

Brand guide

Introduction

These are the Commonwealth Ombudsman Brand Guidelines. Within this document you will find direction on the audiences, assets and applications which make up our visual identity.

This guide ensures that we present our brand consistently as independent, approachable and progressive, and gives you the appropriate know-how and tools to consistently produce communications that reflect our distinct brand.

For further information, assets or resources please contact:

Communication Team

s 47E

Contents

01	02	03	04
Who we are	Logo	Colour	Typography
Audiences and brand personality	Primary logo, logo variations, minimum size, clear space, function brandmarks and sub-brands	Colour palette, accessible combinations and usage	Meet the family, typesetting general principles, fallback typefaces
→ 04	→ 07	→ 21	→ 26
06	05	07	06
Imagery	Graphic elements + layout	Brand volume	Applications
Photography, photography attributes, icons and illustrations	Gradient backgrounds, brand icon, speech bubble, audience identifier, Indigenous artwork and layout examples	Low, medium and high brand volume	Corporate stationery, documents, presentations and social media
→ 30	→ 37	→ 50	→ 53

Who we are

Our purpose is to provide assurance that Australian Government entities and prescribed private sector organisations the Commonwealth Ombudsman oversights act with integrity and treat people fairly, and influence enduring systemic improvement in public administration in Australia and the region.

We do this by independently and impartially reviewing complaints and disclosures made by the public.

We are independent and we don't take sides — we help ensure fairness.

Audiences 5

Brand personality 6

Audiences

In order to build an effective brand that truly connects with our audiences, we need to be clear on who they are, what they want, and how we provide value to them.

As you create branded products, be mindful of your audience so that you can tailor the look and feel to effectively communicate your message.

For **people who contact us to complain, report or otherwise seek our help** who want impartial advice and guidance in a timely manner, we take the time to listen and understand their situation so that we can help find a suitable resolution as quickly as possible.

For **the government agencies and private organisations who we oversee**, who want a fair and transparent process and support to improve how they do business, we deliver impartial and balanced outcomes supported by clear recommendations.

For **parliament**, who want to see us using our powers for good, we are a trusted source who provide transparent, accurate information, data and reporting.

For **the media**, who want fast answers and inside scoops, we create trust through reliable engagement to share our expertise and as much information as we are able to.

Brand personality

The brand personality is how we bring our brand to life.

We look

Approachable

Independent

Confident

Dynamic

We sound

Helpful

Professional

Transparent

Impartial

We feel

Contemporary

Trusted

Authoritative

Fair

Logo

The Commonwealth Ombudsman logo is the leading face of our brand. When used consistently it helps people recognise us easily and build brand equity.

Primary logo	8
Monotone logos	10
Logo – minimum size	11
Logo – clear space	12
Function brandmark	13
Australian Government Coat of Arms	15
ACT Ombudsman	16
Public Interest Disclosure scheme	17
Commonwealth National Preventive Mechanism	18
VET Student Loans Scheme Signatory	19
Co-branding	20

Primary logo

The Commonwealth Ombudsman logo is the leading face of our brand. When used consistently it helps people recognise us easily, so it's important that we have strict standards for how it's used.

Our logo may only be reproduced as shown in this document and may not be altered in any way.

The primary inline logo should be used at all times. This is to make sure the brand is used in a consistent way across all communications. Where absolutely not possible, a stacked version of the logo is available and can be used after consultation with the Communications Team.

The allowable colourways of the logo are shown on the following page. No colourways outside of those shown may be used. Where absolutely not possible (e.g. due to the restrictions of artwork specifications), a monotone version of the logo may be used.

PRIMARY LOGO — INLINE



FALLBACK LOGO — STACKED



Primary logo cont nued.

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

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

Refer to the following page for monotone exceptions.

PRIMARY LOGO – NAVY + BLUE



PRIMARY LOGO – WHITE + BLUE



PRIMARY LOGO – NAVY + WHITE



Monotone 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 a one colour logo due to production restrictions. For example, a one colour printing, screen printing or embroidery job.

MONOTONE LOGO – NAVY



MONOTONE LOGO – BLACK



MONOTONE LOGO – 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 size shown to the right and described below.

Never reproduce the 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.

LOGO MINIMUM SIZE



MIN. WIDTH

Pr nt 25mm w de
D g ta 70px w de

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 'N' in the logo, as shown. Nothing should enter the clear space.

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

CLEAR SPACE



Function brandmark

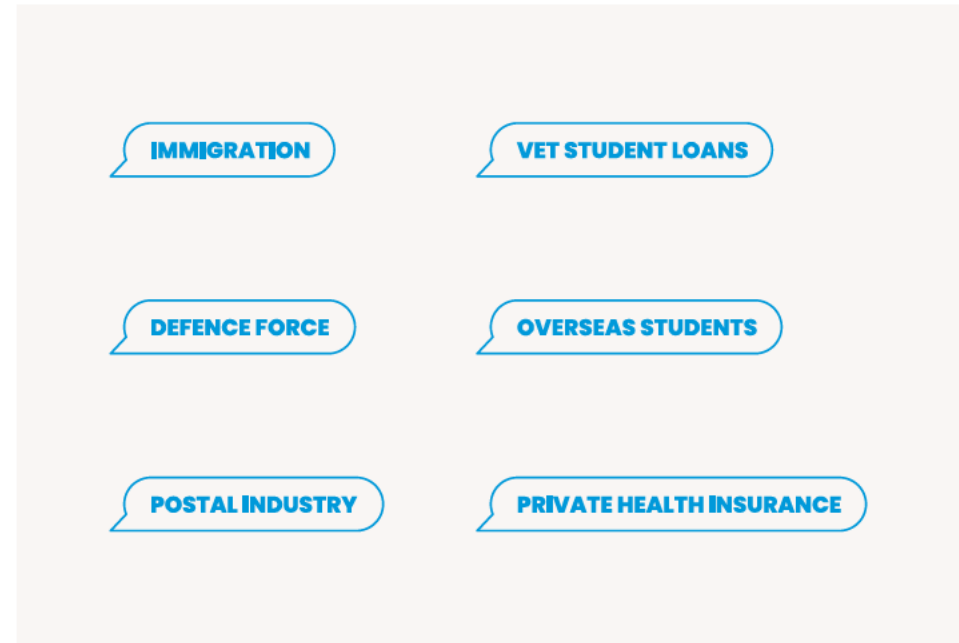
Where a function of the office has been given a specific title in legislation, a function brandmark may be used to recognise the specialist function in our communication.

The function brandmark does not replace the Commonwealth Ombudsman logo, rather it should compliment the primary logo in our applications.

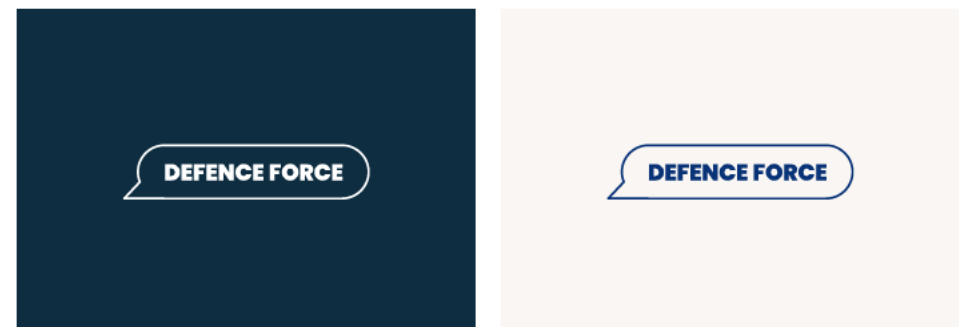
The functions brandmarks may only be reproduced as shown in this document and may not be altered in any way.

The allowable colourways of the function brandmarks are shown. No colourways outside of those shown may be used. Where absolutely not possible (e.g. due to the restrictions of artwork specifications), a black version of the logo may be used.

FUNCTION BRANDMARKS



FUNCTION BRANDMARK — COLOURWAYS



Function brandmark — size

To ensure the right balance between the Commonwealth Ombudsman logo and the function brandmark, specific rules have been designed to ensure the correct relationship between the two brand signifiers.

The height of the function brandmark should be equal to the height of the text in the Commonwealth Ombudsman logo, as shown.

The function brandmark is shown locked up with the Commonwealth Ombudsman logo here, though this is not a requirement. Where space or legibility require, the logo and function brandmark can be used in opposite corners of an application. See the graphic elements and layouts section for more guidance.

FUNCTION BRANDMARKS



Australian Government Coat of Arms

The Commonwealth Ombudsman has an exemption from Australian Government branding requirements, however use of the Commonwealth Coat of Arms is required on our annual report.

For usage requirements on the Commonwealth Coats of Arms see the [Australian Government Branding Guidelines](#).

The Coat of Arms is not used on any product other than our annual report. *The decision on when the Coat of Arms is used is a decision of the Ombudsman and can only be amended by their agreement.*

AUSTRALIAN GOVERNMENT COAT OF ARMS



Australian Government

ACT Ombudsman

Specific branding exists for the ACT Ombudsman, as it is a legislated function performed by the Office of the Commonwealth Ombudsman on behalf of the ACT Government.

The ACT Ombudsman logo should be treated with the same respect as the Commonwealth Ombudsman logo.

The ACT Ombudsman has an exemption from ACT Government branding requirements, and does not need to use the ACT Government logo on documents and/or reports tabled in the legislative assembly.

ACT OMBUDSMAN LOGO



Public Interest Disclosure scheme

The Public Interest Disclosure (PID) team create and disseminate information about the PID scheme on behalf of the Ombudsman, as well as on behalf of the Australian Government as a whole.

When preparing information for distribution on behalf of the Ombudsman's Office, the Commonwealth Ombudsman branding must be used. The Commonwealth Ombudsman logo must appear at the top of the page and be the most prominent brand displayed, with the PID logo included at the bottom of the first page if necessary.

PID SCHEME LOGO



Red

C2 M100 Y90 K2 PMS 1797C R227 G5 B24

Dark Red

C25 M100 Y90 K2 PMS 1807C R183 G31 B34

Blue

C35 M0 Y0 K0 PMS 277C R175 G223 B249

Black

C0 M0 Y0 K100 PMS BLACK 6C R0 G0 B0

Commonwealth National Preventive Mechanism

The Commonwealth Ombudsman is the nominated National Preventive Mechanism (NPM) for places of detention under the control of the Commonwealth.

When preparing information and products for the Commonwealth National Preventive Mechanism (Commonwealth NPM), the Commonwealth NPM logo should be used.

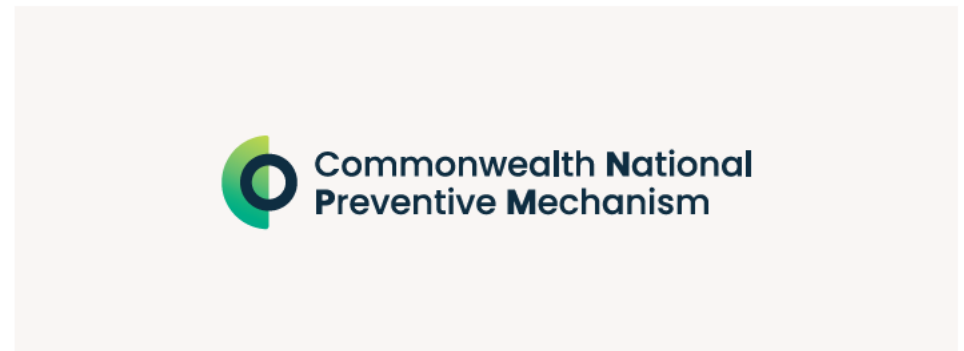
The stacked logo is the preferred format to ensure consistency across all communications and to reinforce brand recognition. Where absolutely not possible, an inline version of the logo is available.

Remaining brand elements should be leveraged from the Commonwealth Ombudsman brand, such as the charcoal, sand, green and teal from the colour palette and the associated gradients (refer Section 03).

COMMONWEALTH NATIONAL PREVENTIVE MECHANISM LOGO – STACKED



COMMONWEALTH NATIONAL PREVENTIVE MECHANISM LOGO – INLINE



VET Student Loans Scheme Signatory

The VET Student Loans Signatory logo is used by external education providers who are a signatory to the VET Student Loans Code of Practice.

This logo is for external use only and will rarely be seen with the Commonwealth Ombudsman logo or branding.

VET STUDENT LOANS SIGNATORY LOGO



Co-branding

Occasionally the Commonwealth Ombudsman will need to co-brand with another agency or program.

Co-branding normally involves locking up the Commonwealth Ombudsman logo with another logo or landmark. Below are some considerations for effective co-branding:

1. Apply the Commonwealth Ombudsman rules for minimum size, clear space and logo colour.
2. Consider the hierarchy of the two brands in deciding which is the leading logo.
3. If in doubt contact the Communications Team for guidance.

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.

Colour	22
Colour palette	23
Colour – combinations	24
Colour – usage	25

Colour

Our colour palette is confident and contemporary. The combination of colours in our brand give an approachable and dynamic 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.

Though our colour palette is wide and varied, rarely is it used in it's entirety on a single piece of communication. See the following pages for colour combinations, accessibility and usage guidance.

Green.
Teal. Blue.
Purple. Pink.
Burgundy.
Orange.
Yellow.
Charcoal.
Navy.

