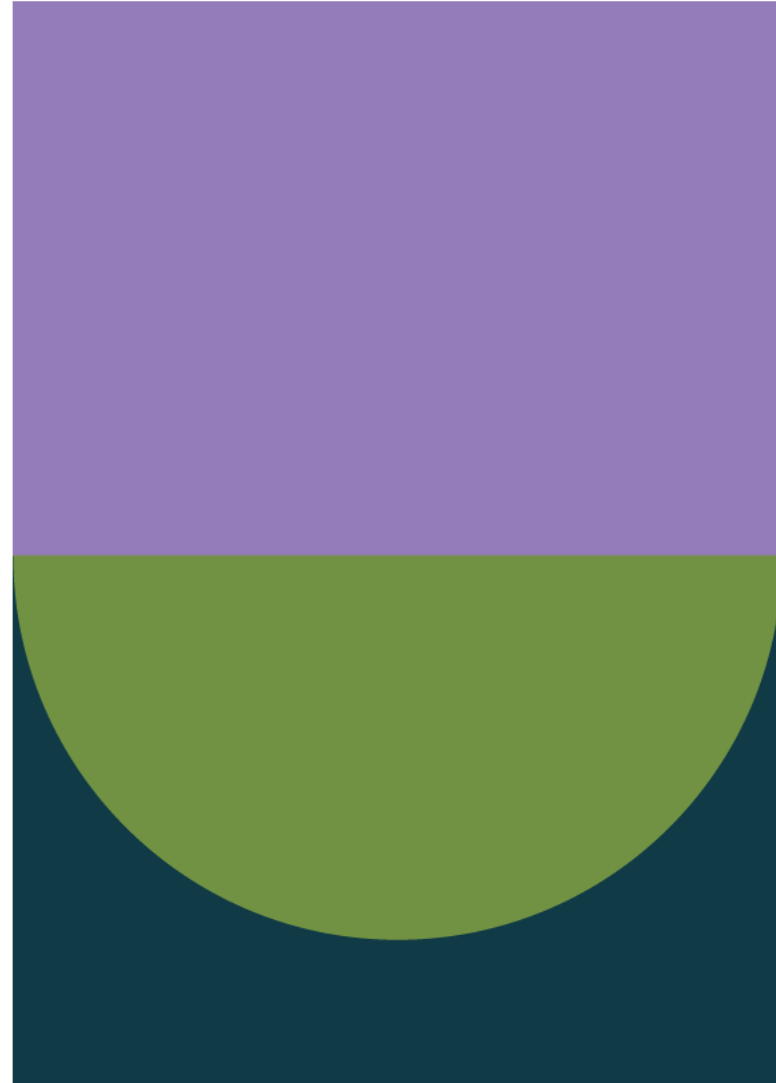
# Soft gradient background

A soft gradient background, predominantly in Sand, may be used in applications that require softness or subtlety.

The gradient backgrounds can be used with colour blocks and other brand elements to extend the flexibility of our brand and create depth in our visual communications.

See the following pages for examples of soft gradient backgrounds in application.

Australian National Preventive Mechanism Brand Guide

# Brand icon

Drawn from the logo, our brand icon helps to reinforce brand recognition and build our brand equity.

Our positive, future focused brand icon can be used to make our communications feel approachable and hopeful, inviting our audience to engage with the Australian NPM. Our icon should only be used in Sand, Purple or Green, and ideally point towards the right, top or bottom, to ensure it always has a bright and optimistic tone.

See the following pages for examples of our brand icon in application.
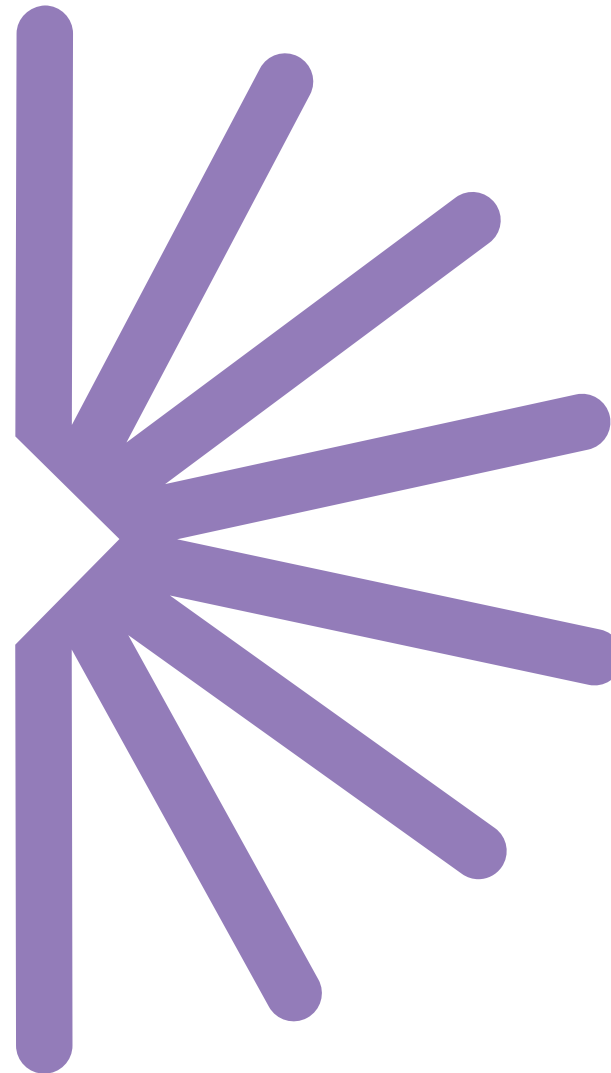
# Members logo block

When we need to highlight the members of the Australian NPM in our communications, this logo block can be included.

Supplied as an image to insert into the template files and as an editable Adobe Illustrator file for the addition of future NPM logos.



Members of the Australian National Preventive Mechanism

# Member badge

The Australian NPM unites our member NPMs, representing them at a National and International level — strengthening their reputations.

This badge has been created to show the relationship of the Australian NPM to the other NPMs in Australia. It can be used in the solid or outlined version by our members, locked up with their logo or as a supporting line in their communications.

Supplied as a png, eps and svg for member NPMs.

**SOLID BADGE**

A member of the Australian National Preventive Mechanism

**OUTLINED BADGE**

A member of the Australian National Preventive Mechanism

**USAGE EXAMPLE**

Commonwealth
National
Preventive
Mechanism

A member of the Australian National Preventive Mechanism

**USAGE EXAMPLE**

Commonwealth
National
Preventive
Mechanism

A member of the Australian National Preventive Mechanism

# Applications

xxx

x

*96*
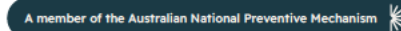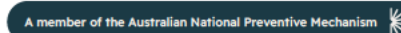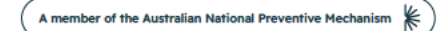
# Business cards

Set up as an Adobe InDesign file for
professional printing.



**Australian National Preventive Mechanism**

visit. advise. educate. cooperate.

**First Name Surname**

**Position Title**

00 0000 0000

firstname.surname
@ombudsman.gov.au

Level 5, 14 Childers St
Canberra ACT 2600

ombudsman.gov.au/anpm
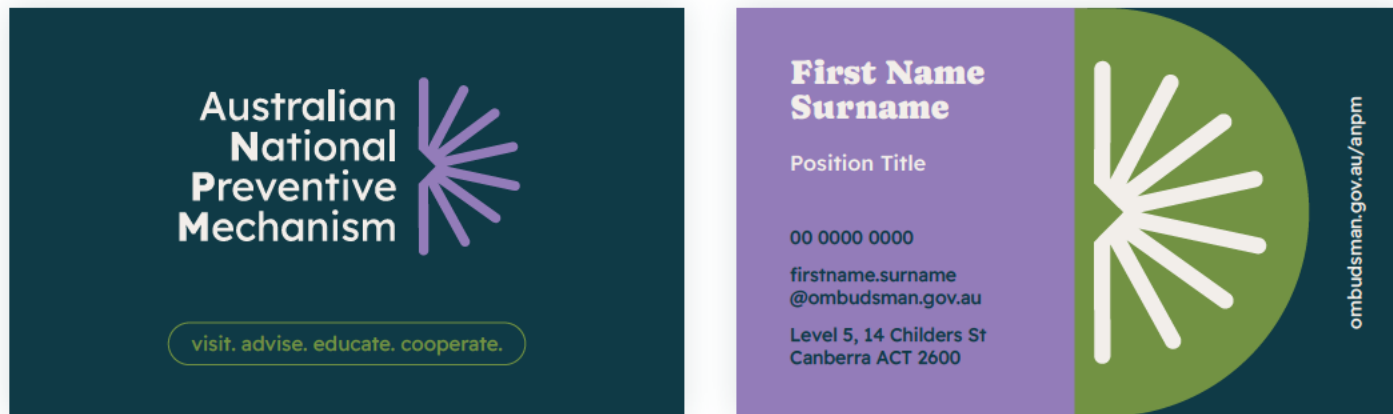
# Letterhead

Set up as an Adobe InDesign file for professional printing and supplied as an editable MS Word template.

# Email signature

Supplied as an editable HTML signature for outlook.

**First name Surname**
**Position Title**
**Section / Brand**

Australian
National
Preventive
Mechanism

00 0000 0000

ombudsman.gov.au

Level 5, 14 Childers St Canberra ACT 2600

The Australian National Preventive Mechanism acknowledges the traditional owners of country throughout Australia and their continuing connection to land, culture and community. We pay our respects to elders past and present.

IMPORTANT CONFIDENTIALITY NOTICE

This e-mail message or an attachment to it is confidential, and it is intended to be accessed only by the person or entity to which it is addressed.

No use, copying or disclosure (including by further transmission) of this message, an attachment or the content of either is permitted and any use, copying or disclosure may be subject to legal sanctions. This message may contain information which is: about an identifiable individual; subject to client legal privilege or other privilege; or subject to a statutory or other requirement of confidentiality.

If you have received this message in error, please call 1300 362 072 to inform the sender so that future errors can be avoided.

# Fact sheet

Supplied as an editable MS Word template.



educate

## Australia's National Preventive Mechanism under the optional protocol to the convention against torture

OPCAT requires countries that sign up to it to establish a system of regular preventive visits to places of detention by independent NPMs. Places of detention are any places where persons are or may be deprived of their liberty.

This includes, for example, adult prisons, youth detention facilities, secure health facilities, police/court cells and immigration detention centres. The UN specifies that, in carrying out this role, an NPM is not an investigative or complaint-handling body. Our role is to conduct these visits and consider systemic issues that increase the risk of torture or ill-treatment.

NPMs make recommendations and suggestions for improving the treatment and conditions of people in detention, and engage constructively with governments and detaining authorities to strengthen these protections.

### At a glance

| | | |
|---|---|---|
| The Optional Protocol to the UN Convention against Torture (OPCAT) aims to prevent torture and inhuman treatment of people deprived of their liberty. | The Immigration Detention Network (IDN) refers to facilities where people in immigration detention can be accommodated including detention centres, transit accommodation, and APODs. In this report, this does not include community detention. | A National Preventive Mechanism (NPM) is an independent domestic (not international) mechanism of one or more bodies, established to visit places where people are deprived of their liberty, for the prevention of torture and other cruel, inhuman, or degrading treatment or punishment. |

Australia's NPM is firmly committed to our work. An NPM plays an important role in identifying risk of ill-treatment and making recommendations for improvements to tackle some of the most challenging detention-related issues facing Australia. This includes, the treatment of children, people with disability and First Nations people. Where they have not yet done so, we call on all Australian governments to appoint NPMs.

