Communications Guide

Welcome to your communications guide.

This guide is meant to be instructional rather than prescriptive. However, when there are so many ways to write a word as simple as street/Street/St, etc. it helps to keep everyone on the same page.

We've included some standard abbreviations, commonly misused or misspelt words, advice on when to use quotation marks and other things we think will help you write cleaner, more readable documents.

It's a living document and your feedback is welcome. Please contact communications@endeavour.com.au if you wish to contribute.

Contents

Inclusive language

The choice of language we use at Endeavour Foundation impacts the way people with disability regard themselves and are perceived in society. It's important we're aware of the meaning behind the words we use.

We continually seek to use language that is respectful of people with disability. We shun stereotypes and use language that reflects people with disability are individuals who live, work and participate in the community.

Practical tips

Put the person first (with an exception). Avoid identity first language and say 'person with disability' rather than 'disabled person'. Say 'people with disability' rather than 'the disabled'. A person isn't defined by their disability – they are a person above all.

The exception: Avoid language that frames autism as deficit. Autistic people prefer identity first language, so it is recommended to use 'autistic person' rather than 'person with autism'. The latter can imply a perceived shortfall, while using identity first language signals pride in one's identity.

Use the least 'labelling' term. Ask yourself – is there a need to describe people in a way other than their name and their role?

Many people with disability dislike euphemisms like 'physically challenged', 'differently abled' or 'special needs'. Say 'wheelchair user' rather than 'confined to a wheelchair' or 'wheelchair-bound'. Wheelchairs enable people to get around – they're liberating, not confining.

Accommodation for people with disability should be called 'accessible' rather than 'disabled' or 'handicapped'. Ditto for parking spaces, toilets, etc.

Just because someone has disability, it doesn't mean they are 'courageous', 'brave' or 'special'. People with disability are the same as everyone else. It is not unusual or unique for someone with disability to have talents, skills and abilities.

Avoid emotive words that imply pity such as people 'suffer from', are 'afflicted with' or are a 'victim' of disability. For many people, disability is just a fact of life and not something to be dramatised or sensationalised.

Sufferer/suffers from. Referring to someone as a cystic fibrosis sufferer amounts to defining a person in terms of an illness. If the illness or disability needs to be mentioned, it is better to say a person with cystic fibrosis. Having a disability or a serious medical condition does not automatically equate to suffering. This assumption can be patronising.

Don't refer to people without disability as 'normal' or 'healthy'. These terms can make people with disability feel as though they are abnormal.

Likewise, people with disability are not, by default, 'vulnerable'. This implies they can't deal with their day-to-day circumstances. External forces may make anybody vulnerable in certain situations – it's not a blanket term relating to people with disability.

Carer. Should be reserved for the family or friend of a person with disability who provides unpaid support. Paid workers should be referred to as support workers.

Despite. People with disability are active in their community because of their abilities, not despite their disability.

Disabled. Emphasises the disability, not the person. Use people/person with disability.

Disadvantaged. Don't describe a person as disadvantaged just because they have disability. Disability needn't be a disadvantage although often society's response to a person's disability can make it seem like a disadvantage.

d/Deaf. We use Deaf with a capital D to refer to people who are pre-lingually deaf, have been deaf all their lives or to describe people who are active members of the Deaf community. Deaf people see their deafness as an identity, not a disability. They don't need to be born into the community; they can get involved in it at any time. It is an important distinction, because Deaf people tend to communicate in sign language as their first language. For most Deaf people, English is a second language, and understanding complicated messages in English can be a problem.

The 'lowercase d' deaf refers to the physical condition of having hearing loss. People who identify as deaf with a lowercase 'd' don't always have a strong connection to the Deaf community and don't always use sign language. They may prefer to communicate with speech.

Down syndrome. The preferred usage is Down syndrome with a capital 'D' and a lowercase 's'. Say 'Down syndrome' not 'Down's syndrome'. Down syndrome is a condition or a syndrome, it is <u>not</u> a disease. People 'have' Down syndrome, they do not 'suffer from' it and are not 'afflicted by' it.

Frontline employees. Using the term *frontline employees* can unintentionally create a separation between those "on the front line" and others behind the scenes by framing some roles as more exposed, risky, or subordinate. Instead use terms such as *Support Workers* or *service teams*.