Colour palette

Green

PRINT
C30 M0 Y85 K0
PMS 367C

DIGITAL
R189 G215 B83
BDD753

Teal

PRINT
C100 M5 Y60 K0
PMS 326C

DIGITAL
R0 G161 B139
00A18B

Blue

PRINT
C90 M20 Y0 K0
PMS 2925C

DIGITAL
R0 G153 B218
0099DA

Purple

PRINT
C40 M75 Y0 K0
PMS 3593C

DIGITAL
R160 G93 B165
A05DA5

Pink

PRINT
C0 M85 Y0 K0
PMS 2038C

DIGITAL
R238 G77 B155
EE4D9B

Burgundy

PRINT
C20 M100 Y20 K30
PMS 228C

DIGITAL
R150 G5 B90
96055A

Orange

PRINT
C0 M77 Y100 K0
PMS 7578C

DIGITAL
R242 G97 B34
F26122

Yellow

PRINT
C0 M10 Y80 K0
PMS 128C

DIGITAL
R255 G223 B79
FFD44F

Sand

PRINT
C2 M3 Y3 K0
PMS COOL GRAY 1C

DIGITAL
R247 G243 B241
F7F3F1

Charcoal

PRINT
C95 M75 Y50 K50
PMS 7546C

DIGITAL
R13 G45 B64
0D2D40

Navy

PRINT
C100 M82 Y0 K32
PMS 288C

DIGITAL
R5 G51 B120
053378

Colour — combinations

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

A = WCAG 2.1 Minimum AA compliant

Green	A Burgundy						A Charcoal	A Navy	
Teal	A Sand						A White	A Charcoal	A Navy
Blue	A Sand						A White	A Charcoal	A Navy
Purple	A Yellow						A Sand	A White	A Charcoal
Pink	A Sand						A White	A Charcoal	A Navy
Burgundy	A Green	A Yellow						A Sand	A White
Orange	A Sand						A White	A Charcoal	A Navy
Yellow	A Purple			A Burgundy			A Charcoal	A Navy	
Sand	A Teal	A Blue	A Purple	A Pink	A Burgundy	A Orange	A Charcoal	A Navy	
White	A Teal	A Blue	A Purple	A Pink	A Burgundy	A Orange	A Charcoal	A Navy	
Charcoal	A Green	A Teal	A Blue	A Purple	A Pink	A Orange	A Yellow	A Sand	A White
Navy	A Green	A Teal	A Blue	A Pink	A Orange	A Yellow	A Sand	A White	

Colour

— usage

The colour palette can be used in many different ways to create a confident and charismatic brand.

Overall, each piece of communication should use only two to three key colours within the same tonal family, along with the brand neutrals of charcoal, sand and white.

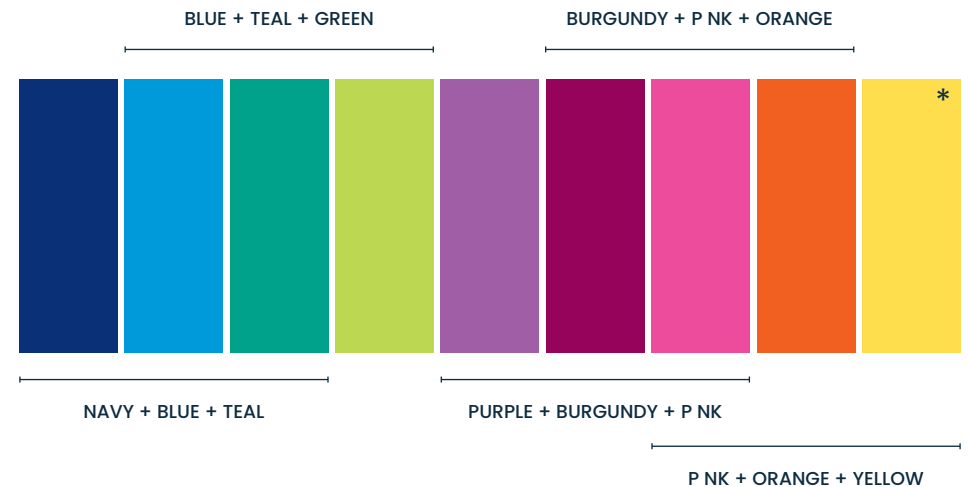
Use our colours to create a harmonious and cohesive product, but never to create a rainbow!

When creating graphs, data visualisation and infographics, multiple contrasting colours can be used to improve legibility and accessibility.

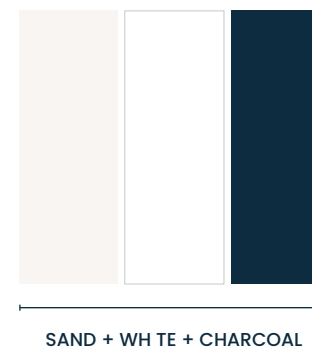
** The yellow from our colour palette is reserved as the brand colour for the ACT Ombudsman. While it can be used in the Commonwealth Ombudsman brand applications, it should be used sparingly and never be the predominant colour or hero in one of our applications.*

Refer to the graphic elements and applications sections for layout and usage examples.

COMPLIMENTARY COLOUR USAGE



NEUTRAL COLOURS



Typography

Our brand uses one core font to support communicating our brand personality. The font is open source and freely available online, ensuring everyone can easily and consistently use it when producing branded products.

Meet the family	27
Typesetting – general principles	28
Fallback typefaces	29

Meet the family

The brand typeface, Poppins, is designed to be used across all applications (both physical and digital), from headlines to body copy and everything in between.

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

Poppins is a Google Web Font, available to download and use for free in all applications here:

[Poppins](#)

Poppins should be available on all staff computers. If you have any issues accessing the font please contact IT.

POPPINS WEIGHTS

Poppins Extra Light *+ Italic*

Poppins Light *+ Italic*

Poppins Regular *+ Italic*

Poppins Medium *+ Italic*

Poppins Semi Bold *+ Italic*

Poppins Bold *+ Italic*

Poppins Extra Bold *+ Italic*

Poppins Black *+ Italic*

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

Secondary headline or key callout

Hero copy / intro paragraph.
We look into complaints about Australian Government agencies and some private industries. We are independent and we don't take sides.

Body copy. Our purpose is to provide assurance that the Australian Government entities and prescribed private sector organisations we oversee, act with integrity and treat people fairly, and influence enduring systemic improvement in public administration in Australia and the region.

← **POPPINS REGULAR / BOLD**
Case Sentence
Size Large
Leading 5pts larger than the font size
Space after V sua

← **POPPINS MEDIUM / SEMIBOLD**
Case Sentence
Size Same size as the heading even if used in
Leading 5pts larger than the font size
Space after V sua

← **POPPINS REGULAR**
Case Sentence
Size 5–10pts larger than the body copy size
Leading 5pts larger than the font size
Space after V sua

← **POPPINS REGULAR**
Case Sentence
Size Small but legible
Leading 5pts larger than the font size
Space after 3–5pt depending on size

Fallback typefaces

Wherever possible, use Poppins in all communications. In specific use cases where it's not possible to use Poppins, like email signatures where there are technical limitations, Calibri or Arial 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 typographic style of the Commonwealth Ombudsman.

Hot tip!

When sending word documents, if the receiver does not have the custom font installed it will display a standard fallback font. This won't occur if you send a PDF document.

CALIBRI

Calibri Light

Calibri Regular

Calibri Bold

ARIAL

Arial Regular

Arial Bold

Imagery

Photography and iconography are a way to support storytelling and help people connect with our communications.

The photos we use 'capture a moment' and show everyday situations, while our icons and illustrations aid our audience in navigating our content.

Photography	31
People photography	32
Icons	34
Illustrations	36

Photography

Photography is a way to tell our story and a means to communicate our purpose. Photography helps people visualise themselves in a situation, and can convey a range of emotions without any words at all.

We want our audience to have an emotional connection with our communication, be engaged and feel comfortable to approach us. To do this we need to show a brand personality that is approachable and helpful, transparent and confident, and contemporary and dynamic.

The mood and tone of our imagery should be: **Australian, contemporary, approachable, optimistic, authentic, candid, genuine, and timeless.** Try using some of these key words when you search for stock imagery.

Imagery that is negative or pessimistic in tone should be questioned and avoided.

Hot tip!

To enable accessibility compliance, you must add alternative text (alt text) to photographs – alt text is a description of the image that conveys the same meaning and context of the image to visually impaired readers.

People photography

The photos that we use should ‘capture a moment’ and show everyday situations. Photos where people are posing for the camera should be used sparingly in favour of more candid shots.

Photos might not always be appropriate — make sure you consider the topic of the product and audience you’re communicating with. *All stock images must be approved for use by the Communications Team.*

PEOPLE PHOTOGRAPHY GUIDE

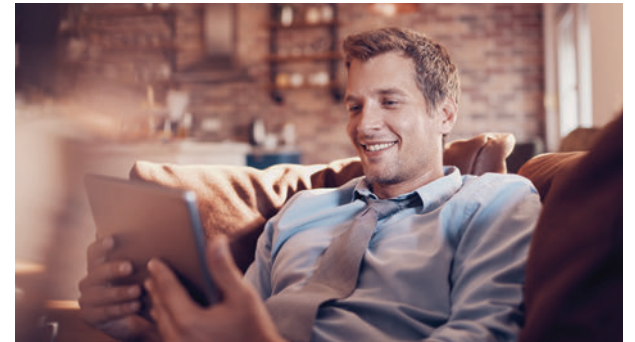
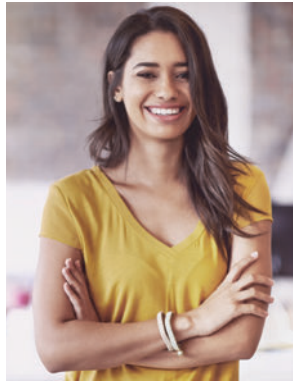
1. Minimum 300 DPI for print / 72 DPI for digital
2. Photos should capture a genuine moment, expression or emotion
3. Photos should relate to the message or subject we’re talking about and reflect the audience we’re talking to
4. Avoid complex or cluttered backgrounds
5. Avoid photos that are overexposed, over-saturated or poor quality
6. Photos should feature an appropriate mix of race, age and gender to reflect our audience — but don’t try to include all ages and ethnicities in a single photo

EXAMPLES OF PEOPLE PHOTOGRAPHY



People photography cont nued.

EXAMPLES OF PEOPLE PHOTOGRAPHY



Icons

Intentional and considered used of iconography can help us clearly and succinctly communicate key information. When used sparingly and contextually they help our audience engage with our message.

Our brand uses a minimal, line-based icon style with rounded shapes that reflect our approachable personality. Wherever possible, icons should reflect the shape of our brandmark to increase brand consistency.

Icons should maintain the same line weight in each application so they appear as a cohesive set with similar visual weight regardless of size.

Supplied as svg files for use in MS Office products.

The icon examples shown on the following pages are a sample of the custom icons available for use, they should be used consistently when referring to the concepts they represent. Additional standard icons are available in the brand toolkit and PowerPoint template. When using svg icons in Microsoft Office products you can change the icon colour.

How to make a complaint

HOW WE HANDLE COMPLAINTS



VALUING COMPLAINTS



EARLY RESOLUTION OF COMPLAINTS



MAKE IT EASY TO MAKE A COMPLAINT



MULTIPLE ACCESS POINTS FOR COMPLAINANTS



CONSIDER SYSTEMIC COMPLAINT ISSUES



Hot tip!

The enable accessibility compliance, you must add alternative text (alt text) to icons – alt text is a description of the image that conveys the same meaning and context of the image to visually impaired readers.

cons cont nued.

Recommendation categories

What we do

<p>COMMUNICATION</p> 	<p>POLICY, PROCEDURE AND GUIDANCE</p> 	<p>QUALITY ASSURANCE</p> 	<p>COMMENTS, SUGGESTIONS AND RECOMMENDATIONS</p> 	<p>EDUCATION AND TRAINING</p> 	<p>STRATEGIC ENGAGEMENT</p> 
<p>RECORD KEEPING</p> 	<p>SERVICE DELIVERY</p> 	<p>TRAINING / SUPPORT FOR STAFF</p> 	<p>INSPECTIONS</p> 	<p>VISITS</p> 	<p>INVESTIGATIONS</p> 
<p>LEGAL ADVICE</p> 					

Illustrations

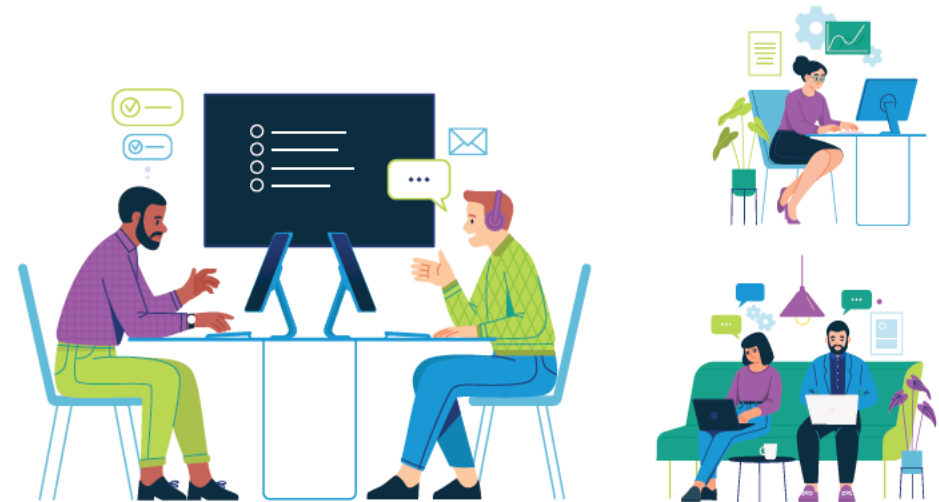
While not a core element of our brand identity, illustrations may be used sparingly where an image or icon is not appropriate to represent your topic or message.

Illustrations should always be tailored to your message so they provide context and support the understanding of your information.

Our brand illustration style is clean and minimal, keeping in the same tonal colour palette. This style has been designed to allow you to easily find more illustrations in the same style to represent your specific message.

Hot tip!

To enable accessibility compliance, you must add alternative text (alt text) to illustrations – alt text is a description of the image that conveys the same meaning and context of the image to visually impaired readers.



Graphic elements + layout

Our visual language is given flexibility with graphic elements drawn from the Commonwealth Ombudsman logo and colour palette. This helps reinforce brand recognition and builds our brand equity.

All of the graphic elements are in the Brand Toolkit, available on the Intranet.

Gradient backgrounds	38
Brand icon	39
Speech bubble	40
Audience identifier	41
Indigenous artwork	42
Layout examples	44

Gradient backgrounds

Gradient backgrounds bring our colour palette to life in applications. They add depth and movement, capturing our audience's attention.

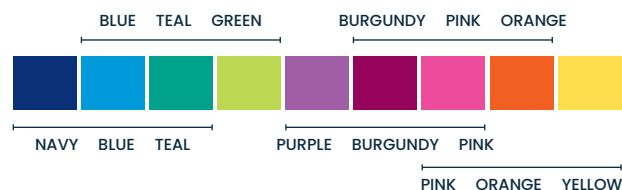
These backgrounds have been created as gradient maps and use the recommended colour combinations, as shown below. The percentage and position of each colour used can be tweaked so each background has a hero colour.

