

Document standards & publications management



Version four
February 2010



NSW Police Force

Title: Document standards & publication management

Subject: Corporate standards for writing and publication management

Command responsible: Corporate Services

Available to: Unrestricted

Publication date: February 2010

Version no: Four

Review date: February 2011

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Chapter 1: Introduction

This is a policy update

This booklet updates the NSW Police Force corporate standards for preparing a range of official documents including reports, instructions, stationery, external publications and the use of the NSW Police Force insignia.

It provides document organisation, design and writing style as well as publication management and meeting the needs of people with disabilities.

This policy supersedes all previous publications with similar content.

Why we need standards

Thousands of documents are produced by the NSW Police Force Every year. It is important these documents are professional, consistent in style and have a corporate look.

If you need to write a report or produce a document for the NSW Police Force, use this booklet as an aid. It sets the minimum acceptable standard for documents and is a reference for writing style, punctuation and grammar.

This booklet reflects, the *Commonwealth Style Manual (6th edition)*, *Macquarie Dictionary*, general readability standard and in some cases, NSW Police Force preferred style.

Chapter 2: How to present an issue paper

What is an issue paper

All official internal correspondence and communication should be written in the standard police report style, known as an 'issue paper'.

Each should be no more than a single page in length. Supporting documentation can be attached.

Each report should be recorded on TRIM, our internal document and records management software. All commands will have designated staff trained to use this software.

TRIM numbers should be displayed on the top right hand corner of the report. Typing or handwriting the TRIM number is appropriate in all cases.

TIP: To right align the TRIM number, type the number on the first line of the report and select 'Ctrl R'.

What it should look like

No matter what colour paper, the presentation of your issue paper will be the same. Refer to page 6 for an example of how an issue paper should be presented.

Each should contain:

Issue	A brief statement of the issue; the reason for the submission.
Background	A brief summary; history and current position of the issue.
Comment	Defines each option and recommends one option, providing reasons for this choice.
Recommendation	A brief statement requesting approval for the action being proposed.

What colour paper

The NSW Police Force uses coloured paper to indicate the executive level the report is intended for.

White	To your commander via your supervisor
Green	To the commander or manager of another area (LAC, unit or command) via your immediate chain of command
Yellow	To a member of the Commissioner's Executive Team (CET) via your immediate chain of command
Pink	To the Minister's Office via your immediate chain of command

Who should approve it

At the end of your report, list (using numbers) the officers in your chain of command, beginning with your immediate supervisor. Include rank and name for each.

The report will be sent to each officer in turn, and each movement is to be recorded on TRIM.

Provide enough space between officers on the list to allow for comment – at least three hard returns (hit the enter button [↵] three times).

Always sign off your report with your name, your contact phone number and the date in either long or short format.

See page 6 for a sample.

An example of how an issue paper should be presented

D/2010/18268

ISSUE

Updating the *NSW Police Force Document standards & publication management*

BACKGROUND

This policy provides the corporate standard for preparing a range of official documents including reports, instructions, stationery, external publications and the use of the NSW Police Force insignia.

The existing document standards, *NSW Police Force Document standards & publication management*, Version 3, was produced in February 2004 and contains outdated information.

COMMENT

Public Affairs Branch has responsibility for this policy. An updated draft (Version 4) has been prepared for corporate approval. Attached at Tab A.

Version 4 aims to modernise much of the NSW Police Force document protocols, which is inline with current government policy (per *Commonwealth Style Manual*).

RECOMMENDATION

- That Version 4 of the *NSW Police Force Document standards & publication management* be approved for corporate use.

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Publications Manager
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Thursday 11 March 2010

1. Tony Ritchie, Manager Corporate Communications Unit
2. Strath Gordon, Director Public Affairs Branch
3. Deputy Commissioner Catherine Burn APM, Corporate Services

Chapter 3: Preparing policy and SOPS

Policy and standing operating procedures (SOPs) set out the NSW Police Force position on a particular issue, provide guidance to employees in the performance of their duties, and enables consistency in decision making and service delivery.

It is therefore important that best practice is followed in the development, implementation and evaluation of these documents.

If you're drafting such a document, refer to the latest version of the *Guidelines for the Development of Policy, Guidelines & Standing Operating Procedures*.

These guidelines have been written to assist NSW Police Force employees by providing clarity and consistency in the development of policy, guidelines and SOPs. Find it on the intranet under Policy / Corporate.

Changing the *NSW Police Handbook*

- **Commissioner's Instructions** announce changes to the *NSW Police Handbook*.
- **Commissioner's Policy Notices** reinforce current SOPs, policy and guidelines.

To protect the integrity of police and evidentiary procedure, changes to the *NSW Police Handbook* must be actioned across all commands at the same time.

They are therefore gazetted (announced) as Commissioner's Instructions in the NSW Police Gazette in the *Police Weekly*.

All Commissioner's Instructions and Commissioner's Policy Notice require the approval of the relevant corporate spokesperson and member of the Commissioner's Executive Team (CET), via standard reports.

To prepare a Commissioner's Instructions or Commissioner's Policy Notice, refer to the current version of the *NSW Police Handbook Standing Operating Procedures*.

Find it on the intranet under Policy / Corporate, and under Policy / Police Handbook. Or contact the *NSW Police Handbook* Coordinator within the Performance, Improvement & Planning Command.

Chapter 4: Writing style

An overview

Write all NSW Police Force documents in plain English.

Use everyday, direct language that clarifies everything the reader needs to understand.

Never use complicated writing styles, jargon or police speak.

Get to the point. Avoid needless preamble and long background information, particularly at the start of a document.

Use a positive approach

People are much more likely to respond to positive suggestions for action. Negative comments often prompt resistance.

Without an information campaign directed to specific groups, misunderstanding of the government's intentions may occur.

This comment is more persuasive if written positively:

The program is likely to achieve the best results if we focus an information campaign on specific groups, to explain the government's intentions.

Avoid old fashioned words

Use	Instead of
While	Whilst
Amid	Amidst
Among	Amongst
On	Upon
Practical	Practicable

Use plain English

Plain English has been specified in federal legislation since 1983.

Use everyday words rather than lofty vocabulary

'Buy' rather than 'purchase'

'People' rather than 'persons'

'House or home' rather than 'residence'

Use 'we' and 'you' except in formal context.

Use 'man' rather than 'male' and 'woman' rather than 'female'.

Simplify your sentences.