Leader v manager. Use the term *leader* over *manager*. Manager implies a focus on control, oversight and tasks where a leader emphasises inspiration, collaboration and guidance.

Neurodiversity is the concept that there are a variety of ways that people's brains process information, function, and present behaviourally. There is no one 'right' way of thinking, learning and behaving, and differences should not be viewed as deficits. Neurodiversity embraces all differences.

Neurotypical: An adjective describing people whose cognitive and social behaviours fall within traditional norms. When referring to a neurotypical person, say 'Victoria is neurotypical', not 'Victoria is normal' or 'Victoria is of sound mind'.

Neurodiverse: An adjective typically used to describe neurodivergent people. Someone who is neurodivergent behaves, thinks and learns differently compared to those who are neurotypical. This term can be used to describe an individual whose brain functions differently from what we consider "typical". This includes autistic people and people with ADHD, Tourette's, dyslexia and a range of other neurodiverse conditions.

Neurodivergent: An adjective describing people who have a neurodivergence.

Sheltered workshop. Endeavour Foundation does not operate sheltered workshops. We employ people in social enterprises and commercial enterprises, and many employees are people with disability. This phrase is also now an insult and must never be used.

Australians: We are all Australians no matter where we come from originally. If someone lives in Australia, refer to them as an Australian.

Never use:

- group homes
- group settings
- closed settings
- institution
- institutional
- special needs.

When referring to people, use the least 'labelling' term:

- people supported in employment / NOT Supported employees NOT disabled workers
- people NOT service users
- resident NOT accommodation users.

Avoid using NDIS jargon

- SIL, SDA, participant, etc

Use mainstream employment not meaningful employment or open employment.

Delete 'the' in front of 'people we support'.

We are an organisation, not a company *or business*.

Enhances instead of harms.

Improves instead of limits.

Support people instead of give people.

Use a person's full name where possible.

Think about external readers when using policy numbers or internal acronymous (e.g., ERP, COMAC, GTO, etc.).

Home and Community | Work are divisions not portfolios.

Titles 'Ms' and 'Mx'.

'Ms' is now widely used instead of 'Mrs' or 'Miss'. 'Mx' is used by people who identify as non-binary and those who do not wish to be referred to by their gender.

For specific information on using inclusive language when referring to First Australians, please go to page 6 of this document.

Gender and sexual diversity terms

It can help to know the meanings of words people use about gender and sexual diversity. This includes sexual orientation, gender identity and expression and sex characteristics. For more information please refer to the Australian Government Guidelines on the Recognition of Sex and Gender.

Gender: 'Gender' and 'sex' both mean 'the state of being male or female' but are often used in different ways.

Gender expression: is the way someone expresses their gender.

Gender identity: This refers to the way a person identifies or expresses their masculine or feminine traits.

Gender-queer and non-binary: Refer to people who don't identify as either male or female. They may identify as both or neither. 'Gender-fluid' refers to people who do not identify with a fixed gender.

Intersex: refers to someone with innate genetic, hormonal or physical sex characteristics that do not conform to medical norms for female or male bodies.

Sex: refers to the legal status of a person's sex as identified on the birth certificate.

Sex characteristics: are someone's physical sex features, such as their chromosomes, hormones and reproductive organs.

Sexual orientation: describes someone's romantic or sexual attraction to another person, such as heterosexual, gay, lesbian or bisexual.

Sexuality: includes biological sex, gender identity, sexual orientation, pregnancy and reproduction.

Transgender: is people whose gender identity is different from that given to them at birth.

Pronouns

She/her/hers and he/him/his are a few commonly used pronouns.

Please be aware, many people avoid these labels because not everyone feels comfortable with a "masculine" or "feminine" label.

There are lots more gender-neutral pronouns you can use including:

- They/them/theirs
- Themselves (an extension of using 'they' for a single person)
- Use a person's name instead of a pronoun!

Tip: Try asking: "What pronouns do you use?" or "Can you remind me what pronouns you use?"

Ask someone what pronoun they want you to use. The use of gender-neutral pronouns to refer to a person of unknown gender has a long history. Usage now covers people who either:

- don't wish to identify as a particular gender
- identify as non-binary or gender-fluid.