The gradient backgrounds can be used with the brand icon 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 gradient backgrounds in application.

Supplied as png files for use in MS Office products and an Adobe Illustrator file for the creation of additional gradients.

GRADIENT MAP COLOUR COMBINATIONS



Brand icon

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

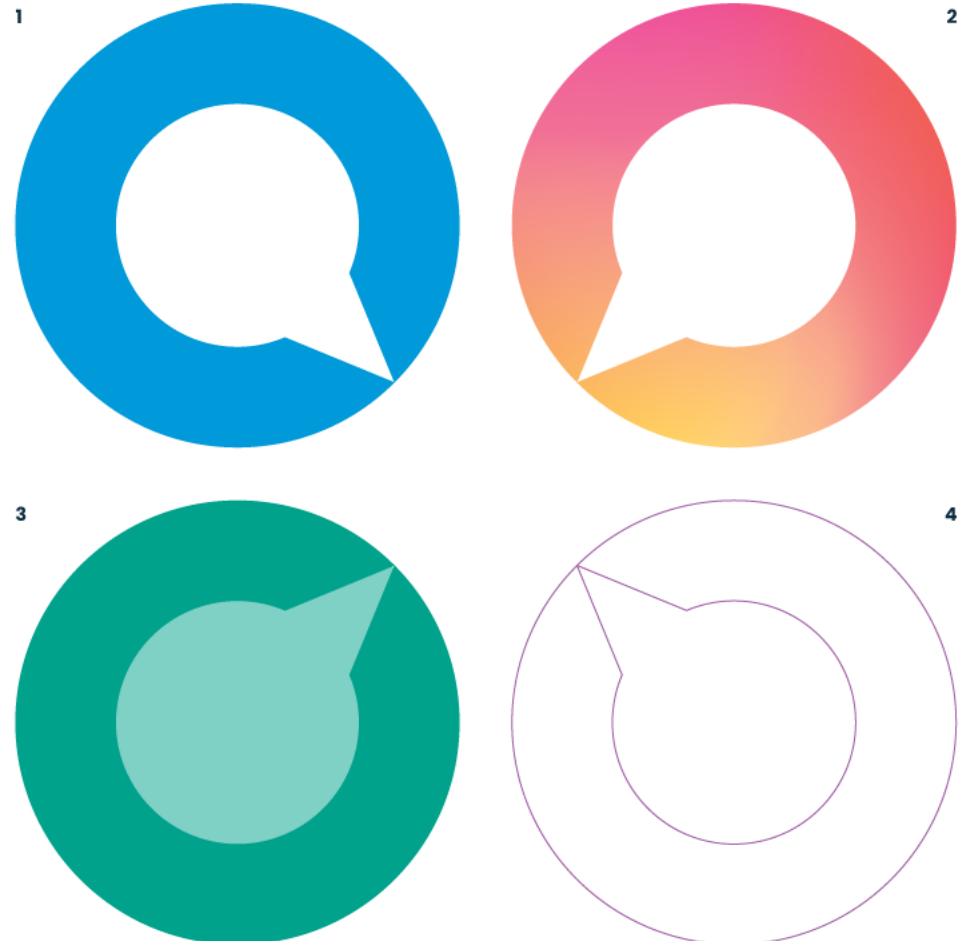
Our brand icon can be used to make our communications feel approachable and hopeful, inviting our audience to engage with the Commonwealth Ombudsman.

Our icon can be used in any brand colour and point in any direction, it can be used to crop or hold an image and can be blown up and cropped in application to enhance the message or add visual interest.

The brand icon can be used with the following graphic treatments:

1. Solid colour fill in any opacity
2. Gradient map fill
3. One colour fill with a 50% opacity counter
4. Thin outline

See the following pages for examples of our brand icon in application.

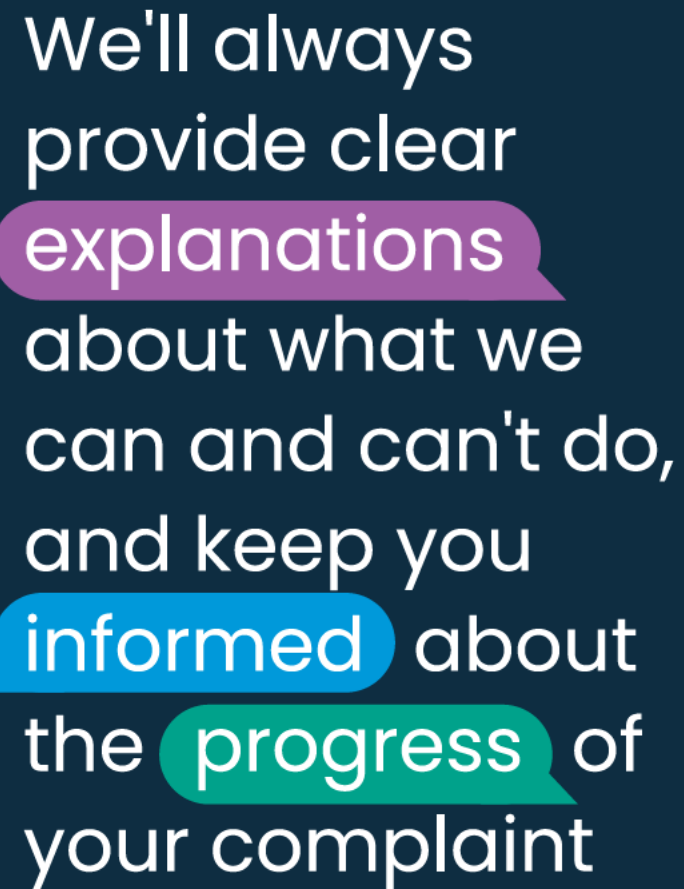


Speech bubble

Inspired by our brand icon, the speech bubble can be used to highlight key outcomes, impacts or opportunities and reinforce brand recognition.

Our speech bubble shows we're listening and collaborative, inviting our audience to engage with us. It can be used in hero headlines, posters and key callouts.

See the following pages for examples of our speech bubble in application.



We'll always
provide clear
explanations
about what we
can and can't do,
and keep you
informed about
the progress of
your complaint

Audience identifier

Our communications cover a wide range of issues and topics for a broad audience. Where a piece of communication speaks to or is for one specific audience, it is valuable to include the audience identifier.

The audience identifier helps our audiences to navigate our communication materials and engage with the pieces most relevant to them. The identifier is particularly valuable when communication is directed to a specific group, for example private health insurers, or there is a large volume of communication around a specific topic, for example a complaint investigation.

See the following pages for examples of the audience identifier in application.



FOR INSURERS



FOR CONSUMERS



FOR GOVERNMENT

Indigenous artwork

We are privileged to have an Aboriginal artwork to support communicating our respect and connection to First Nations employees, communities and organisations.

The artwork, by Whadjuk Nyungar Badimia Yamatji artist Kevin Bynder, tells the story of the Office of the Commonwealth Ombudsman – its functions, staff, and the community we support.

“[The] Centre of the artwork portrays and represents the colours of the Ombudsman. On the outside of the circle are the semi circles, they represent the Women and Men that work and have worked in the Ombudsman’s Office. The coloured circles that surround the Ombudsman are the different sectors such as Overseas Students, VET Student Loans, Defence Force, Private Health Insurance, Postal Industry and Immigration. All these sectors are represented by the Ombudsman and in the artwork they are all connected to the centre. The blue features between each sector is the waterways and the Derbal Yerrigin (Swan River). These are created by the Waagyl (rainbow serpent). The red circles represent the business and people of our community.”



Indigenous artwork content.

It's important that this artwork, and its on-going use, is well-considered, meaningful, and respectful.

This includes taking the appropriate steps to protect the artist and artwork story, cultural identity, and intellectual property rights.

One way we do this is by always acknowledging the artist. For this artwork, you should use the following attribution whenever you use the artwork: *Artwork by Kevin Bynder, Whadjuk Nyungar Badimia Yamatji artist.*

As all First Nations artwork is deeply grounded in culture, traditions, and storytelling, if space allows, include the artwork story as provided by the artist (refer page 40). This is particularly relevant when using the artwork in long-form publications, where the story can be included on the front, inside cover.

When using this artwork, it's important to consider the context and how best to incorporate it into our corporate brand.

You're encouraged to use this artwork for corporate documents, especially when speaking to or about First Nations employees, stakeholders, policies, and programs, as a way to show our cultural appreciation and respect.

As agreed by the artist, this artwork can be used in its entirety, cropped, or in sections, however you must never alter or distort the artwork or its elements.

You can learn more about the appropriate and respectful use of Indigenous art by reading the [Protocols for using First Nations Cultural and Intellectual Property in the Arts](#) and [Reconciliation Australia's Good Practice Guide](#).

Layout examples

The typography, colour palette and graphic elements that make up our brand identity can be combined in a number of ways to create a rich visual identity system that shows our professionalism and personality.

The following pages annotate key details and design decisions across a number of applications to guide your brand design decision making and communication development.

Layout examples cont nued.

Commonwealth Ombudsman logo in the most legible colourway

Heading three

Nullam condimen um hendrerit ex sed hendrerit . Duis commodo ul ricies enim eu rhoncus. Donec id emp or or, non empus urna. Pellen esque vehicula suscipi massa u eges as. Nunc nec posuere ellus, in posuere neque.



Integer maximus mi at erat porttitor varius. Sed dictum malesuada nunc, id auctor lectus blandit eu.

Dark / blue gradient background that compliments the artwork and shows our professionalism

Aliquam ul ricies, nisl e luc us commodo, lorem diam eges as ipsum, a laoree quam arcu vi ae libero. Aenean dapibus nisl u nulla emp or, in phare ra purus sagi is.

Heading three

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Featuring the core Ombudsman element from our indigenous artwork to target this communication to a First Nations audience

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Nam facilisis id sapien sed ves ibulum. Nullam mauris nibh, finibus si ame accumsan ac, bibendum a veli . Fusce in magna viverra.



Commonwealth Ombudsman logo in the most legible colourway

Making a complaint to the Ombudsman

Thin outline of the brand icon to highlight the photograph and add depth to the communication

Image cropped in the brand icon

Layout examples continued.

Use of the gradient as a header background to capture the audience's attention

Superseded course transition

This factsheet is about superseded course transition, the issues that arise in complaints to the Office about superseded courses, and what education providers need to be aware of and consider when a course they are delivering is superseded.

FOR CONSUMERS

Audience identifier to call out the specific target for this piece of communication

Callout box to draw attention and icon to provide quick visual context for the reader

Providers have an obligation to stay aware of any changes that affect the courses they are approved to deliver. When a qualification is superseded, providers must teach out or transition students within 12 months of the replacement course being listed on the national register (unless an extension has been approved).

We have observed some issues relating to international students and superseded course transition, including:

- Providers offering to deliver superseded courses to students who will not be able to complete the course during the transition period.
- Providers not informing students the course is superseded when enrolling.
- Providers only informing students close to the end of the course that they will need to transition.
- Providers charging students a fee to transition to the replacement course.

Provision of inaccurate or misleading course information

Heading colours to match the key gradient colour selected

Before a student accepts a provider's offer to study, the provider must give them all the information they need to make an informed decision on the offer. This principle exists in the Standards for Registered Training Organisations 2015 (RTO Standards), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), and Australian Consumer Law (ACL).

Commonwealth Ombudsman logo and function landmark lockup to give context

COMMONWEALTH OMBUDSMAN OVERSEAS STUDENTS Always free, independent and impartial

Layout examples continued.

Audience identifier to call out the specific target for this piece of communication, included in the key document colour

i
FOR CONSUMERS

COMMONWEALTH
OMBUDSMAN

**Protecting
you when
mistakes
happen**

Heading and content center aligned to best suit the graphic elements used

Subheading how we deal with complaints

September 2023

Layout examples continued.



Brand icon colour chosen to best compliment the photograph

Brand icon masked to integrate the photo, connecting the audience with the subject

Function brandmark applied in the most legible colour to give context

OVERSEAS STUDENTS

Layout examples continued.

Commonwealth Ombudsman logo and function brandmark lockup to give context



Audience identifier to call out the specific target for this piece of communication, included in the key document colour

Details included in the key document colour

Photograph cropped in the brand icon shape

Brand volume

What is brand volume?	51
Low, medium and high volume	52

What is brand volume?

The brand volume refers to the intensity of the brand elements and colours used in our communication. Our range of brand volume provides a scale for our communications to be louder or quieter with each use. The brand volume can be adjusted depending on the application, audience and topic.

Low, medium and high volume



Low brand volume

Used for sensitive topics, and formal and official documents – particularly those submitted to parliament.

For example, official letters and submissions to parliament should generally be low brand volume because of the nature of the products and context.

Consider more measured use of the colour palette, opting for more neutral and core blue/teal colour applications.

Medium brand volume

Used when you want to capture attention or create engagement but still need to err of the side of being professional and corporate.

For example, consider a heavier use of the gradients and/or introduce the wider colour palette.

Higher brand volume

Used when we really want our personality to shine, and want to engage with the public and media on important issues.

For example, consider use of photography to create connection and lean more heavily into the wider colour palette.


Applications

Email signature	54
Social media	55
PowerPoint presentation	56
Fact sheet	57
Leaflets	58
Letter	59
Submission	60
Report (cover)	61
Report (internals)	62
Issues paper	63
Media release	64
Public statement	66

Email signature

Supplied as editable HTML email signatures for MS Outlook.

Firstname Surname
 Position Title
 Section / Branch

COMMONWEALTH OMBUDSMAN  00 0000 0000 / 0400 000 000
 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.

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.

VARIATIONS

Firstname Surname
 Position Title
 Section / Branch

COMMONWEALTH OMBUDSMAN  00 0000 0000 / 0400 000 000
 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.