Australian National Preventive Mechanism    today will change tomorrow

---

**18**
recommendations to the Department of Home Affairs

| | |
|---|---|
| **3** recommendations have been raised by us before | **4** recommendations call for a review of existing policy |
| **6** recommendations relate to health and welfare of people in immigration detention | **2** recommendations seek consideration of alternative options to held immigration detention |
| **2** recommendations relate to complaints management | **1** recommendation regarding welfare of immigration detention centre staff |

### Summary of our findings

This report presents observations of the Commonwealth National Preventive Mechanism (NPM) related to our oversight of places of detention during the period 1 July 2021 to 30 June 2022 (the reporting period).

Our oversight is conducted under the Optional Protocol for the Convention Against Torture (OPCAT) and the Ombudsman Regulations 2017 made under the Ombudsman Act 1976. This report focuses on immigration detention facilities.

> During the reporting period, we conducted 8 visits to immigration detention facilities, one visit to an AFP detention facility and one visit to an ADF detention facility.

The Commonwealth NPM is also required to monitor Australian Defence Force (ADF) detention facilities and Australian Federal Police (AFP) custodial facilities, but the COVID-19 pandemic, which resulted in state lockdowns and border closures, limited our ability to undertake visits to these places in 2021–22.

- The number of people held in immigration detention needs to be reduced, as does the length of time people spend in detention.
- There are people who face being held in immigration indefinitely, without any clear immigration pathway.
- COVID-19 has been difficult for both people in detention and staff.

Australian National Preventive Mechanism    today will change tomorrow

*100*

# Submission

Supplied as an editable MS Word template.

**Australian National Preventive Mechanism Members' Joint Submission** on the UN SPT Draft General Comment No. 1 on Places of Deprivation of Liberty

visit.
> advise.
educate.
cooperate.

**Australian National Preventive Mechanism**

## Members of the Australian National Preventive Mechanism (NPM)

In 2017, Australia ratified the UN Optional Protocol to the Convention Against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT). The coordinating body for the Australian National Preventive Mechanism (NPM) is the Commonwealth Ombudsman, and a number of bodies have been designated members of the NPM by Federal, State and Territory Governments. Not all governments have nominated or established bodies as an NPM member.

This submission has been prepared and endorsed by the following NPM members:

- Commonwealth Ombudsman
- Australian Capital Territory (ACT) Inspector of Correc
- ACT Ombudsman
- Northern Territory (NT) Office of the Ombudsman
- NT Office of the Children's Commissioner
- NT Community Visitor Program
- Western Australian Office of the Inspector of Custo
- South Australia (SA) Training Centre Visitor

We wish to express interest in participating in the pu
taking place during the 50th session of the SPT, in Ju

## Feedback on Gener

We congratulate the SPT on drafting this
needed guidance to NPMs, governments
better understand the meaning of "place
understanding will, in turn, assist States
OPCAT achieving its intended objectives

Due to the word limit, we have been unable to hig
found particularly helpful, instead focusing on re
for the SPT's consideration.

### Introduction

In footnote 2 on page 1, it is noted that the Eng
"jurisdiction and control", whereas the French v
Although this issue is addressed in the body of
'B. Jurisdiction or control', given the importanc
distinction could be addressed more prominen
in a footnote.

**Australian National Preventive Mechanism**

> **Recommendation 1:**
> The General Comment could address, earlier and in a more prominent manner, the difference between the French and English versions of Article 4(1) of the OPCAT, and the preferred interpretation of Article 4(1), namely, a place under a State party's jurisdiction or control.

Paragraph 4 refers to the definition of places of deprivation of liberty including both "public and private settings and situations". It would be useful if the General Comment could expand on what is meant by "situations".

### Places of deprivation of liberty under article 4

> **Recommendation 2:**
> The General Comment could expand on what is meant by "situations" that might fall within the definition of "place of deprivation of liberty".

Paragraph 5 discusses the difficulties or restrictions that some NPMs have faced with regards to visiting places of deprivation of liberty, particularly citing the following examples:

- national law that is contrary to the international obligations of the State;
- practical difficulties in entering certain places of deprivation of liberty owing to an incorrect or limited understanding by the State party of the definition of places of deprivation of liberty;
- States parties imposing more restrictions on NPMs' access to places of deprivation of liberty than the SPT.

While we certainly appreciate that this is an issue unique to Australia, we would welcome the inclusion of a clear statement that there should be no distinction made by States parties between "primary" and "secondary" places of detention, as has been made by the Australian Government.1 This interpretation is at odds with the Government's obligations under OPCAT, and we welcomed the UN Committee against Torture's ("the Committee") Concluding Observations on Australia, in which the Committee noted "with concern that the State party has adopted a "primary versus secondary" approach to places of deprivation of liberty, which leaves several places in which persons are deprived of their liberty outside the scope and the mandate of the network of national preventive mechanisms, which runs counter to the provisions of article 4 of the Optional Protocol."

### In which persons are not permitted to leave at will

Under paragraph 30, the General Comment could also address the distinction between what amounts to merely a restriction of movement, as opposed to deprivation of liberty.

For example:

The difference between a deprivation and restriction of liberty is one of degree or intensity, and not one of nature or substance... In order to determine whether someone has been "deprived of his or her liberty"... the starting-point must be his or her specific situation, and account must be taken of a whole range of factors such as the type, duration, effects and manner of implementation of the measure in question... Where several measures are in issue, they must be analysed cumulatively and in combination.

**Australian National Preventive Mechanism**

*advise today for change tomorrow*

p. 3

# Corporate report

Supplied as an editable MS Word template.

# Posters

Supplied as a editable MS PowerPoint templates.

Posters continued.

Supplied as a editable MS PowerPoint templates.

*104*

# STYLE
# GUIDELINES ⚖

The brand style guide for ACT Judicial Council as of 2017

# CONTENTS

# INTRODUCTION

Welcome to the style guide for the ACT Judicial Council. The purpose of this document is to maintain consistency across all of our communication material, printed and electronic.

It provides guidance for designers applying our brand so that all material published by us will have a similar look, and therefore be more effective in promoting our organisation.

Please remember the guidelines in this document are not rigid and the Communication Team can be entrusted to make exceptions to these rules when neccessary.

# 01. LOGO VARIATIONS

The ACT Judicial Council logo is a key visual representation and an integral component to the overall look and feel of our brand.

The logo is used on all print collateral, signage, stationery and web collateral.

Selection of the stacked or inline version of the logo is dependent on collateral size and format. The reversed logo is to be used on a coloured backgrounds.

The colour logo is the 'Primary' logo and should be used whenever possible.

| STACKED COLOUR | STACKED GRAYSCALE | STACKED REVERSED |
|---|---|---|
|  |  |  |

| INLINE COLOUR | INLINE GRAYSCALE | INLINE REVERSED |
|---|---|---|
|  |  |  |

| ICON COLOUR | ICON GRAYSCALE | ICON REVERSED |
|---|---|---|
|  |  |  |

4

## 02. APPLYING THE LOGO

When using the ACT Judicial Council logo, please ensure:

- An exclusion zone has been established to ensure the logo is not compromised through competition with other elements. It is also established to ensure that the logo isn't suffocated. The minimum zone around which the logo must be kept free of other images, graphics and text is 8mm.

- Attention to contrast should always be considered carefully. The colour logo should not appear on a dark background.

- The logo is used as supplied— an alternative version using the graphic and text elements is not to be produced. For example the logo must not be skewed/stretched, colours must not be changed and elements must not be rearranged.

**DO NOT** SUFFOCATE

**DO NOT** BLEND IN WITH BACKGROUND

**DO NOT** SKEW

**DO NOT** ALTER LOGO COLOURS

**DO NOT** STRETCH

**MINIMUM SIZE** ALTER LAYOUT

## 03. MINIMUM SIZE

The minimum size of the logo should be reduced to on printed items:

- Stacked – 20mm wide

- Inline – 34mm wide

- Icon – 10mm wide

Always keep the logo at a larger size where possible.

**MINIMUM SIZE** STACKED

ACT JUDICIAL
COUNCIL

20mm wide

**MINIMUM SIZE** INLINE

ACT JUDICIAL
COUNCIL

34mm wide

**MINIMUM SIZE** ICON

10mm wide

6

## 04. COLOUR PALETTE

The ACT Judicial Council colour palette consists of 3 different colours – blue, grey and white. For consistency, only use the exact colour specifications given here.

BLUE

PANTONE 302CP
CMYK: 100, 48, 12, 58
#003a5d

GREY

PANTONE 429C
CMYK: 21, 11, 9, 23
#a1abb2

## 05. **TYPOGRAPHY**

The fonts that comprise the branding for ACT Judicial Council have been chosen for readability as well as for visual appeal.

The Lato family of fonts has been selected for the main headings for corporate documents and ads (ie. stationery, fact sheets), body copy, sub headers and promotional items.

The Calibri family of fonts has been selected for internal documents, emails and website copy.

Aa

Lato Light
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

*Lato Light Italic*
*ABCDEFGHIJKLMNOPQRSTUVWXYZ*
*abcdefghijklmnopqrstuvwxyz*

Lato Regular
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

*Lato Italic*
*ABCDEFGHIJKLMNOPQRSTUVWXYZ*
*abcdefghijklmnopqrstuvwxyz*

**Lato Bold**
**ABCDEFGHIJKLMNOPQRSTUVWXYZ**
**abcdefghijklmnopqrstuvwxyz**

***Lato Bold Italic***
***ABCDEFGHIJKLMNOPQRSTUVWXYZ***
***abcdefghijklmnopqrstuvwxyz***

**Lato Heavy**
**ABCDEFGHIJKLMNOPQRSTUVWXYZ**
**abcdefghijklmnopqrstuvwxyz**

***Lato Heavy Italic***
***ABCDEFGHIJKLMNOPQRSTUVWXYZ***
***abcdefghijklmnopqrstuvwxyz***

Aa

Calibri Regular
ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz

*Calibri Italic*
*ABCDEFGHIJKLMNOPQRSTUVWXYZ*
*abcdefghijklmnopqrstuvwxyz*

**Calibri Bold**
**ABCDEFGHIJKLMNOPQRSTUVWXYZ**
**abcdefghijklmnopqrstuvwxyz**

***Calibri Bold Italic***
***ABCDEFGHIJKLMNOPQRSTUVWXYZ***
***abcdefghijklmnopqrstuvwxyz***

## 06. BUSINESS CARD LAYOUT

The ACT Judicial Council business card is a standard size (90mm x 55mm) and is double sided.

The front displays the reversed out icon from the logo on a blue background. The back contains the coloured inline version of the logo in the top right hand corner. It also has the individual's name/position and contact details in the bottom left hand corner.



**NAME/POSITION**

GPO Box 1884, Canberra ACT 2601

T   XX XXXX XXXX

E   name.here@actjudicialcouncil.org.au

actjudicialcouncil.org.au
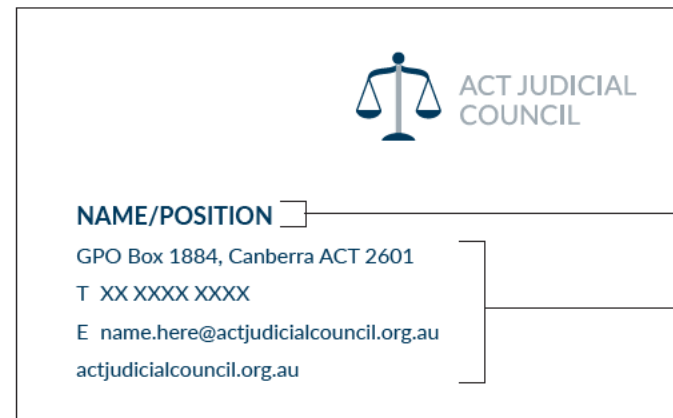
Lato Bold / 9 pt /
#before: 0 / #after: 1.5mm

Lato Regular / 8 pt /
#before: 0 / #after: 1.5mm

## 07. LETTERHEAD LAYOUT

The ACT Judicial Council letterhead is A4 and displays the coloured version of the logo in the top right hand corner. The bottom of the letterhead contains contact details which are centre aligned in the footer. The font used for the text in the middle is Calibri Regular 11pt.