Use 'explain' rather than 'provide an explanation'

Use 'the man left his car and ran west' rather than 'the man decamped his vehicle and ran in a westerly direction'.

Standards of Professional Conduct

All content should reflect the highest levels of ethics, integrity and professionalism.

All NSW Police Force reports and correspondence should comply with the NSW Police Force Code of Conduct & Ethics and Statement of Values.

Focus

Keep the spotlight on the main points. A concise, direct style will help focus the reader's attention. Don't ramble and don't explain unnecessary points.

Use 'active voice' wherever possible

To put sentences in the active voice, describe 'who is doing what'. Your sentence will be shorter and more direct.

Active: The boy threw the rock.

Passive: The rock was thrown by the boy.

Active: Immediately report any irregularities to your commander.

Passive: Any irregularities will be reported immediately to your commander.

Inclusive language

Bear in mind the diversity of your audience, including gender, age, cultural and religious diversity.

Unless you're referring to a specific person, use gender neutral terms to avoid sexism:

Use 'police officer' instead of 'policeman'.

Use 'chair' instead of 'chairman'

Rewrite your sentence to avoid gender specific pronouns:

Instead of 'he or she', use 'you' or 'they' or 'their'

Use gender neutral descriptions when referring to a person:

'The officer', 'the victim', 'the offender'.

Avoid outdated terms when referring to people with disabilities:

Use 'the woman with an intellectual disability'; 'the man with a mental illness or mental health issues'.

In many cases, writing in active voice helps avoid sexist language.

Instead of: The officer conducts an investigation with the full support of his/her colleagues.

Rewrite as: Conduct your investigation with the full support of your colleagues.

Describing people

The words used to describe victims of crime, witnesses, suspects and offenders can be highly contentious – especially when they refer to ethnic or racial origin.

Refer to the most recent version of the *Police Media Policy* for a complete guide to using ethnic descriptors.

- A person's nationality has no bearing on their appearance, so it is irrelevant in a physical description.
- Use of an ethnic descriptor is only relevant in the pre-arrest phase and when combined with a physical description.
- Ethnic descriptors are irrelevant once a person has been apprehended and must *not* be used in such situations.

Find the *Police Media Policy* on the intranet under Organisational Unit / Public Affairs Branch / Policy & Procedures.

Using capital letters

Presenting whole words in capital letters (UPPER CASE), including family names and place names, is not generally appropriate in business writing.

Basically, only use capital letters to begin a sentence or indicate a proper noun (eg. a person's name).

Position titles and ranks are common nouns (*not* capitalised) unless they are immediately followed by a person's name.

Assistant Commissioner John Hartley APM, Commander Traffic Services

An **assistant commissioner** will be allocated as operations commander.

Region commanders are appointed at the rank of assistant commissioner

Commanders, crime managers and duty officers are to ensure compliance with...

TIP: If you are referring to more than one officer, then the term you're using is a common noun and should not be capitalised.

This applies to all NSW Police Force documents except legal documents.

Always capitalise **Aboriginal** and **Indigenous** when referring to Australia's original inhabitants.

Do not use the word Aborigine under any circumstances

Abbreviations and acronyms

Do *not* use full stops when abbreviating

J A Jones *not* J. A. Jones.

State and territory abbreviations:

NSW, Qld, Vic, Tas, SA, WA, NT, ACT

The abbreviations for:

ie: = that is

NB: = note that

eg: = for example
(when beginning a sentence
use 'For example,')

When using acronyms, spell the word in full with the acronym in brackets. From then on, you may use the acronym.

Public Affairs Branch (PAB)
State Crime Command (SCC)

Acronyms form a large part of our organisation's vocabulary. When using jargon that might need explanation in internal documents, use the acronym followed by the word in full in brackets. From then on, you may use the acronym.

MCLO (Multicultural Community Liaison Officers)
LAPT (Local Area Proactive Crime Team)

Contractions such as 'Dept' or 'Vols' should be avoided. If they are used, do *not* use a full stop.

Our organisation's name

According to the *Police Act 1990*, our organisation's name is **the NSW Police Force** (*not* the New South Wales Police Force).

It is appropriate to abbreviate our organisation's name to "NSWPF" or "the Force" in internal documents.

Abbreviate to "the Force" when preparing documents for external use, including those intended for members of the public and other organisations (ie. avoid the "NSWPF" abbreviation).

Rank abbreviations

For internal documents, using abbreviations in most instances is appropriate. Spell out the full rank for formal documents such as award certificates. For external documents, use full rank the first time it is mentioned and then abbreviate.

CoP	Commissioner of Police
DCoP	Deputy Commissioner
AC	Assistant Commissioner
Ch Supt	Chief Superintendent
Supt	Superintendent
Ch Insp	Chief Inspector
Insp	Inspector
D/O	Duty Officer
Det	Detective (always precedes rank)
Snr Sgt	Senior Sergeant
Sgt	Sergeant
Snr Cst	Senior Constable
Cst	Constable
Prb Cst	Probationary Constable
ExDir	Executive Director
Dir	Director
Asst Dir	Assistant Director
Mgr	Manager
A/	Acting

Rank and titles

Rank and name appear before position titles.

Assistant Commissioner Denis Clifford APM, Commander North West Metropolitan Region.

For use of capitals for rank, see 'Using capital letters' (page 9).

Postnominals

Postnominals are letters placed after a person's name to indicate they hold a position, educational degree, accreditation, office or honour.

Postnominals should not include full stops. Separate each with a comma, however do not use a comma after officer's name.

Professor Marie Bashir AC, CVO, Governor of New South Wales
Retired commissioner, Mr Ken Moroney AO, APM

Many Commonwealth awards carry an entitlement for recipients to use indicative letters after their name, such as the Bravery Medal (BM) and the Australian Police Medal (APM). These should be used in all formal documents.

Commissioner Andrew Scipione APM
Insp Joel Murchie BM
Sgt Duncan Abernethy BM

Say it once

Avoid tautology (needless repetition).

