NDIS Quality and Safeguards **Commission**

Brand book

Version 1.3

February 2020

About this guide

These guidelines will step you through the

NDIS Quality and Safeguards Commission (NDIS Commission) brand and how to use the different elements that make up the visual language.

It has been designed to ensure we maintain a consistent and coherent presence across all forms of communication products.

Contents

Our brand

Vision

Vision – what we do

People with disability have confidence in the quality and safety of supports and services they choose under the National Disability Insurance Scheme.

Mission – how we do it

We ensure the NDIS delivers high quality services across Australia by providing a benchmark for the industry. A strong set of rules protects the rights of everyone. It provides participants with a safe place to make complaints. It also gives service providers accountability by supplying a clear guide for responsibilities and expectations. Setting the standard in quality will allow upstanding service providers to prosper from a good reputation.

Our brand

Values

Values – what we stand for

We are independent - we work in partnership with others but are only answerable to ourselves and the Government.

We are advocates – we uphold rights, we listen to and work with people with disabilities.

We are collaborative – we partner with participants, service providers and peak bodies to determine best practice.

We are inclusive – we strive for accessibility, we value diversity and treat all people with respect.

We are professional –we are well trained, we provide quality services, we handle issues effectively.

We deliver – we set strong rules and expectations, and deliver what we promise.

Our brand

Promise

Promise – why we do it

We exist to ensure participants have confidence in the services they choose. By allowing participants to make complaints with impunity, and providing advice and clear expectations for service providers, we ensure integrity for the industry. This gives participants reliably high performing services, and maintains their right to choice and control.

Our brand

Personality

Personality – Collaborator

Collaborators are solution focused and foster mutual respect. We work with participants when they have an issue and partner with service providers to develop best practice. We are positive and accessible, working to find resolutions where possible.

We persuade by educating and encouraging providers to adhere to the NDIS Code of Conduct.

Primary tone of voice

Collaborator

As a Collaborator we are engaging and supportive. We use personable language and speak directly to our audience. We provide guidance by using simple but effective instructions. While we are approachable, we also have firm boundaries that cannot be surpassed. We communicate the consequences and stick to them.

Accessible
friendly, personable, useful

Guiding
helpful, informative, instructive

Firm
strong, instructive, consistent

Clear
simple, easy to understand

Secondary tones of voice

Authority

On occasion, we may need to adopt an authoritative tone. An authority provides leadership to providers and guidance for NDIS participants by setting clear guidelines and rules.

Advocate

At times when we work in an advocacy role, we may need a more persuasive tone. An advocate is personable, speaking directly to our audience and showing mutual respect.

Intelligent	**Credible**	**Commanding**	**Clear**	**Persuasive**	**Confident**	**Clear**	**Accessible**
informative, instructive, knowledgeable	consistent, accurate, trustworthy	assertive, assured, decisive	simple, easy to understand Advocate	emotive, personal, credible	bold, positive, knowledgeable	simple, easy to understand	friendly, personable, useful

Logo

Versions

Our logo comes in the variations as described here.

For the majority of cases the colour version should be used.

For cases where colour reproduction is not available the mono or reversed version should be used.

In instances where single colour production or an embellishment is to be used the white or black versions of the logo should be used.
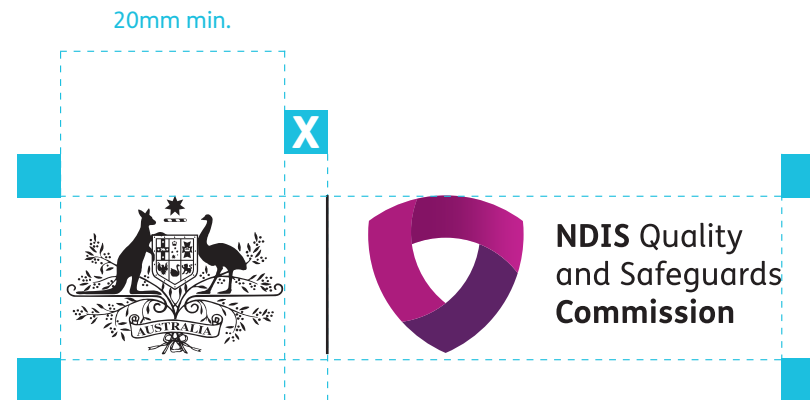

Colour

Reverse

Reverse

White

Black

Logo

Clearspace and minimum size

Clearspace (as represented by 'X') is to be maintained around the logo as described here.

Logo minimum size is 100mm wide.

This maintains the Australian Government Crest minimum size guidelines of 20mm wide.

20mm min.

X

NDIS Quality and Safeguards **Commission**

Logo

NDIS lock-up

A lock-up with the NDIS logo is to follow the guidelines as described here. The height of the included NDIS logo is to be the same as the NDIS Commission logo and is to be separated by a space of '2X' as described in the diagram opposite.

The NDIS Commission logo is to always appear first from left to right in this lock-up.

Logo minimum size is governed by the minimum size guidelines of the Australian Government Crest, which requires a minimum size of 20mm wide.
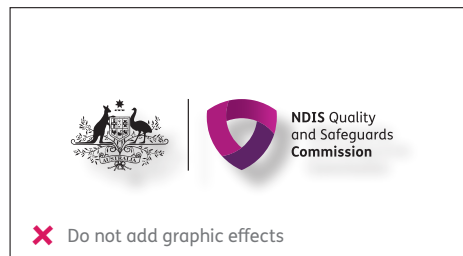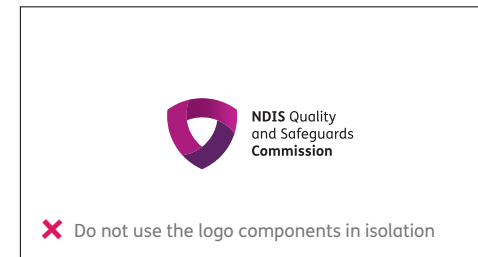
20mm min.

X

2X

Logo

Do's and don'ts

Do

Don't

✓ Do use on a white background

✓ Do use recommended clearspace around logo

✗ Do not use on a low contrast background

✗ Do not scale disproportionately

✗ Do not recolour the logo

✗ Do not use the logo components in isolation

✗ Do not add graphic effects

✗ Do not rotate

Brand elements

Colour palette

The NDIS Commission colour palette comprises the colours as described here.

PMS 2623 and PMS 376 are the brand's main colours with the 'green gradient' and other colours being used in a secondary manner.