Firstname Surname
 Position Title
 Section / Branch

COMMONWEALTH OMBUDSMAN  00 0000 0000 / 0400 000 000
 ombudsman.gov.au
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Firstname Surname
 Position Title
 Section / Branch

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

Firstname Surname
 Position Title
 Section / Branch

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

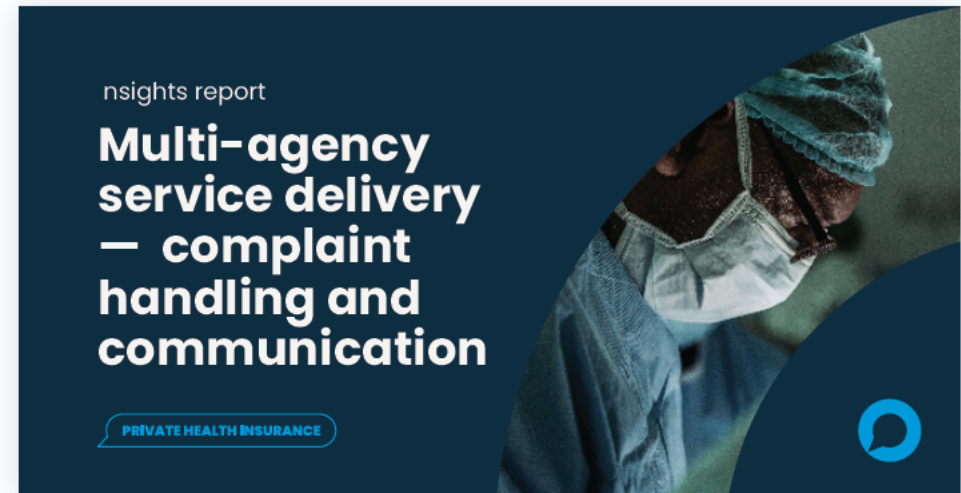
Social media

Supplied as Adobe Illustrator image templates for use on social accounts.

Hot tip!

Consistency is important for recognisability across social media platforms. Keeping the brand icon in the bottom right corner across all posts will help our audience to recognise and engage with our content.

The design of social posts should align to the report, factsheet, leaflet or document they are referencing or advertising so there is visual consistency across our suite of communications.



PowerPoint presentation

Supplied as a MS PowerPoint template.

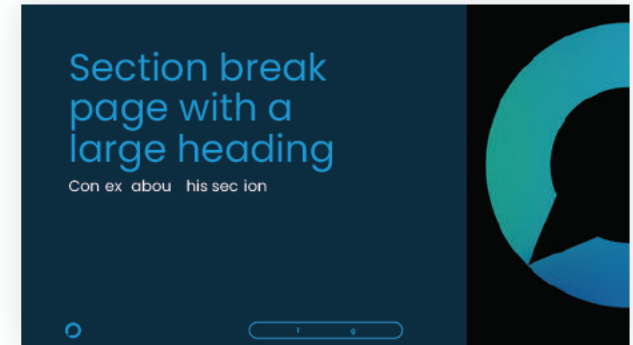
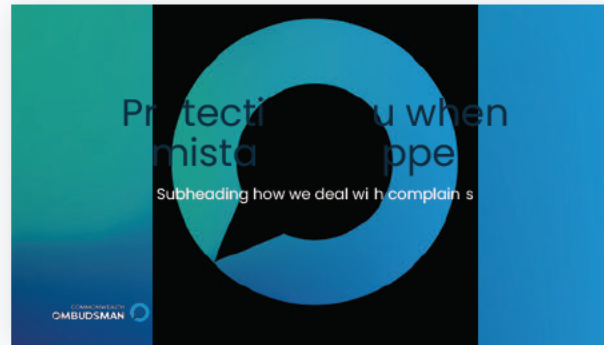
Hot tip!

The template includes lots of different themes and layouts so you can create presentations easily!

Use the Slide Master to select from different themes, but remember, when using our brand colour palette, we should only use two to three key colours to avoid our products looking like a rainbow.

Choose one Slide Master theme per presentation.

Revisit the colour usage guidelines on page 23.



Fact sheet

Supplied as an editable MS Word template.

Hot tip!

You can easily change the colour palette of the factsheets to give your product a unique look and feel.

Simply replace the gradient background in the header using one of the gradient png files from the brand toolkit, and change the heading colours to match.

Superseded course transition

This factsheet is about superseded course transition, the issues that arise in complaints to the Office about superseded courses, and what education providers need to be aware of and consider when a course they are delivering is superseded.

FOUR CONSUMERS

A course or training product is superseded when the regulator advises that it will be replaced by an updated course or training product.

! Providers have an obligation to stay aware of any changes that affect the courses they are approved to deliver. When a qualification is superseded, providers must teach out or transition students within 12 months of the replacement course being listed on the national register (unless an extension has been approved).

We have observed some issues relating to international students and superseded course transition, including

- Providers offering to deliver superseded courses to students who will not be able to complete the course during the transition period
- Providers not informing students the course is superseded when enrolling
- Providers only informing students close to the end of the course that they will need to transition
- Providers charging students a fee to transition to the replacement course

Provision of inaccurate or misleading course information

Before a student accepts a provider's offer to study, the provider must give them all the information they need to make an informed decision on the offer. This principle exists in the Standards for Registered Training Organisations 2015 (RTO Standards), the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code), and Australian Consumer Law (ACL)

COMMONWEALTH
OMBUDSMAN

OVERSEAS STUDENTS

Always free, independent and impartial

Australian Consumer Law

Enrolling a student into a superseded course or accepting payment for a superseded course may also breach ACL.

Misleading and deceptive conduct

It is illegal for businesses to engage in conduct that misleads or deceives consumers, and this may be the case even if the business does not intend to mislead. This means that a business must disclose all relevant information, so as not to create a misleading impression about the service the business is offering.

Case study

George enrolled in an Advanced Diploma with a private education provider. Shortly after commencement the provider informed George that the course was superseded and that he was not eligible to transition to the new course as he did not meet the entry requirements. The provider was unable to keep George in the superseded version of the course as his end date was well past the course's transition date.

The provider offered George the option of enrolling in an alternative lower-level Diploma course. George declined the offer due to concerns this change of enrolment would affect his visa. George withdrew his enrolment and requested a full refund of his tuition fees.

In our view this provider's actions could be non-compliant with RTO Standards and the National Code, and inconsistent with its obligations under Australian Consumer Law, as

- It did not inform George prior to enrolment or commencement of studies that the course was superseded when it knew or should have known,
- It enrolled George into a course it knew or should have known he would not meet the entry requirements for, and
- It accepted payment for the course when it knew or should have known it would not be able to deliver it within the timeframe on the written agreement.

As they had an obligation to be aware of changes to courses within the scope of their registration, George's provider should have known about the changes to the Advanced Diploma, including the new entry requirements.

For more information visit ombudsman.gov.au or call 1300 362 072

23/02/22

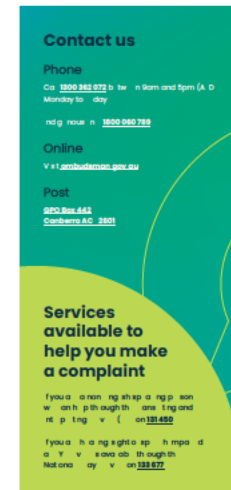
Leaflets

Supplied as an editable InDesign templates
– contact the Communications Team if you need a new leaflet designed.

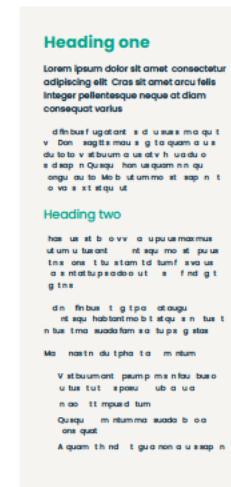
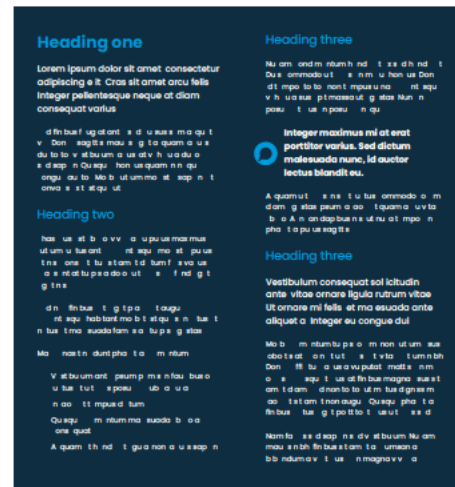
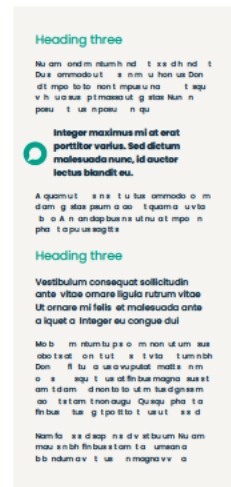
Leaflets can be produced in the following sizes:

- Double-sided DL
- Bi-fold DL
- Tri-fold DL
- Quad-fold DL

BI-FOLD DL EXAMPLE



BI-FOLD DL EXAMPLE – FIRST NATIONS AUDIENCE



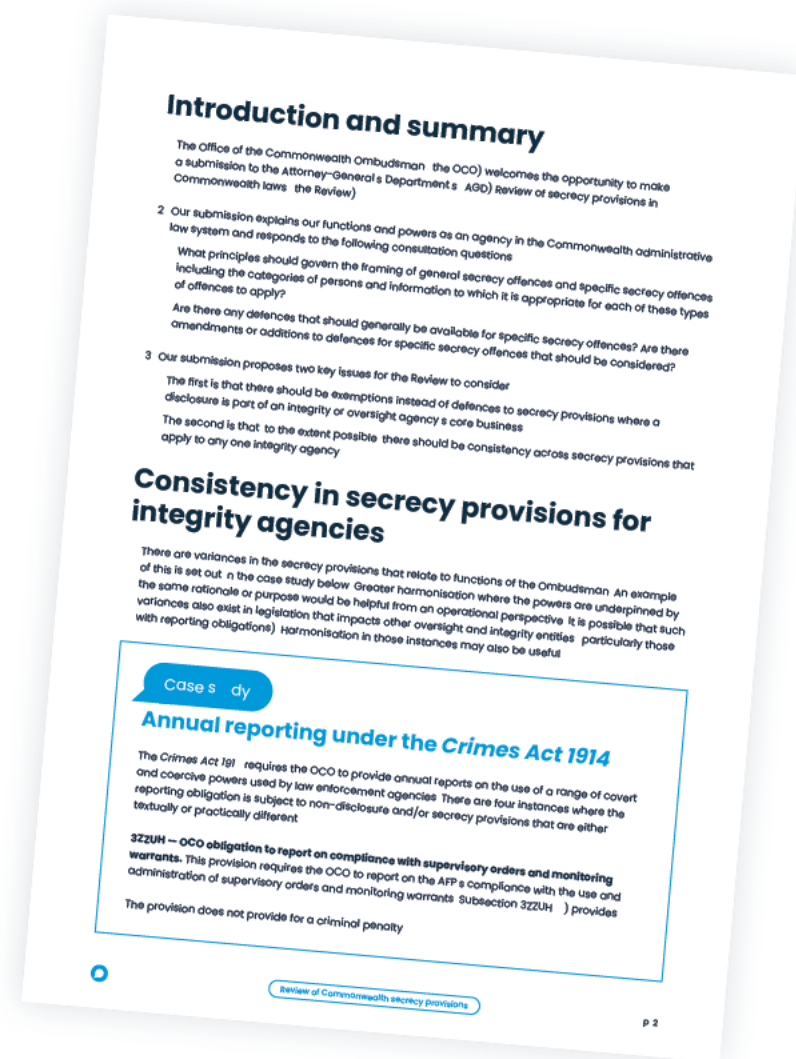
Letter

Supplied as an editable MS Word template.



Submission

Supplied as an editable MS Word template.



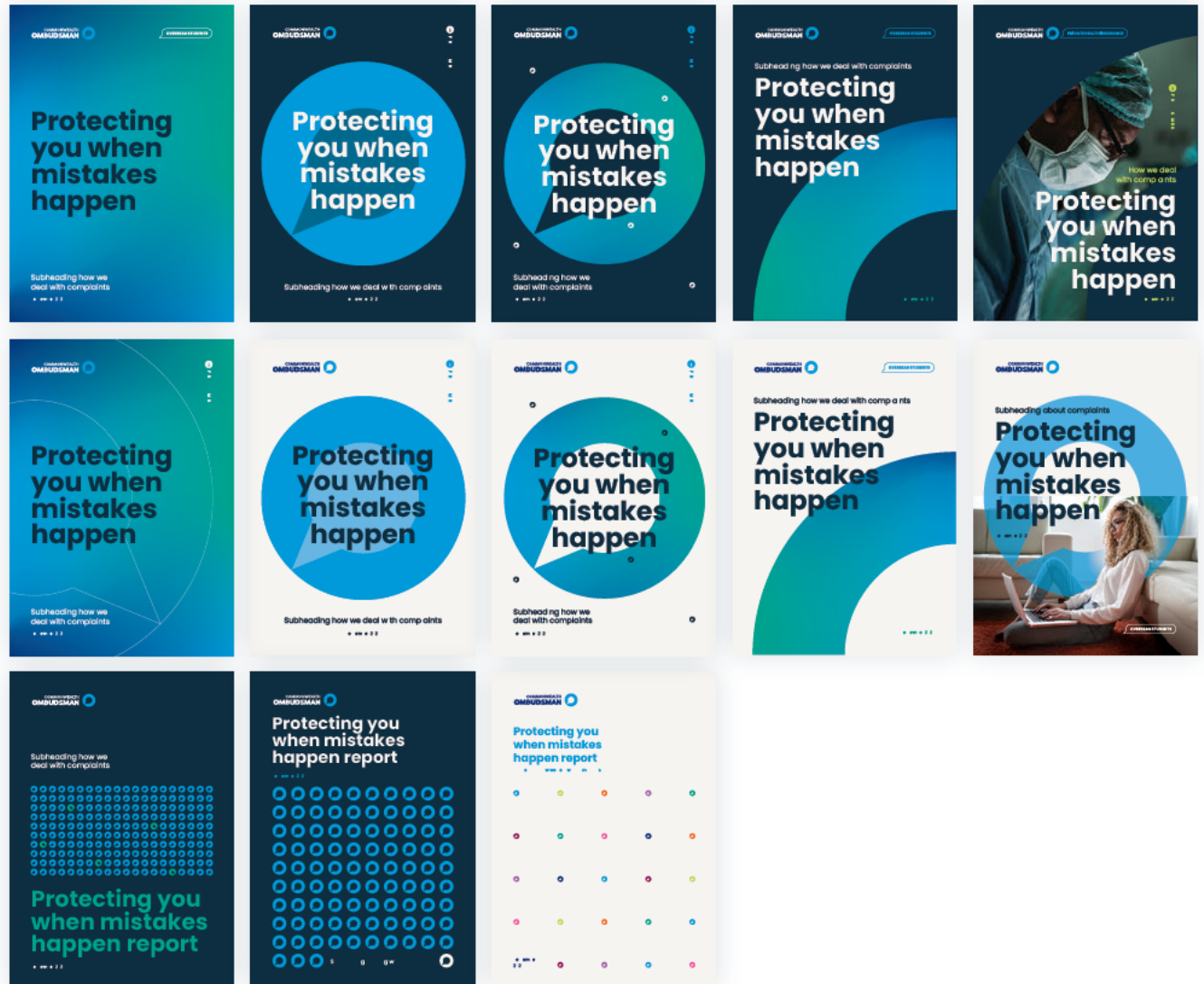
Report (cover)

Supplied as an editable MS Word template with cover variations supplied in Adobe InDesign for creation by the communications team.

