

Getting the basics right - Easy-to-understand words

Instead of.....	Say...	Instead of.....	Say...	Instead of.....	Say...
Address an issue	Handle, tackle, deal with	Future prospects	Prospects	One of the last remaining	One of the last
Adjacent to	Near, by	Give consideration to	Consider	One of the reasons	One reason
Ahead of	Before	Implement	Start	Optimise	Make the best use of, use effectively
Amongst	Among	In addition	Also	Peruse	Read
Approximately	About	Indicate	Show	Possessed	Had
Assistance	Help	Inform	Tell, advise	Presently	Soon
Attempted	Try	Initial	First	Rectify	Fix
At the present time	Now, today	In order to	To	Regarding	About
Behind schedule	Late	In spite of the fact that	Despite, although, however	Relocate	Move
Halt, cease	Stop	In the direction of	Towards	Render assistance to	Help
Close proximity	Close	In the lead-up/run-up to	Before	Request	Ask
Commence	Start, begin	In the near future	Soon	Shortly	Soon
Completely empty	Empty	In the process of	<i>Avoid - usually unnecessary</i>	Signage	Signs
Constructed	Built	In the wake of	After	Subsequent	Next
Currently	Now	In view of the fact that	Since	Sufficient	Enough
Dispatched	Sent	It appears	It seems	Take action on	Act on
During the course of	During	Less expensive	Cheaper	10 hectares of land	10 hectares
Early hours	Early	Make an approach to	Approach	Terminate	End
Enquire	Ask	Manufacture	Make	The majority of	Most
Eventuate	Happen, occur	Meet with	Meet	Therefore/thus	So
Filled to capacity	Full	Mutual cooperation	Cooperation	Until such time as	Until
Finalise	Finish, end, decide	Necessitate	Require	Usage/Utilise	Use
For a period of three weeks	For three weeks	Notify	Tell, advise	Whilst	While
For the purpose of	For	Numerous	Many		

Glossary

A

about Preferred over the word *approximately*.

Acts of Parliament Capitalise and italics e.g. *Water Act 1989*.

address As in addressing an issue or problem. This is a buzzword and doesn't actually say anything. Instead, use *handle an issue/problem, discuss an issue, tackle an issue, deal with an issue, look at the issue, talk about an issue*.

adjacent to Prefer *next to, beside, alongside, near*.

advisor Not *adviser*.

ageing Not *aging*.

algae The plural of *alga* e.g. *blue-green algae are (not is) spreading*. Note the words blue-green algae are not capitalised because this is not the official title, but they can then be shorted to BGA.

a lot Two words.

am/pm No full stops, no space: 2pm, 8.30am.

amid/among Not *amidst/amongst*.

and Do not use the ampersand & unless it is part of a formal title, when using it as part of common shorthand expressions e.g. *R&D*, or when identifying more than one addressee e.g. *Mr & Ms Wilson*.

anticipate Prefer the word *expect* instead e.g. *we expect the work to be completed by 4pm*.

aquifer Use capital letters only when referring to a particular aquifer e.g. *Dilwyn Aquifer, Newer Volcanic Aquifer*.

B

backflow One word.

backflow prevention devices No capitals.

barbecue Not *bbq, BBQ or barbeque*.

basis This is often a wasteful word e.g. *on a part-time basis* means *part time*. *On a regular basis* means *regularly*. The result is simpler and more direct.

beaches Use a capital for the title only if it is an official name e.g. *Shelly Beach, East Beach*.

begin/start/commence Prefer *begin* and *start* over *commence*. Also avoid the *commencement* of something.

beyond water for strong communities Wannon Water's strategic direction. Italics and not *beyond water for strong(er) communities*.

biannual/biennial *Biannual* means something happens twice each year. *Biennial* means lasting for, or happening every two years. To avoid confusion, use *twice-yearly* and *every two years* instead.

biosolids The nutrient-rich organic matter produced after *sludge* created from the sewage treatment process is dried and composted for at least three years. *Biosolids* can be used for soil conditioning agricultural land.

