



Q007 STYLE GUIDE POLICY

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1 PURPOSE

The purpose of this document is to complement the requirements of the Enhanced Lifestyles Document Control Policy and Procedure.

This Style Guide has been developed to encompass the character of Enhanced Lifestyles and reflects the new progressive approach to the expansion of the organisation whilst still maintaining the sense of tradition and history.

2 SCOPE

The guide will assist individuals and groups to prepare company documentation consistent with the endorsed Enhanced Lifestyles corporate style. It should be recognised that there may be documentation which is outside the requirements of this guide, but the general intent should be followed wherever possible.

3 ELEMENTS OF THE CORPORATE STYLE

The Style Guide explains the style to be applied to company documentation (i.e. not including specialised publishing requirements) together with information on typography, colour palette, the Enhanced Lifestyles Logo, and hints to assist the writing of business documents.

3.1 Writing Style

Composition should be concise and professional in keeping with the mission statement of Enhanced Lifestyles Incorporated and must follow the Language guide located in Appendix 1. Documents should be visually appealing and the use of unambiguous language is mandatory.

3.2 Filenames

Enhanced Lifestyles must adopt the following convention for file names:

Directory path:	\\department name\project name (e.g. \\accounts\budgets)
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Filename:	<p><code>\as above\YYYY-V#.#-Document Name</code> (e.g. <code>\accounts\budgets\2018-V1.3-Doe, Jane</code>)</p> <p>For all Quality Management Policies or Procedures</p> <p><code>\as above\YYYY-V#.#--Q###-Document Name</code> (e.g. <code>\accounts\budgets\2018-V1.3-Q100-Doe, Jane</code>)</p> <p>For all Quality Management Forms</p> <p><code>\as above\YYYY-V#.#--QF###-Document Name</code> (e.g. <code>\accounts\budgets\2018-V1.3-QF100-Doe, Jane</code>)</p>
Extension:	Do not include any extension (e.g. <code>.doc</code> , <code>.dot</code> , <code>.xls</code>) – allow the type of package used to determine this.

3.3 Naming Conventions

Naming conventions help identify records and folders using common terms and titles. The naming of folders will be determined and created at the management level only. The naming of records however is created at all staff levels, with the organisational approved method described below:

- naming conventions need not be overly prescriptive or formalised but they must be clear and well defined.
- Names for records must be meaningful, and convey an idea of the content.
- Without naming conventions there is a significant risk of records being destroyed or lost within the file system.
- Without standard approaches to naming folders the context of the records becomes meaningless to anyone other than the creator.

Example: 2016-Template-May.16-Managing Digital Records-Ver.0.1.docx

In the example, the naming convention dictates the type of document is labelled after the year, as well as the documents' specific title before the version number.

Note: For the purposes of the Accreditation project all required Quality policies, procedures and templates will be saved using the following format – id no, document title, version

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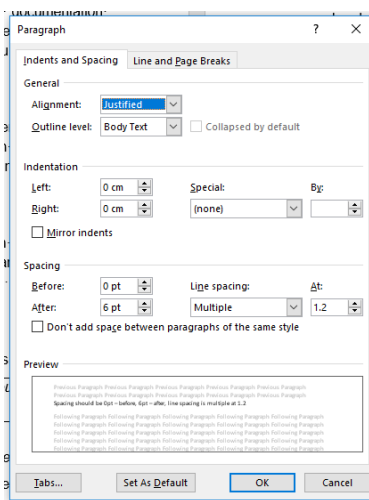
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Example: Q103 - Complaints Register Template.Ver.0.1.doc

3.4 Fonts

All fonts used are to be sans serif only (i.e. no “ticks” on the ends of the letters).

In accordance with this Enhanced Lifestyles will use Arial as its predominant font family, with Arial Rounded MT Bold used for headings. Body text must be at least 12 at all times and in black (unless unavoidable). Quality Management System policies and procedures will be produced using Arial 12 font.