Calibri Regular / 11 pt /
#before: 0 / #after: 6mm

Lato Regular / 8.5 pt /
#before: 0 / #after: 1mm

**ACT JUDICIAL COUNCIL
STYLE GUIDELINES 2017**

Manager, Communication
GPO Box 442
CANBERRA ACT 2601
Email: media@ombudsman.gov.au
Website: ombudsman.gov.au

Design: Papercut

**COMMONWEALTH**
**OMBUDSMAN**

# Communications and Governance

Brand guidelines for reporting

Last updated October 2023

## Introduction

The *Brand Guidelines for Reporting* presents essential elements which must accompany all graphs produced by the Commonwealth Ombudsman's Office. The Office presents and operates as 'one Office' and therefore it is important that we produce consistent and effective graphs in all documentation produced by the Office, both internally and externally.

The Office no longer has specific industry specific colours, all functions should follow this guide when producing graphs unless there are a specific brand guidelines in place that outlines specific alternative colours. In those instances team should use those colours indicated in their brand guidelines to display data and can follow the rest of this process for their specific colour palette.

## Graph Colours

Expanding on the existing branding, the below takes our current colour pallet range down a few more levels to ensure we are consistent when producing graphs, understanding users need a broader range of more than three colours. The colours detailed below are to be used when producing graphs for any internal or external documentation.

When creating graphs in Microsoft Word, the designated graph colours will already be implemented when using the new external Word templates. This means that when you create a graph using the Office's Microsoft Word templates you will not be required to alter the colour scheme.

An Excel template has been set up with the new Corporate colours.

However, if the Word document or other Microsoft product you are working on does not already have the new brand colours embedded then you will be required to manually insert the colours. Instructions on how to do this are displayed below.

Step 1: Go to the 'design' tab and select the 'colours' drop down.
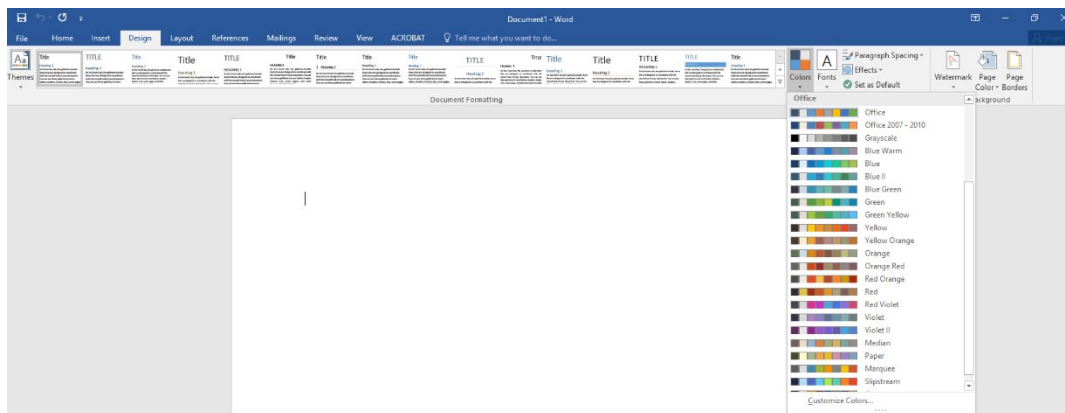


Step 2: Select 'Customise colours…' this will bring up a pop up.

1
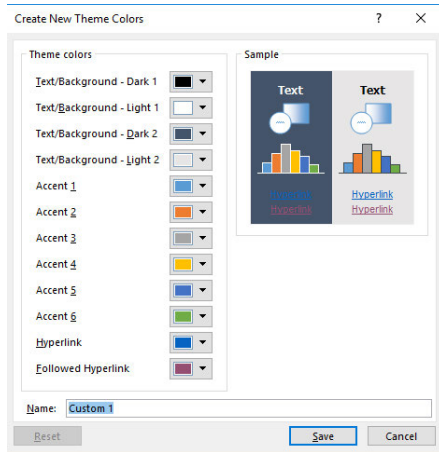
You will then need to insert the colours for Accent 1 through to Accent 6.
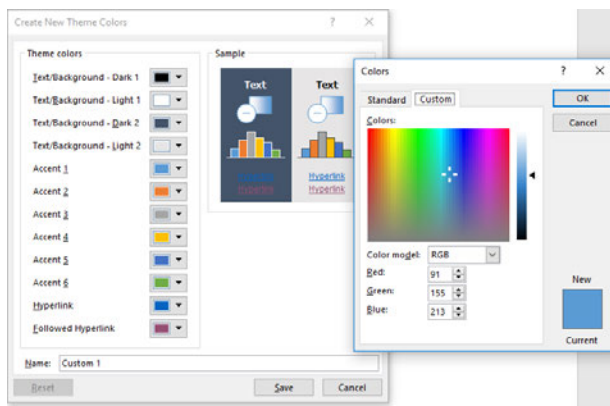


You will need to ensure that you select the correct colours. The colour codes for each function are displayed below. If your function does not have specific colours, please use the corporate colour pallet.

Following this, save the selected colours. This will result in the appropriate colours being applied to all graphs generated within that document file. If you require assistance or have any questions please contact the Communication team.

If you are creating graphs in Excel ad transferring them over to Word, you will need to ensure you set the colours to 'Colourful' instead of 'Gradient'. Otherwise the graph will not transfer the colours over correctly.

If you need more than 6 colours, Microsoft will automatically either lighten or darken the original colours and repeat the pattern.

| Commonwealth and ACT Ombudsman colour range | | |
|---|---|---|
| R0 G153 B218<br># 0099DA | R0 G161 B139<br># 00A18B | R160 G93 B165<br># A05DA5 |
| R238 G77 B155<br># EE4D9B | R150 G5 B90<br># 96055A | R242 G97 B34<br># F26122 |

## Legend

Legends are required to accompany all graphs. This should be displayed next to the graph (to the right, left or underneath). This should contain a small sample of each colour on the graph as well as a short description of what each colour means. This helps the reader understand what the colours and shapes represent in terms of data.

An example is displayed below:

- Explanation
- Financial
- Action expedited
- Decision changed or reconsidered
- Other non financial
- Apology
- Law, policy or practice changed
- Disciplinary action
- Remedy provided by agency without Ombudsman Intervention

## Lead in text

A short explanation of what the graph represents and the outcome from the data should be written either before or after the graph. This should introduce the graph, explain what the data means and help the reader interpret the information.

Here is an example:

- 'In 2018–19 we received 1,711 complaints and finalised 1,764. This is a 12 per cent increase in complaints received compared to 2017–18. During the same period the number of NDIS participants increased by 62 per cent.'

### Alternative text (Alt Text)

Alt text should be applied to all graphs and charts to increase the accessibility of the information. When writing alt text, staff should include:

- the title of the graph
- the type of graph
- information explaining the X- and Y-axis
- the trend the graph is used to convey. This will give the user all the required information to accurately interpret the graph.

Instructions on how to add alt text to graphs is displayed below:

1. Right click a chart and select 'Format Chart Area…'
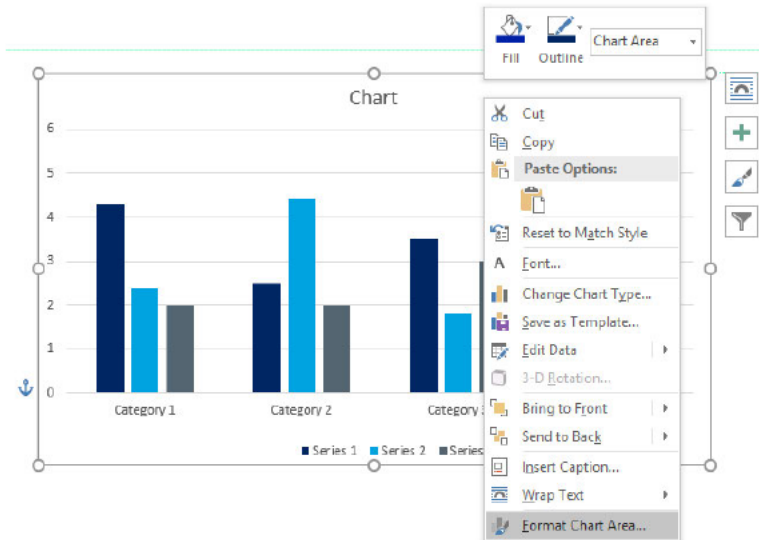
2. This will bring up a side bar. Click the icon on the far right, as shown below. Then add your description and title.
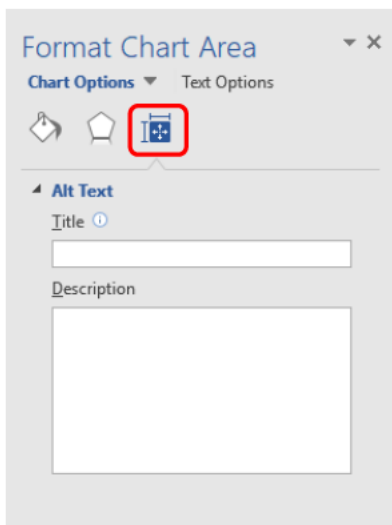


# Traffic light reporting

The Office uses a traffic light colour system when conveying performance measures, service level standards and various other documents where a status of a deliverable needs to be defined. Below outlines the colour code and range of when to use each colour:

- Green: equivalent or greater to target
- Yellow: Score under the target by between -0.01% and -10%
- Red: score under the target greater than -10%

RGB 0/176/80   HTML 00B250          RGB255/226/101   HTMLFFE265          RGB 255/63/63 HTMLFF3F3F



4

**COMMONWEALTH
OMBUDSMAN**

# The Commonwealth Ombudsman Style Guide

July 2021

## About This Guide

The Ombudsman Style Guide provides guidance for the authors of documents to ensure our writing is clear, effective and consistent.

The whole-of-government style underpins this guidance and sets the standard for all Australian Government communication. Please refer to the Style Guide for detailed guidance on particular conventions of grammar or expression.

## Office Style Guidance

### Government branding

Use Australian Government when referring to the Government and its policy decisions.

Use Commonwealth when referring to the legal entity or where it forms part of a name or title.

### Referring to the Ombudsman and the Office

We use the following terms to refer to the Ombudsman and the Office:

- 'the Office of the Commonwealth Ombudsman'
- 'the Ombudsman's Office'
- 'the Office'
- 'ombudsmen' with lower case 'o' when referring to a group of ombudsmen in general
- capital 'O' for Ombudsman for a noun or as part of a title
- 'we' or 'our' with references to 'we investigated', 'in the course of our enquiries' or 'the Office'.

### Describing ourselves

Despite our many functions (and the Ombudsman's many statutory titles) we are one Office.