Care is to be taken when applying the colour palette to ensure colour contrast and legibility of text in compliance with WCAG 2.0 regulations in digital and online based communications.

Note:
Large text = 18pt and above
Normal text = 17pt and below

PMS 2623 RGB 97 44 105 HEX #612C69 CMYK 75 100 8 26 WCAG 2.0 compliance AA Large text ✔ Normal text ✔ AAA Large text ✔ Normal text ✔	PMS 376 RGB 152 193 29 HEX #98C11D CMYK 54 0 100 0 WCAG 2.0 compliance AA Large text ✘ Normal text ✘ AAA Large text ✘ Normal text ✘

GREEN GRADIENT

PMS 7731 RGB 34 136 72 HEX #228848 CMYK 79 0 89 22 WCAG 2.0 compliance AA Large text ✔ Normal text ✘ AAA Large text ✘ Normal text ✘	PMS 7737 RGB 107 165 57 HEX #6BA539 CMYK 60 0 98 7 WCAG 2.0 compliance AA Large text ✘ Normal text ✘ AAA Large text ✘ Normal text ✘

PMS 512 RGB 133 54 123 HEX #85367B CMYK 53 99 3 18 WCAG 2.0 compliance AA Large text ✔ Normal text ✔ AAA Large text ✔ Normal text ✔	PMS 7732 RGB 2 131 63 HEX #02833F CMYK 89 0 96 30 WCAG 2.0 compliance AA Large text ✔ Normal text ✔ AAA Large text ✔ Normal text ✘

PMS 7756 RGB 148 60 132 HEX #943C84 CMYK 45 90 0 4 WCAG 2.0 compliance AA Large text ✔ Normal text ✔ AAA Large text ✔ Normal text ✔	PMS 7734 RGB 39 93 58 HEX #275D3A CMYK 77 0 82 65 WCAG 2.0 compliance AA Large text ✔ Normal text ✔ AAA Large text ✔ Normal text ✔

Brand elements

Typography

The typeface for the NDIS Commission is FS Me. It was designed specifically for people with a learning disability with special care taken to achieve the greatest possible legibility and accessibility.

FS Me is to be used in all communication wherever possible.

In instances where FS Me cannot be used due to cost, licensing or availability, two case specific options are available.

For Microsoft office usage Calibri (bundled with Microsoft Office) is the chosen alternative.

For usage on websites PT Sans (a Google webfont) is the chosen alternative.

General usage

AaBb123
FS Me

ABCDEFGHIJKLMNOPQRSTUVWXYZ
abcdefghijklmnopqrstuvwxyz
1234567890!@#$%^&*()

Microsoft Office usage

AaBb123
Calibri

Webfront usage

AaBb123
PT Sans

Brand elements

Icons

The NDIS Commission icons were developed to be used as visual aid to written content, helping deliver information more effectively and in a more engaging way.

Use at small sizes, as these are a support element, they are not used at large sizes or as "hero" graphics in an application.

Our icon style uses a single stroke and our green/purple colours to achieve a bold and clear appearance.

Quality and Safety	Safe	Safe and good services	Improved quality of service
Guidance	Speak up	Complaints process	Complaints
Questions	Contact us	Easy reads	Education
Integrity, honesty, transparency	Code of conduct	Practice standards	Single regulation across Australia

Brand elements

Icons

We have a set of icons that cover
a range of topics and themes
within the NDIS Commission operations.

To obtain this icon suite, please email
communications@ndiscommission.gov.au

States and territories

States and territories
– with WA highlighted

Prevention and
response

Respect individual
rights

Respect self
determination

Providers

Provider
registration

Certification

Verification

Behaviour support
arrangements

Behaviour
support plan

Change

Investigation

Respect privacy

Reportable
incidents

Brand elements

Imagery

The NDIS Commission photography style is authentic and Australian.

Photography is generally used on high-level brand communications for impact and conceptual interest. It will also feature when promoting the NDIS Commission on social media.

Images are:
• Full colour but not over saturated
• Relatable
• Not static (movement)

Images subjects are:
• Real and Australian
• The individual not the disability
• Everyday normal
• Natural (not overly photoshopped)

Brand elements

Imagery

Library shots should be used in the day to day communications such as brochures, annual reports of the NDIS Commission.

Brand elements

Imagery

Hero shots (portraits) should be used only when the contextual information is being displayed alongside the photography.

The NDIS Commission image library contains photos taken of real people engaged with all facets of the NDIS.

Any addition to the photo library should follow the same standards of incorporating, where possible, real people with disability, and ensuring all talent be registered participants or providers of the NDIS.

Brand elements

Video Transitions

Video and animation is a great way to get our message out in a more conversational and visually engaging way.
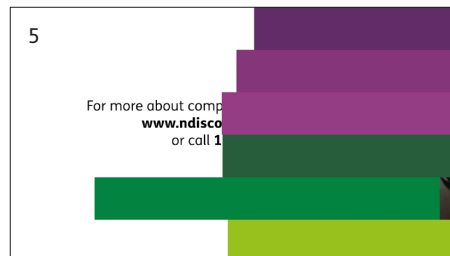
Adopt the same fonts, logos, colour palette, icons and other stylistic elements detailed in this document.

Opening and end frames of the NDIS Commission videos should be clean and simple, focusing on clarity of message and clear call to actions.

Frames that feature worded messaging can use either positive or reversed text. End frames should feature the full colour logo centred on a white background.

Video sequence

For more about complaints management, go to
www.ndiscommission.gov.au
or call **1800 035 544**

Brand application

Letterhead

Size

A4 (210 x 297mm)

Supplied as Microsoft Word template

Brand application

Business card

Size

90 x 55mm

Firstname Lastname
Job Title

T 02 XXXX XXXX
M 04XX XXX XXX

xxxxxxxxxx.xxxxxxxx@xxxxxxxxxxxxxx.xxv.au

Level 2, Building Name
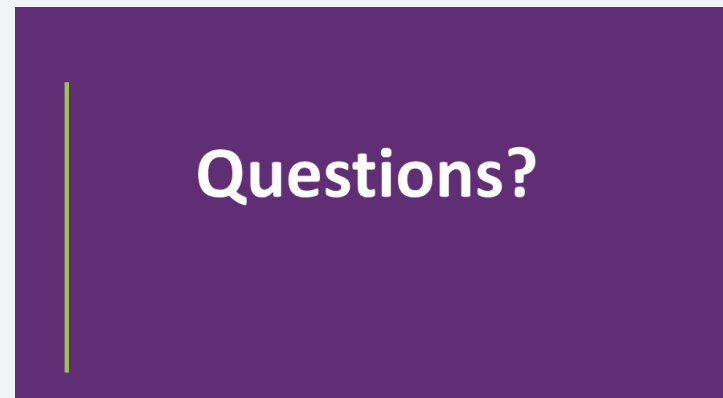XX Street Address, Canberra, ACT 26XX