Glossary

Board Capitalise when referring to the Wannon Water Board.

borefield One word.

build-over Hyphen.

bulk water entitlement No capitals. If referring to the full name, use capitals e.g. *Wannon Water's Bulk Entitlements*.

bushfire One word.

C

cannot One word.

carbon emissions No capitals.

car park Two words.

catchments Use capital letters only when referring to a particular area e.g. *Otway Catchment, Grampians Catchment*.

central business district Lower case central business district is spelt out the first time, but can then be shortened to *CBD*.

centre *Centre on*, not *centre around*.

CEO Chief Executive Officer. Spell out at first mention.

changeover No hyphen. Usually *change* will do.

childcare One word.

Choose Tap Italics.

Christmas Never use *Xmas*.

city/shire Capitalise *City of Warrnambool, Southern Grampians Shire* etc. as it refers to the municipal title, but just Hamilton city, Camperdown town centre, Warrnambool central business district.

community engagement Not *community consultation*.

consultant No capital letter.

continual/continuous *Continual* means regularly or frequently recurring. *Continuous* means going on without a break, uninterrupted.

cooperate One word.

coordinate/coordinator One word.

Coronavirus (COVID-19) Use in full in the first reference, then 'COVID-19'

Corporation Use a capital C only if specifically referring to Wannon Water.

could have Not *could of*.

Country Capitalise when referring to an area of land, sea and sky that is associated with a distinct group of Aboriginal people. Also use capitals for *Acknowledgement of Country* and *Welcome to Country*.

create We don't create a *new* plan, we create a plan. Anything that is created is new.

cross-section Hyphen.

curb/kerb To *curb* is to restrain or keep something in check. A *kerb* is the edge of the pavement.

currently An over-used term. Prefer *now* or *present*. Don't add it in sentences where it is superfluous e.g. *work is (currently) taking place*. Note the word *presently* does not mean the same as *currently*. It means *soon*.

Glossary

D

Dates Date, month, year e.g. *5 February 2023*.

Department Our lead government department is now the Department of Energy, Environment and Climate Action (DEECA). The Department of Environment, Land, Water and Planning (DELWP) no longer exists from 1 January 2023.

Director Capitalise *Director* when referring to a member of the current Board, but lower case *director* if referring to a former board director.

E

E.coli Acceptable as the short form of *Escherichia coli*.

e-form Short for electronic form.

e.g. Means *for example*. Use with full points.

eftpos No capitals.

Elder/s Capitalise when referring to an Aboriginal Elder/s.

email No hyphen.

e-news Short for electronic news.

employee/s Prefer over the term *staff*.

Engage & Explore Our online community engagement portal.

engagement/engaged Prefer over consultation/consulted.

Enhanced Operations Capitals.

enquire, enquiry Asking a general question. Use *inquire, inquiry* for more formal investigations..

escalate Use *rise, grow, increase, worsen*.

Essential Services Commission (ESC) Capitals.

etc No points. Best avoided or kept to a minimum in formal documents.

eventuate Use *happen, occur, result in*.

expert Consider using *specialist, professional, authority*.

expertise Consider using *skill, ability, knowledge*.

ex Prefer *former employee, former director* (instead of *ex-employee, ex-director*).

Glossary

F

facilitate Another buzzword. Use *ease*, *help*, *aid*, *enable*.

fast-tracked Use *brought forward*, *given priority*.

fewer/less Use *fewer* when referring to numbers; *less* when referring to quantity e.g. *fewer than 15 employees*, *less than 15 megalitres of water*.

Financial Inclusion Action Plan Capitals, no italics. FIAP for short.

finalise Use *complete*, *finish*.

first Not *firstly*. Also avoid repetition such as *first ever*, (just say it was the *first*), *first discovered* (just say *discovered*), or *first introduced* (just say *introduced*).

focus Also *focused*, *focusing* (not *focussed*, *focussing*).