Aboriginal and Torres Strait Islander peoples

Use culturally appropriate and respectful language when writing with, for or about Aboriginal or Torres Strait Islander peoples.

Endeavour Foundation uses the following:

- Aboriginal and/or Torres Strait Islander peoples

- First Australians.

- First Nations

Referring to Aboriginal and Torres Strait Islander peoples / Demonstrating inclusive and respectful language

We acknowledge the Traditional Owners of the lands we work on and it is important to consider the diverse identities and cultures within these communities.

- Aboriginal and Torres Strait Islander peoples comprise of many different nations, language groups, and communities, each with distinct cultural practices, languages, and histories. By acknowledging this we can avoid generalisations and stereotypes.
    - Always ask for someone's preference about what they want to be called or how they want to identify.
    - Know what Country you are on. You can refer to the Australian Institute of Indigenous and Torres Strait Islander Studies (AIATSIS) map to find which Country you are on
- Avoid generic phrases such as 'Indigenous people'. Instead, use 'Aboriginal peoples' or 'Torres Strait Islander peoples' when referring to the entirety of either Aboriginal or Torres Strait Islander communities and 'Aboriginal person/people' and

'Torres Strait Islander person/people' when referring to one or several members of Aboriginal and Torres Strait Islander communities.

- 'First Nations' and 'First Australians' are also acceptable terms when referring to Aboriginal and Torres Strait Islander peoples.

Basic respectful, inclusive language means using:

- specific terms, like the name of a community, before using broader terms

- plurals when speaking about collectives (peoples, nations, cultures, languages)

- present tense, unless speaking about a past event

- empowering, strengths-based language.

Language that can be discriminatory or offensive includes:

- shorthand terms like 'Aborigines', 'Islanders' or acronyms like 'ATSI'

- using terms like 'myth', 'legend' or 'folklore' when referring to the beliefs of First Nations peoples

- blood quantum's (for example, 'half-caste' or percentage measures)

- 'us versus them' or deficit language

- possessive terms such as 'our', as in 'our Aboriginal peoples'

- 'Australian Indigenous peoples', as it also implies ownership, much like 'our'.

Images and photos

Avoid using photographs where people are unnamed.

You must get permission to use an image from either the person, or if the person is deceased, their community. Please see *Sorry Business* below for procedure on using photographs of someone who has died.

Visual representations will depend on context. Just like the use of terms, images should be specific to the particular nation, region or community that relates to the content.

Sorry Business

Sorry Business is an important grieving process when someone passes. It involves not only immediate family, but the entire community.

If a person has passed, approval must be sought from the family and community around the use of their name and image.

You may be familiar with standard warnings about the use of names, images or voices of deceased people in many publications and forms of media. This is a respectful acknowledgement of Sorry Business practices and beliefs, and is meant to warn others. Using a standard warning does not replace respectful consultation with the community.

Permissions

The permissions process is vital and differs from standard copyright procedures. As well as consulting with Elders and/or Traditional Owners, there are other steps to take. When seeking permissions for the use of any item, individuals sometimes need to provide approvals too.

Things to remember

- First Australian cultures have oral-based traditions. Oral sources must have precedence. Follow the spellings that local traditional owners, elders or community members use for words from their languages.
- Don't italicise names or words from First Australian languages. They are Australian languages, not foreign languages.

Resource

The Australian Government Style Manual **is also an excellent resource for more information on inclusive language.**

You can access it here Accessible and Inclusive Content | Style Manual

Endeavour Foundation and Community Solutions

Endeavour Foundation is who we are and how we refer to ourselves. Never use 'EF', 'NDVR', 'Endeavour' or the 'Endeavour Group'; the latter is Australia's largest alcohol retailer.

Community Solutions Group is the term use when referring to the group of companies under their umbrella including**, BRACE** and **Community Solutions**.

We support people, not 'customers', which implies a transactional relationship. **People we support**, or just **people** more accurately describes our relationships.

Service Delivery has two divisions, **Home and Community** and **Work**.

Home and Community

There are a range of supports in **Home and Community** called **Home and Living Supports** and **Community Support Services**.