Hot tip!

You can easily change the colour palette of the report to give your product a unique look and feel.

Simply ask the communications team to create a unique cover in your desired palette from the brand toolkit, and change the heading colours to match.



Report (internals)

Supplied as an editable MS Word template with cover variations supplied in Adobe InDesign for creation by the communications team.

Executive summary

Our role in monitoring the National Disability Insurance Agency's (NDIA) performance against the Participant Service Guarantee (PSG) is an important addition to the oversight role we already perform in relation to the NDIA.

What we looked at

Our work focused on the NDIA's performance against the PSG in relation to the oversight role we already perform in relation to the NDIA.

What we found

Our work focused on the NDIA's performance against the PSG in relation to the oversight role we already perform in relation to the NDIA.

Our key findings

Webpage and templated letters for access and planning do not consistently clearly include reference to the relevant PSG timeframes	Internal procedures and guidance do not appropriately support national Contact Centre staff to provide participants with clear and transparent information about relevant PSG timeframes	the NDIA is not proactively communicating to participants where access or planning decisions are either unlikely to be met or have not been met
--	--	---

Heading one

Intro para Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque hendrerit suscipit feugiat. Sed vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Donec tincidunt felis. Sed vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Donec tincidunt felis.

Heading two

Ma gards d xv m mV b m b o o d q o o o o q a m

Heading three

o g m b h b m p v p o a m o q q d g o q

Table heading

Dr roll complaint	Name r r f r and final d by th app during th r v r p r f o d	Name r r f r and r v r w s
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Co goy 2	1	1 (
Co goy	14	(
Co goy 4 (omplien i u	44	1 (
tal	25	89 (20%

Heading 4

o g m b h b m p v p o a m o q q d g o q

Heading two

Ma gards d xv m mV b m b o o d q o o o o q a m

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Recommendation.

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Graph heading: overall complaints

Case study

Case study title, access and planning: alphonso

Ma gards d xv m mV b m b o o d q o o o o q a m

Summary of recommendations

- 7 public reports
- 61 recommendations made by the Office of the Commonwealth Ombudsman
- 55 recommendations supported in full four in part and two acknowledged
- 54 recommendations supported in full have been implemented or partially implemented

Issues paper

Supplied as an editable MS Word template.

Hot tip!

You can easily change the colour palette of the issues paper to give your product a unique look and feel.

Simply replace the gradient background using one of the gradient png files from the brand toolkit, and change the heading colours to match.

Issue Paper September 2023

Improving fairness in written agreements between international students and Australian education providers

As the Overseas Students Ombudsman, the Office of the Commonwealth Ombudsman (the Office) considers complaints from international students about private education providers.

The most common issue international students raise in complaints to the Office is their provider's reliance on terms in the written agreement to determine what money (if any) is to be returned to the student after the student has withdrawn from studies. Between January 2018 and 30 June 2022, 4 per cent of all complaint issues international students raised with us concerned terms in written agreements (2432 out of 5962 complaint issues). In the same period, we finalised 567 investigations into written agreement issues.

In those 567 investigations, we found that:

36.5 per cent of cases providers had given outcomes that appeared substantially compliant, fair and reasonable	48.5 per cent of cases providers had given outcomes that did not appear substantially compliant, fair and reasonable
--	--

In the remaining 5 per cent of cases, we did not form a view about that complaint issue, for example because the provider and student resolved the issue between themselves.

Most of these complaints were about refunds the student requested but their provider refused, or where they provided less than expected. In our investigations, we observed a lack of fairness by some providers who took a strict approach to application of refund terms in their written agreements.

Part 1: Consumer Law

Except for some explicit scenarios where providers must give students a certain level of refund – for example when a provider does not deliver a course as agreed (provider default), or if a student's visa application is refused – providers must set out student fee liabilities and refund entitlements in written agreements.

As written agreements drafted by Australian education providers generally do not give students the opportunity to negotiate terms, they are usually considered 'standard form contracts' and therefore subject to ACL provisions about UCTs.

Unfair contract terms

There are some key principles which can help determine if a contract term may be inconsistent with ACL. However, terms also need to be considered as part of the whole contract to determine if they are unfair.

A contract term will be considered unfair if:

1. it would cause a significant imbalance in the parties' rights and obligations arising under the contract, and
2. it is not reasonably necessary to protect the legitimate interests of the party who would be advantaged by the term, and
3. it would cause detriment (whether financial or otherwise) to a party if it were to be relied on.

Imbalance in parties' rights

Fee and refund terms in contracts between education providers and international students may be inherently balanced in favour of the provider. We observed some written agreements where providers impose obligations on a student in default by including terms enabling them to:

- recover expenses they may have incurred in recruiting the student
- recover expenses they may incur in preparing to deliver the course to the student, and
- obtain compensation for some loss of earnings

For more information visit ombudsman.gov.au or call 1300 362 072

Media release

Supplied as an editable MS Word template.

Hot tip!

You can easily change the colour palette of the media release to give your product a unique look and feel.

Simply replace the gradient background in the header using one of the gradient png files from the brand toolkit, and change the heading colours to match.



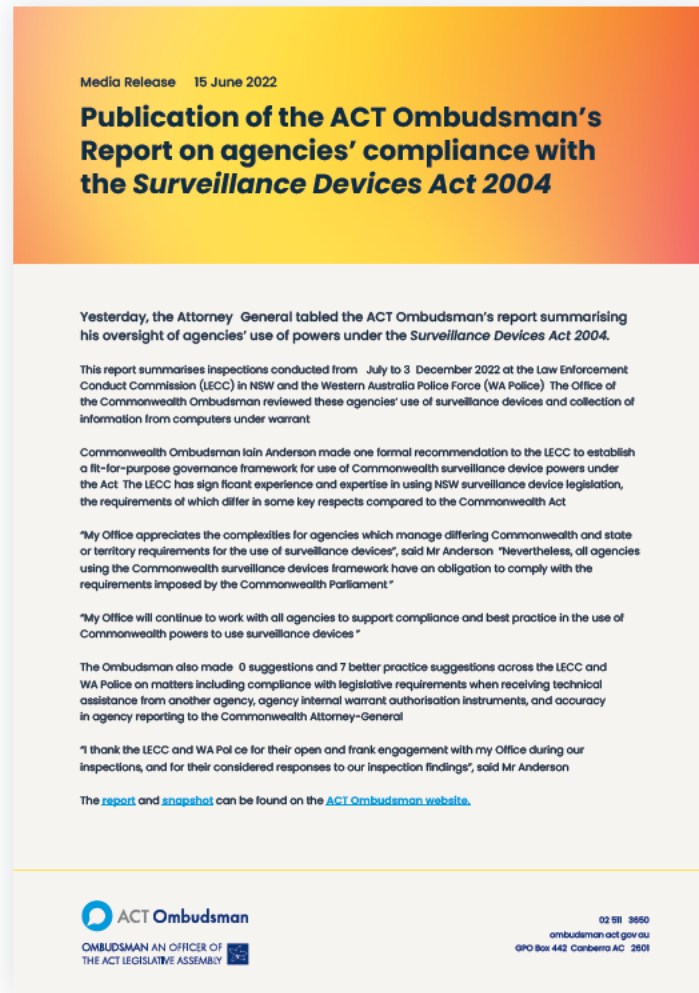
Media release — ACT Ombudsman variation

Example ACT Ombudsman variation of the Media release.

Hot tip!

You can easily change the colour palette of the media release to give your product a unique look and feel.

Simply replace the gradient background in the header using one of the gradient png files from the brand toolkit, and change the heading colours to match.



Public statement

Supplied as an editable MS Word template.

Hot tip!

You can easily change the colour palette of the public statement to give your product a unique look and feel.

Simply replace the gradient background using one of the gradient png files from the brand toolkit, and change the heading colours to match.

Public statement | September 2023

Complaint handling in Australian Public Service agencies

The past few years show the critical role the Australian Public Service (APS) plays in supporting the community through a pandemic. APS agencies need to deliver high quality programs and services to the Australian community in a way that is fair, transparent, timely, respectful and effective. Key to this is confidence and trust in public administration.

In April 2022, the Office of the Commonwealth Ombudsman (the Office) invited a broad selection of APS agencies to participate in a voluntary survey about how they handle complaints. The survey aims to establish a baseline for how the APS handles complaints from members of the community.

The survey focused on three key areas common in strong complaint handling services – good governance, effective data capture and reporting, and ongoing improvement.

This statement outlines the Office's analysis of the survey responses and identifies opportunities to improve complaint handling across the APS.



Survey results

The maturity levels of complaint handling vary across the APS agencies which responded to the survey. Applying the Office's model which captures 5 levels of complaint handling maturity, more than half of agencies report characteristics of a basic or delivering complaint handling system (level 2 or 3), while only 3 agencies report qualities consistent with a superior complaint handling system (level 5).

Complaints provide a wealth of data that can be analysed to identify program weakness, systemic administration issues and opportunities to improve business practices. The most variability between agencies is in how they collect, record, analyse, report, and use complaint data. The quality of data management is influenced by whether the agency has a centralised complaint handling unit, the sophistication of their complaint handling electronic systems, and the level of detail recorded.

Survey responses indicated that information about how to make a complaint is often only found on an agency's website and is not included in other formats such as brochures or on other organisations' websites. Customer feedback about complaint handling could also be better captured and analysed, with few agencies conducting customer satisfaction surveys on how complaints are managed.

Opportunities

These findings provide a baseline measure for the way complaints are managed in APS agencies, along with identifying opportunities to strengthen complaint handling systems across the APS.

APS agencies can improve their complaint handling systems by focusing on data management, ensuring complaint data forms part of strategic decision making, undertaking customer satisfaction surveys, and sharing information about their complaints services in more formats across different channels to improve accessibility.

The Office is keen to help agencies improve their complaints handling by providing education and training, continuing the work of the Complaint Assurance Program, and publishing resources on our website.

For more information visit ombudsman.gov.au or call 1300 362 072

Brand guide



Introduction

These are the Australian National Preventive Mechanism (ANPM) Brand Guidelines. Within this document you will find direction on the audiences, assets and applications which make up our visual identity.

This guide ensures that we present our brand consistently as independent, approachable and progressive, and gives you the appropriate know-how and tools to consistently produce communications that reflect our distinct brand.

For further information, assets or resources please contact:

s 47E

Contents

01

Who we are

Brand insights, audiences,
brand personality

[→ 03](#)

02

Logo

Meaning, primary logo,
logo variations, minimum size
and clear space

[→ 13](#)

03

Colour

Colour palette,
accessible combinations, usage

[→ 24](#)

04

Typography

Meet the families, typesetting general
principles, fallback typeface

[→ 31](#)

05

Graphic elements

[→ 38](#)

06

Applications

Corporate stationery, documents,
posters

[→ 40](#)

Who we are

The Australian National Preventive Mechanism (Australian NPM) – sometimes referred to as the Australian NPM Network – is the collection of bodies and people appointed or nominated as NPMs by Australian jurisdictions, to give effect to Australia’s obligations under the Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT).

Brand insights	x
Audiences	x
Brand personality	x

Brand insights

A series of workshops were held with key stakeholders to dig deep into the Australian NPM's purpose, approach and objectives.

Through this exploration, a number of key insights and challenges were highlighted that influence the tone and direction of the visual identity.

Many voices — one brand

As a collective of individual NPMs from across the Commonwealth, states and territories, each with their own brand and identity, the Network represents many voices. However as a brand we need to communicate a united front, a single voice, and a unified mission, while respecting and complementing the individual identities from each of our members.

Champions of change

There is a general perception that the Australian NPM's remit is to visit places of detention, but we do so much more than that — we educate, advise, inform and collaborate. We do this today, to inspire change tomorrow.

Key to the success of the new visual identity is to effectively communicate the Australian NPM's full remit — our commitment to championing for change and being strong and vocal allies to people being deprived of their liberty.

Frank and fearless

In delivering our role, we need to be many things to many people — firm and fair, authoritative and cooperative, professional and welcoming, united and independent.

The duality of our role means we need to walk a fine line in both tone and approach — being frank and fearless in communicating while at the same time welcoming collaboration and cooperation as key to successfully rallying government, NGOs, CSOs and other stakeholders to achieve positive outcomes.

Audiences

In order to build an effective brand that truly connects with our audiences, we need to be clear on who they are, what they want, and how we provide value to them.

As you create branded products, be mindful of your audience so that you can tailor the look and feel to effectively communicate your message.

For **people being deprived of their liberty** who want to understand who we are, what we do, and how we can help, we are a beacon of hope, clearly communicating how we help prevent mistreatment through pushing for systemic improvements today that will create change for tomorrow.

For **the public** who want transparent information about places where people are deprived of their liberty and what we're doing to help prevent mistreatment, we shine a light, delivering information and education to inform and enlighten.

Audiences continued.

For **the media**, who want trustworthy information and engagement on current issues, we are experts in our field and provide relevant, contemporary information that they can rely on.

For **our international colleagues** who want a single voice for Australian NPMs, we are a collaborative, united network that works together towards a common purpose.

