**Organisational style guide**

This Style Guide serves to ensure consistency, professionalism, and clarity across all written communications related to our organisational policies, procedures, and other official documents.

Below are the key guidelines:

**1. Language and Tone**

* **Clarity:** Always aim for clarity in writing. Avoid technical jargon where possible, and if necessary, ensure it's defined in context.
* **Active Voice:** Use active voice over passive voice to make the writing more direct and engaging.
* **Professionalism:** Maintain a professional tone throughout the text. Avoid using slang, colloquialisms, or casual language.

**2. Formatting and Structure**

* **Headings and Subheadings:** Use clear and descriptive headings and subheadings to break up text into manageable sections.
* **Lists:** Use bullet points or numbered lists to highlight key points or steps in a process.
* **Font and Size:** Use a standard, easy-to-read font (e.g., Arial, Times New Roman) in a suitable size (e.g., 12pt for body text).
* **Spacing:** Use 1.15 or 1.5 spacing between lines for easier reading.

**3. Grammar and Punctuation**

* **Consistent Grammar:** Follow standard Australian English grammar rules.
* **Punctuation:** Use punctuation correctly and consistently. Avoid overusing exclamation points or question marks.
* **Acronyms:** Define acronyms at their first occurrence.

**4. Inclusion and Respect**

* **Non-discriminatory Language:** Ensure language is non-discriminatory and respectful. Avoid stereotypes and use gender-neutral terms where possible.
* **Respect for Diversity:** Acknowledge and respect diversity, including differences in culture, ability, age, gender, and sexuality, in all written communications.

**5. Referencing and Citing**

* **Citation Style:** Use the APA7th citation style for referencing third-party materials.
* **Quotations:** Ensure direct quotations are clearly marked and properly attributed.

**6. Confidentiality and Privacy**

* **Data Protection:** When dealing with personal or sensitive information, always ensure it is handled and communicated in accordance with our privacy policy and local data protection laws.

**7. Document Control**

* **Versioning:** Documents should be appropriately versioned, with major and minor versions noted.
* **Approval and Review:** All policy documents should list the approval date and the next review date.
* **Author and Responsibility:** The author's name, the responsible department, and contact details should be clearly stated.