NDIScommission.gov.au

Brand application

Factsheet

Size

A4 (210 x 297mm)

Supplied as Microsoft Word template

Brand application

Powerpoint template

Size

16:9 aspect

Supplied as Microsoft Powerpoint template

Brand application

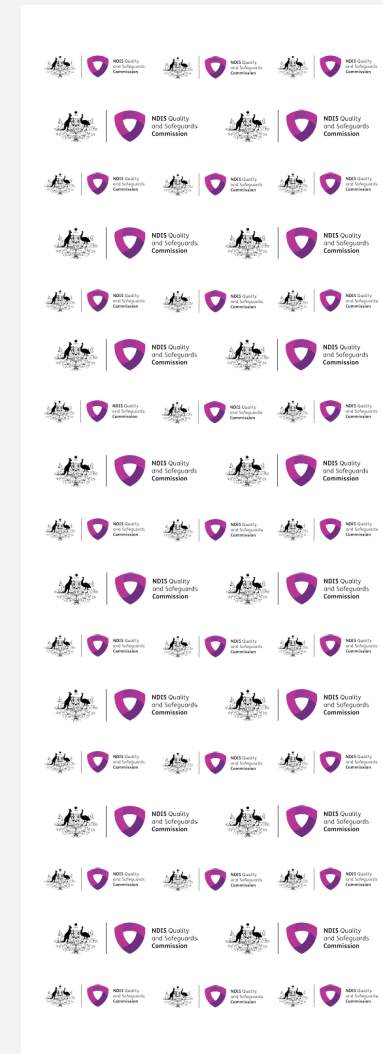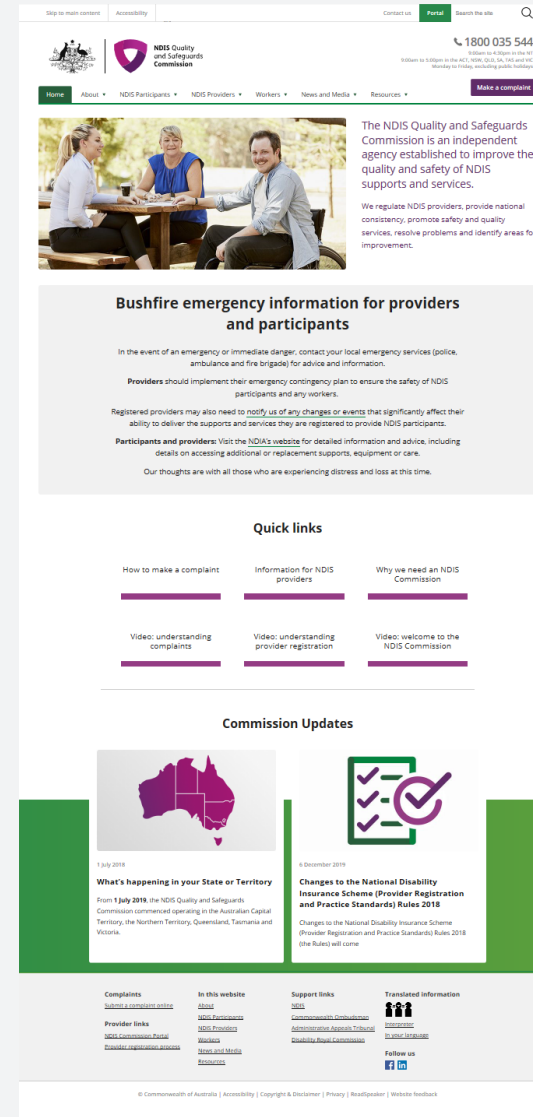## Pull-up banner

Size

845 x 2100mm

Example with image

Example without image

Brand application

Website

NDIS Commission website.

Questions?

For more information please contact

the NDIS Commission's Communication team at: communicxxxxxx@xxxxxxxxxxxxx.xxv.au

Disclaimer

Accessing images and fonts
If you require any images and icons contained in this document, or details of how to obtain our brand fonts, contact communicxxxxxx@xxxxxxxxxxxxx.xxv.au

Address
Level 1, 121 Henry Street, Penrith 2750

This document is subject to regular review and updating.

NDIS Commission Style Guide

Guidance for clear, consistent, concise and effective communication

Version 2.1, September 2020

Purpose of this guide

This guide has been created to assist with style, spelling, grammar and punctuation in written communications by the NDIS Quality and Safeguards Commission (NDIS Commission). It is intended for internal use; however, it may be provided to external suppliers engaged to develop resources on behalf of the NDIS Commission.

For further information and style guidance refer to:

- Australian Government Digital Guides
- Style manual for authors, editors and printers, 6th ed., Revised by Snooks & Co., John Wiley & Sons, Milton, Qld., 2002. (Note: At the time of publishing this NDIS Commission style guide, the Australian Government style manual is in the latter stages of being updated. We will review and revise this guidance where appropriate at the next date of review as set out in the document information table.)

Document information

Document owner:	Assistant Director – Communications (Heather Lunney)
Approved by:	Chief Operating Officer (Jason Stott)
Date published:	September 2020
Version:	Version 2.1
Review date:	September 2021

Contents

Section 1: General writing principles

All written material produced by and about the NDIS Commission should be clear, consistent and concise. This means you should always use plain language – that is, language that:

- is direct
- uses active language where possible (rather than passive language)
- avoids obscure or complex words, phrases or jargon
- minimises the use of abbreviations, acronyms and legal terminology
- avoids padding.

Plain language and concise writing

Using fewer words and shorter sentences makes the meaning clearer. Plain language uses familiar words, which helps your audience understand the content the first time they read it.

Adhere to the plain language principle: use everyday language and fewer words

Table 1: Examples of plain language

Complex language	Plain language
as a consequence of; owing to the fact that	because
commence	start; begin
demonstrate	show
for a period of 10 days; for a 10-day period	for 10 days
for the purpose of	for
forward; submit	send
in connection with; in relation to; in respect of; with reference to; with regard to	for, on or about
in the event that; in the event where	if
is required to	must
make an application	apply
prior to	before
provide an explanation	explain
pursuant to; as prescribed under	under; according to
utilise/utilising	use/using
assist; provide assistance with	help
at this point in time	now
collaborate with	work with
the way in which	how

Active language

Active language puts the subject of a sentence first. The structure of an active sentence is subject-verb-object. This helps the reader to understand what is happening and whose responsibility it is. It usually makes it very clear what is happening and who or what is involved.