Consistent with this, we use the following terms to describe ourselves:

- **Internally**, we are the [name of branch or section]—**Program Delivery Branch** for example, *not* the Defence Force Ombudsman or DFO.
- **Externally**, we are generally the **Office of the Commonwealth Ombudsman (or the Office)**, rarely are we the Defence Force Ombudsman.

There may be times when referring to the full statutory title—for example the Overseas Students Ombudsman (OSO)—may be appropriate. For example, as the Act and regulations give functions to the 'Overseas Students Ombudsman', it is correct to refer to the OSO in that context.

### Font

We use 11 point Calibri as our default font.

Create your document using the following styles: headings 1–3 and 'normal'. For more detailed guidance see the Office's Branding Guidelines.

### Spacing

We use a single space after a full stop.

**COMMONWEALTH OMBUDSMAN**

## Line Spacing

We use single line spacing.

## Lists

**Sentence Lists**: capitalise and finish each item with a full stop, including the last one.

| Example |
| --- |
| The committee members decided on several actions:<br>• The secretary will respond to each recommendation.<br>• The secretary will allocate responses that need more work to members.<br>• Members will discuss the recommendations at the next meeting. |

**Fragment lists**: lowercase with a full stop only after the last item.

| Example |
| --- |
| Australia is famous for its:<br>• islands and coral reefs<br>• abundant wildlife<br>• tropical rainforest, and<br>• beautiful beaches. |

No punctuation at the end of each point.

Only include 'and' or 'or' after the second-last list item if it is critical to meaning – for example, you are writing in a legal context.

## Numbers

Numbers above 2 are written in numeric form. Zero and one are spelled out.

## Dates

Don't split dates across separate lines in a document and always include the year (i.e. the document is due 21 April 2021, not 21 April).

## Contacts

When providing correspondence to an agency head or SES Band 2/3 from the Ombudsman or Deputy Ombudsman, provide their contact details as well as the relevant team members contact details.

## Disclaimers

A disclaimer is required for content or products including (although not limited to):

- incurred phone call costs—any content referencing phone numbers
- Indigenous Australians—any content involving Indigenous persons, images and culturally relevant locations
- privacy clauses—any content requesting personal information.

2

Disclaimers help protect the Office from unnecessary risk and liability as a result of information provided to complainants. The legal team can help you draft an appropriate disclaimer or clause.

Example of a disclaimer: *this is not a toll-free number and calls from mobile phones are charged at mobile phone rates.*

### Legislation

When referring to legislation, use the following conventions:

- The first reference to an Act or Regulation in a document should give the full title and year in italics (*Ombudsman Act 1976*) with a shortened reference in brackets (Ombudsman Act).
- Subsequent references can then be shortened in normal type, without the year (Ombudsman Act).
- Bills are shown in normal case, not italics.
- An Act contains sections, which are often divided into subsections, a reference to a section or subsection number should be written as s 5 or s 5(2)(d)—not section 5, or s.5, or s5. Where a sentence starts with a reference to a section, 'section' should be written in full and not abbreviated to 's'.
- A reference to more than one section or subsection should be written as ss 6 and 7 or ss 4–7.

### Active voice

Use active voice, rather than passive, when possible. It gives your writing energy and clarity and leads to shorter sentences.

Active voice uses active verbs. Active verbs decide, do, act and fix. For example Jane wrote the report (active), the report was written by Jane (passive).

Don't use "have" or "has" superfluously – if the sentence makes sense without it, leave it out.

## Preferred Terms

For a comprehensive list of preferred terms, please refer to the Office's Preferred Terms document.

### Inclusive language

- Use language that is culturally appropriate and respectful of the diversity of Australia's peoples.
- Use gender-neutral language. When communicating directly with one person find out their preferred pronoun, when appropriate.
- Focus on the person, not the disability. Mention disability only if it is relevant and necessary (e.g. people with a disability rather than disabled person).

For further guidance on inclusive language see whole-of-government style manual.

### Payment types

Use the proper name of any Commonwealth payment, for example Carer Payment.

**COMMONWEALTH**
**OMBUDSMAN**

## Footnotes

Footnotes should only be used in exceptional circumstances and contain references rather than text that could be included in the body of the document. Where a footnote is included in a document ensure the material referenced is already in the public domain.

## Phone Numbers

Make sure phone numbers are split consistently, in bold font and sitting on one line:

- 6 digit numbers are split in half, **131 450**
- 10 digit numbers are split 4-3-3, **1300 362 072**
- phone numbers with an area code are split 2-4-4, **02 6276 0123**
- extension number (for internal use only) are in 3, **168**
- mobile phone numbers are split 4-3-3, **0414 123 456.**

## Websites

When citing web addresses (URLs):

- remove the 'www' from all displayed addresses—for example **ombudsman.gov.au**
- do not use punctuation after the address as it can cause mistakes when typing the URL
- make sure website addresses are activated.

When reviewing written content ensure that:

- the correct template and lay out have been selected
- names of people, titles and programs are spelt correctly
- (if applicable) all hyperlinks work.

# Commonwealth Ombudsman Style Guide tip sheet

## Government branding
Use Australian Government when referring to the Government and its policy decisions.

Use Commonwealth when it refers to the legal entity or forms part of a name or title.

## Describing ourselves
**Internally**, we are the [name of branch or section]—**Program Delivery Branch** for example, *not* the Defence Force Ombudsman or DFO.

**Externally**, we are the Office of the Commonwealth Ombudsman (or the Office), *not* the Defence Force Ombudsman. With the exception of referring to the full statutory title—for example as the Act and regulations give functions to the 'Overseas Students Ombudsman'.

## Font
Use 11 point Calibri as its default font for body text. When creating a document use the following styles in word text formatting: headings 1–3 and 'normal'.

## Referring to the Office
The Ombudsman prefers to use the following terms:

- 'the Office of the Commonwealth Ombudsman'
- 'the Ombudsman's Office'
- 'the Office'
- 'ombudsmen' with lower case 'o' when referring to a group of ombudsmen in general
- capital 'O' for Ombudsman for a noun or as part of a title
- 'we' or 'our' with references to 'we investigated', 'in the course of our enquiries' or 'the Office'.

## Lists
Sentence Lists: capitalise and finish each item with a full stop, including the last one.

Fragment lists: lowercase with a full stop only after the last item.

Only include 'and' or 'or' after the second-last list item if it is critical to meaning.

## Dashes
The en dash (–) is used to represent a span or range of numbers, dates, or time, for example 2020–21.

## Referring to the Ombudsman
'the Ombudsman' can only be used when something cannot or has not been delegated, for example: *The Ombudsman is required to report to the Minister on the results of those inspections.*

## Preferred terms
Refer to the Office's Preferred Terms document.

## Inclusive language
Use language that is culturally appropriate and respectful of the diversity of Australia's peoples.

Use gender-neutral language. When communicating directly with one person find out their preferred pronoun, when appropriate.

Focus on the person, not the disability. Mention disability only if it is relevant and necessary.

See the Government style guide.

**Resources:**

- The whole-of-government style manual
- The full Commonwealth Ombudsman style guide
- The Commonwealth Ombudsman preferred terms

# Branding and Terminology Policy

The branding of the Commonwealth Ombudsman has been an important step in creating a unified identity for the Office. It provides a 'one Office' presence to government, agencies, industry, the public and others who approach our Office.

It is important that we all support the new branding and not fragment it or undermine the decision that was made as an Office to rebrand under the Commonwealth Ombudsman banner.

## Describing ourselves

It is an Office direction that we present and operate as 'one Office' – that is, despite our many functions (and the Ombudsman's many statutory titles), we are part of one entity and work under one Ombudsman.

We all ultimately provide assurance in the integrity of government agencies, and influence improvement in public administration and prescribed private sector entities. **NOTE: ACT Ombudsman, which is technically a separate agency, is the only part of the Office with separate branding.**

Consistent with this, please ensure that we use the following terminology to describe ourselves:
**-Internally**, we are the [name of branch or section] – **Defence Branch** for example, *not* the Defence Force Ombudsman or DFO.
**-Externally**, we are the **Office of the Commonwealth Ombudsman (or OCO)**, *not* the Defence Force Ombudsman or DFO, for example.

There may be times when referring to your full statutory title – for example the Overseas Students Ombudsman – might be appropriate. For example, as the Act and regulations give functions to the 'Overseas Students Ombudsman', it is correct to refer to the OSO in that context.

However, when talking about ourselves, it should be 'staff in the Ombudsman's Office', or 'the OCO...' (or internally, for example 'Integrity Branch staff', 'Integrity Branch's view is that...')

### *Example*

### VET Student Loans

Incorrect:

The VET Student Loans Ombudsman investigates complaints about VET FEE HELP loans and VET Student Loans.

Correct:

The Office of the Commonwealth Ombudsman investigates complaints about VET FEE HELP loans or VET Student Loans.

OR

We can investigate complaints about VET FEE HELP loans or VET Student Loans.

## Brand guidelines

The Commonwealth and ACT Ombudsman logos should be used only in the format it is provided to you by the Communication Team. It should **not** be altered in any way including rotating it, adjusting it so that it causes its proportions to become distorted or making changes to the colours of the logo.

More information on branding will be supplied very soon as a part of the Office's Style Guide.

## Logo formats

Depending on whether you are going to use the logo in electronic or printed media, our logo is available in different image formats, with different usage instructions.

The Communication Team can advise which logo version best suits your needs.

## Requests for departure from our standard branding and language

If you have a request that is outside this policy, such as a co-brand, terminology change or tagline request, you must send a business case outlining your reasoning to the Deputy Ombudsman to seek approval.

COMMONWEALTH
**OMBUDSMAN**

## Commonwealth Ombudsman short guide of preferred terms

| Preferred term |
|---|
| Aboriginal and Torres Strait Islander peoples |
| act of grace mechanism (or power) |
| Adviser (not advisor) |
| Age Pension |
| And (not &) |
| Australian citizen |
| Australian Government Rebate on private health insurance, private health insurance rebate |
| Australia Post, Post Billpay |
| backdating |
| because |
| Carer Allowance |
| Carer Payment |
| Commonwealth Ombudsman |
| Complaint handling |
| complainant |
| Compulsory Income Management |
| culturally and linguistically diverse (CALD) For more information on inclusive language see here Cultural and linguistic diversity \| Style Manual |
| decision-making |
| Defence Abuse Reparation payments |
| department (use the proper noun to start with such as Department of Human Services, then 'the department') |
| detention centre (unless referring to a specific detention centre—a proper noun) |
| disability information-sharing (choosing to share information about disability) |
| Education Entry Payment |
| End (not cease) |
| enquiry |
| Financial year |
| given name |
| family name |
| focused |
| help |
| Important (not key) |
| in-hospital |
| in-patient |
| investigation |
| investigation officer or Investigation Officer |
| judgement (a considered decision) |
| LGBTQIA+ (and abbreviation for lesbian, gay, bisexual, transgender, queer (or questioning), intersex, and asexual (or allies) |
| Lifetime Health Cover (LHC) |
| Minister |
| more (not additional) |
| most (not majority) |

COMMONWEALTH
**OMBUDSMAN**

| Preferred term |
|---|
| need (not require) |
| Office of the Commonwealth Ombudsman |
| the Office of the Commonwealth Ombudsman, the Ombudsman's Office |
| Optional Protocol to the Convention against Torture (OPCAT) |
| out-of-hospital |
| Out of jurisdiction (OOJ) |
| out-of-pocket |
| per cent (use % sign in tables or a long list of numbers) |
| practical |
| prove (not substantive) |
| reportees (Defence Force Ombudsman only) |
| Result |
| use |
| usually (generally) |
| whole-of-government |

For a more comprehensive list of preferred Office terms refer to the complete list of preferred terms.