For **those managing detention facilities** who want to trust us to advocate for improvements, we are independent and deliver on our promise.

Brand personality

The brand personality is how we bring our brand to life.

We look

Independent

Professional

Serious

Trustworthy

Approachable

We sound

Outspoken

Authoritative

Informed

Fair

Hopeful

We feel

Collaborative (cooperative)

United

Progressive

Welcoming

Transparent

Logo

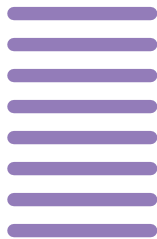
The Australian National Preventive Mechanism logo is the leading face of our brand. When used consistently it helps people recognise us easily.

Meaning	x
Primary logo	x
Mono logos	x
Logo variations	x
Logo — minimum size	x
Logo — clear space	x

Meaning

The landmark represents Australia coming together for a unified purpose with a sense of progress and future-focus. Combined with the contemporary colour palette, this is a distinct and recognisable brand that gives the Australian NPM a unique identity.

Eight lines representing Australia coming together as a whole under the Australian NPM.



+



=



Working together for brighter outcomes and a more positive future.



Primary logo

The Australian National Preventive Mechanism logo is the leading face of our brand. When used consistently it helps people recognise us easily, so it's important that we have strict standards for how it's used.

Our logo may only be reproduced as shown in this document and may not be altered in any way.

The primary logo should be used at all times. This is to make sure the brand is used in a consistent way across all communications. The stacked logo is the preferred format, however the inline version can be used where space or layout require.

The allowable colourways of the logo are shown on the following page. No colourways outside of those shown may be used. Where absolutely not possible (e.g. due to the restrictions of artwork specifications), a monotone version of the logo may be used.

PRIMARY LOGO — STACKED (PREFERRED)



PRIMARY LOGO — INLINE



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



PRIMARY LOGO — INLINE



Mono logos

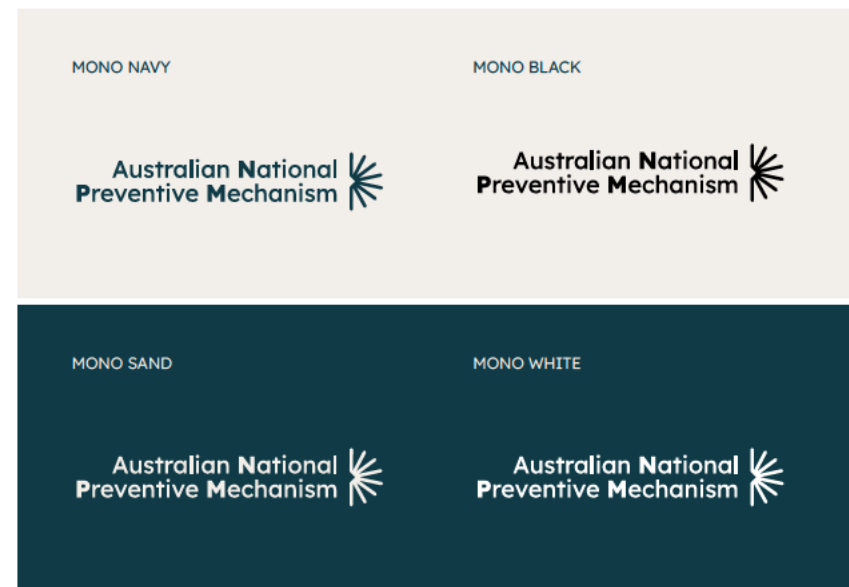
If the primary logo colourways can not be used for technical reasons, a monotone logo is available for use.

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 LOGO — INLINE



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



MIN. WIDTH
15mm / 43px

LOGO MINIMUM SIZE

Print 15mm wide

Digital 43px wide

INLINE LOGO



MIN. WIDTH
25mm / 70px

LOGO MINIMUM SIZE

Print 25mm wide

Digital 70px wide

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



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.

Colour	x
Colour palette	x
Colour combinations and accessibility	x

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.

Colour palette

Navy

A dark navy blue rounded rectangular card with a stylized fan-like graphic on the right side. The graphic consists of several black lines radiating from a central point, with the longest line being vertical and the others fanning out to the right.

PRINT
C90 M60 Y50 K50

DIGITAL
R15 G58 B70
0F3A46

Purple

A medium purple rounded rectangular card with a stylized fan-like graphic on the right side. The graphic consists of several purple lines radiating from a central point, with the longest line being vertical and the others fanning out to the right.

PRINT
C45 M55 Y0 K0

DIGITAL
R147 G124 B185
937CB9

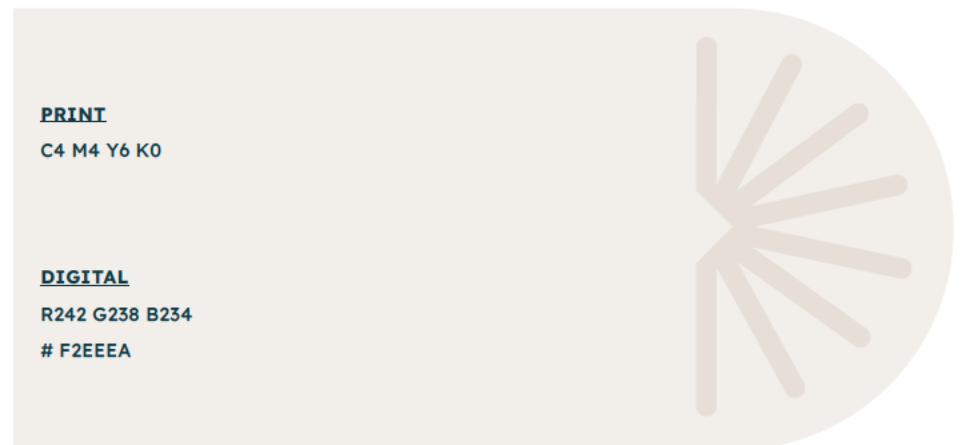
Green

A medium green rounded rectangular card with a stylized fan-like graphic on the right side. The graphic consists of several green lines radiating from a central point, with the longest line being vertical and the others fanning out to the right.

PRINT
C55 M20 Y90 K15

DIGITAL
R114 G146 B67
729243

Sand

A light beige or sand-colored rounded rectangular card with a stylized fan-like graphic on the right side. The graphic consists of several light beige lines radiating from a central point, with the longest line being vertical and the others fanning out to the right.

PRINT
C4 M4 Y6 K0

DIGITAL
R242 G238 B234
F2EEEE

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	

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	x
Typesetting — general principles	x
Fallback typeface	x

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

Special callout of key outcome or detail

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

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 LIGHT / REGULAR / MEDIUM

Case Sentence

Size Large

Leading 5pts larger than the font size

Space after Visual

← CAPRASIMO

Case Sentence

Size Same size as the heading level it's used in

Leading 5pts larger than the font size

Space after Visual

← READEX PRO REGULAR

Case Sentence

Size 5-10 points larger than the body copy size

Leading 5pts larger than the font size

Space after Visual

← READEX PRO REGULAR

Case Sentence

Size Small but legible

Leading 5pts larger than the font size

Space after 3-5pt depending on size

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

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.

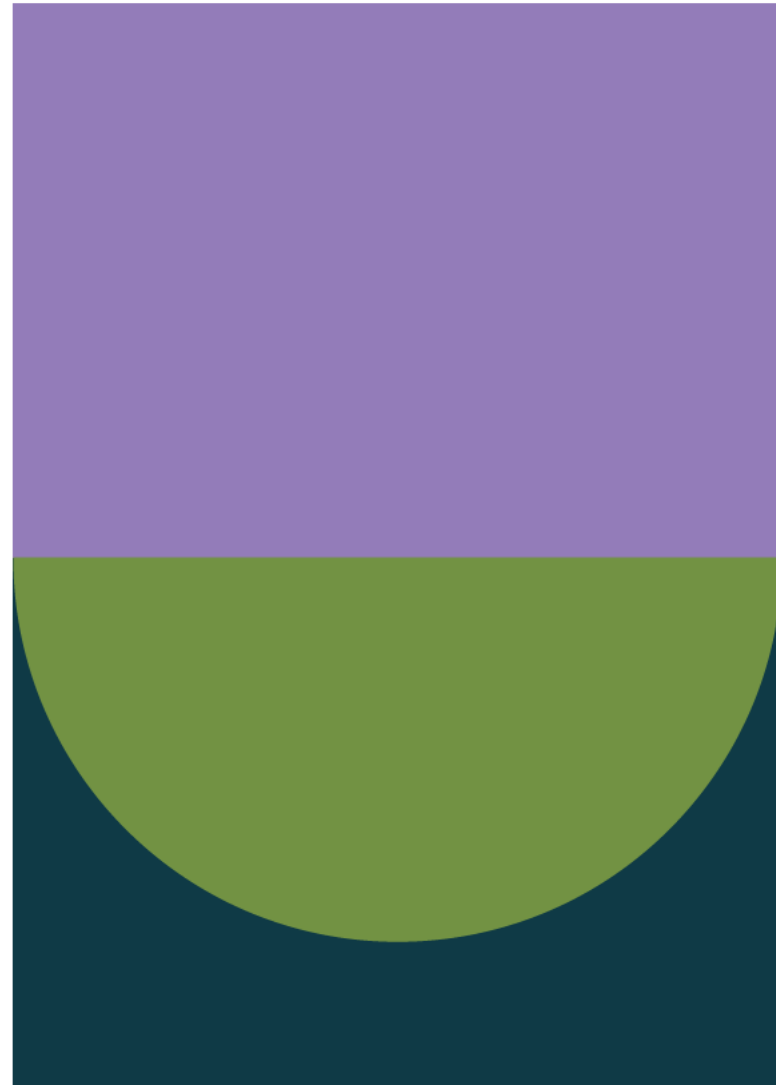
Colour blocks	x
Soft gradient background	x
Brand icon	x
Members logo block	x
Member badge	x

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.

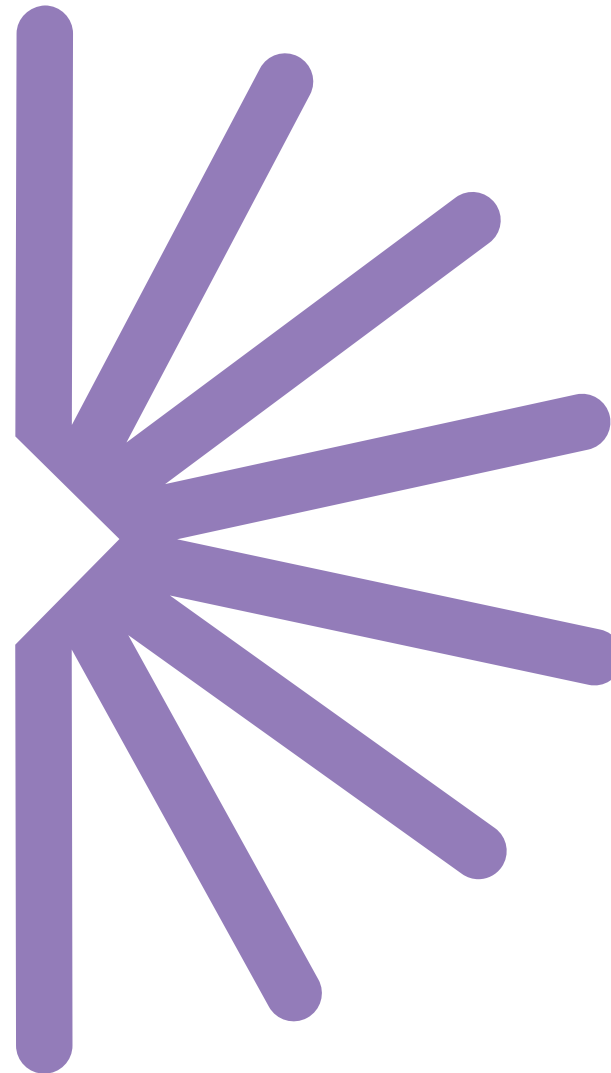


Brand icon

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.



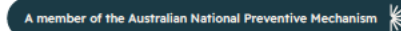
Member badge

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

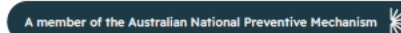
This badge has been created to show the relationship of the Australian NPM to the other NPMs in Australia. It can be used in the solid or outlined version by our members, locked up with their logo or as a supporting line in their communications.

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

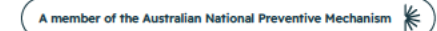
SOLID BADGE



USAGE EXAMPLE



OUTLINED BADGE



USAGE EXAMPLE



Applications

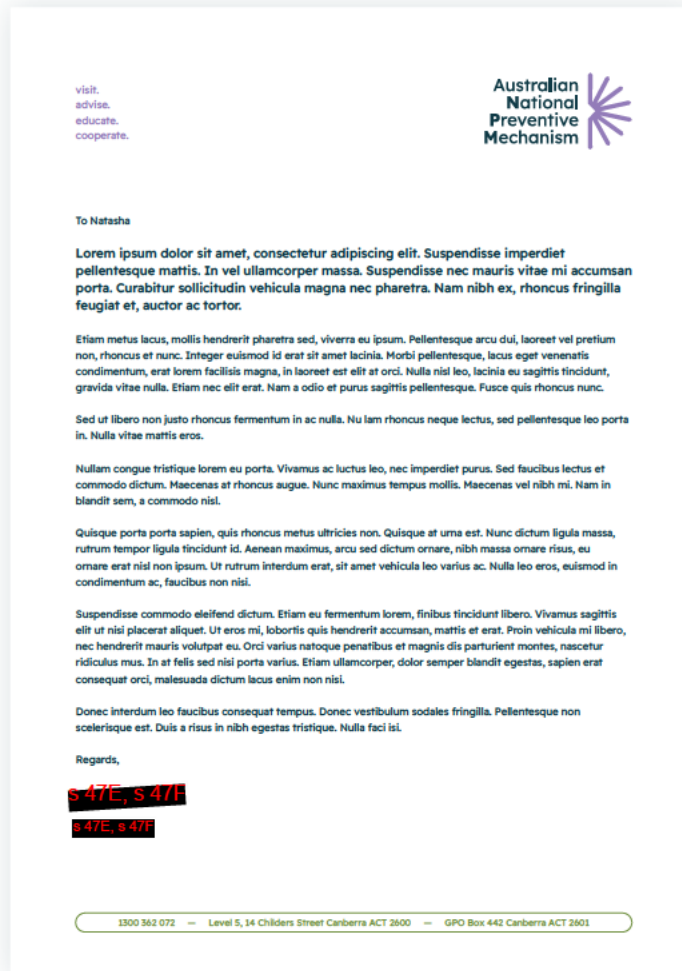
Business cards

Set up as an Adobe InDesign file for professional printing.