All time record	New recruit
Best ever	New bride
Build a new jail	At this point in time
Circle around	Green coloured
Meet with	Large size
Eliminate entirely	Top priority
Major breakthrough	Fall down
Very rare	Local resident
Total monopoly	Very unique
Personal opinion	Future prospects
Complete stop	Eye witness
Public help	Pair of twins
In three months' time	2am in the morning
Forward progress	3pm in the afternoon
Past history	Dead body
Past experience	Two halves
Month of May	Reiterate again
New development	Completely eliminate
Few in number	Cooperate together
Local community	Square shaped
True/Real facts	Early hours of the morning

Commonly misused words

Accept – Take or receive an offering; agree to
Except – Exclude; save

Advice – Guidance received
Advise – To provide information or guidance

Affect – Make a difference to
Effect – To influence or have an impact on

Ascent – Rise; upward movement
Assent – Agree

Compliment – An expression of praise
Complement – That which completes; makes perfect; full quantity

Council – A group of people which confers
Counsel – Give advice

Dependant – Someone you support
Dependent – Supported by someone

Disc – A thin flat, circular plate or object
Disk – A memory unit for computers eg: floppy disk

Enquiry – A question; query
Inquiry – Investigation

Formerly – Before; in a past event
Formally – In a ceremonial manner

Implicit – When a statement is implied or implies something
Explicit – When a statement is firm or is stated in detail

Its – Singular ownership (particularly if gender is unknown) eg:
The local area command has had its boundaries changed
It's – Abbreviated version of it is

Last – In isolation eg: last week or last year
Past – Collective eg: for the past three years.
A sequence of time up to the present

Licence – (Noun) The authority you hold eg: shooter's licence
License – (Verb) To grant permission or authorise
Licensed – (Adjective) eg: licensed premises
Licensing – (Adverb) eg: licensing police

May – Permission to do something eg: officers may take leave
Might – A possibility eg: you might decide to take leave
Can – The physical ability eg: you can take leave

Principal – Head person
Principle – Fundamental source; basic belief

Stationary – Stopped; *not* moveable
Stationery – Envelopes, paper etc

Than is used for comparison
Then is used in most other cases

Which – To differentiate
What – For purpose

Whole – Entire; total; complete
Hole – An opening or hollow

Take care when using wholly, holey and holy (religious).

'That' – In many circumstances, this word can be left out

Italics

Use for titles of books, magazines, articles, movies and Acts of Parliament.

Bold

Use sparingly for emphasis or to highlight a heading.

Underlining

Avoid underlining text in any document. This indicates hyperlinking. If you need to add emphasis to a document, use bold.

Hyperlinking will occur automatically when you copy a URL (Web address).

Phone numbers

Not all police locations have Eaglenet, so always include the external number.

Separate the Eaglenet and the external numbers by a space, forward slash, space.

Eg: 55298 / (02) 9339 5298 or (02) 9339 5298 / 55298

Use symbols where possible

Use	Instead of
10%	10 per cent
6km	6kms
5pm	5.00pm

Numbers

Write numbers from zero to nine in words.

Write numbers from 10 onwards in figures

Eg: The conference was attended by 20 officers from nine locations.

Exceptions

Always spell out any numbers at the beginning of a sentence or paragraph.

Use figures throughout for sporting results, weights and measures.

When expressing numbers of four or less figures, do *not* separate with a space or comma.

Eg: 1000.

Express numbers of five or more figures with a comma.

Eg: 10,000.

Millions

A million, two million, 10 million.

Decimals

Add zero at the beginning

Write 0.2 (*not* .2)

Remove zeros at the end

0.5 (*not* 0.50); 0.19 (*not* 0.190)

Dates

The style depends on usage. When written in full, it should be day, month, year:

Monday 10 December 2010 or just 10 December 2010

Never use: 10th December

Short date should be written using forward slashes as dd/mm/yy:

Eg: 10/12/01

Never use the American style of month first then day. Do *not* use a preamble such as “in the year” 2010. Simply say “in 2010”.

Dates stipulating a period of time should be written as:

Provided service between 1990 and 2000

Provided service from 1990 to 2000

TIP: Either usage is appropriate as long as your statement makes sense.

Chapter 5: Punctuation

Punctuation marks are like road signs that help us to read and understand the document. They tell us when to slow down (,) give way (;) or stop (.). They tell us when to notice something.

Here are some of the most commonly needed rules.

Commas

Do not overuse commas. If your sentence reads well without them, then leave them out.

Use a comma to separate:

- adjectives preceding a noun
eg: a long, winding, dirt road
- components of a list
eg: policies, documents, brochures and posters
- names from titles
eg: A Scipione, Commissioner of Police

Use a comma to avoid ambiguity

- He was not run over, mercifully.
- A short time after, the fire began to lose its fury.

Semicolons

The semicolon indicates a longer pause. Use a semicolon to separate:

- clauses that already contain commas
eg: Policing is a commitment, not an occupation; a calling, not a job.
- lists that already contain commas
eg: Director, Investment & Commercial Services; Director, Public Affairs Branch; Commander, Policy & Programs

Colons

The colon indicates a pause longer than a semicolon but shorter than a full stop.

Use a colon to:

- precede a list of points (as above)
- introduce a statement that explains the preceding one
eg: When I was young, there were two rules: keep quiet and look straight ahead
- separate clauses that present contrasting ideas
eg: to err is human: to forgive, divine
- indicate a ratio
eg: 1:30.

Ampersands (&)

Use ‘&’ in organisation names, document titles and acronyms to avoid confusion in sentences.

Use

Document standards & publication management
Counter Terrorism & Special Tactics Command (CT&SC)

Not

Document standards and publication management
Counter Terrorism and Special Tactics Command (CT&SC)

Exclamation marks (!)

Exclamation marks are used to indicate emotion (surprise, disbelief, dismay) at the end of a sentence.

Indicating emotion in business writing is rarely appropriate, so use exclamation marks sparingly.

Bullet points

A bullet is a small dot on the left margin with indented text (select bullets from the button menu at the top of your Word document screen).



There are generally three types of bullets:

1. those with an introductory sentence followed by dot points
2. those bullets that are complete sentences in their own right and
3. simple lists.

Each type requires different punctuation.

Example 1:

Bullets that are introduced by a preceding sentence do *not* begin with a capital letter, and have no comma or semicolon at the end of each line. End the introductory sentence with a colon (as shown here):

- each dot point should start with in lower case if the string of bullets continues from the introductory sentences. Leave the end of each bullet blank (ie: do *not* end each bullet point in the series with a full stop, comma or semi-colon)
- if a single bullet consists of more than one sentence, end each sentence with a full stop except the last sentence (the previous bullet in this example demonstrates this point)
- use a full stop only at the end of the last point.

Example 2:

Bullets that are *not* introduced by a preceding sentence (ie: they are complete sentences in their own right) all begin with a capital letter and end with a full stop.