By contrast, passive language reverses this order, putting the object first. This may cause ambiguity and confusion for the reader, forcing them to re-read the sentence to understand who is responsible for the action.

Table 2: Examples of passive and active language

Passive language	Active language
The notification form must be submitted by the provider.	The provider must submit the notification form. You must submit the notification form.
The provider will receive a Certificate of Registration from the from the NDIS Commission.	The NDIS Commission will send the provider a Certificate of Registration. We will send you a Certificate of Registration.

Strike the right tone

The tone of communication should be **positive**, **supportive** and **future-focused**. It needs to balance an **authoritative** voice with **approachability**.

Speak directly to the audience (i.e. use the word "you" where possible), providing guidance with simple but effective instructions. The NDIS Commission should appear approachable, but with firm boundaries.

When writing any form of communication, consider the aim, audience and message.

- **Aim** – What is the point of this communications piece? What we trying to do? What do we want to happen as a result?
- **Audience** – Who are we writing for? What do they need to know? What do they already know? What's the best channel/format to reach them?
- **Message –** What are we saying and how are we saying it? Is there a call to action? Does it relate to any other information we (or others) have produced elsewhere?

Make your writing inclusive and accessible

Many of our stakeholders are from culturally and linguistically diverse backgrounds. Consider this diversity when you communicate (e.g. when choosing names in examples). Avoid referring to a person's gender. Use 'they' instead of 'his or her', or use a specific term (e.g. 'the stakeholder' or 'the provider').

As a government agency, and particularly given our role in the disability sector, we must ensure everyone has equal access to online information, regardless of disability or the technology they use. This means all online content, including downloadable files (such as PDFs), should be able to be understood or accessed by people with disability.

Use inclusive language

Below are some tips for using inclusive language:

- When referring to Aboriginal and Torres Strait Islander peoples, use the correct language group name wherever possible (e.g. 'We wish to acknowledge the traditional custodians of the land we are meeting on, the Darug people.'). If where you're unsure, use 'First Australians' or 'Aboriginal and Torres Strait Islander peoples'.
- Never use the acronym 'ATSI'.

- When it is not specifically relevant, avoid using gendered pronouns (i.e. he/she, her/his, her/him).
- Use the term 'transgender person'.
- Although 'LGBTI' is frequently used, the initialism LGBTIQ is more broadly understood and accepted across communities to refer to lesbian, gay, bisexual, trans and gender diverse, intersex, and queer and questioning people.

Principles for creating accessible content

Some key principles for creating accessible online content include:

- use plain language (e.g. avoid jargon and overusing acronyms)
- use a template that includes heading and text styles, and ensure you apply styles correctly
- ensure tables have a clear and simple structure (e.g. do not leave cells blank and avoid merged or split cells)
- write meaningful link text (e.g. 'see the list of approved quality auditors', not 'click here')
- provide alternative or 'alt' text for describing simple images that are not decorative
- for more complex images, graphs or infographics, provide an 'accessible' text version (e.g. a table in an appendix, which sets out and explains the data you have used in the graph)
- avoid footnotes, as these cannot be accessed by many screen readers. The content from footnotes should instead be included within the main document content, or a paragraph note inserted immediately below the relevant text.
- create transcripts for videos and audio material, and closed captions for videos.

See also:

- The Australian Government's guidance on accessibility and inclusivity
- The NDIS Commission's Accessibility Guide.

Alternative formats for accessibility

Because our work aims to safeguard the quality and safety of services and supports for NDIS participants, it is vital that people with disability can access information by and about us.

When planning any form of written communication, consider whether alternative formats will help reach the target audience. For example, an accompanying version in Easy Read, Braille, Auslan and/or other languages may be appropriate.

For advice and assistance, email communications@ndiscommission.gov.au

Use consistent terminology and consider searchability

Avoid using technical terms wherever possible. If you need to use them, ensure you clearly explain each term in a way that does not assume prior knowledge.

Search engines prioritise words that appear in headings, introductory text and summaries. When drafting web content, use headings that match the key terms or words used by your audience to help your content appear higher in search results.

The Communications team can help structure your document to improve readability and searchability. Email communications@ndiscommission.gov.au

Section 2: NDIS Commission style conventions

This section gives broad guidance on NDIS Commission style conventions. Our style conforms to the modern editorial style of minimal punctuation and capitalisation. Make sure your punctuation, spelling, grammar and capitalisation are correct and consistent throughout your document.

Acronyms and initialisms

The first time an acronym or initialism is used in a document it should be spelt out in full, with the acronym or initialism in round brackets after the spelt-out version (e.g. 'over four years in a new National Disability Insurance Scheme (NDIS)'). If the term is only mentioned once in the document, there is no need to include the acronym or initialism, unless this is the more commonly used term (e.g. CSIRO).

Do not add an 's' to the acronym or initialism when it is first used in brackets. Table 3 sets out some examples of correct and incorrect use.

Table 3: Use of acronyms and initialisms

Use	Do not use
The NDIS Quality and Safeguards Commission's (NDIS Commission) priorities are to …	The NDIS Quality and Safeguards Commission's (NDIS Commission's) priorities are to …
The Standard Operating Procedures (SOP) contain …	The Standard Operating Procedures (SOPs) contain …
The National Disability Insurance Agency's (NDIA) quarterly report …	The National Disability Insurance Agency's (NDIA's) quarterly report …

Use of 'a' or 'an' before an acronym or initialism

Let the spoken form be your guide. Use 'an' before words, acronyms or initialisms that start with a vowel sound, and use 'a' before those that begin with other sounds. For example, an MOU, an NDIA decision, a CSIRO report, a DFAT circular).

States and territories

Use the following shortened forms in tables, graphs and the jurisdiction: ACT, NSW, NT, QLD, SA, TAS, VIC and WA. List states alphabetically.

Capitalisation

Only use capital letters for proper nouns, specific titles (e.g. Chief Operating Officer) and words that need to be distinguished from their generic meaning (e.g. Act or Bill).