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



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.



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

<p>The Optional Protocol to the UN Convention against Torture (OPCAT) aims to prevent torture and inhuman treatment of people deprived of their liberty.</p>	<p>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.</p>	<p>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.</p>
--	---	--

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.


today will change tomorrow

18

recommendations to the Department of Home Affairs

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

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.


today will change tomorrow

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 Correctional Services
- 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 Correctional Services
- South Australia (SA) Training Centre Visitor

We wish to express interest in participating in the public consultation taking place during the 50th session of the SPT, in June 2018.

Feedback on General Comment No. 1

We congratulate the SPT on drafting this needed guidance to NPMs, governments and civil society to better understand the meaning of "place of deprivation of liberty", in turn, assist States in achieving its intended objectives.

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

Introduction

In footnote 2 on page 1, it is noted that the English "jurisdiction and control", whereas the French "jurisdiction or control", whereas the French "jurisdiction or control". Although this issue is addressed in the body of the General Comment, given the important distinction could be addressed more prominently 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.

Foreword

The Optional Protocol to the Convention against Torture and other Cruel, Inhuman or Degrading Treatment or Punishment (OPCAT) is unique in many ways. It is the only existing preventive international human rights instrument. It is also the first UN instrument setting national bodies – namely National Preventive Mechanisms – with a role in monitoring the implementation of international human rights obligations by States Parties.

The annual report for the ANPM under the OPAT is a key document in the ANPM's work. It is a key document in the ANPM's work. It is a key document in the ANPM's work.

Our report at a glance

The report is divided into 18 recommendations to the Department of Home Affairs. The report is divided into 18 recommendations to the Department of Home Affairs.

5 recommendations have been issued by us before	4 recommendations for a review of the role of the ANPM
3 recommendations relate to health and well-being of people in immigration detention	2 recommendations relate to the management of people in immigration detention
2 recommendations relate to the management of people in immigration detention	1 recommendation regarding the role of the ANPM in the management of people in immigration detention

Key messages from this report

- The number of people held in immigration detention has increased since the beginning of the year.
- There are concerns about the health and well-being of people in immigration detention.
- There are concerns about the management of people in immigration detention.
- There are concerns about the role of the ANPM in the management of people in immigration detention.

Our mandate

In July 2018, the Australian Government announced the Commonwealth Detention and the ANPM for places of detention under the control of the Commonwealth (the ANPM's mandate).

The ANPM's mandate is to monitor and report on the treatment of people in immigration detention. The ANPM's mandate is to monitor and report on the treatment of people in immigration detention.

Summary of our findings

This report presents our findings on the ANPM's mandate. This report presents our findings on the ANPM's mandate.

What are the functions of an NPM?

Visit

The ANPM visits places of detention to monitor and report on the treatment of people in immigration detention. The ANPM visits places of detention to monitor and report on the treatment of people in immigration detention.

Advise

The ANPM provides advice to the Department of Home Affairs on the treatment of people in immigration detention. The ANPM provides advice to the Department of Home Affairs on the treatment of people in immigration detention.

Educate

The ANPM provides education to the public on the treatment of people in immigration detention. The ANPM provides education to the public on the treatment of people in immigration detention.

Cooperate

The ANPM cooperates with other human rights mechanisms. The ANPM cooperates with other human rights mechanisms.

NPMs appointed or nominated as of December 2022

State/Territory	APM	Date Appointed
Commonwealth	Office of the Commonwealth Detention and the ANPM	July 2018
Western Australia (WA)	WA Office of the ANPM	July 2018
Northern Territory (NT)	NT Office of the ANPM	July 2018
South Australia	SA Office of the ANPM	July 2018
Australian Capital Territory (ACT)	ACT Office of the ANPM	July 2018
Tasmania	Tas Office of the ANPM	July 2018

The 5 indicators of a healthy detention facility we use are...

- entry**: People in detention are able to safely and respectfully be placed in the care of State and Territory health services as a last resort.
- support**: People in detention are treated with respect for their human dignity and the circumstances of their detention.
- preventive activity**: Detention facilities are able to provide and promote the mental and physical well-being of people in detention.
- wellbeing + social care**: People in detention are able to connect with family and friends, support groups, and legal representation, and have a right to make a complaint or complaint.
- physical + mental health**: People in detention have access to appropriate medical care equivalent to that available in the community.

Posters

Supplied as a editable MS PowerPoint templates.



Posters continued.

Supplied as a editable MS PowerPoint templates.



STYLE GUIDELINES

The brand style guide for ACT Judicial Council as of 2017

CONTENTS

INTRODUCTION	3
01. LOGO VARIATIONS	4
02. APPLYING THE LOGO	5
03. MINIMUM SIZE	6
04. COLOUR PALETTE	7
05. TYPOGRAPHY	8
06. BUSINESS CARD LAYOUT	9
07. LETTERHEAD LAYOUT	10

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 necessary.

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



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



MINIMUM SIZE INLINE



MINIMUM SIZE ICON



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

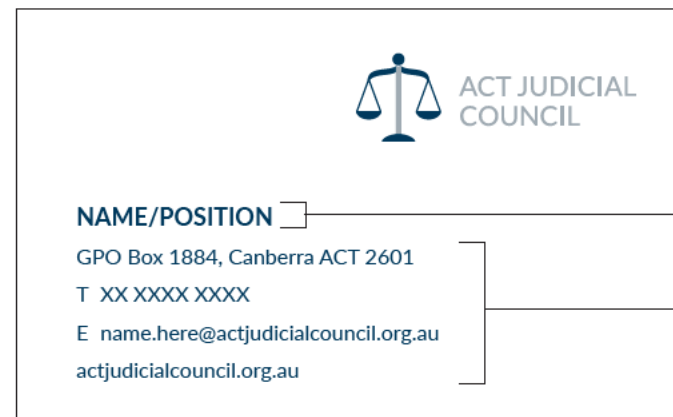
Calibri Bold Italic

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.



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

Communications and Governance

Brand guidelines for reporting

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

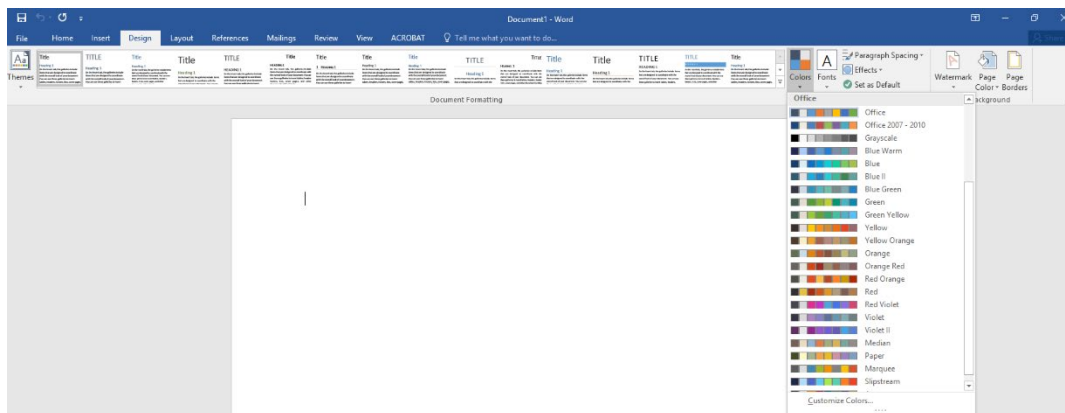
Expanding on the existing branding, the below takes our current colour pallet range down a few more levels to ensure we are consistent when producing graphs, understanding users need a broader range of more than three colours. The colours detailed below are to be used when producing graphs for any internal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

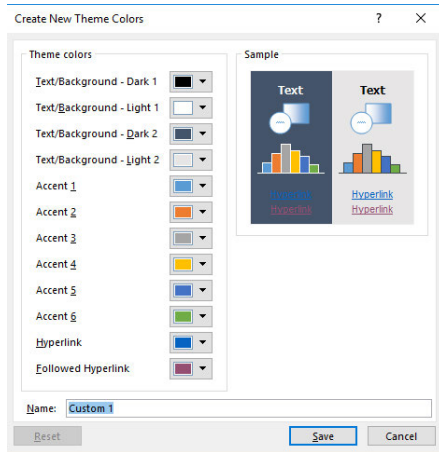
An Excel template has been set up with the new Corporate colours.

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.

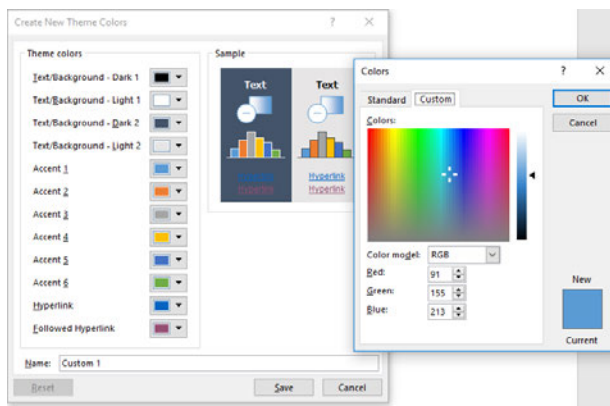
Step 1: Go to the 'design' tab and select the 'colours' drop down.



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



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 and 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 # 0099DA		R0 G161 B139 # 00A18B		R160 G93 B165 # A05DA5	
R238 G77 B155 # EE4D9B		R150 G5 B90 # 96055A		R242 G97 B34 # 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.’

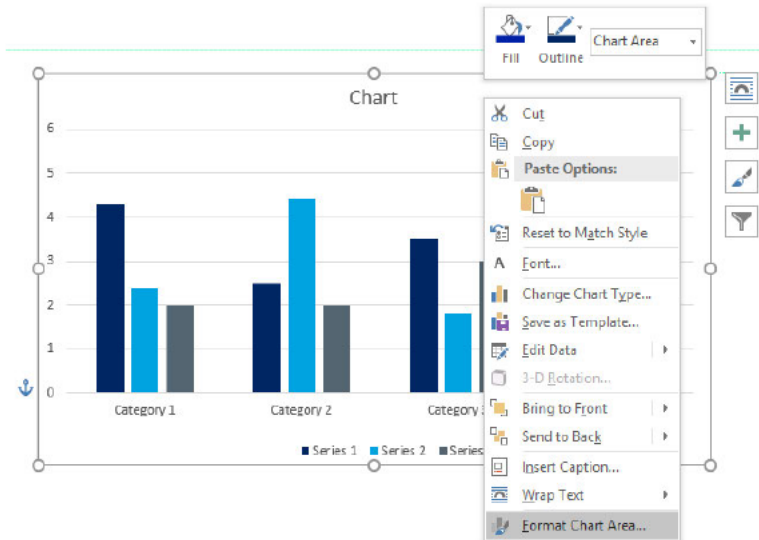
Alternative text (Alt Text)

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

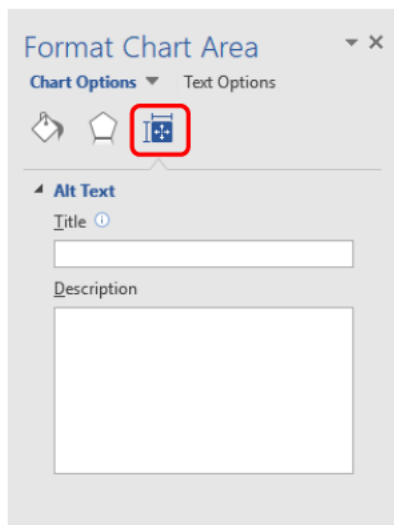
- the title of the graph
- the type of graph
- information explaining the X- and Y-axis
- the trend the graph is used to convey. This will give the user all the required information to accurately interpret the graph.

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



RGB 255/226/101 HTML FFE265



RGB 255/63/63 HTML FF3F3F



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.

[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: <ul style="list-style-type: none">• The secretary will respond to each recommendation.• The secretary will allocate responses that need more work to members.• 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: <ul style="list-style-type: none">• islands and coral reefs• abundant wildlife• tropical rainforest, and• 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.

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.

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 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)

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



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

COMMONWEALTH OMBUDSMAN 

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.

1

CALD Working Group


Firstname Surname

Position title

Section / Branch

Member of the Culturally and Linguistically Diverse Network

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

COMMONWEALTH OMBUDSMAN 

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



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



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

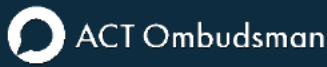


Firstname Surname

Position title

Section / Branch

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



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



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

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CALD Working Group

Firstname Surname

Position title

Section / Branch

Member of the Culturally and Linguistically Diverse Network



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

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Disability Working Group

Firstname Surname

Position title

Section / Branch

Member of the ENABLED Disability Network



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



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.

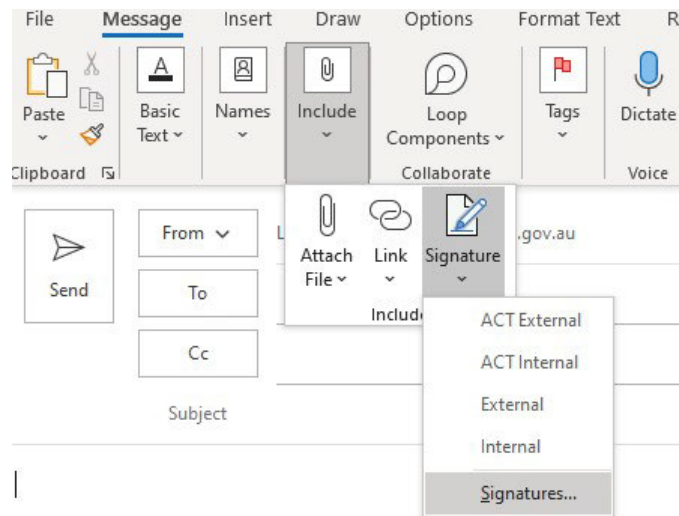
Step 3: Open Microsoft Outlook: Open Microsoft Outlook on your computer.