- Each dot point should start with a capital letter if the string of bullets consists of complete sentences.
- If a single bullet consists of more than one sentence, end each sentence with a full stop.
- Use a full stop at the end of each dot point.

Example 3:

A simple list:

- Constables
- Sergeants
- Inspectors
- Superintendents.

For simple lists (that are not sentences), end the introductory sentence with a colon. Each dot point should start with a capital letter. Leave the end of each bullet blank. Use a full stop at the end of last dot point only.

Apostrophes (')

Use to indicate possession:

Singular = The officer's roster

Plural = The officers' roster

The confusing its and it's

The missing letter: It is = it's

Singular possession: Its

Indicate a missing letter

Eg: should not = shouldn't

Is not = isn't

Indicate the omission of numbers

Eg: the class of '97.

When *not* to use an apostrophe:

LACs *not* LAC's

20s *not* 20's

Collectives

If in doubt always use the plural.

"The officers" *not* "the officer(s)"

Take care when using collectives to describe groups eg: a team of/group/squad/unit/branch etc. They are all singular

A task force has been formed. It has...

A team of detectives has begun...

Quotation marks

Introduce quotes by saying who is speaking (in the past tense)

Eg: Supt John Smith, Commander said the results were very pleasing.

Then go on to use direct quotes (and present tense).

Eg: Supt John Smith, Commander said the results were very pleasing.

“The figures released today indicate...”

Use double quotation marks (“ ”) when you’re directly quoting someone.

Where the direct quote exceeds one paragraph, continue to use a quote mark at the beginning of the paragraphs until the end, but do *not* close the quotation marks until the final paragraph.

Eg: Commissioner Andrew Scipione APM said the results were very pleasing.

“Positive results were also achieved in relation to antisocial behaviour such as illegal street racing and car hoons, with more than 180 vehicles confiscated for this type of activity.”

“A significant public order policing response was clearly visible at the camp grounds at this year’s V8 Supercars Race at Bathurst, resulting in a safer environment for families.”

Single quotation marks (‘.’) should be used when:

- quoting within a quote
- indicating colloquialisms eg: ‘police speak’ and
- quoting from a document.

Avoid using single quotes merely to draw attention to a word eg: Operation ‘Basalt’. Use bold instead.

When the quote is a sentence, the full stop, comma and other grammar marks appear inside the quotation marks. Otherwise, they appear outside.

Example 1:

“Once again, we have people breaking the law with what appears to be total lack of regard for the consequences,” Assistant Commissioner Smith said.

“The road toll continues to rise, and this type of driver behaviour is abhorrent. It shows total disregard for the law and for the safety of others.”

Example 2:

The Commissioner quoted Assistant Commissioner Smith by saying “we have people breaking the law with what appears to be total lack of regard for the consequences.”

Hyphens

Avoid hyphenating whenever the meaning of your sentence is clear without them.

A 35 year old man	<i>not</i> a 35-year-old-man
Coordinator	<i>not</i> co-ordinator
Cooperate	<i>not</i> co-operate
Antisocial	<i>not</i> anti-social
A three week course	<i>not</i> a three-week course

Take care when deleting some hyphens as this can dramatically change the meaning of the word

Eg: re-sign (to sign again); resign (to quit).

Hyphenate only when the meaning is not clear.

Re-enter	<i>not</i> reenter
Re-cover (cover again)	<i>Recover</i> (retrieve)

Dashes (–)

An em dash is longer than a hyphen.

An em dash = (–).

A hyphen = (-).

When typing in Word, an em dash will automatically appear when you type: “hyphen / space / word / space”.

In general, use an em dash to mark an abrupt change in the structure of a sentence

Eg: The Rotary Club recently awarded two officers – one unsworn and one sworn – the Pride of Workmanship Award.

Brackets

Use sparingly to:

- enclose an acronym
eg: Public Affairs Branch (PAB)
- add information to a sentence
eg: all officers are to meet at the venue (SPC) 10 minutes before the workshop.

Parentheses (round brackets) are the preferred style.

Square brackets [] are used to add comments within a quotation that are not part of the original quotation.

Braces { } are rarely used, except in mathematical formulae and computer programming.

Ellipses (...)

Use three full stops to mark omitted words (with a space before and after).

Graphics

Graphics including photos, charts, graphs, illustrations etc. may be used in any document. Wherever possible, caption them.

Reversed type

May be used in headings to add emphasis, but is not recommended for body copy as it reduces readability.

Drop capitals adds emphasis or simply adds design element. Drop caps can complicate your layout, which is rarely appropriate in business writing.

White space

Do not overcrowd your pages. The use of white space can add interest or emphasis to any document. It can also make the document less tiring to read. Don't go overboard though.

Coloured font

Where appropriate and budget allows, you may use colour in a document. If using blue as a spot colour in a professionally printed document, the corporate blue (PMS 293) is recommended.

Chapter 6: Approvals and quality control

Who should approve your document?

The level of approval your document will require depends on its intended purpose.

Chain of command approval is appropriate for most corporate documents and reports.

If you're writing a policy document or similar corporate publication, then you should consider widening your approval list.

Stakeholders might include:

- commanders and managers from affected commands
- corporate spokespersons
- legal representatives (are there legal issues to be considered?)
- staff from the Media Unit (are there media/public relations issues to be considered?)
- staff from Policy & Programs (are there cultural, gender or religious issues to be considered?).

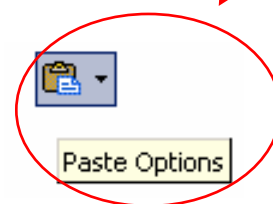
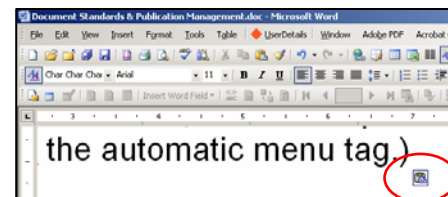
Keeping track of corrections

For larger projects, you might receive corrections from a number of sources. Unless you're an organised person, it's easy to lose track.

To improve your quality control procedures, you might consider keeping a simple Word document of correspondence of corrections and approvals.

This is as simple as copying emails into a single Word document as your project builds.

When pasting email text, select 'Keep text only' from the automatic menu tag.