Sentence case (where only the first letter of the first word is capitalised) is preferred. This includes headings, subheadings and titles of publications – except for words that are normally capitalised – for example:

- About this guidance (a heading)
- *How to make a complaint* (fact sheet)
- Working at the NDIS Quality and Safeguards Commission.

The first letter after a colon or dash in a heading or title should be capitalised. Do not use all capital letters, or bold or underlining, for emphasis. If you want to emphasise a word or phrase, use italics.

When referring to job titles, capitalise the title when referring to a specific position or holder, but not when referring to the position in general, or former incumbents in that position – for example:

- the Prime Minister, the Hon Scott Morrison MP,….

- when former prime minister Malcolm Turnbull …
- meeting with the directors and branch heads …

See also Forms of address

Citing legislation and components of legislation

Titles of Acts

Spell out the title of an Act in full the first time it is referred to, followed by its abbreviated form in round brackets if there are further references to it in the document. The title and the year should be in italics when the title is spelt out in full – for example:

- *National Disability Insurance Scheme Act 2013* (the NDIS Act)
- *Freedom of Information Act 1982* (FOI Act)

Titles of regulations, rules and instruments

Subordinate legislation, such as regulations and rules, should be in roman type, not italics – for example:

- National Disability Insurance Scheme (Code of Conduct) Rules 2018
- National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018

Forms of address

Table 4 sets out our style for forms of address.

Table 4: Forms of address – how we refer to ourselves and others

Subject	Our preferred style
NDIS Quality and Safeguards Commission	Shortened form is 'NDIS Commission' after first usage. Do not use 'the Commission', 'NQ&S Commission', 'NQSC', etc. Try to use 'we' or 'our' to engage our readers and avoid the awkwardness of referring to ourselves in the third person.
NDIS Quality and Safeguards Commissioner	Use the full title. Do not use 'NDIS Commissioner', 'Commissioner of the NDIS Quality and Safeguards Commission', 'Commissioner', 'Q&S Commissioner' or 'NDIS Q&S Commissioner'
NDIS Commission staff and teams	Each word in a job title is capitalised (e.g. Senior Practitioner, Jeffrey Chan), except when the reference is clearly generic. Use upper case for names of teams (e.g. the Communications team). A team is a singular entity and should be referred to as 'it' rather than 'they'.
Government	Use the term 'Australian Government', not 'Commonwealth Government' or 'Federal Government'. The word 'Commonwealth' starts with a capital letter when referring to the legal or political entity that is the Commonwealth of Australia (which is sometimes referred to as 'the Commonwealth'). Use a capital letter for the word 'government' when referring to a specific government, but use lower case for general references – for example: • The Australian Government plans to reduce government regulation. The Government's approach is to … • The issue with government decision-making is that … The word 'parliament' is capitalised only when referring to a specific parliament – for example: • The Commonwealth Parliament has two chambers. The amendment will be introduced into Parliament … • The legislation will be introduced in the next parliamentary sitting.

Subject	Our preferred style
Members of parliament (Commonwealth)	Members of the House of Representatives use the initials 'MP' after their name. Do not put 'MP' after the name of any member of the Senate. Put any other postnominals, such as 'AO' or 'AM', before 'MP'. Ministers take the title 'Hon', which is short for Honourable – for example: - the Hon Scott Morrison MP, Prime Minister of Australia - the Hon Stuart Robert MP, Minister for the National Disability Scheme - Senator the Hon Mathias Cormann, Minister for Finance. For guidance on corresponding with individual members of the Australian Parliament, including salutations and sign-offs, see how to address senators and members on the Parliament of Australia website.
Members of parliament (state or territory)	Members of state and territory parliaments use the initials 'MLA' (Member of the Legislative Assembly), 'MLC' (Member of the Legislative Council) or 'MHA' (Member of the House of Assembly). Some state parliamentarians, however, prefer to use 'MP' after their name.

See also Capitalisation.

Footnotes

Avoid using footnotes, as many screen readers cannot access them. Instead, consider including the content you would otherwise put in a footnote in the main document content, or creating a note immediately below the relevant text.

Hyperlinks

A link should be directly relevant to the issue being discussed. Make it clear where the link goes and why the user may want to go there. Always ensure the links work before your document is released.

Ensure the link text is meaningful by describing the target information or webpage concisely. For example, say 'see our guidance for providers', rather than 'click here to see our guidance for providers'. This helps users to scan the links on the page and immediately identify useful ones, and it also help users of screen readers who may choose to read only the links on a webpage.

Link from the key words – not the URL. Only include the URL if readers need it (e.g. you are promoting the URL or the page is hard to find) – for example, see our guidance for providers (www.ndiscommission.gov.au/providers). If including the URL, omit the 'http(s)://' prefix (unless there is no 'www').

Email addresses should be linked. Links are formatted automatically when they are live, so do not underline or change the font colour to try to apply this manually.

Links to documents

When linking to a document, link to the landing page for the document, rather than the document itself. For example, a link to the NDIS Practice Standards and Quality Indicators should take the user to the guide's landing page on our website.

Lists

Lists help break up large chunks of text and improve clarity. Lists can be used to:

- draw the eye to key points, enabling the reader to 'skim' the text
- break up a long sentence comprising several ideas or facts
- make instructions easier to follow.

Try to use no more than two levels in your list.

List punctuation

Introduce lists with lead-in text followed by a colon. The preferred style is minimal punctuation, which has no punctuation at the end of each point, except the last point, which ends with a full stop.

If every list item is a full sentence, these can begin with a capital letter and end with a full stop.

Logo

The NDIS Commission logo has minimum size restrictions and prescribed colours to ensure it is consistent and easy to read. The NDIS Commission Brand Book (available on the Communication QSCnet webpage) sets out the conditions for using our logo.

Refer all requests by other organisations to use the NDIS Commission logo to the Communications team at communications@ndiscommission.gov.au

Numbers, currency, dates and times

Numbers

Spell out one to nine, except for percentages, decimals, currency and measurements (e.g. three people, 3 metres). Numbers relating to time should also be spelt out if below 10 (e.g. three days, six months). However, you may need to use all numerals in graphs, diagrams and columns of data in tables.

For 10 and over, use numerals, except at the start of a sentence where numbers should be spelt out. If there is a series of numbers in a sentence that includes numbers less than 10 and 10 or more, use all numerals (e.g. 'children aged 7, 9 and 11').

Insert a non-breaking space (Ctrl + Shift + Spacebar) between a number and what it qualifies (e.g. 12 months).

Always double-check your figures before publication (e.g. make sure percentages add up to 100), and check that numbers used in the text correspond with those used in your tables and graphs.