Home and Living Supports:

- **Supported Independent Living (SIL):** Where people with disability can live in a home they love with supports they need.
- **Specialist Disability Accommodation (SDA):** Where people with disability can live in special accommodation that suits their needs.
- **Individualised Living Options (ILO):** Where people with disability have the choice to live where they want, who they live with and who supports them.
- **In Home Support (IHS):** Where people with disability can get individualised assistance wherever they are.

SIL vs SDA

SIL funding covers support services that help with daily living tasks while SDA funding relates to the actual brick-and-mortar specialist disability accommodation in which these services are delivered.

Quick reminder: always remember they are not Endeavour Foundation's homes – they're the homes of the people who live in them.

Community Support Services

- **Learning and Lifestyle hubs:** Inclusive and engaging meeting places where people with disability can thrive.
- **Thrive Learning:** Boosts essential life and work skills while having fun
- **Social and Community Participation:** People with disability are supported to do the things they love.

For our **Work** division, there are also several ways to describe what we do:

- Business Solutions
- Social enterprise
- People we support at work
- Employer of people with disability

When referring to our divisions use the word 'and' not '&' (ampersand) 'and':

- People and Wellbeing
- Home and Community
- Fundraising, Advocacy, Marketing and Engagement
- Finance, Infrastructure and Lotteries
- Legal and Governance
- Work

Refurbishment vs renovation

The NDIS uses the term 'refurbishment', but we use 'renovation' as it resonates more with ordinary Australians and is more widely used.

Refresh vs minor renovation:

- Every 10 years, we check our homes to see if any fixtures or features need replacing and give them a new coat of paint. This does not come from the same pool of funding as My Home, My Life.
- Internally we use the term 'refresh' because it covers off work that doesn't come under a renovation, and forms part of a regular schedule.
- However, 'refresh' wouldn't mean much to most members of the public.
- Externally, we'll use the phrase 'minor renovation' as it describes the largely cosmetic work that gets done during a refresh but doesn't imply a high-level renovation.

Vacancies:

- Endeavour Foundation manages vacancies in our homes through the Growth and Marketing teams
- Try to stay away from terms like 'vacancy' as it suggests something transactional and this will be someone's home

When talking about vacancies:

- Use phrases such as 'Finding a new home?' or 'Tell us what you want in your new home'.
- 'Endeavour Foundation has a room in one of our accessible homes that may be suitable for your needs'.
- Endeavour Foundation has homes to suit your needs. We call these homes supported accommodation'.
- 'We want to be sure we can support you to live your best life'.

DAP

DAP is the Defence Assistance Program.

Supported employees working in DAP are referred to as 'people we support' or 'employees we support'. Employees we support in DAP have a role title of Defence Service Assistant (DSA).

The equivalent role of a Site Manager at a DAP site is Team Coordinator.

The equivalent role of Support Worker or Employment Coach at DAP is Defence Support Officer (DSO)

Artificial Intelligence (AI)

Using AI at work – ChatGPT

Despite the benefits Artificial Intelligence (AI) tools, such as ChatGPT, can bring to our work, we cannot dismiss the risk of potential data breaches when inputting information into ChatGPT or other AI tools.

This is why it is important to remain vigilant when using AI to support our work requirements and productivity.

Here are some tips for using ChatGPT and AI tools:

- Never input confidential or sensitive information. This includes Endeavour Foundation non-public company information, non-public information relating to business activity, or any personal information.
- Disable your chat history in your account settings.
- Be cautious and conservative if using AI tools. ChatGPT may generate biased responses and produce inaccurate information, as it lacks the ability to multitask and understand context.
- Ensure you follow our Code of Conduct (QD 5001), Information Security Policy (QD 5000), Privacy Policy (QD 5013), and ICT Acceptable Use Policy (QD 6103).

We are currently working on AI-acceptable use policies, guidelines and risk assessments. We will soon introduce an *AI community of practice* for interested employees to support the use of AI tools in a responsible, risk-informed and ethical manner.

Email privacy@endeavour.com.au with any questions or concerns.

Abbreviations

Common abbreviations

Always spell out an abbreviation at first mention if you think it's not well known enough to stand alone. For example, 'I'm presenting to the Service Delivery Leadership Team (SDLT) today'. Then use the abbreviation at subsequent mentions, 'The SDLT meeting is scheduled for 11am today'.