TIP: save correspondence files with a similar file name as your project. This will keep them together in your PC folder. Eg:

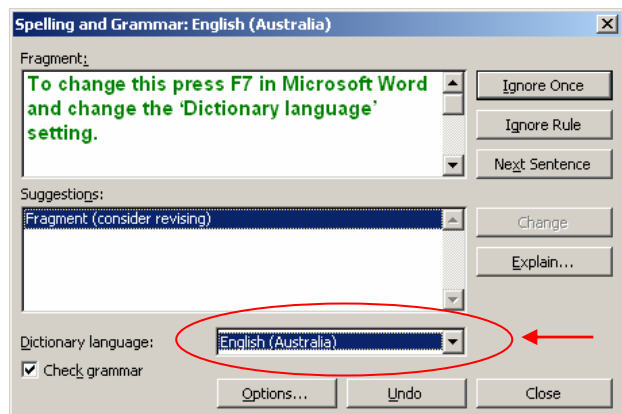
- Document Standards.doc
- Document Standards-emails.doc

Proofreading

Every effort should be made to finalise the document before the proofreading begins as inserting late corrections can lead to errors.

Spell check your document before you proofread it. Use only the English (Australia) dictionary.

Most PCs are set with a default English (US). To change this, press F7 in Microsoft Word and change the 'Dictionary language' setting.



If you're producing a document that will be commercially printed or that will have significant corporate impact (policy documents, booklets and brochures), it's a good idea to have someone else read it through for error.

Do this at the last possible moment, after you have checked the integrity of your document with stakeholders and made requested corrections.

Remember, proofreading is a quality control process only. This is not an opportunity to insert another round of corrections.

How to proof read a document

- Do not rely on the spellchecking software on your PC. It will not pick up all errors (eg: see / sea)
- Do not proofread on screen. Print out a hard copy.
- It helps to place a ruler or piece of paper under each line as you read, particularly if you're proofreading your own work.

What to look for:

- Spelling errors
- Page numbering errors
- Errors in headings and captions (ensure the number of people in the photo matches the number of names)
- Irregularities in layout
- Inconsistent cross references
- Page number errors in tables, contents lists and indexes
- Variations between days and dates (is Saturday really the 10th?)
- Incomplete paragraphs (especially important when desktop publishing)
- Finally, check your corrections against the amended version to ensure the integrity of all official changes made previously.

Chapter 7: Document design

Corporate stationery

Letters, business cards, with compliment slips and fax covering sheets are intended for external correspondence and should be printed using the current approved corporate stationery.

Corporate stationery can be supplied as printed stationery or downloaded as templates and macro files (user friendly forms).

Either use the search tool on the intranet to look for corporate stationery, or find them under Forms / Administrative, or Organisational Units / Corporate Services / Public Affairs / PAB Structure / Corporate Communications Unit / Corporate Design.

Document design

Most internal documents, such as letters, reports and policy documents, are plainly typed. However you may consider producing some as booklets and brochures.

The only requirement is to ensure your document complies with the NSW Police Force *Corporate Branding Policy* when using NSW Police Force logos and any form of chequer band.

If your document is to be designed by professional designers, then trust their judgment.

If you're designing your own document, refer to these guidelines.



Corporate branding

The NSW Police Force name, insignia and chequered band are highly regarded and respected symbols. The *Corporate Branding Policy* aims to protect the police image and reputation by controlling the official use of these design elements.

Commanders and managers are required to ensure all usage strictly adheres to the current *Corporate Branding Policy* and *Corporate Identity Guidelines*.

Find them on the intranet under Organisational Units / Public Affairs Branch / Policy & Procedures.

Standard inclusions

The NSW Police Force is required to include particular information on corporate documents.

The **NSW Police Disability Action Plan** directs that all corporate publications and stationery such as letterheads, posters, brochures, business cards, must include the central telephone typewriter (TTY) contact number (TTY: 9211 3776) and the local TTY number where installed.

The **Australian Business Number (ABN)** for the NSW Police Force (ABN: 43 408 613 180) must be shown on all forms relating to finance issues eg: purchase orders.

Include the **NSW Police web site** (www.police.nsw.gov.au) in all external publications. Simply choose the correct logo design:



NSW Police Force
www.police.nsw.gov.au

[Logo for external use]



NSW Police Force

[Logo for internal use]

Corporate fonts

This section relates primarily to internal documents (reports and memos).

For consistency use the following fonts in internal documents:

Arial (or Helvetica) for all text

Standard point size for body copy is 12pt.

Headings: simply add bold (in most cases)

Use a single spacing (hit the enter key once)

Avoid distractions such as coloured boxes and coloured text.

Page setup

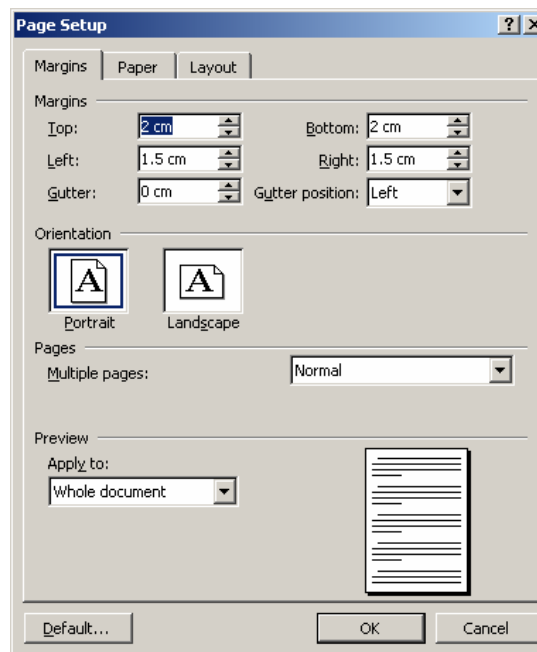
The default page setup in Microsoft Word is appropriate for most corporate documents.

If you're trying to squeeze your report into a single page, then reduce the margins to *no less* than 2cm top and bottom, and 1.5cm on either side.

Leave enough margin space for binding, which should be consistent throughout your document.

Avoid landscape orientation whenever possible.