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...".



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

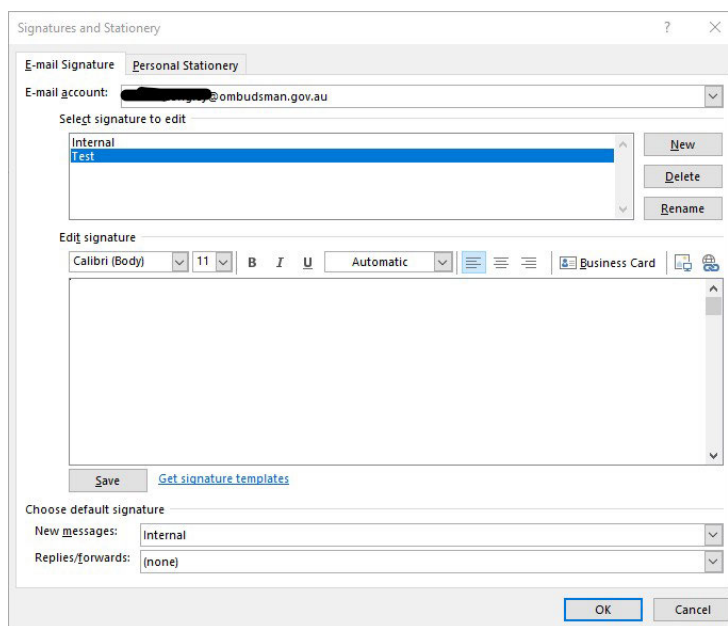


Step 5: Create a New Signature or edit an existing one:

- 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.



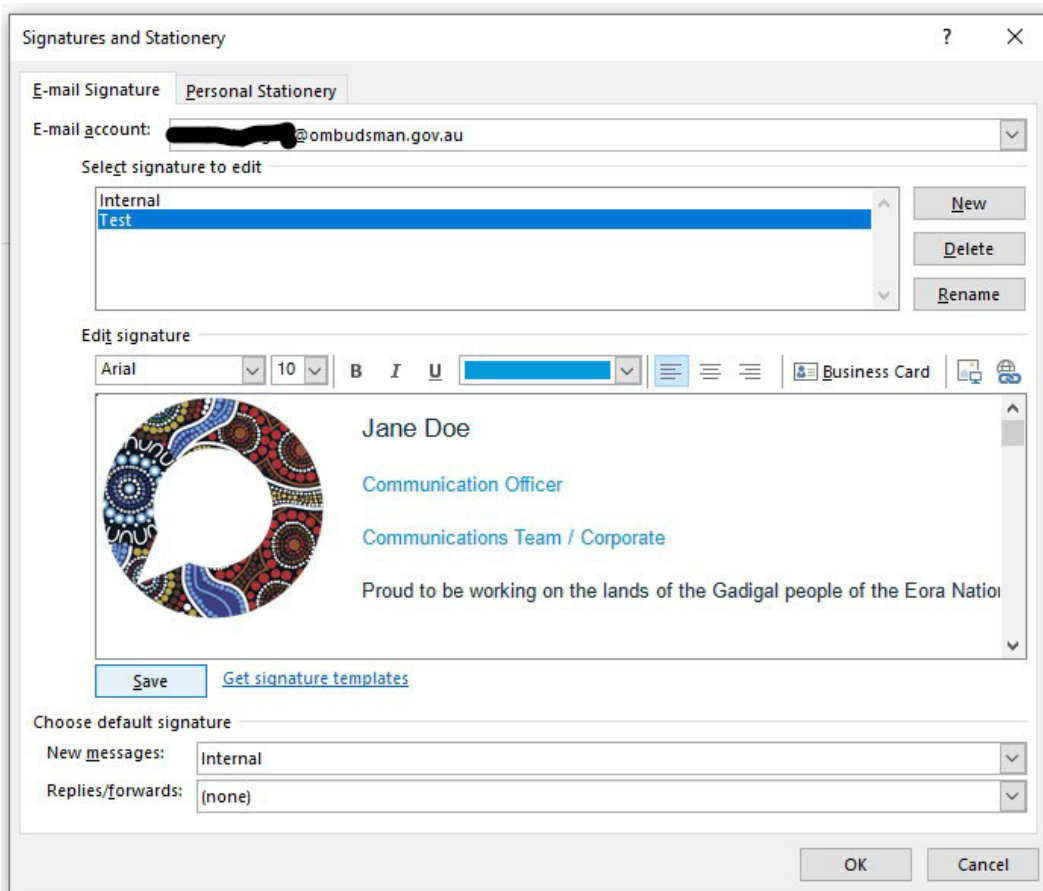
Step 6: Update your Signature:

- 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!



Signatures and Stationery

E-mail Signature Personal Stationery

E-mail account: [redacted]@ombudsman.gov.au


Select signature to edit

Internal
Test

New
Delete
Rename

Edit signature

Arial 10 B I U [color] [font size] [bullet list] [numbered list] [checkbox] Business Card [copy] [paste]

 Jane Doe
Communication Officer
Communications Team / Corporate
Proud to be working on the lands of the Gadigal people of the Eora Nation

Save Get signature templates

Choose default signature

New messages: Internal
Replies/forwards: (none)

OK Cancel

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:

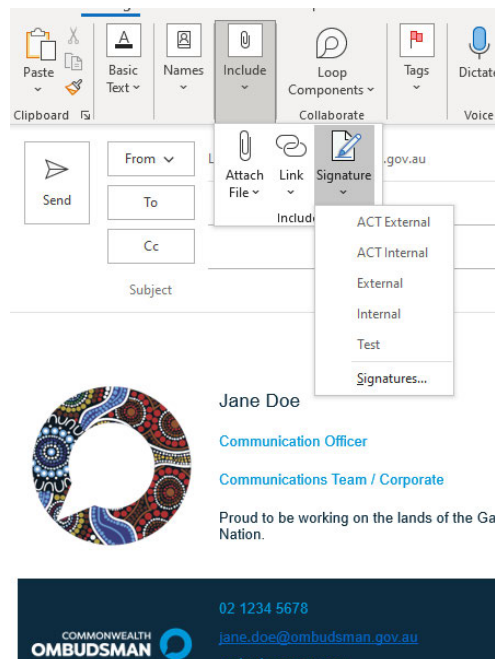
- Set your preferred signature as the default for new messages and replies/forwards if needed.

Step 9: Save and Close:

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

Step 10: Changing from your default Signature

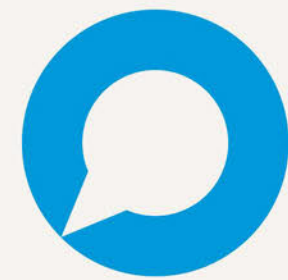
- If you have multiple signatures and want to use one that isn't your default, click on the “Include” paperclip icon and select “Signature”. Then pick the signature from the list you would like to use for your email.



The screenshot shows an email composition window. The 'Include' menu is open, showing options: ACT External, ACT Internal, External, Internal, Test, and Signatures... The signature block below includes a circular logo, the name Jane Doe, her title Communication Officer, her team Communications Team / Corporate, and a statement: Proud to be working on the lands of the Ga Nation. The footer contains the Commonwealth Ombudsman logo, phone number 02 1234 5678, and email address jane.doe@ombudsman.gov.au.

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 Teams must email the Communications team to request the creation of report cover options for the report/publication. Requesting areas should provide the following: <ul style="list-style-type: none"> • Background <ul style="list-style-type: none"> ○ Title: The title of their project or report. ○ Topic: A brief description of the subject matter. ○ Intended Publication Date: The date on which the report will be published. ○ Intended Audience: Specify the target audience for the report. • Options: Specify whether team would like one or two design options. • 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. <p><i>The responsibility of selecting the colour and style of the report cover lies with the Communications team.</i></p>	No later than 1 month before planned publication.
Design Options 	Design Options Selection: The Communications team will provide two design options for consideration. Teams are required to select their preferred design from the options provided. Design options will be provided based on: <ul style="list-style-type: none"> • Relevance to the report content and audience • Sensitivity of the topic • Branding guidelines • Recently published reports • Consistency with other publications or materials 	2 weeks
Decision 	Teams must make their choice <u>from the options provided</u> in consultation with EL2 or SAO if preferred. <p>Please Note:</p> <ul style="list-style-type: none"> • 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

Step	Action required	Time frame before publication?
	<ul style="list-style-type: none"> Once a decision is made by the team, further changes to the colour and style of the report cover will not be possible. 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 	<p>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.</p> <p>Please Note: Teams are responsible for ensuring internal <u>heading</u> colours align with cover design colours.</p>	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.



Accessible communication guide

NOVEMBER 2018

Revision date: 1 February 2019

Table of Contents

Introduction.....	1
Inclusive language.....	1
What is inclusive language?	1
Preferred terms	1
Tone	1
Key messages	2
Plain English and Easy English.....	2
Accessible content.....	3
Web	3
External email surveys	4
PDFs	5
PDFs are not accessible on mobile devices	5
Images	5
Social media	6
Video	6
Print	6
Events.....	7
Appendix A — Inclusive language checklist.....	1
Appendix B — Creating a case study.....	2
Appendix C — Event checklist.....	3

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 reader³ 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 text⁴:

- 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>

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 surveys⁵

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/>

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 colour⁷

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/>

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

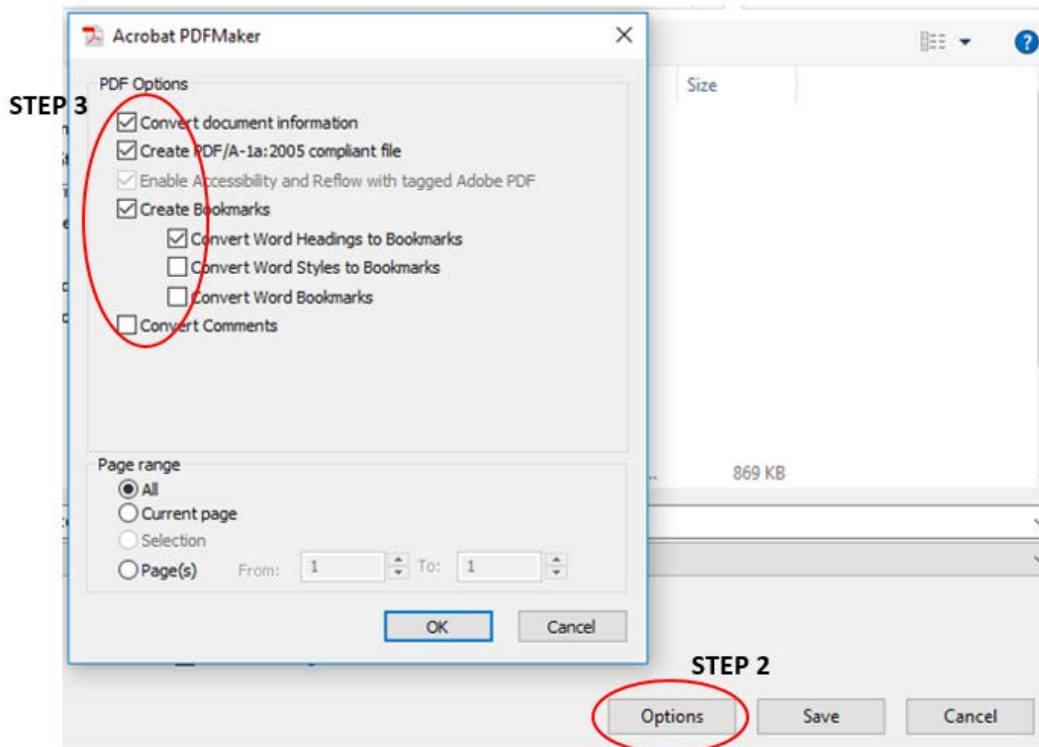
STEP 1: Add alt text to images, graphs and tables

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
<ol style="list-style-type: none"> 1. Right click on the image and select format picture 2. In the format picture area select the layout and properties tab 3. Include text in the title and description text box. This needs to explain the information in the table 	<ol style="list-style-type: none"> 1. Right click on the table and select 'table properties' 2. In the 'table properties' dialog box select the alt text tab 3. Include text in the title and description text box. This needs to explain the information in the table 4. Click ok to save your changes 	<ol style="list-style-type: none"> 1. Right click on the graph and select format chart area 2. In the format chart area select the layout and properties tab 3. Include text in the title and description text box. This needs to explain the information in the table 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





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: <ul style="list-style-type: none"> 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) 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) 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: <ul style="list-style-type: none"> complaints about a Commonwealth Government agency, including the Australian Defence Force and the Australian Federal Police 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) 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) 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

Documents released under the Freedom of Information Act 1982

New terminology	Definition	Old terminology
Program specific matter	<p>An application, report or other statutory process, which requires processing by our Office, but is not a complaint. This includes:</p> <ul style="list-style-type: none"> • applications under the ACT FOI Act (review requests, extensions of time, etc.) • reports of Defence abuse • PHIO mediations • FOI mediations • notifications under the ACT Reportable Conduct scheme • PIDs, PID enquiries, extension requests and notifications. 	N/A
Action Taken	<p>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:</p> <ul style="list-style-type: none"> • conducting a formal investigation <ul style="list-style-type: none"> ○ resulting in a report ○ resulting in comments to the agency ○ finalised without comments or suggestions to the agency • conducting an assessment of a matter <ul style="list-style-type: none"> ○ resulting in a decision (such as on an FOI review application) ○ resulting in a recommendation to the agency (such as for a reparation payment relating to abuse in Defence) • assessing a complaint and finalising without a formal investigation, with or without making preliminary inquiries of an agency • referral back to the agency or organisation about whom the complaint is made • referral to another agency or complaint-handling body • in relation to program specific matters—carrying out the relevant statutory process • in relation to enquiries <ul style="list-style-type: none"> ○ providing the information sought ○ otherwise responding to the request. 	s 47
Outcome	<p>The end result of a contact to our Office. These can vary depending on the type of contact, and can include:</p> <ul style="list-style-type: none"> • 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) • 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) • outcomes which reflect our role as independent and impartial (such as independent assurance that the agency’s decision was lawful and reasonable) • 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