# Email Signatures

Choose one of the following five email signatures:

- First Nations
- Pride and diversity
- CALD working group
- Corporate
- Text based only.

Versions are available for either the Commonwealth Ombudsman or ACT Ombudsman.

For information about how to change your email signature or to update the Acknowledgement to Country statement see the instructions on the Branding and Style Guide intranet page.

## Commonwealth Ombudsman signatures

## First Nations

**Firstname Surname**

Position title

Section / Branch

Proud to be working on the lands of the Gadigal people of the Eora Nation.

**COMMONWEALTH OMBUDSMAN**

00 0000 0000 / 0400 000 000
name@ombudsman.gov.au
ombudsman.gov.au
Level 5, 14 Childers St Canberra ACT 2600

The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

Artwork by Kevin Bynder, Whadjuk Nyungar Badimia Yamatji Artist.

# Pride and diversity

Firstname Surname

Position title

Section / Branch

**Fostering diversity and inclusion**

COMMONWEALTH
**OMBUDSMAN**

00 0000 0000  /  0400 000 000

name@ombudsman.gov.au

ombudsman.gov.au

Level 5, 14 Childers St Canberra ACT 2600

**Proud to be working on the lands of the Gadigal people of the Eora Nation.** The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

]

# CALD Working Group

Firstname Surname

Position title

Section / Branch

**Member of the Culturally and Linguistically Diverse Network**

COMMONWEALTH
**OMBUDSMAN**

00 0000 0000  /  0400 000 000

name@ombudsman.gov.au

ombudsman.gov.au

Level 5, 14 Childers St Canberra ACT 2600

**Proud to be working on the lands of the Gadigal people of the Eora Nation.** The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

# Disability Working Group

## Firstname Surname

Position title

Section / Branch

**Member of the ENABLED Disability Network**

**COMMONWEALTH OMBUDSMAN**

00 0000 0000  /  0400 000 000

name@ombudsman.gov.au

ombudsman.gov.au

Level 5, 14 Childers St Canberra ACT 2600

**Proud to be working on the lands of the Gadigal people of the Eora Nation.** The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

# Corporate

## Firstname Surname

Position title

Section / Branch

**COMMONWEALTH OMBUDSMAN**

00 0000 0000  /  0400 000 000

name@ombudsman.gov.au

ombudsman.gov.au

Level 5, 14 Childers St Canberra ACT 2600

**Proud to be working on the lands of the Gadigal people of the Eora Nation.** The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

Text Only

Firstname Surname

Position title

Section / Branch

**COMMONWEALTH OMBUDSMAN**

00 0000 0000  /  0400 000 000

name@ombudsman.gov.au

ombudsman.gov.au

Level 5, 14 Childers St Canberra ACT 2600

# ACT Ombudsman signatures

## First Nations

Firstname Surname

Position title

Section / Branch

Proud to be working on the lands of the Gadigal people of the Eora Nation.

ACT Ombudsman

OMBUDSMAN AN OFFICER OF THE ACT LEGISLATIVE ASSEMBLY

00 0000 0000 / 0400 000 000

name@ombudsman.gov.au

ombudsman.act.gov.au

Level 5, 14 Childers St Canberra ACT 2600

The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

Artwork by Kevin Bynder, Whadjuk Nyungar Badimia Yamatji Artist.

## Pride and diversity

Firstname Surname

Position title

Section / Branch

Fostering diversity and inclusion

ACT Ombudsman

OMBUDSMAN AN OFFICER OF THE ACT LEGISLATIVE ASSEMBLY

00 0000 0000 / 0400 000 000

name@ombudsman.gov.au

ombudsman.act.gov.au

Level 5, 14 Childers St Canberra ACT 2600

Proud to be working on the lands of the Gadigal people of the Eora Nation. The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

]

## CALD Working Group

### Firstname Surname

Position title

Section / Branch

**Member of the Culturally and Linguistically Diverse Network**

ACT Ombudsman

OMBUDSMAN AN OFFICER OF
THE ACT LEGISLATIVE ASSEMBLY

00 0000 0000 / 0400 000 000

name@ombudsman.gov.au

ombudsman.act.gov.au

Level 5, 14 Childers St Canberra ACT 2600

**Proud to be working on the lands of the Gadigal people of the Eora Nation.** The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

## Disability Working Group

### Firstname Surname

Position title

Section / Branch

**Member of the ENABLED Disability Network**

ACT Ombudsman

OMBUDSMAN AN OFFICER OF
THE ACT LEGISLATIVE ASSEMBLY

00 0000 0000 / 0400 000 000

name@ombudsman.gov.au

ombudsman.act.gov.au

Level 5, 14 Childers St Canberra ACT 2600

**Proud to be working on the lands of the Gadigal people of the Eora Nation.** The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

# Corporate

## Firstname Surname

Position title

Section / Branch

ACT Ombudsman

OMBUDSMAN AN OFFICER OF
THE ACT LEGISLATIVE ASSEMBLY

00 0000 0000 / 0400 000 000

name@ombudsman.gov.au

ombudsman.gov.au

Level 5, 14 Childers St Canberra ACT 2600

**Proud to be working on the lands of the Gadigal people of the Eora Nation.** The Office of the Commonwealth Ombudsman acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, culture and community. We pay our respects to Elders past and present.

## Text Only

Firstname Surname

Position title

Section / Branch

**ACT OMBUDSMAN**

00 0000 0000  /  0400 000 000

name@ombudsman.gov.au

ombudsman.act.gov.au

Level 5, 14 Childers St Canberra ACT 2600

*138*

**COMMONWEALTH**
**OMBUDSMAN**

# Updating Your Email Signature in Microsoft Outlook

Having a consistent and professional email signature is crucial for maintaining a professional appearance in our communication. Follow the steps below to update your email signature in Microsoft Outlook with the provided template.

These email signature blocks replace the previous signature blocks.

**Step 1: Choose and download your signature style:**

The Office offers five email signature styles:

- First Nations
- Pride and diversity
- CALD working group
- Corporate
- Text based only.

Review the available options and select the one that best fits your preferences and requirements. You must use one of the styles provided.

Download your chosen email signature template from the Branding and Style Guides (ombudsman.gov.au) intranet page.

**Step 2: Copy the Template:**

- Open the downloaded template and select the email signature.

- Then copy the contents (Ctrl+C) of the template.

**Step 3: Open Microsoft Outlook:** Open Microsoft Outlook on your computer.

**Step 4: Access Signature Settings:**

- Click on "New Email" in the top left corner of the screen.

- In the new email that opens, select the paperclip icon "Include" and from the dropdown menu select "Signature" and then the following heading "Signatures…".

**COMMONWEALTH
OMBUDSMAN**

- This will open the "Signatures and Stationery" window.
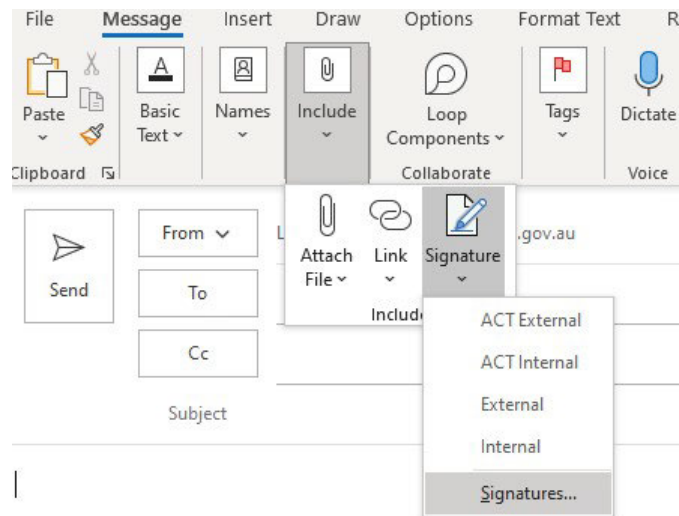


**Step 5: Create a New Signature or edit an existing one:**

- **New Signature**: In the Signatures and Stationery window, click on "New" to create a new email signature. Enter in a name for your signature in the popup window and click "ok".

  Your new signature name will now display in your list.

- **Edit an existing Signature:** Select the signature you want to edit from your list.

**COMMONWEALTH**
**OMBUDSMAN**
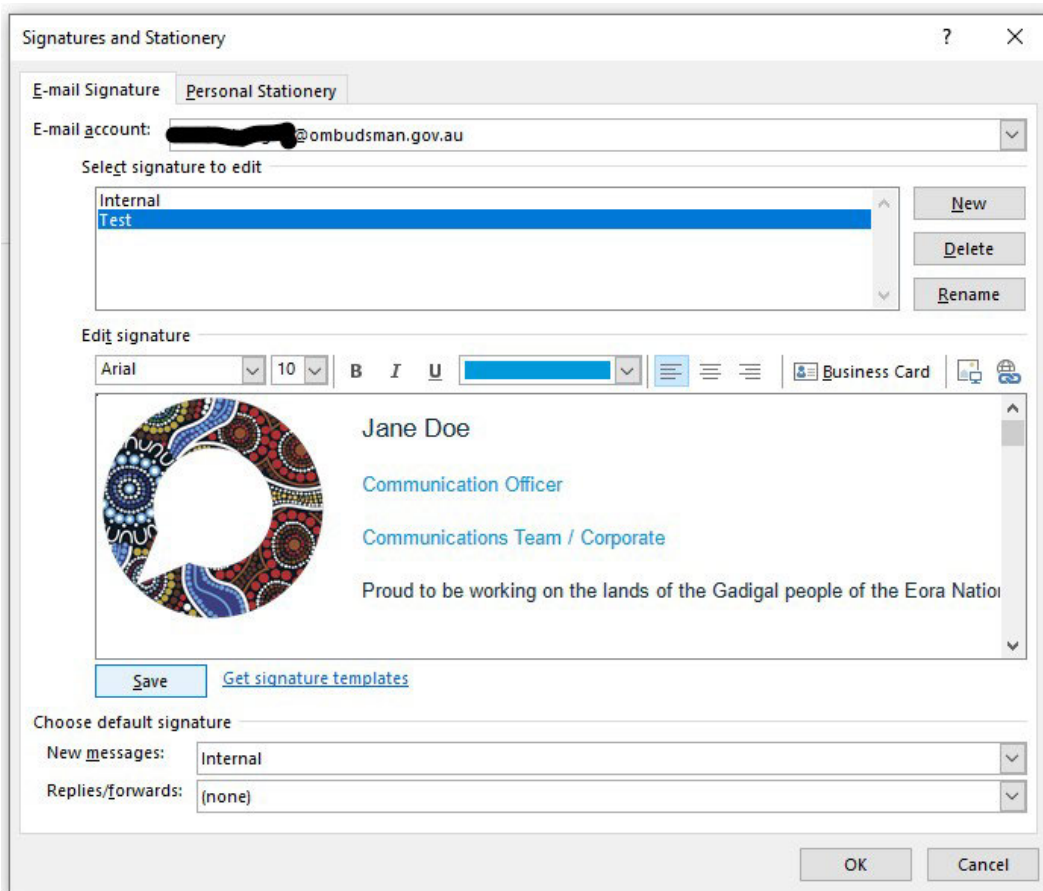
## Step 6: Update your Signature:

- Paste (Ctrl+V) the copied contents from the template into the "Edit signature" box.
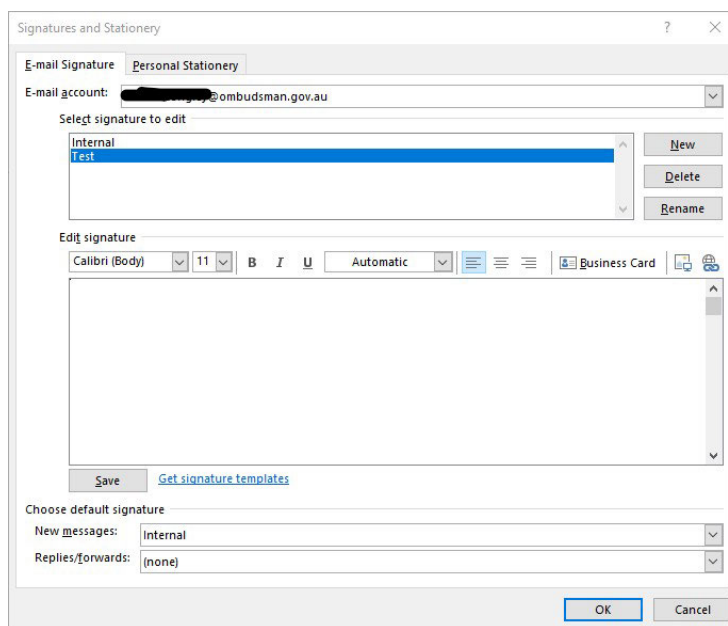
  ***Hot tip!*** When pasting the email signature, right click and select the 'Keep source formatting' option

## Step 7: Personalise Your Information:

- Update your details in the template, including your name, position title and section / branch, phone number(s) and email address.