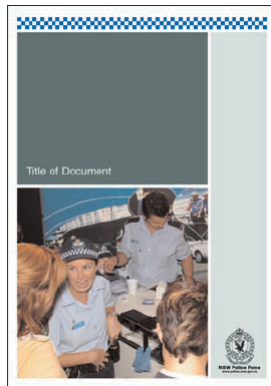
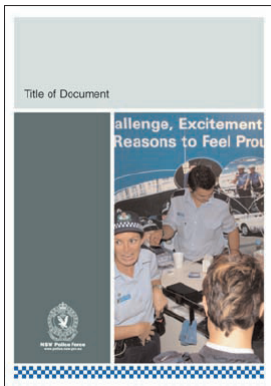
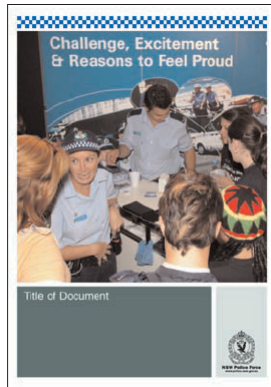
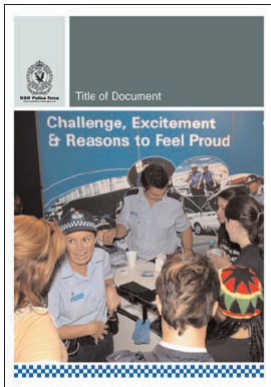
Find the setup menu under File in your dropdown menu.



Templates

Templates for corporate PowerPoint presentations and professionally designed document covers are available for all staff to use.

Find them on the intranet under: Organisational Units / Corporate Services / Public Affairs Branch / PAB Structure / Corporate Communications Unit / Corporate Design / Corporate Design Templates.



Cover design templates allow you to change the words and the photo to suit your document

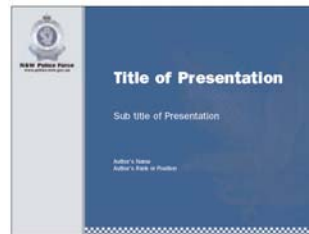
Document covers

Cover designs are relatively flexible and will be dictated by the document's purpose and audience.

Covers might incorporate photos or graphics, colour or black and white. If you choose to design your own, there are a few standards to be met.

The cover must include:

- The document title
- The NSW Police Force crest which includes the words "NSW Police Force"
- Documents intended for public dissemination should include the NSW Police Force crest which includes the website address



Example of an Opening Screen



Example of a Presentation Screen



Example of a Presentation Screen



Example of a Closing Screen

Templates make creating corporate PowerPoint presentations easy

Title pages

All multi-page documents (other than correspondence and standard reports) are to include the following on the inside cover or title page:

- Document title
- Subject
- Command responsible
- Available to:
 - Unrestricted: available to anyone on request
 - Internal: not to be released to the public without approval
 - Restricted: release only with approval
- Publication date (month and year)
- Version number
- Review date (at least every two years)
- ISBN/ISSN if appropriate (refer to page 24)
- Copyright proclamation and date.

Refer to page 2 of this document. For further information on copyright, refer to page 24.

Text spacing

Use single spaces between sentences (hit the space bar once).

Leave one line between paragraphs (hit the enter key once).

Leave two lines between the end of a paragraph and the next heading.

Do not indent the first line in a paragraph.

Each paragraph should contain only one idea and no more than three sentences.

Headers and footers

Headers are optional and can be used to highlight the chapter or section name.

Footers are appropriate for most corporate documents and should include the document title, date (optional) and page numbers. Use normal body font (Arial 12pt) or smaller. A line to separate it from the main body copy is also appropriate.

Table of contents

This should appear on the page immediately following the title page at the front of the document (or chapter, if appropriate).

The words 'Table of contents' should be a main headline. Ensure you update it after your document is completed, to include all last minute changes.

Microsoft Word can create an automatic table of contents. Find it under Insert / References / Index and tables. Press F1 for the help menu and follow the training guide.

Index

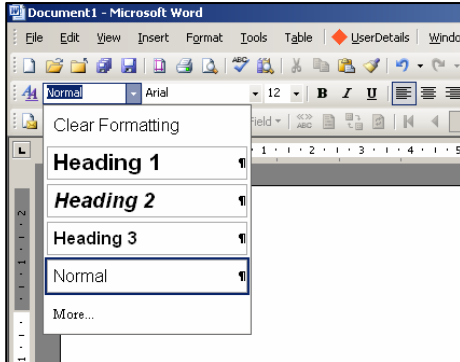
A comprehensive index is recommended for multi-page documents. Place it at the back and cross reference as many key words as you're able. For sample, see the Index in this document.

Microsoft Word can create an automatic index. Find it under Insert / References / Index and tables. Press F1 for the help menu and follow the training guide.

Headings

The following suggestions are not intended for standard reports (issue papers) or correspondence using letterhead.

They may be used for policy documents, presentations and project documents.



TIP: When applied correctly in Word, heading styles are used to create the automatic table of contents.

Title:

**Arial/Helvetica
Bold 24pt**

Heading 1:

**Arial/Helvetica
Bold 16pt**

Heading 2:

***Arial/Helvetica Bold + Italic
14pt***

Heading 3:

Arial/Helvetica Bold 13pt

Body copy (normal):

Arial/Helvetica 12pt

Captions:

Arial/Helvetica Italic 10 pt

TIP: Heading styles are preset as default styles in Microsoft Word.

Chapter 8: Document management

Each report should be recorded on TRIM, our internal document and records management software. All commands will have designated staff trained to use this software. (Refer to page 5 for more information.)

Copyright

In Australia, copyright is recognised and regulated through the *Copyright Act 1968*.

Copyright can exist for literary, dramatic, musical or artistic work, computer programs, sound recordings, cinematograph films, television or sound broadcasts and published editions of works.

To activate copyright protection in Australia, simply place a copyright notice in a prominent place and keep a dated copy for your records.

Example 1: Copyright of this document is vested in the Commissioner of Police. © 2010.

Example 2: This work is copyright. Apart from any use permitted under the Copyright Act 1968, no part may be reproduced by any process, nor may any other exclusive right be exercised, without the permission of the Commissioner of Police. © 2010.

ISBN / ISSN

All NSW Police Force documents that are distributed to members of the public must have an International Standard Book Number (ISBN) or International Standard Serial Number (ISSN).

ISBNs are allocated by the Corporate Design Team in Public Affairs Branch. Two copies of document are then sent to the National and State Library

The Australian ISSN Agency was established in the National Library of Australia in 1973 for serial titles.

These numbers will be allocated, if necessary, by the Corporate Design Team.

To request, send an email to #Corpdesign with the following details:

- Title/working title
- Subject
- Command responsible
- Contact officer
- Contact number
- Date project started
- Estimated completion date
- Related TRIM numbers.