Also note the following:

- insert a comma in four-digit numbers (5,000)
- right align columns of numbers in tables
- use the symbol % only with numerals (e.g. 5%); the word 'per cent' is generally used with words (e.g. five per cent)
- use 20-year-old person (with hyphens)
- spell out fractions and hyphenate them (e.g. three-quarters, one-third)
- use an unspaced en dash (in Word, Ctrl + Minus sign on the numeric keypad) for spans of figures (e.g. pp. 402–5) and do not repeat the unit (e.g. 2–5%), except for currency (e.g. $15,000–$25,000).

Dates and times

Express dates in the format '1 October 2020'. Do not use '1st October 2020', 'October 1, 2020' or '1/10/20'.

Use a non-breaking space (Ctrl + Shift + Spacebar) between the number of the day and the month so they are not broken over two lines.

For plurals of decades add an 's' without an apostrophe (e.g. 1990s, 2000s).

Use a hyphen between a prefix and the year (e.g. mid-2020).

Use an en dash with no spaces for spans of years (e.g. 2019–20).

Do not use an en dash to describe spans of years when you have used the word 'between' (e.g. 'between 2019 and 2021', not 'between 2019–21'). For financial years, use '2019–20', rather than '2019/20'.

The time of day is given as am or pm with a space after the number (e.g. 6.50 am and 6.50 pm).

Punctuation

Ampersands

Avoid using an ampersand as a substitute for 'and' – except if it is part of an organisation's name (e.g. P&O, S&P).

Apostrophes

Possession

To show that something 'belongs to' a singular noun, add an apostrophe and an 's', for example:

- the NDIA's decision (the decision of the NDIA)
- the boss's phone (the phone of the boss)
- the provider's responsibility (the responsibility of one provider)
- the providers' responsibility (the responsibility of more than one provider)
- the participant's rights (the rights of one participant)
- the participants' rights (the rights of more than one participant).

For company and personal names ending in 's', add an apostrophe 's', for example:
- Optus's report
- Mr Jones's disqualification.

Use an apostrophe for plural periods of time (e.g. 10 years' imprisonment, one year's suspension).

Missing letters and contractions

'It's' is the contraction for 'it is' (e.g. 'It's a fine day'). 'Its' is the possessive form of it, and means belonging to it (e.g. 'What is the NDIS Commission and what is its role?'), and has no apostrophe.

'You're' is the contraction for 'you are' (e.g. 'You're welcome'). 'Your' is the possessive form of 'you' and means belonging to you (e.g. 'It is your responsibility'), and has no apostrophe.

Colons and semicolons

A colon (:) is used before a list of bullet or numbered points and before an explanation, elaboration or quote.

A semicolon (;) is a stronger break than a comma, but weaker than a full stop. It links two closely related parts of a sentence that are complete on their own.

For our style on the use of colons and semicolons in lists, see Lists.

Commas

Commas help make writing clear and easy to understand. For example, use a comma to remove ambiguity (e.g. 'Let's eat, Grandma!') or to separate items in a series or list in a sentence (e.g. 'We consulted providers, participants, advocates and peak bodies').

Long sentences, or those with too many commas, can be broken up by using a bullet point list. See Lists.

Dashes

Hyphens (-)

Hyphens can help avoid ambiguity (e.g. to differentiate between resign and re-sign, recover and re-cover).

They are also used for prefixes (e.g. non- and self-) and to form compound words – for example:

- short-term approval
- non-citizens
- pre-employment checks.

Do not use a hyphens in compound adjectives with an adverb ending in 'ly' – for example:
- newly approved
- finely tuned process.

En dashes (–)

An en dash (–) is longer than a hyphen and is used:
- in a range or span of figures, time and distance to replace 'to' (e.g. pp. 13–17 and the 2019–20 financial year)
- to show an association between words that retain their separate identities (e.g. Asia–Pacific, Perth–Sydney flight, and cost–benefit analysis).

Create an en dash by typing Ctrl + Minus sign on the numeric keypad, with a space on either side.

Full stops

Put a full stop at the end of a complete statement. In a table, use consistent phrasing so that every point is either a sentence (full stop at the end of the point) or not a sentence (no need for a full stop).

Do not use full stops in addresses, headings, acronyms, initialisms or at the end of email addresses or URLs.

Use a full stop at the end of abbreviations.

Use a single space after a full stop.

Quotation marks

Use single quotation marks when quoting a person or source, and double quotation marks for a quote within a quote.

If a quote is a complete sentence, place the full stop inside the quotation mark – for example: 'The history of printing is the history of the page.' If a quote is not a complete sentence, place the full stop outside the quotation mark – for example: He said, 'this is a most unusual case'.

Signature block

The NDIS Commission workforce (including contract staff) is required to use a standard NDIS Commission signature block for emails. Instructions on how to set up a new signature block and the standard template to be used are below. Do not change the formatting or typeface, or add additional images or messages to your signature.

1. Open Microsoft Outlook 2019 from the Start menu or from the taskbar.
2. In Outlook click **File > Options > Mail**.
3. In the **Outlook Options** window under **Mail tab**, click the "**Signatures…**" box in the Compose messages section.
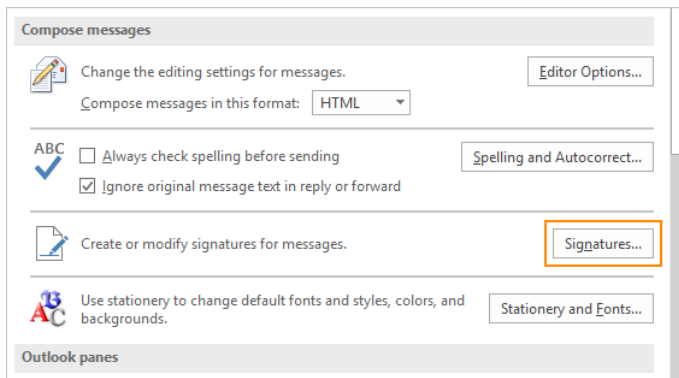
You can also access **Signatures** by opening a **New Email** message, then clicking **Signature** in the **Include** group and again **Signatures**.