Here are some common abbreviations and the best way to write them. None of them need a full stop.

Am/pm: I work from 8am-4pm (or, I work from 8-10am). The hub opens at 8am and closes at 4pm. Don't write time as 8.00am – 4.00pm.

Avenue: Ave, as in 70 Endeavour Ave, Mackay.

Centimetre: cm, as in 'She's 160cm tall'. Not cms. 10mm = 1cm, 100cm = 1m.

COVID-19: CO stands for corona, VI for virus and D for disease, which was first reported in 2019.

Drive: Dr, as in head office is at 33 Corporate Dr, Cannon Hill.

Gram: g, as in 350g of butter. 1000g = 1kg.

Hectare: ha, as in 3ha.

Highway: Hwy in an address, such as 2772 Great Western Hwy, Medlow Bath.

Hour/minutes: hr/min, as in 'The trip takes 3hr 45min'.

Kilogram: kg, as in 100kg, not kgs. 1000kg = 1t (tonne).

Kilometre: km, such as 100km. Not kms. You can also write, 'I ran 5km'. 1000m = 1km.

Kilometres per hour: km/h, as in 100km/h, though mph is used for miles per hour.

Litre: l, as in 334l, or Coke comes in 3l bottles.

LGBTIQA+: lesbian, gay, bisexual, transgender, intersex and queer. The use of + represents other sexual identities.

Megalitre, millilitre: Mega means million so a megalitre gets a big M, as in 350Ml. Milli derives from the Latin for 1000, so there's 1000ml in a litre.

Metre: She is 1.6m tall, the river is 98m wide. 1000m = 1km.

Milligram: mg, as in 35mg tablet. 1000mg = 1g.

Square metre: Either $3m^2$ using the superscript option in Word (just below point size) or 3sq m.

Road: Rd, as in 27 Ipswich Rd, Woolloongabba.

Street: St, the same as saint but highly unlikely to be mistaken.

Work-related abbreviations

CEO: Chief Executive Officer

CTR: Click Through Rate

DAP: Defence Assistance Program

DSA: Defence Service Assistant

DSO: Defence Support Officer

DES: Disability Employment Service

EC: Employment Coach

EGM: Executive General Manager

ELT: Executive Leadership Team

FWC: Fair Work Commission

FY: Financial Year

GST: Goods and Services Tax

ICT: Information and Communication Technology

IHS: In Home Support

ILO: Individualised Living Options

KPI: Key Performance Indicators

L&L: Learning and Lifestyle

LMS: Learning Management System

NDIA: National Disability Insurance Agency

NDIS: National Disability Insurance Scheme

NDS: National Disability Services

NFP: Not-for-profit

NGO: Non-Government Organisations

PBS: Positive Behaviour Support

PBSP: Positive Behaviour Support Plan

QCAT: Queensland Civil Administration Tribunal

SCHADS: *Social, Community, Home Care and Disability Services industry Award 2010*

SDLT: Service Delivery Leadership Team

SDA: Specialist Disability Accommodation

SIL: Supported Independent Living

SLT: Senior Leadership Team

SME: Subject Matter Expert

WHS: Work Health and Safety

Apostrophes

Apostrophes are primarily used to show **possession**. They're also used to show words or letters have been left out (e.g., they're = they are, what's = what is).

Possession is mostly straightforward: Trevor's cat, Kate's car.

It gets a bit trickier with **plurals** (just remember, the apostrophe follows the s). My mates' mums (the mothers of my friends) all like Tim Tams.

Ditto when the first word ends in s. Both Chris' car and Chris's car are correct, so it's your choice. Just keep it consistent. Don't mix the ways you use the apostrophe.

As a guide, check your sentence against these different circumstances:

My sister's friend's cars (one sister, one friend).

My sister's friends' cars (one sister, many friends).

My sisters' friends' cars (many sisters, many friends).

My sisters' friend's cars (many sisters, one common friend).

Omissions show where letters have been left out (e.g., don't = do not, can't = cannot, shouldn't = should not). Strictly speaking, you are taking two weeks' holiday (two weeks ~~of~~ holiday) while that dodgy accountant is doing three years' jail (three years ~~in~~ jail).