For further information, contact the Corporate Design Team at Public Affairs Branch on ph: 53690 / 9285 3690.

Appendices

A guide to corporate acronyms

ABEF	Australian Business Excellence Framework		
ACC	Australian Crimes Commission		
ACLO	Aboriginal Community Liaison Officer		
ACS	Asian Crime Squad		
AHU	Armed hold up		
ALEC	Alcohol & Licensing Enforcement Command		
ALEIN	Australian Law Enforcement Intel Network		
ALOs	Aboriginal Liaison Officers		
ALP	Alcohol linking project		
Alpha units	Single person police units		
ANPR	Automatic Number Plate Recognition		
ARCIE	Alcohol related crime information exchange		
ASB	Aviation Support Branch		
ASNet	Australian Secure Network: A secure communications system that provides links between Commonwealth, state and territory security, law enforcement and intelligence agencies for crisis management and dignitary protection on a day to day basis		
AVOs	Apprehended violence orders		
Awaiting verification	Jobs which have been broadcast, crews attended, awaiting report		
Backup	General duties officers who provide backup		
Bail CANS	Court appearance notice with bail		
B&E	Break, enter and steal		
BHM	Brief Handling Manager		
BP	Business plan		
BTS	Business & Technology Services		
C4W	Concern for welfare		
CAM-FIND	A CCTV register to assist police investigate crime. Currently, in excess of 6000 camera		
			systems have been registered which includes an estimated 35,000 individual cameras
		CAN	Court attendance notice
		CARA	Criminal Assets Recovery Act 1900
		CaR	Child at Risk
		CASMON	Case monitoring (fastpath acronym)
		CASRs	Civil Aviation Safety Regulations 1998
		Cats.i	NSWPF Complaint Management System
		CBRN	Chemical, biological, radiological, nuclear
		CCJP	Cold Case Justice Project
		CCRs	Call charge records (see also RCCR)
		CCU	1. Commuter Crime Unit or 2. Corporate Communications Unit
		CDIU	Chemical Drugs Intelligence Unit
		CEIU	Child Exploitation Internet Unit
		CEP	Constable Education Program
		CET	Commissioner's Executive Team
		CHR	Corporate Human Resources
		CI	Commissioner's Instruction: Change to the Police Handbook as published in the Police Monthly
		CIDAP	Criminal Investigation & Detectives Advisory Panel (outdated)
		CIDS	Computerised incident dispatch system
		CIN	Criminal infringement notices
		CIU	Criminal Investigation Unit
		Cluster	Grouping of scarce resources in a region
		CMF	Command Management Framework
		CMMS	COPS Multimedia System
		CMT	Complaints Management Team
		CMU	Crime management unit

CNI	Central names index	DVIT	Domestic violence investigation team
COMPASS	Command Performance Accountability System	DVLO	Domestic violence liaison officer
CoP	Commissioner of Police	E	Event number
COPS	Computerised Operational Policing System	Eagle Advance	Internal database
CoPoCA	Confiscation of Proceeds of Crime Act 1989	eagle.i	Investigation Management System
CPN	Commissioner's Policy Notice: Reminder of policy or procedure, as published in the Police Weekly	EAPS	The NSWPF Ethnic Affairs Priorities Statement, incorporated in the Police Priorities for Working in a Culturally, Linguistically and Religiously Diverse Society 2006-2009
CPO	1. Crime prevention officer or 2. Court process officer	ECLO	Ethnic community liaison officer (now referred to as MCLO)
CPPO	Child protection prohibition order	EDO	Education and development officer
CPPs	Crime prevention partnerships	EDW	Enterprise Data Warehouse
CPR	Child protection register: Anyone found guilty of offences against children is added to a police station contact register and is monitored	EFIMS	Exhibits Forensic Information & Miscellaneous Property System: web-based solution for the recording and management of exhibits
CS	Community Services (Formerly Department of Community Services DoCS)	E-notices	Computer system for warrants and summons
CSO	Community safety officer	EOI	Expression of interest
CSSB	Crime Scene Services Branch	EPA	Environmental Protection Agency
CSU	Charles Sturt University	ERISP	Electronically recorded interview of suspected people
CT&ST	Counter Terrorism & Special Tactics	EXO	Executive Officer
CWU	Child Wellbeing Unit	FaHCSIA	Commonwealth Department of Families, Housing, Community Services & Indigenous Affairs
CYP	Child/young person	FARU	Forensic Armed Robbery Unit
DAL	Division of Analytical Laboratory, NSW Health	Fastpath	COPS access acronyms
DCoP	Deputy Commissioner of Police: accepted abbreviation for internal use	Ferguson Centre	NSWPF administration offices at 130 George Street, Parramatta
DEOCON	District Emergency Operations Controller (normally Region Commander)	Field CAN	Offence with full admission, give notice to attend court to person in the field
DES	Digital Exhibit Store, storing digital media recorded by police	FIMS	Forensic Information Management System
DET	Department of Education & Training	FIOs	Field intelligence officers
DIAC	The Department of Immigration & Citizenship	FOLRPT	Follow up report: check on follow up dates on cases
DIRAD	Digital Radio Program	Forensic IDs	Fingerprints/DNA
DISPLAN	Local disaster plan	FR2	Fundamental response to crime
D/O	Duty officer	FRA	First response agreement
DoCS	Department of Community Services (outdated)	FRICS	Firearms & Regulated Industries Crime Squad
DoH	Department of Health	FSDI	Forensic Services Digital Imaging
DOI	Duty operations inspector (at VKG)	FSG	Forensic Services Group
DVI	Disaster victim identification	Future CAN	When a person is guilty of an offence and can't be located, a Future CAN or summons is issued
		GAO	General Administration Officer