Freedom of Information Capitals, no italics unless referring to the *Freedom of Information Act*.

free Never *free of charge* or *for free*.

fridge Abbreviation for refrigerator.

front yard Two words.

fulfil Also *fulfilment*, *fulfilled*, *fulfilling*.

full-time, part-time Use a hyphen when they are adjectives, otherwise two words e.g. *the full-time position*, *the position is full time*.

fund Avoid using as a verb. Prefer *pay for*, *finance*.

further Use instead of *farther*.

G

gender The pronouns *they*, *them* and *their* are common-gender terms but are also plural. Avoid sentences such as *the applicant* (singular) *must pay for their* (plural) *own expenses*. Instead convert the sentence to plural: *applicants must pay for their own expenses*.

Gender Equality Action Plan Capitals, no italics. GEAP for short.

gentleman Use *man*.

give consideration to Use *consider*.

going forward Avoid. Use *advancing*, *continuing*, *proceeding*, *moving on*, *in the future*.

Grade/Year Capitalise when using with a number e.g. *Grade 3*, *Year 10*.

Grampians Written as *the Grampians* not *The Grampians*.

Grampians System Capitals

Great South Coast No longer used. Use South West Victoria (capitals) instead.

greenhouse gas emissions No capitals.

groundwater One word.

Glossary

H

h Use 'a' before all words beginning with a consonant sound e.g. *a hotel, a historic moment*. Use 'an' before words beginning with a vowel sound e.g. *an hour, an honour*.

halfway One word.

handout One word.

headworks Facilities that harvest raw water for transfer to treatment plants e.g. dams, weirs, river offtakes and groundwater extraction facilities.

Health & Wellbeing The formal Wannon Water program uses an & and capitals. When referring to health and wellbeing generally, do not capitalise and spell out 'and'.

holidays All institutional holidays or holy days should be capitalised e.g. *Australia Day, Anzac Day, Christmas* (not X-mas).

home/house Use *home* if you are addressing the occupants e.g. *the contractors will be working outside your home*. Use *house* where there is no personal connection e.g. *the project will provide services to 25 houses*. The word *property/properties* is a suitable (and often preferred) term.

honour With a 'u'.

Horne Road Industrial Estate Correct title of industrial estate on eastern side of Warrnambool.

householder Consider using *property owner/occupant* where correspondence is being addressed to properties which may include vacant blocks, businesses etc.

Glossary

I

i.e. Means *that is*. Use with full points.

impact/impacted Do not use as a verb e.g. *rising costs impacted on our ability to complete the project*. Instead use alternatives such as *affected, influenced, harmed, damaged, weakened*.

implement (verb) Use *do, carry out*.

in addition/in addition to Use *also, too, besides, as well, as well as*.

in attendance Use *present, there*.

Incident Management Team (IMT) Capital letters.

Inclusion & Diversity The formal Wannon Water program uses an & and capitals. When referring to inclusion and diversity generally, do not capitalise and spell out 'and'.

increasing numbers of Use *more*.

in excess of Say *more than*.

Information and Communication Technology ICT is the shortform.

infrastructure Be specific if you can e.g. *pipes, water supply, sewer mains, buildings, sewerage network*.

initiatives/innovations Don't say *new initiative* or *new innovation*. The word *new* is not required.

inquire/inquiry Not *enquire/enquiry*.

inside Not *inside of*.

in spite of Use *despite*.

install Also *installed, installation, instalment*.

instil Also *instilled, instillation, instilment*.

intense/intensive *Intense* means extreme. *Intensive* means thorough or concentrated.

intentions and purposes it's *to all intentions and purposes* (not *for all intensive purposes*). Best avoided as 'intent' and 'purpose' mean the same thing.

in the lead-up to Use *before*.

in the near future Use *soon*.

issue Often used in place of the preferred *subject, topic, problem etc*.