Spacing should be 0pt – before, 6pt – after, line spacing is multiple at 1.2

Underlining, use of italics and blocks of text in capital letters must be kept to an absolute minimum.

In marketing materials, the use of other sans serif fonts is allowed as long as they are easy to read and approved by the Marketing and Communications team. Script and fancy fonts

are not permitted.

3.5 Page Layout

Margins

Margins are to be as per the default Microsoft setting unless different in pre-set templates.

For all Quality Management Policies, Procedures and Forms, margins are as follows:

Top: 3.5cm, Left and Right: 2.5cm, Bottom: 2.5cm

All official marketing material is to have a 5mm bleed with a 3 mm margin in order to satisfy printer guidelines.

Quality Management Documents

All Quality Management Documents must have the following layout:

Header and footer – as per style guide

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Heading – table with Q or QF number and document title (as per example below). Column 1 to have the Q or QF number (3.44cm in width), Column 2 to have the document title (13.4cm in width). 0.61cm in height.

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Any policies must include (if applicable):

Policy context – list of any legislative or contractual obligations which influence the policy.

Documents related to this policy – any internal documents i.e. policies or forms which relate to the policy.

Both sections must be formatted in a table as follows (see example below):

Heading – Arial, size 12, bold

Colour behind heading – R230, G230, B230

Column 1 – 7cm width

Column 2 – 9.53cm width

Documents related to this policy	
Related policies	Q009 – ISG Appendix Q108 - Privacy Q109 - Customer Records Q104 - Customer Safety and Security
Forms, record keeping or other organisational documents	Media consent form Employee Confidentiality Agreement

Templates

Templates for files are to be used where they exist.

3.6 Headers

Headers are used for all documents of more than one page. They must contain the Enhanced Lifestyles logo and the title of the document (if applicable)

Header settings: Header from the top: 0.5cm

Logo size: 2.3cm x 1.88 cm (aligned left), text wrapping: through

Title of document: Aligned right, Arial 12 bold

3.7 Footers and Version Control – Standard Documents

Footers are used for all documents of more than one page and must contain the page number aligned center.

3.8 Footers and Version Control – Quality Management System Documents

Footers for Quality Management System documents must contain the document owner's title, the version number and the version control details. Centered page numbers must appear on documents of more than one page.

Font: Arial size 10

Example:

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Owner, Marketing and Communications
Version 1.3

Issue Date: 13.02.2018
Review Date: 13.02.2020

3.9 Archiving

All document versions that are replaced by an updated document must be filed in an Archive directory.

3.10 Table of Contents

Procedural or lengthy documents should have a table of contents inserted (as per this guide).

3.11 Use of The Logo

The Enhanced Lifestyles logo must appear on all documentation and be used in an appropriate manner.

The preferred use of the logo is over a white/light background. If the logo must be placed on a background of a darker colour, the alternate colour version as demonstrated below must be used.



The organisation's name nor logo may be varied in any aspect (for example: ratio, typeface or colour). The logo is not to be any smaller than 2.3cm in width. If there are instances where "Enhanced Lifestyles" will not be legible or readable i.e. due to size restraints, the following logo is to be used.



3.12 Colour Palette

The Enhanced Lifestyles predominant colour is blue and is the primary colour to be used in organisational correspondence and marketing materials. Orange is to be used as an accent colour when needed. The exact codes below must be used.