GASO	General Administration Support Officer	LEOCON	Local emergency operations controller (usually LAC commander)
GDs	General duties police officers	LEPRA	Law Enforcement (Powers & Responsibilities) Act 2002
GHB	gamma-hydroxybutyric acid, 4-hydroxybutanoic acid, classed as a prohibited drug	LMI	Local Management Issue: lowest level of complaints. Goes up to Category 1 and Category 2 (criminal matter)
GIC	Goods in custody	LOI	Location of interest
GLO	Gay and lesbian liaison officer	LPI	Licensed premises inspection
HDA	Higher duties allowance	Lotus Notes	NSW Police Force email system
HAZMAT	Hazardous Materials Unit, NSW Fire Brigades	MAC	Marine Area Command
HROs	High risk offenders	MCLO	Multicultural Community Liaison Officer (formerly known as ECLOS)
HVP	High visibility policing	MDT	Mobile data terminals
HWP	Highway patrol	MEIG	Major Events & Incident Group
I	Intelligence Report Number	MEMO	Old police email system (outdated)
iASK	OIA system for external information requests	MEOCS	Middle Eastern Organised Crime Squad
IBIZ	Administrative system for pay and leave etc	Methamphetamine	A synthetic stimulant drug sold under various street names including speed, base, meth, ice, crystal or crystal meth, and amphetamines. Also called methylamphetamine.
ICS	Internal Customer Services	MRP	Mainframe Replacement Program
IM	Investigations Manager	MRU	Metropolitan Robbery Unit
IMS	Imagery Management System, part of the VIEW Programme	MTC	Motor Traffic Collision
INTREP	Intelligence report	NAIDOC	National Aborigines & Islanders Day Observance Committee
INTSUM	Intelligence summary	NATA	National Association of Testing Authorities
iPES	Intranet person enquiry	NATP	National Anti Terrorist Plan
IR	Intelligence reports	NCIDD	National Criminal Investigation DNA Database
IRC	Industrial Relations Commission	NEMESIS	Statewide emails
IROSH	Immediate Risk of Significant Harm	NIG	National Intelligence Group
IRP	Internal Review Panel	No Bail CAN	Court appearance notice with no bail
IRT	Incident response team	NOK	Next of kin
ISB	Identification Services Branch	Non-court actions	Cautions, youth conferences, infringement notices, criminal infringement notices
I-Task	Computer tasking system for car crews	OCM	Operation Commanders Meeting
J	Outstanding job	ODPP	Office of the Director of Public Prosecutions
JIG	Joint Intelligence Group: set up at the Police Operations Centre to manage responses to major incidents	DPP	Director of Public Prosecutions
JIRS	Joint Investigation Response Squad (Police & DOCS working together) (outdated)	OEIP	Organisation Efficiency Improvement Program
JIRT	Joint Investigation Response Team	OIA	Operational Information Agency
KLO4	Keep a lookout for	OIC	Officer in Charge
LAC	Local area command (police stations in local area)	OMCG	Outlaw motorcycle gang
LAM	Local Area Manager		
LEAPS	Local Ethnic Affairs Priorities Statement, incorporated in EAPS		

OPP	Operational Policing Program	PSC	Professional Standards Command
OSG	Operational Support Group	PSM	Professional standards manager
PA	Public Affairs	PW	Police Weekly (outdated)
PACT	Police Accountability Community Team: A consultative committee set up in each LAC that includes local government, state and federal members, community members and meets on a quarterly basis (outdated)	Queryback system	EDW system for lengthy reports
PAL	Police Assistance Line: for reporting minor crime	RA	Request for assistance (internal forms for specialist police involvement)
PASAC	Police and Aboriginal Strategic Advisory Council	ReAP	Recovered Assets Pool
PCA	Prescribed concentration of alcohol	RES	Region Enforcement Squad
PCYC	Police & Community Youth Club, Youth Command	RIN	Railway infringement notice
PEO	Police Executive Offices, 201 Elizabeth St, Sydney	ROSH	Risk of Significant Harm
PFSES	NSWPF Senior Executive Service	SAP	Corporate staff administrative system
PhotoTrac	A centralised facial recognition system	Scarce resources	Highway patrol, commuter crime, TAG, anti theft units etc
PHQ	Police Headquarters – 1 Charles St, Parramatta	SCC	State Crime Command
PICS	Public Imagery Collection System	SEEB	State Electronic Evidence Branch
PIC	Police Integrity Commission	SEOCON	State emergency operations controller (usually Deputy Commissioner)
PIFASP	Public Information Functional Area Support Plan (formerly known as MSFASP – Media Services – provides support to the State Disaster Plan)	SFMV	Steal from motor vehicle
PINOP	Person in need of protection	SIO	Senior Investigating Officer
PLEO	Principle Law Enforcement Officer	SITF	Special incident task force
PM	Police Monthly	SITREP	Situation report
PMA	Paramethoxyamphetamine, a highly toxic hallucinogen with stimulant properties that has been linked to a number of deaths in Australia and overseas	SLO	Street Level Operatives
PMU	Police Media Unit	SLP	School Liaison Police
POI	Person of interest	SMAC box	Shared mail box on Lotus Notes
POOSG	Public Order & Operations Support Group	SMDT	Software for mobile data terminals
PORS	Public Order & Riot Squad	SMV	Steal motor vehicle
PRD	Permanent Restricted Duty	SOCOs	Scene of crime officers
Priority 1 - Signal 1	Police officer being attacked	SOPs	Standing operating procedures
Priority 1 - Signal 2	Life threatening assault, accident, armed robbery	Source	NSWPF Source Management System
Priority 1 and 2	Urgent jobs to be done	SPC	Sydney Police Centre, 151-241 Goulburn St, Surry Hills
Priority 3	Routine jobs	SPG	State Protection Group
Priority 4	Administration jobs	SSB	State Surveillance Branch
		SSRU	School Safety & Response Unit, a partnership between NSW Police Force and the NSW Department of Education & Training
		STIB	State Technical Investigation Branch
		STMP	Suspect Target Management Program
		Strawberry Hills	Police location at Strawberry Hills: 219-241 Cleveland Street, Strawberry Hills
		T&D	Tasking and deployment

TAG	Target action group
Target hardening	Decreasing the vulnerability of (potential) targets of crime
TIB	Telecommunications Interception Branch
TIN	Traffic infringement notice
TITUS	A system designed to measure base crime rates against proactivity
TMF	Treasury Managed Fund
TOU	Tactical Operations Unit
UCB	Undercover Branch
UCO	Under Cover Operative
Verified	Acknowledgement of actions taken by crew
VIEW	A multi-million dollar project that will change the way police handle digital imagery
Vikings	High visibility policing operation

VIPs	Volunteers in Policing
VKG	Police radio
VOI	Vehicle of interest
VR	Voluntary redundancy
WellCheck	Part of the psychological screening process for employees working in the highest risk areas
WIPE	Warning an accused: - Warn the person failure to comply may be an offence - Inform the person of the reason for the exercise of power - Provide your name and station - Evidence that you are a police officer
YLO	Youth liaison officer
YP	Young Person

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