K

kerb/curb A *kerb* is the edge of the pavement. To *curb* is to restrain or keep something in check.

Kilolitre 1,000 litres. Shortform is kL.

km/h Kilometres an hour.

Konongwootong Correct spelling.

Glossary

L

lady Use *woman*.

large-scale Just *large* will do.

last/past *Last* refers to a period of time which is the final phase of a certain activity or event e.g. *There was more interest during the last half of the workshop*. We use *past* to refer to a period of time which has recently gone by e.g. *the water has been off for the past two hours*. Note also that referring to *last year* means the previous calendar year, but referring to the *past year* means the 12 months preceding today.

Learning & Development The formal Wannon Water program uses an & and capitals. When referring to learning and development generally, do not capitalise and spell out 'and'.

learnt Not learned.

lengthy Refers to something of an unusual length. Do not use for *long*.

licence/license *Licence* is the noun e.g. *EPA licence, driver's licence, licence number*. *License* is the verb (to grant permission or authorise) e.g. *The EPA has licensed Wannon Water to discharge treated water*.

long-term Hyphen when used as an adjective e.g. *a long-term goal* otherwise two words e.g. *the project will be completed in the long term*.

low-income Uses a hyphen. Also *high-income, middle-income*.

M

major/mega Over-used terms. Consider using *big, large, great, leading, important strong* etc instead. When it is used, *major* should be without qualification. Something is either major or it is not, so avoid terms such as *very major, quite major or the most major*.

manhole Use sewer access point instead.

materialise Avoid using unless you are referring to the supernatural. Use *appear, happen, come about* etc instead.

meet Not *meet with*.

megalitre A million litres. Many people find it easier to understand millions of litres, so consider converting.

meters Water *meters*.

metres Measurement.

midday/midnight Also *midweek, mid-year*. Note it is *midday* or *noon*, not *12 midday* or *12 noon*.

minor use without qualification. Something is either minor or it is not, so avoid terms such as *very minor, quite minor, the most minor*.

Mr, Mrs, Dr etc Use without full points.

Glossary

multi Words with the multi prefix are generally one word e.g. *multicultural, multimedia, multipurpose, multistorey*.

myWannonWater Our online customer portal. One word, lower case italics at the start.

N

nationwide Also *statewide, worldwide*. *National* is preferred.

necessitate Prefer *require*.

necessity Prefer *need*.

non-drinking water Water that is not fit for human consumption (preferred over non-potable water).

no one Two words with no hyphen.

numbers Within written text, numbers *one* to *nine* are expressed in words, and numbers *10* and above are expressed as numerals. A comma is used to separate thousands. When opening a sentence, a number should always be expressed in words e.g. *Thirty-four people attended the session*.

nurdles No capital.

O

Occupational Health and Safety OH&S is the short form.

o'clock Use *8.15am, 5pm, noon*, not *quarter-past eight in the morning, five o'clock, 12 noon* etc.

off words Hyphenate *off* words such as *run-off, spin-off, turn-off*.

OK/okay Not *ok* (lower case).

ongoing One word.

on-site Hyphen.

optimise Prefer *make the best use of, use effectively*.

organisation Not *organization*.

Otway System Capitals. Not *Otways*.

out words Hyphenate *out* words such as *black-out, cut-out, drop-out, hand-out, look-out*.

over/about Do not use the word *over* for *about* e.g. *a dispute about an easement* (not *a dispute over an easement*).

Glossary

over/more than Do not use *over* for *more than* e.g. *more than 200 people attended the open day* (not *over 200 people attended the open day*). The exception to this is when you are referring to heights e.g. *over 20 metres high*.

overflow One word.