Blue

RGB: 16, 119, 186

CYMK: 86, 48, 2, 0

HEX: 1077ba

Pantone: 3005C



Orange

RGB: 245, 128, 32

CYMK: 0, 61, 100, 0

HEX: f58020

Pantone: 716C

Other shades of blue and orange that are acceptable for use:



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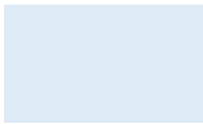
Medium Blue

RGB: 91, 155, 213

CYMK: 63, 29, 0, 0

HEX: 5b9bd5

Pantone: 659C



Medium Orange

RGB: 247, 159, 87

CYMK: 1, 44, 73, 0

HEX: f79f57

Pantone: 157C



Light Blue

RGB: 222, 234, 246

CYMK: 11, 4, 1, 0

HEX: deeaf6

Pantone: 656C



Light Orange

RGB: 251, 205, 167

CYMK: 1, 22, 34, 0

HEX: fbcda7

Pantone: 712C

Deep Blue

RGB: 8, 61, 96

CYMK: 100, 77, 30, 27

HEX: 083d60

No other colors are to be used without the express approval of the Chief Executive Officer or the Marketing and Communications team.

3.13 Emails

All body text for emails is to be Arial, size 12 font, black.

Signatures

Email signatures are to be as follows:

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Name (Arial, bold, size 16 – Blue)

Position (Arial, bold, size 11 – black)

Enhanced Lifestyles Incorporated (Arial, bold, size 14)

2 Arlington Terrace, Welland 5007 (Arial, bold, size 12)

Tel: (08) 8340 2000 | **Fax:** (08) 8346 2919 (text – arial, bold, size 12, 4 spaces, pipe bar (|) – Arial, bold, size 16), 4 spaces)

Email: name@enhancedlifestyles.com.au (Arial, bold, size 12 – Black/Blue)

Web: www.enhancedlifestyles.com.au (Arial, bold, size 12 – Black/Blue)

Facebook: facebook.com/EnhancedLifestyles (Arial, bold, size 12 – Black/Blue)

GAP – Arial size 6



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APPENDIX 1

Language Guide

When talking or writing about Enhanced Lifestyles customers all employees must comply with the following rules.

Words to use	Words not to use
Customer (preferred on external communications)	Consumer
Member (internal communications)	User
Client (non-preferred and to be avoided if possible)	Patient
	Patron

When talking or writing about Enhanced Lifestyles as a whole, all employees must comply with the following rules.

Words to use	Words not to use
Organisation (external communications)	Institution
Association (internal communications)	Company
Agency (non-preferred)	Corporation

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MOST IMPORTANTLY:

Employees must use a person first language' in all written and verbal communication which means they acknowledge the person before their disability. A person's disability should not be unnecessarily focused on (i.e. say people/living with a disability not a disabled person).

Employees must not use negative language that victimises those with a disability i.e. "suffers from", "confined to".

Use the word accessible when talking about facilities (i.e. accessible toilet).

Do not use patronising language (i.e. brave or special when writing about people living with a disability).

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Key phrases to use:

- Maximum choice and control
- Continuous improvement
- Member-Governed
- Lifestyle Attendant
- Service Delivery Officers
- People and Culture
- Employees (not staff)
- Individually tailored services
- Tailored services to individual choice
- Most competitive rates in South Australia
- Your services, your way
- Services

Key phrases NOT to use

- Carer
- Member-driven
- Support Worker
- Personal Attendant
- Service Coordinators
- Human Resources
- Staff
- Care

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- Try to limit words such as; helping, doing or aiding – anything that implies someone with a disability cannot take care of themselves.

Words to use when talking about our services:

- Personal care
 - Assistance with dressing
 - Assistance with showering
 - Assistance with personal appearance
 - Assistance with personal hygiene
- Domestic assistance
- Light gardening assistance
- Basic home maintenance
- Assistance with meals including preparation
- Complex health assistance
 - PEG feeding, bowel and continence management and medication assistance
- In-home respite
- Assistance with community access and social participation
 - Travelling
 - Shopping
 - Hobbies
 - Attending events
 - Assistance attending sports
- Transport
- Assistance in the workplace

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- Assistance with travelling on public transport
- Education and assistance with shopping, in the workplace, catching public transport

Words not to use when talking about our services:

- Grooming
- Feeding