4. In the **Signatures and Stationery** window, click **New** to create your Outlook signature. Type a name for your signature.
5. In the **Edit signature** section, create your signature block. Cut and paste the below information and edit your information. (When you paste the signature make sure you select the **paste keep source formatting**) the icon should look like below

++
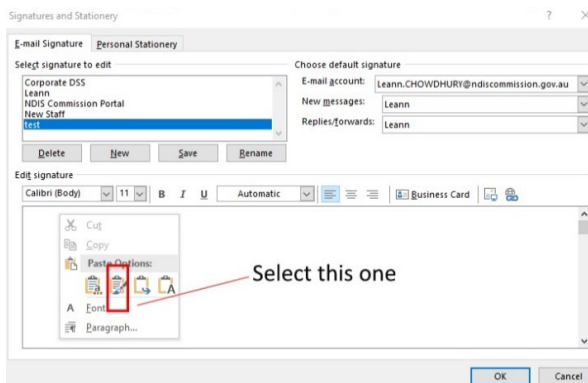
{copy from here}
Name Surname
Job Title
Branch Name

P: (02) 0000 0000 | **M:** 0000 000 000
E: first.last@ndiscommission.gov.au
W: www.ndiscommission.gov.au

The NDIS Quality and Safeguards Commission acknowledges the traditional owners of country throughout Australia and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.
{copy to here}

++

6. In the **Choose default signature** section, specify which **email account** should get the signature (applies if you use more than one email account), and whether add it to **new messages** and/or **replies/forwards**. If all settings are ready, save changes by clicking **OK**.

7. To check if the signature works correctly, open a new email message. The signature should already be there.

Note: If you didn't select your signature as a default one, then you need to add it manually every time you write a new message. You can add your signature from the **Signature** button in the **Message** ribbon.

Spelling

The NDIS Commission uses Australian English spelling based on the *Macquarie dictionary*.

Use Word's spell checker ('Spelling & Grammar' in the Review tab) to check all documents. Make sure it is set to Australian English and does not default to American English.

Section 3: A–Z of NDIS Commission style sets out our style for spelling for a range of words and terms.

Tables, graphs, diagrams and infographics

Well-designed tables, graphs, diagrams and infographics help explain your text. *Keep them as simple as possible so that they are easy to read on-screen*; your readers may be using a tablet, phone or screen reader.

All users, regardless of ability, should be able to understand information the NDIS Commission produces. For this reason, alternative or 'alt' text must be provided to describe simple images and, for more complex images (including graphs, diagrams and infographics), an 'accessible' text version is required. For example, a table in an appendix, which sets out and explains the data you have used in the graph.

For advice or assistance on the design of tables, graphs, diagrams or infographics, including on meeting accessibility requirements, email communications@ndiscommission.gov.au

Section 3: A–Z of NDIS Commission style

This section includes our preferred spellings, terminology, capitalisation, acronyms, initialisms and other shortened forms. As a general rule, we use the recommended Australian Government style, based on the Australian Government style manual, *Style manual: For authors, editors and printers*, 6th edn. (Note: At the time of publishing this NDIS Commission style guide, the Australian Government style manual is in the latter stages of being updated. We will review and revise this guidance where appropriate at the next date of review as set out in the Document information table in this guide.)

For words not listed, the spelling preference is the first-mentioned option in the *Macquarie dictionary*.

For all acronyms, initialisms and shortened forms listed, spell out the first reference, as indicated (including use of capitals), and include the acronym, initialism or shortened form in round brackets after the spelt out term (e.g. NDIS Quality and Safeguarding Framework (the Framework)). *See also* Acronyms and initialisms.

Preferred words and phrases

Abbreviated forms are only to be used after using the full phrase, and are to be included in parentheses after the first usage. For example: the NDIS Quality and Safeguards Commission (the NDIS Commission).

AAT Administrative Appeals Tribunal

Aboriginal and Torres Strait Islander peoples; First Australians Do not use 'ATSI'. These terms refer to distinct and diverse cultural groups. Where possible, use the correct language group name (e.g. 'We wish to acknowledge the traditional custodians of the land we are meeting on, the Darug people.'); where you're unsure, use 'First Australians' or 'Aboriginal and Torres Strait Islander peoples'. If appropriate, use the terms 'Aboriginal peoples' and 'Torres Strait Islander peoples' on their own. While it is Australian Government practice to refer to Indigenous Australians, this is not preferred by many First Australians.Indigenous is the common term when referring to a business entity or business function. Indigenous should always be capitalised, except when referring generally to indigenous communities in the world

acknowledgement Not 'acknowledgment'

Act Upper case; *see also* citing legislation and components of legislation

Acting Upper case when referring to a specific title (e.g. Acting Director)

am Not 'a.m.'; leave space before (e.g. 7.00 am)

among Not 'amongst'

any one; anyone 'Any one' refers to a number; 'anyone' refers to anybody

appendices Not 'appendixes'

APS Australian Public Service

Australian Government *See* forms of address

behaviour support; behaviour support plan Note capitalisation. Only use 'Behaviour support' if referring to the Behaviour Support team.

benefited Use one 't'

best practice Use the 'c' in practice, as this is a noun

biannual Avoid using; use twice yearly, six monthly or half-yearly instead

CALD culturally and linguistically diverse

case-by-case Hyphenate

Check Note capitalisation. Use as abbreviated form of 'NDIS Worker Screening Check' after first use

check box Two words

checklist One word

Commission *See* forms of address

Commissioner *See* forms of address

Commonwealth *See* forms of address

Commonwealth Government Use 'Australian Government'; *see also* forms of address

Complaints Commissioner Note that 'Complaints' is plural

conflicts of interest Note if singular or plural – 'conflicts of interest exist' (plural) or 'a conflict of interest exists' (singular)

cooperate; cooperation; coordinate No hyphen

criteria; criterion Use 'criteria' for plural and 'criterion' for singular

Contact Centre Use initial capitals

dataset One word

day-to-day Hyphenate

deaf or hard of hearing Do not use 'hearing impaired'

decision maker; decision making No hyphen, but hyphenate 'decision making' when used as an adjective (e.g. decision-making process)

dependant; dependent 'Dependent' is an adjective that means relying on something. 'Dependant' means a person who is supported by someone else

e.g. Use 'e.g.' instead of 'for example' in tables and in text within round brackets (no comma after). Note full stops. Use 'for example' followed by a comma at the beginning of a sentence and in text that is not in round brackets

e-learning Use lower case 'e' and hyphenate

enforceable undertaking Spell out; do not use 'EU'

etc. Avoid using; do not use in a list that starts 'for example'; note full stop

excl. May be used for 'excluding' in graphs

fact sheet Two words

FAQs No apostrophe before 's'

first-hand Hyphenate

focusing; focused One 's'

follow-up Hyphenate when used as an adjective (e.g. follow-up activity) or a noun (e.g. 'this is a follow-up'); no hyphen when used as a verb (e.g. to follow up a report)