P

participate Prefer *take part*.

part-time/full-time Use a hyphen when they are adjectives, otherwise two words e.g. *the part-time position, the position is part time*.

past We use *past* to refer to a period of time which has recently gone by e.g. *the water has been off for the past two hours*. Note that referring to the *past year* means the 12 months preceding today. but referring to *last year* means the previous calendar year.

Permanent Water Saving Rules Capitals.

persons Use *people* instead.

phone Preferred over *telephone*.

potable water Water for human consumption. Prefer *drinking water*.

practice/practise *Practice* is the noun e.g. *sport practice*. *Practise* is the verb e.g. *she practises netball*.

presently This means *soon, in a little while*. Use *now* if you are referring to the present time.

preventive Not *preventative*.

Price submission Only use title case and italics when referring to the official document name e.g. *Wannon Water Price Submission 2023-28*. Thereafter, refer to 'price submission' (no capitals, no italics). Never use 'pricing submission'.

pricing period Not *price period*.

prior to Use *before*.

program Not *programme*.

purchase Use *buy* for the verb.

Glossary

R

Reconciliation Action Plan Capitals, no italics. RAP for short.

Research & Development *R&D* is the shortform.

rainfall One word.

rainwater One word.

rateable Not *rate-able*.

raw water Two words (prefer *untreated water*).

reclaimed water Use *recycled water*.

recognise Not *recognize*.

recycled water water produced from a sewage treatment plant used for irrigation on farms and sporting facilities etc.

regulated water Formal term for water that is not fit for human consumption. Instead, use the easier to understand *non-drinking water*.

relocate Prefer *move, shift, transfer, go* etc.

renters Not *tenants*.

report *Report on* (not *report into*).

reservoir Use capital letters only when referring to a particular reservoir. e.g. *Rocklands Reservoir*.

reside Use *live*.

respect *In respect of* (not *in respect to*).

Ripple Effect Wannon Water's community sponsorship and grants program. Italics.

roadside One word.

roof/roofs Singular/plural.

roof water Two words. When referring to the full project title use *Warrnambool Roof Water Harvesting System*.

run-off Hyphen

Rural Water Surcharge Capitals.

S

Saputo NOT Warrnambool Cheese and Butter.

seasons Lower case e.g. *summer, autumn, winter, spring*.

sewage Waste matter e.g. human excreta or domestic waterborne waste, that is untreated or partially treated. *Sewage* is treated at a *sewage treatment plant*.

sewage treatment plant This term is simpler and more easily understood than the previously used *water reclamation plant* and *wastewater treatment plant*. Note that there are no capitals, unless referring to a specific facility e.g. *Warrnambool Sewage Treatment Plant*.

sewerage The sewerage network is the system that carries sewage away in *sewers, sewer pipes, and sewer mains*.

sewer pump station No capitals, unless referring to a specific facility e.g. *Lyndoch Sewer Pump Station, Officer Street Sewer Pump Station*.

shortlist No hyphen.

should have Not *should of*.

side effect Two words.

sizeable Prefer *large, big* etc.

Glossary

sludge The organic solid component of sewage removed during the treatment process. Once *sludge* is dried and composted for at least three years to satisfy guidelines set by the Environment Protection Authority, it becomes a nutrient-rich organic matter known as *biosolids*.

Smart Energy Precinct Capitals.

smelt Not smelled.

SMS Not *SMS message*. The term *text message* is preferred.

South West Healthcare Note there is no hyphen in *South-West* and the word *Healthcare* is one word.

South West Victoria Capitals. Not *south-west Victoria* or *Great South Coast*.

spilt Not *spilled*.

state Lower case unless you are referring to the current *State Government*. Likewise for *federal*.

stationary/stationery *Stationary* means something is not moving. *Stationery* refers to writing paper, envelopes etc.

stockpile One word.

stormwater One word.

street/road/avenue etc Only use capitals when it is used with a name e.g. *Gateway Road* (not *Rd*), *Manifold Street* (not *St*). Use lower case when referring to a street generally e.g. *the street will be closed for four hours*.

subsequently Prefer *later* or *since*, depending on context.