- Also update the Clan and Country name of where you work in the Acknowledgement of Country. You can find out what Country you are on here https://aiatsis.gov.au/explore/map_indigenous_australia

- Save your Signature!

**COMMONWEALTH OMBUDSMAN**

## Tips and helpful info!

All staff    Staff are not required to include their office location.

You can create multiple signatures, so you can have an internal and external signature, one each for ACT and Commonwealth, and even one that refers to a group mailbox instead of your personal one. This all depends on your role and needs.

If the formatting changes, use the "Paste Format" button to reapply the correct style.

## Step 8: Set as Default Signature:

- Set your preferred signature as the default for new messages and replies/forwards if needed.

## Step 9: Save and Close:

- Click "OK" to save your changes and close window.

## Step 10: Changing from your default Signature

- If you have multiple signatures and want to use one that isn't your default, click on the "Include" paperclip icon and select "Signature". Then pick the signature from the list you would like to use for your email.
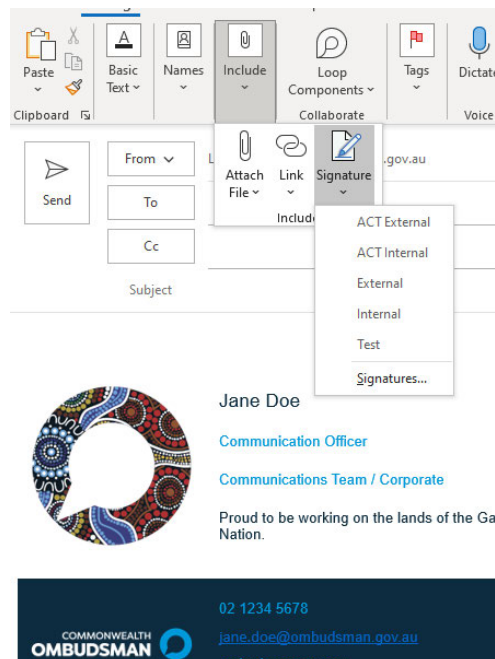
**Conclusion:** Your email signature has now been updated with the provided template. Ensure you keep your signature up to date.

**COMMONWEALTH OMBUDSMAN**
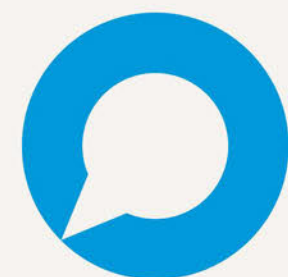
# STANDARD OPERATING PROCEDURE –
# How to request cover page design for a report

**Purpose**

These SOPs should be used to support the development of cover page designs for:

1. Own Motion Investigations
2. Reports
3. Issues Papers
4. Public Statements
5. Other public facing communication materials that require a custom cover.

This procedure applies to any team creating the above products.

For urgent requests, please contact the Communications team and the Director, CEE.

| Step | Action required | Time frame before publication? |
|------|-----------------|-------------------------------|
| **Request** | **Request for report cover**<br><br>Teams must email the Communications team to request the creation of report cover options for the report/publication. Requesting areas should provide the following:<br><br>• Background<br>　○ **Title**: The title of their project or report.<br>　○ **Topic**: A brief description of the subject matter.<br>　○ **Intended Publication Date**: The date on which the report will be published.<br>　○ **Intended Audience**: Specify the target audience for the report.<br>　　**Options**: Specify whether team would like one or two design options.<br>• Teams must specify their preferred level of 'Brand Volume' as per the guidelines on page 50 of the brand guide. For example, official letters and reports typically have a lower brand volume.<br><br>*The responsibility of selecting the colour and style of the report cover lies with the Communications team.* | No later than 1 month before planned publication. |
| **Design Options** | **Design Options Selection:**<br><br>The Communications team will provide two design options for consideration. Teams are required to select their preferred design from the options provided.<br>Design options will be provided based on:<br><br>• Relevance to the report content and audience<br>• Sensitivity of the topic<br>• Branding guidelines<br>• Recently published reports<br>• Consistency with other publications or materials | 2 weeks |
| **Decision** | Teams must make their choice from the options provided in consultation with EL2 or SAO if preferred.<br><br>**Please Note**:<br>• The report cover will also direct the colour of the internal headings and sections within the report, and any accompanying social media posts or media release documents. | 1 week<br><br>*146* |

| Step | Action required | Time frame before publication? |
|------|-----------------|-------------------------------|
|  | • Once a decision is made by the team, further changes to the colour and style of the report cover will not be possible.<br>• Report cover designs and colours cannot be reserved for one specific team or publication. (The ACT Ombudsman is the sole exception with exclusive use of the ACT brand yellow for report covers). |  |
| Application | Once a report cover has been chosen, the Communications team will insert the report cover into the final publication. If there are accompanying social media or media releases, the Communications team will align the graphics for those products with the report cover.<br><br>**Please Note:** Teams are responsible for ensuring internal <u>heading</u> colours align with cover design colours. | Approximately 3 days before publication |

**Last updated**: 8 November 2023.

**Review date:** This procedure will be reviewed in May 2024 to ensure that this process meets the needs of the Office.

**Endorsed**: Lisa Collett, Chief Operating Officer, 8 November 2023.

**COMMONWEALTH OMBUDSMAN**

# Accessible communication guide

## NOVEMBER 2018

Revision date: 1 February 2019

# Table of Contents

# Introduction

The purpose of this guide is to provide direction for the Office of the Commonwealth Ombudsman to produce content, both printed and online, that will ensure accessibility for those who approach the Office.

This guide covers the key areas which should be considered when producing communication material on behalf of the Office.

# Inclusive language

## What is inclusive language?

Inclusive language is language that avoids the use of certain expressions or words that might be considered to exclude particular groups of people.

For example, using the phrase 'person with disability' is preferable to 'disabled person'.

For each new piece of communication, use the Inclusive Language checklist at Appendix A to ensure your language is inclusive and accessible for people with disability.

## Preferred terms

To help with inclusive language avoid using terms that define someone by their disability, or paint their situation poorly as a result.

For example, instead of deaf person or blind person, use "person who is deaf", or "people who have low vision". Put the person first, and the impairment second.

The term wheelchair-bound is also a negative term that is commonly used. A person who uses a wheelchair is not bound by the chair; they are enabled and liberated by it, it can become an extension of their body. "Confined to a wheelchair" is equally as negative. "Wheelchair user" or "person who uses a wheelchair", should be used instead.[1]

See our Office's **Preferred Terms** document for a detailed guide on the correct terms to use.

## Tone

The Office's Style Guide calls for everyone to speak with one voice, a consistent tone to a variety of stakeholders.

### *Be unassuming*

Language should not make presumptions about the abilities or disabilities of the audience.

For example, instead of "We're here to help people like you and others with difficulty accessing our services", use "We're here for everyone, providing clear and accessible help".

---

[1] https://www.and.org.au/pages/inclusive-language.html

*Normalise disability*

Language should not celebrate everyday actions of people with disability as out of the ordinary.

For example, instead of "Sarah has a disability, and was able to make a complaint all by herself", use "Sarah made a complaint to our Office about a delay in the NDIS…"

## Key messages

All key messages from the Office should be **accessible and clear**. This matters to any audience who might be concerned about communicating with the Office. The below key messages can help articulate the Office's openness to people with disability:

- We're committed to helping *everyone* if they have a complaint about a Government service.
- Talking to us won't negatively affect your standing with government services.
- If there are things you need to help us communicate with you better, just let us know.
- Our support is free and confidential.

# Plain English and Easy English

We use a plain English writing style to help us communicate effectively with our target audience. It is the foundation of our writing style. Plain English refers to clear and simple language that can be easily understood. Plain English makes communication material easier to understand for everyone.

In general communication material, all readers will benefit from the use of Plain English.

> Communication is in plain language if the language, structure and design are so clear that the intended audience can easily find what they need, understand what they find and use that information.
> *Source: International Plain Language Federation*

Plain language is a set of writing principles that not only focus on expression, but also the structure and design of documents.

Keep sentences short so the meaning is concise. Jargon, figurative speech and unnecessarily complicated words should be avoided. Unnecessary content can be a barrier between content and its objective. English that is simple and clear can better connect a person with the information they need.

As well as following our plain English guidelines, read the Office Style Guide for further information. Key points to use are:
- non-threatening language and tone
- non-discriminatory language (to avoid treating some people differently from others)
- text boxes, bullet points, coloured headings and photos to aid navigation
- a lot of white space with text in short paragraphs—this is particularly important for people who use assistive technologies to read information
- limited acronyms
- the term 'people with disability' instead of 'people with a disability'
- the terms 'Aboriginal', 'Torres Strait Islander' or 'Indigenous' instead of 'aborigine' or 'indigenous'

- case studies and stories (see Appendix B for a case study structure and example).

You can find a useful guide to Plain English on the Learnhub website:
https://learnhub.ssc.gov.au/. Click on the *Lynda.com* tile and then search for '*Writing in Plain English*'. The third part of the video called *make Writing Clear and Plain* is particularly relevant.

For specific communication material directed at people with intellectual disability or others with low literacy, consider the need for Easy English. Its key features are simple language and grammar, minimal punctuation, simple font, layout, and design and images that add meaning to the text (Please contact the communication team if this is relevant for your team).

Scope has published an Easy English Style Guide and Fact Sheets online.

# Accessible content

## Web

Amongst people who are using the internet, Media Access Australia research suggests 71 per cent of web users with a disability leave websites that aren't accessible to them.[2]

As an Office we want to make sure our communications can be easily read and understood by everyone. When writing for the web:

- Consult with the Communication Team before producing any new content pages.
- Use the Office webpage templates (this ensure consistent structure across our website).
- Always write in full. For example, Australian Federal Police not AFP.
- Use meaningful links (see further information below).
- Provide image descriptions (see further information below).

### *Use meaningful links*

Descriptive link text is crucial for many users with disabilities. Screen reader[3] users can navigate a website by generating a list of links on the page. If these links contain text that tells users what that link will do, they can jump directly to the target link using that list of links. However, if those links end up as a series of empty phrases like 'click here', 'read more' or 'continue' that benefit is lost. It will take significantly more hunting for visitors on screen readers to figure out which link they want to follow.