FTE full-time equivalent

full scheme Do not use 'full Scheme' or 'full-scheme'

full time No hyphen except when used as an adjective (e.g. full-time employee)

FY Spell out in full (e.g. in the 2019–20 financial year), except in tables and graphs (e.g. FY 2019–20)

Government *See* forms of address

guideline One word

hard of hearing Do not use 'hearing impaired'

homepage Lower case; one word

Hon; Honourable Note full stop (e.g. the Hon John Smith)

hyperlink One word; or use 'link' if appropriate

i.e. Use instead of 'that is' in tables and in text within round brackets (no comma after). Note full stops. Use 'that is' at the start of a sentence or in text that is not in round brackets

impact Avoid using as verb; use 'to affect' instead

incl. May be used for 'including' in graphs

Indigenous; indigenous *See* 'Aboriginal and Torres Strait Islander peoples; First Australians' above

in-house Hyphenate

internet Lower case

intranet Lower case

later; latter Use 'later' for 'at a time in the future'; use 'latter' for 'the last mentioned'

lead-up; lead up Hyphenate when used as a noun (e.g. 'in the lead-up to the end of the year'); two words when used as a verb (e.g. to lead up to an event)

led Past tense of 'to lead'

long term Do not hyphenate when used as a noun (e.g. in the long term), but hyphenate when used as an adjective (e.g. long-term goal, but note 'longer term goal')

longstanding One word

managing director Lower case if referring to this position in general; upper case if referring to a specific person

midpoint No hyphen

misstatement One word

MOU Memorandum of Understanding; do not use 'MoU'

Mr, Mrs, Ms No full stop

National Disability Insurance Scheme Rules Use abbreviated form 'NDIS Rules' after first usage when referring to entire suite of NDIS Rules. Where appropriate, specify which rules you are referring to (e.g. NDIS (Provider Registration and Practice Standards) Rules). Using 'the Rules' for second and subsequent uses if it is made clear at first usage which rule is being referred to.

NDIA Shortened form of National Disability Insurance Agency

NDIS Act Shortened form for *National Disability Insurance Scheme Act 2013*; *see also* citing legislation and components of legislation

NDIS Code of Conduct Note capitalisation. 'Code of Conduct' is acceptable after first usage. Do not use 'Code', 'code of conduct, 'CoC'

NDIS Commission Portal Note capitalisation and set out in full (i.e. do not use 'the Portal' etc.)

NDIS Commission staff *See* forms of address

NDIS Commission teams *See* forms of address

no. May be used for 'number' in graphs and tables; be careful to use accurately in proper names (e.g. in company name: Trust Fund No. 1); note full stop

NDIS Quality and Safeguards Commissioner *See* forms of address

NDIS participants; participants Do not use 'NDIS clients', 'patients', 'people with disability'.

NDIS Practice Standards Note capitalisation. 'Practice Standards' is acceptable after first usage. Do not use 'Standards', 'standards', 'Q&S Practice Standards'

NDIS Quality and Safeguarding Framework Note capitalisation. Use of 'Framework' is acceptable after first usage. Do not use 'framework', 'Q&S Framework' or 'NDIS Quality and Safeguards Framework'

NDIS Quality and Safeguards Commission Abbreviated form: NDIS Commission. Do not use 'Commission', 'Q&S Commission', 'NDIS Quality and Safeguarding Commission' National Disability Insurance Scheme Quality and Safeguards Commission', 'NDIS Q&S Commission'.

NDIS Worker Screening Check Note capitalisation. Abbreviated form: 'Worker Screening Check' can be used after first use of full term. Do not use 'Check'

NDIS Worker Screening clearance Note capitalisation of all but 'clearance'

NDIS Worker Screening Database Note capitalisation. Abbreviated form: NWSD can be used after first use of full term.

non-registered providers Use 'unregistered providers' instead

no-one Hyphenate

not-for-profit Hyphenate when used as an adjective (e.g. not-for-profit sector)

NWSD Abbreviated form of 'NDIS Worker Screening Database' can be used after first use

online One word

p.; pp. Shortened form for page or pages (e.g. p. 12; pp. 12–17); note space after p. and pp.; note full stops

participants; NDIS participants Do not use 'NDIS clients', 'patients', 'people with disability'.

part-time Hyphenate when used as an adjective (e.g. part-time employee), but say 'someone who works part time'

people Use instead of 'persons', unless the person can possibly be a company, in which case leave as 'persons'

people with disability; person with disability Includes NDIS participants and non-NDIS participants. Do not use 'people with *a* disability', 'disabled people' or 'people with disabilities'.

person without disability Do not use 'non-disabled' or 'able-bodied'

pm Not 'p.m.'; leave space before (e.g. 10.00 pm)

precondition; predetermined; prerequisite; preset One word

pro rata Two words

proactive One word

providers; NDIS service providers; registered NDIS providers Avoid 'disability service providers'

QSCnet Note capitalisation

record keeping Only hyphenate when used as an adjective (e.g. record-keeping obligations)

registered provider; registered NDIS provider Note non-capitalisation

-related Hyphenate if adjectival (e.g. activity-related offence)

reprint, resend, resubmit No hyphen

re-use Hyphenate

rollout One word. Do not use 'roll-out' or 'roll out'

roundtable One word

self-managed participant Note hypenation. Do not use 'self-managing'

short-term Hyphenate when used as an adjective (e.g. short-term solution); no hyphen when used as a noun (e.g. in the short term)

skill set Two words

standalone One word

states and territories Lower case; but upper case for a specific title (e.g. the State Government of Victoria); for shortened forms, *see* acronyms

thank you Two words

timeframe One word

unregistered provider Not 'non-registered provider'

upfront One word

up-to-date Only hyphenate when used as an adjective

user ID Two words

username One word

via Use 'through' or 'by' instead

video conferencing Two words

webpage; website One word

well- Hyphenate when used before a noun (e.g. 'a well-timed approach')

wellbeing One word

Western Australia Do not use 'West Australia'

wide-ranging Hyphenate when used as an adjective

workers; disability workers; NDIS workers Note lower-case 'w'

worker screening Lower case when referring to general screening, rather than the NDIS Worker Screening Check

workplace One word

wrongdoing; wrongdoers One word

year-end Hyphenate; but use the term 'year ended 30 June 2017'