Sun Pharma Two words. Acceptable shorter term for *Sun Pharmaceutical Industries (Australia) Pty Ltd*. (Former Glaxo factory at Port Fairy).

support Use the singular *support* when referring to customer support programs e.g. *the support we provide helps customers at times when their needs change* NOT *the supports we provide help customers at times when their needs change*. The plural *supports* should only be used when referring to structures e.g. the building is held in place by many supports.

surface water Two words.

T

T Use a hyphen when referring to *T-bone*, *T-junction*, *T-shirt*.

teamwork One word

technology Singular and plural - not *technologies*.

tenants Incorrect. Use *renters*.

(In) terms of An over-used phrase which is usually superfluous. *In seasonally adjusted terms* means *seasonally adjusted*. *In terms of employment growth* means *employment growth*.

3D Acceptable shorter term for three dimensional.

3 Ps Not *3 P's* (with an apostrophe). Expanded to read *Pee*, *Poo* and *(toilet) Paper*.

That Do not use 'that' when referring to people, use 'who' e.g. *employees who work part-time* NOT *employees that work part-time*.

Thriving Communities Partnership Capital letters, no italics. TCP for short.

titled *A report titled* (not *entitled*).

to date Prefer *so far*, *until now*.

towards Not *toward*.

Glossary

townhouse One word.

trade names Do not use trade names if there is a generic word available e.g. use *adhesive plaster* (not *Band-Aid*), *ballpoint pen* (not *Biro*), *earth-moving machine* (not *Bobcat*), *soft drink or cola drink* (not *Coca-Cola* or *Coke*), *portable cooler* (not *Esky*).

trade waste Liquid waste generated by an industry, business, trade or manufacturing process.

12 Apostles Not *Twelve Apostles* e.g. *the 12 Apostles Visitor Centre*.

U

undertake Prefer *do*, *carry out*.

underway One word.

unique Something is either *unique* or it's not. The word cannot be qualified with adjectives such as *quite*, *very*, *rather*, etc so use *unique* on its own. Anything that is "almost" *unique* should be called *rare*.

until Do not use 'til.

untreated water preferred term for raw water.

-up words Hyphenate words such as *build-up*, *check-up*, *break-up*.

upcoming Use *coming*.

upfront Prefer *initial* or *in advance*.

up-to-date As an adjective use hyphens e.g. *an up-to-date report*. Otherwise, *the report is up to date*.

useable Not *usable*.

usage Not *useage*.

utilise/utilisation Prefer *use*.

V

verandah Not *veranda*.

very Often superfluous. Consider whether you need to use it or whether it is *very essential* in your writing.

VicRoads One word, note the capital R. *Regional Roads Victoria* is the new regional division.

Victoria Police The proper name. *Police* is an acceptable shorter form.

virtually This means *practically, in effect, as good as*. Do not use when you mean *almost*.

visit Not *visit with*.

Glossary

W

wait *wait for a result (not wait on a result).*

Wannon Water Can also be referred to as the *Corporation* or the *organisation*. Never use the initials *WW*.

Warrnambool Roof Water Harvesting System Capitals.

wastewater Not to be used - instead use *sewage*.

Water for Community Italics.

water main Two words.

water reclamation plant Use the preferred term *sewage treatment plant*.

waterway One word.

waterSHED Wannon Water's intranet. Note correct use of lower case/upper case.

water supply The entire water system.

wellbeing No hyphen.

whilst Use while.

who/which *Who* belongs to people and *which* belongs to things.

wind farm Two words as a noun, but hyphenated as an adjective e.g. *wind-farm towers*.

workplace One word.

WorkSafe One word. Note the capital S.

worldwide One word.

would have Not *would of*.

X

Xmas Use *Christmas*.

Y

years Write in full e.g. 2023 (not '23).

Z

Zero Harm Caps and italics.