**Tips for writing link text[4]:**

- Concisely describe the link's target—where it will take the reader.
- Make sure the link makes sense when read out of context.
- Use the most important words first, for example, instead of 'Learn more about barriers to inclusion in the workplace', you could simply use, 'Barriers to inclusion in the workplace.'
- If the link's purpose is to download, include details about the type and size of what will be downloaded, e.g. 'Commonwealth Ombudsman Annual Report (PDF, 7MB).'

---

[2] Excluded Web Visitors Often Don't Complain - They Just Leave, Media Access Australia.
https://goo.gl/gm8YVd
[3] A screen reader is a form of assistive technology which is essential to people who are blind, as well as useful to people who are visually impaired, illiterate, or have a learning disability.
[4] https://www.and.org.au/pages/a-beginners-guide-to-accessible-content.html

3

Also, avoid using raw URL links where possible. If the link is short for example, *http://www.ombudsman.gov.au*, it may not be an issue, but a longer, more complex link such as *http://www.ombudsman.gov.au/__data/assets/pdf_file/0023/80780/* will be difficult for a screen reader user to understand where they will be taken.

### *Provide image descriptions*

Image descriptions (or Alt Text) are of benefit to those who are visually impaired as well as anyone with cognitive or learning difficulties. Image descriptions can be read aloud by screen readers (please note this is also important when using programs such as Mailchimp).

**Tips for writing image descriptions:**

- The description should accurately reflect the content or function of the image.
- Be succinct.
- If the image contains text, replicate that text in the description.
- If the image has been used as a link, describe the link destination in the description.
- If the image serves a purely decorative purpose, it could be described as 'decorative'.

## External email surveys[5]

If you are intending on sending a survey externally, please contact the Governance Team who can provide you with access to the Office's preferred survey platform.

Best practice for screen readers and mobile devices is to have one question per page. Some survey platforms, including Survey Manager have text to speech functionality so please ensure you add this to your survey before sending it out.

You may also wish to offer telephone support for people who would prefer to complete the survey by phone, and make this clear in the introduction or cover email to your survey.

Question styles you should avoid include:

### *Likert scale questions*

Screen readers interpret the Likert scale as a table, with the answer option labels as one row and the buttons as a separate row. This can cause confusion for respondents.

### *JavaScript-based questions*

While visually interesting, these types of questions don't work well with screen readers. Some common JavaScript-driven questions are:

- Star ranking
- Image choice
- Drag-and-drop ranking
- Custom tables

---

[5] https://www.surveygizmo.com/resources/blog/accessibility-surveys-best-practices/

4

## PDFs

People using assistive technologies from a desktop or a laptop device must be able to read information contained in PDF material.

Any document created in Microsoft Word and converted into a PDF is able to be accessed by a screen reader. A scanned document as a PDF and inserted into a Microsoft Word document as an image is not.

In order to add scanned PDF documents to other documents, make sure you use the TEXT setting when you scan a document (default setting in all Office photocopiers). You should then email all documents separately to the Communication or ICT Teams so they can merge them into one document. DO NOT insert PDF documents as images as these will not be able to be read by screen readers.

## PDFs are not accessible on mobile devices

On mobile devices, PDFs do not comply with Web Content Accessibility Guidelines (WCAG) 2.0 due to a lack of support for document structure.

People can only use assistive technologies to read PDFs if they are using a desktop or laptop device. PDFs are also difficult for many users to access on smaller screens as they don't resize and reformat to fit the screen (reflow).

People can also be aware of how much data they use—especially on mobile devices. Downloading large files (over 1MB) can be difficult especially in regional and remote places. Users may simply choose not to open a PDF and this means information is hidden.[6]

To make a PDF accessible consider:

**Structure PDFs logically:** To make a PDF accessible you must make sure structural elements such as headings are marked-up so that a screen reader can follow the logical order of the content. This is called the structural hierarchy.

**Make it clear you're linking to a PDF file:** Use the link to tell your users that they are downloading a PDF and how big it is.

**Offer an alternative format to PDF:** Provide a contact (an email address) so users can request the information in a different format.

## Images

Our Office has a target to visually represent 10 per cent of people with disability in communications material. One in five Australians are with disability, not all are visible. Setting a target of 10 per cent of subjects used across communications material is helpful for visual inclusivity.

---

[6] https://guides.service.gov.au/content-guide/accessibility-inclusivity/#audience-diversity

## Social media

As with website access, social media has a high adoption rate among the disability community. Certain networks, like Twitter, can provide anonymous environments for the disability community to ask questions more freely.

Noting the Office's policy not to handle complaints through social media, social media can still provide a good forum for people to get assurance that our Office is the right place for them to direct their complaint.

Twitter and Facebook provide avenues to make content more accessible to all users. All Office communications via social media should seek to:

- add descriptive captions to photos on Facebook
- add closed captions to Facebook videos
- add closed captions and audio descriptions to YouTube videos.

## Video

Captions and audio descriptions can make videos more accessible to people with hearing and vision impairments respectively.  The Office's policy is to use closed captions and audio descriptions.

Media Access Australia provides how-to guides on each:

**Captions:** https://mediaaccess.org.au/web/how-to-caption-a-youtube-video

**Audio descriptions:** https://mediaaccess.org.au/web/how-to-audio-describe-a-youtube-video

Please see the communication team if you are producing a video.

## Print

Print design should keep the following principles in mind to assist people with vision impairment:

- Text should be large enough for comfortable reading (11pt for documents, 13pt minimum for flyers and brochures).
- The colour contrast of text needs to be clear, pay attention to strong or confusing backgrounds or light text.
- Choose paper that isn't see-through (at least 100gsm) and use matt paper only. Shiny paper can make a document hard to read.
- Always use a short and simple title.
- Use headings and sub-headings to break up any information.

Please see the communication team for printing of any external products.

*Use of colour*[7]

**Do**

- use high contrast colours, so your text stands out
- use some colours as a background, but not as a typeface, for example, yellow
- make white writing big and bold
- use a solid dark background.

**Do not**

- overuse bright colours
- use a lot of different colours in the one document.

# Events

When organising an event, whether it's a meeting with external stakeholders in the office, an external forum or the team Christmas party, there are a few considerations to make to ensure it can be enjoyed by everybody.

See Appendix C for an event checklist that will ensure considerations have been made to ensure the event is accessible.

---

[7] https://www.scopeaust.org.au/information-resources-hub/resources-download/

7

# Appendix A — Inclusive language checklist

For each piece of communication, use this checklist to ensure your language is inclusive and accessible.

## Inclusive language checklist

☐  Uses language that refers to people first, before any disability they might have

☐  Uses our Preferred Terms

☐  Avoids unhelpful or hurtful terms (e.g. 'disabled person')

☐  Avoids language that pities people

☐  Avoids language that confines people to their disability (e.g. wheelchair bound)

☐  Doesn't celebrate everyday activities of people with disability as 'special'

☐  Doesn't assume the audience has specific disability

☐  Uses plain and simple language with clear headings

# Appendix B — Creating a case study

## Guide to structuring the narrative

*Opening sentence:* Introduce the person, and the context of their complaint.

*Follow up sentence:* Explain how their situation impacted their life/work.

*Along comes the Office:* Describe how they interacted with the Office.

*Impact sentence:*  What happened as a result? What was the tangible impact?

**Example:**

Tessa held both hospital and general treatment cover with insurer JKL. She decided to keep her general treatment policy with JKL, as she was satisfied with her dental and physiotherapy benefits, but to transfer her hospital insurance to insurer PQR.

Three months later, Tessa had a dental appointment so she contacted JKL to check the benefits under her general treatment policy. On calling the insurer, she was surprised to find her JKL general treatment policy had been cancelled at the same time as her hospital policy. Tessa had not received any arrears notices or cancellation letters from JKL nor had she been contacted by the insurer in the previous three months.

The insurer would not assist Tessa in reversing the cancellation so Tessa contacted our Office for assistance.

We contacted JKL and asked why they had cancelled both Tessa's hospital and general treatment policies. JKL stated they had received a cancellation request from PQR which did not specify whether the cancellation was for the hospital policy or both. Therefore JKL cancelled both policies and refunded the excess premiums to Tessa's bank account.

Following our referral, JKL restored Tessa's general treatment policy from the date it had been incorrectly cancelled. She was able to continue her cover and receive benefits for her upcoming dental appointment.

## Appendix C — Event checklist

### Event accessibility checklist [8]

When organising an event, whether it's a board meeting, an annual conference, or the team Christmas party, there are a few small considerations to make to ensure it can be enjoyed by everybody.

The information below is an overview of considerations that should be made to accommodate people with disability. It is by no means exhaustive, but is a good place to start when planning your event. Always remember to ask each attendee about their unique requirements; never assume.

**Choosing a venue**

☐ Ensure entrances, lifts, ramps and corridor widths comply with Australian Standards. Ensure automatic doors at entrance are available and functioning.

☐ Ensure accessible bathrooms are available. Check that the bathrooms are functioning, clear of clutter, and can be easily accessed.

☐ Choose a venue that can be easily accessed by public transport.

☐ Make sure your venue understands the laws surrounding service animals in Australia.

☐ Check that the acoustics of the venue are adequate, and that noise from external sources (traffic, crowds, other events, etc.) do not interfere.

**Invitations**

☐ Ask attendees to advise of any accessibility requirements when registering so that these adjustments are managed as a part of the event. Outline the accessibility features of the venue you have chosen.

☐ Ensure digital invitations are accessible. If physical invitations are provided, ensure attendees can easily access accessible digital versions.

☐ Ensure that guests and participants can register for the event in a range of ways, including by telephone, by email or online. If using an online form or third party booking service, make sure it is accessible.

☐ Provide information about accessing the venue, including accessible parking, general parking, public transport, and venue drop off points.

☐ For ticketed events, Companion cards and similar services should be honoured.

---

[8] Checklist sourced from Australian Network on Disability: https://www.and.org.au/pages/event-checklist.html

**Marketing and communications**

☐ Written material should be available in alternative formats, as required, before and after the event (e.g. braille, large print, audio, electronic).

☐ Signage, presentations and written material should have accessible contrast levels.

☐ Make written material available in Plain English/Easy English alternatives.

**Wayfinding**

☐ Ensure that your event venue is accessible. Is there level access? Do signs and elevators have braille signage? Are there sufficient Tactile Ground Surface Indicators (TGSIs)?

☐ Wayfinding materials should be simple and easy to read (clear directions, appropriate signage).

☐ The MC or event organiser should provide a verbal explanation of the layout of the venue at the start of the event. This should include the layout of the room and directions to toilets, meal areas, breakout rooms and fire exits.

**Room arrangement**

☐ Book Auslan interpreters as needed, and reserve seats in front to enable a clear view for people who are deaf and hard of hearing.

☐ Provide sufficient space between tables for wheelchair access.

☐ Ensure table height is accessible to wheelchair users and people of short stature. This includes refreshment tables and buffets.

☐ For standing events, provide some chairs for people who may experience fatigue.

☐ Venue should be clear of obstacles, and trip hazards such as cables should be removed or taped down.

☐ Provide guests with access to a separate, quiet area to allow them to take a break, if needed.

**Audio visuals**

☐ Avoid strobe lighting or flashing lights.

☐ Provide a wheelchair ramp to the stage (if required) and ensure it complies with Australian Standards.

☐ Provide adjustable height microphones, or lapel microphones if required.

☐ Ensure a hearing loop is available.

☐ Provide space for Auslan interpreters (if required). Ensure interpreters are positioned in a well-lit area and clearly visible to the audience.

☐ Provide live captioning (available through Ai-Media). This involves having an adequate internet connection available for attendees to connect to through their personal devices, as well as a phone line to connect the captioners.

☐ Venue should be evenly lit throughout.

# Adding alternative text to documents

An accessible PDF is a tagged electronic document that allows readers to use accessibility software to receive information. An accessible PDF is a document that can be read and easily accessed by people who require the use of assistive technology and text to voice.

One component of an accessible PDF is the use of alt text (alternative text). It is words that sit behind digital images, graphs and tables. Good alt text explains what an image, graph or table would tell you if you had your eyes closed. The text is used by assistive technologies such as a screen reader to increase accessibility to digital content.

**Staff are required to ensure alternative text is included in any document produced by the office (both internal and external). This is to be completed in the word file, prior to creating the PDF version. The Communication Team will then complete an accessibility check in Adobe Acrobat.**

## Instructions

**STEP 1: Add alt text to images, graphs and tables**

Please note all tables, graphs and images **must** include alternative text. To include alt text to your document follow the steps listed below:

| Image | Table | Graph |
|---|---|---|
| 1. Right click on the image and select format picture<br>2. In the format picture area select the layout and properties tab<br>3. Include text in the title and description text box. This needs to explain the information in the table | 1. Right click on the table and select 'table properties'<br>2. In the 'table properties' dialog box select the alt text tab<br>3. Include text in the title and description text box. This needs to explain the information in the table<br>4. Click ok to save your changes | 1. Right click on the graph and select format chart area<br>2. In the format chart area select the layout and properties tab<br>3. Include text in the title and description text box. This needs to explain the information in the table<br>4. Click ok to save your changes |

**STEP 2: Convert the word document to a PDF**

1. Save as Adobe PDF
2. Click on options
3. Tick all of the boxes and ok to save

COMMONWEALTH
**OMBUDSMAN**
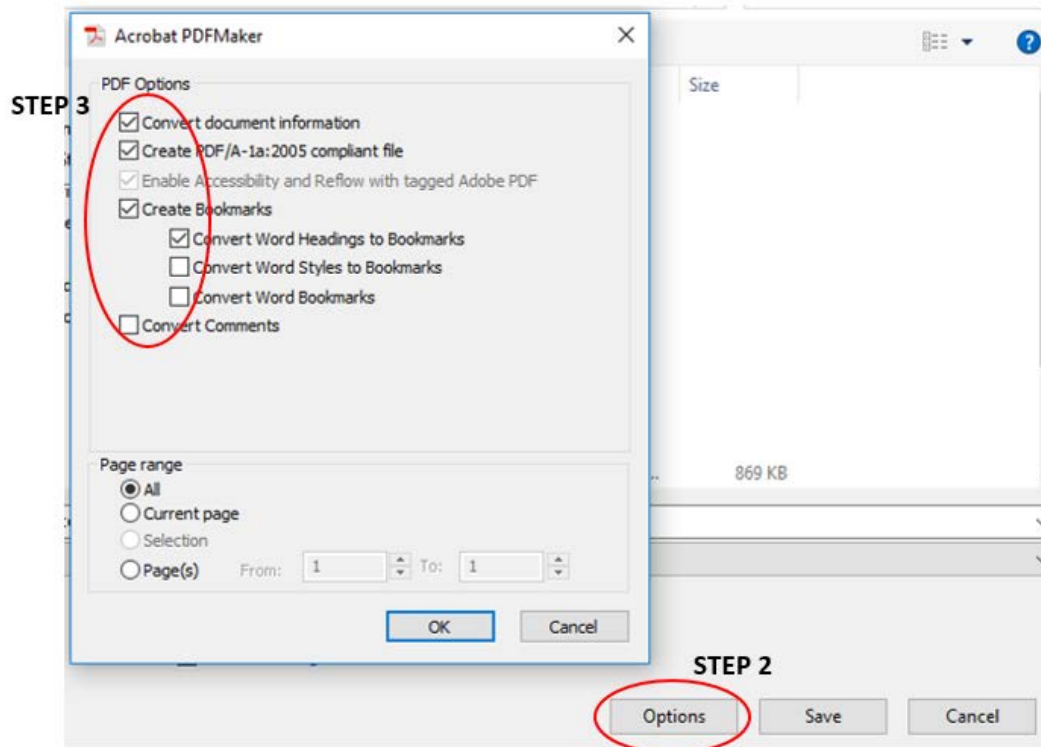
# Governance framework for Office terminology

## Overarching Office terminology ownership

### Communication Team

- **Style Guide**—how we write as one office
- **Preferred Terms**—language to be used across all forms of Office communication
- **Glossary of terms** (public facing)—glossary of core office terms for public reference

### Business Intelligence Coordination

- **Data dictionary**—provides a definition and appropriate use of terms (specific to reporting)

## Process for updates and/or amendments

To ensure consistency across the Office, any changes to the above documents are to be channelled through the correct teams. If you identify any changes you consider are necessary to any of the terms included in these documents, please send your requested changes and/or amendments to the relevant email addresses below.

Communication Team—s 47E

Business Intelligence Coordination—s 47E

In doing so, please ensure you consider any broader implications of your change:

- Does it impact more than one of the above documents? Please ensure you consult all relevant areas
- Does changing the term require system changes (s 47 , PowerBI)? How will these changes be delivered, prioritised and resourced?
- What is the reason for the change? Is it required to correct an inconsistency or error in our reporting? Is a new term proposed to ensure we communicate in clearer language?

- Will changing language impact our reporting? If so, should this occur at a particular time to minimise inconsistencies in comparison with historical data? For further considerations of this issue click here.
- Has there been a change to how agencies speak i.e. terms relevant to their office which we use i.e. Disability Support Pension etc.

## Branch specific glossaries

The above documents are whole-of-Office documents reflecting terms that are used broadly across the Office. Importantly, such terms must have only one meaning, and cannot be used differently by different teams.

However, there are terms that have a specific meaning relevant only to particular business areas. These might be terms we use internally (e.g. describing processes relating to Defence abuse or reportable conduct) or common terms relevant to one particular agency or industries we oversee (e.g. language relating to the Department of Human Services or the private health insurance industry).

The following is a list of area-specific glossaries in use within the Office:

| Document | Objective/online ref | Owning team |
|---|---|---|
| Vet Student Loans | https://www.ombudsman.gov.au/__data/assets/pdf_file/0010/101107/Data-and-glossary-summary-VET-Student-Loans-Quarterly-Updates.pdf | Industry - VET |
| Private health insurance | https://www.privatehealth.gov.au/footer/glossary.htm | Industry - PHIO |

These documents should **not** include definitions (even identical ones) of the terms included in the whole-of-Office documents, but rather should link back to those documents. This will ensure that multiple definitions of the same term are not created.

The owning team is responsible for updating these documents as may be required. While this is a matter for the owning team, care should be given to changing any terminology in a way that has any impact on our systems, data or reporting.

Should the owning team consider that a term in the whole-of-Office documents, this should be raised with the relevant central team outlined above.

# New terminology—October 2019

Below is a list of new terminology to be applied to all public contact with the Office.

Some changes will not be reflected in ▮s 47▮ for example, ▮s 47▮ will continue to use the language of ▮s 47▮ and ▮s 47▮. Other changes, such as ▮s 47▮ and ▮s 47▮ taken, will be made, but this has not yet occurred. However, the new terms are to be used in any engagement with the public—spoken or written.

| New terminology | Definition | Old terminology |
|---|---|---|
| Contact | Any external contact to our Office. Contacts are made up of complaints, program specific matters and any other enquiries. | ▮s 47▮ |
| Enquiry | Any contact with our Office that is not a complaint or program specific matter. This can include:<br>• a request to the Office (e.g. a request from a journalist, a request under the FOI Act for documents we hold, a Public Interest Disclosure about us, or a service delivery complaint made about our own services)<br>• a purported complaint about an agency or organisation which is determined to be out of our jurisdiction on the basis of the organisation being complained about (e.g. telecommunications, banking, State government)<br>• other enquiries (e.g. Private Health Insurance enquiries, how do I make a complaint about Agency X). | ▮s 47▮ |
| Complaint | Contact with our Office indicating that something is unsatisfactory or unacceptable, in relation to an action by an agency or organisation within our jurisdiction. This includes:<br>• complaints about a Commonwealth Government agency, including the Australian Defence Force and the Australian Federal Police<br>• complaints, including disputes, about public or private sector bodies, received under any of the following jurisdictions: Postal Industry Ombudsman, Overseas Students Ombudsman, VET Student Loans Ombudsman and Private Health Insurance Ombudsman)<br>• complaints about ACT Government agencies (under the ACT Ombudsman jurisdiction, and including ACT FOI complaints, ACT PID complaints and complaints about the ACT Integrity Commission)<br>• complaints made about an agency or organisation within our jurisdiction, but where the issue raised is out of our jurisdiction (e.g. an immigration decision which was made by the Minister personally). We are unable to consider this situation further, but it is still counted as a complaint to our Office. | ▮s 47▮ |

| New terminology | Definition | Old terminology |
|---|---|---|
| **Program specific matter** | An application, report or other statutory process, which requires processing by our Office, but is not a complaint. This includes:<br><br>• applications under the ACT FOI Act (review requests, extensions of time, etc.)<br>• reports of Defence abuse<br>• PHIO mediations<br>• FOI mediations<br>• notifications under the ACT Reportable Conduct scheme<br>• PIDs, PID enquiries, extension requests and notifications. | N/A |
| **Action Taken** | What we did to resolve or otherwise respond to a contact to our Office. Different types contacts may have different available actions, which can include:<br><br>• conducting a formal investigation<br>   o resulting in a report<br>   o resulting in comments to the agency<br>   o finalised without comments or suggestions to the agency<br>• conducting an assessment of a matter<br>   o resulting in a decision (such as on an FOI review application)<br>   o resulting in a recommendation to the agency (such as for a reparation payment relating to abuse in Defence)<br>• assessing a complaint and finalising without a formal investigation, with or without making preliminary inquiries of an agency<br>• referral back to the agency or organisation about whom the complaint is made<br>• referral to another agency or complaint-handling body<br>• in relation to program specific matters—carrying out the relevant statutory process<br>• in relation to enquiries<br>   o providing the information sought<br>   o otherwise responding to the request. | s 47 |
| **Outcome** | The end result of a contact to our Office. These can vary depending on the type of contact, and can include:<br><br>• rectifying the situation for a person (such as restoring a payment; waiving a debt; a different decision; a better explanation from the agency; an apology)<br>• assistance or advice for a person (such as referral to a more appropriate avenue; a better explanation by us on review rights; advice on how to make a complaint; an agency considering a matter in a more timely manner)<br>• outcomes which reflect our role as independent and impartial (such as independent assurance that the agency's decision was lawful and reasonable)<br>• outcomes for the broader community (such as changes to an agency's policies or practices) | s 47 |
| **Finalised** | A contact is finalised when we have finished taking action in response to that contact. | s 47 |

ACT **Ombudsman**

COMMONWEALTH **OMBUDSMAN**

**OMBUDSMAN** AN OFFICER OF THE ACT LEGISLATIVE ASSEMBLY

Enquiry

Contact
(*not* s 47    )

Complaint

Program specific matter

Action taken
(*not* s 47    )

Outcome
(*not* s 47    )

Finalised
(*not* s 47  )