Hyphens

Compound adjectives are formed when two or more words combine to describe a noun (e.g., a thing), so it's a 27-year-old building. But as a simple statement, 'the building is 27 years old). As a general rule, use hyphens to eliminate confusion. If you think the sentence becomes easier for your audience to understand by inserting a hyphen, add one.

Numbers

Numbers from zero to nine are usually written out. Numbers 10 and above are written in figures.

However, it's English and nothing's that easy. Exceptions include when the number is part of a 'construction' – for example $4, 4C, July 4, 4%, 4m, etc. So it's 'My six-year-old nephew is 1m tall'.

As an aid to understanding, numbers in the thousands or more take a comma (4,224). Millions are written in figures and words: 2 million.

Punctuation

Exclamation marks

Use them sparingly and only to emphasise something with strong emotion such as surprise, excitement, joy or anger. Lose them when you're over-excited – if your exclamation marks are everywhere, they quickly lose their emphasis.

Use once in a message. Pick where you think it fits best, delete the rest.

Dot points

The Australian Government Style Manual identifies several types of dot-point lists. Each is punctuated slightly differently. None use semi-colons or 'and' before the last item.

Sentence lists: A list of full sentences marked by dots or numbers. Start each with a capital letter and end with a full stop.

The advantages of flying over driving:

- It is a lot quicker.
- It is far more relaxing and you can watch movies.
- You get a free meal delivered to your seat.

Fragment lists: A list of sentence fragments, each marked by a dot point. The fragments read on from the introduction to make a full sentence, so they start with a lower-case letter. The full stop is used only on the last point.

Flying is better than driving because:

- it's quicker
- it's more relaxing
- you get a free meal.

Quotation marks

There are many ways to write an account of something that was said.

Full quote

"We will be the leader in our field," Endeavour Foundation CEO Janice Smith said.

"We'll offer the best care and the best facilities.

"Our employees are second to none.

"They are universally respected."

Notice there are no quotation marks at the end of sentences two or three. That shows Janice is still speaking. The closure mark at the end of the final sentence shows she has stopped.

Another way of writing a quote is:

CEO Janice Smith said: "We will be the leader in our field."

Partial quote

Endeavour Foundation CEO Janice Smith says the organisation 'will be the leader in our field' and offer 'the best care and the best facilities'. Notice that the quotation mark is inside the full stop.

Capitals

As a rule, try to use as few capitals as possible. Use them for correct titles, such as Australian Government, but not generic use such as government in Australia. Here are some examples.

Government

The **Queensland Government**, the **State Government** – all both correct. However, use **state government laws**, etc.

The **Australian Government**, the **Federal Government**, the **Commonwealth Government** – all are correct. However, use **federal government regulations**.

Roads, rates and rubbish are **local government** responsibilities – no need for capitals unless referring to a specific local government (e.g, Brisbane City Council).

Titles

Capitalise specific titles, such as **Chief Executive Officer Janice Smith**. However, **Australia's chief executive officers** are usually well educated.

There is no need to capitalise supported employees, line managers, executive general managers or other Endeavour Foundation titles, unless they go before someone's name, such as Executive General Manager Peter Palmer.

Capitalise Elders, Country or Traditional Custodians.

Seasons

No need for capitals on winter, spring, summer or autumn.

Directions

No need to capitalise north, south, east or west unless they are part of an official name (e.g., South Korea, South Brisbane, Western Australia). There is a grey area where various regions (e.g., Far North Queensland, Central Australia, Northern Rivers in NSW) are usually capitalised. However, in the absence of a hard-and-fast rule, use the lower-case letter if you're in doubt.

Names

There's a difference between the proper name we call someone and their relationship to you. If used as a name there's a capital, as in **Let's buy Mum a Porsche, Dad!** Not so if is a description of the person – **My dad bought my mum a Porsche.**

Practices

Important cultural practices are also capitalised. For example, Acknowledgement of Country and Welcome to Country.

Commonly confused words

A

About: Use for rounded numbers. Don't say *about* $617.39. If you don't wish to use the figure, say more than $600 or about $620.

Accommodation: 2 x C, 2 x M**.**

Adverse, averse: **Adverse** is bad (e.g., that medicine has an **adverse** effect). **Averse** means reluctant or unwilling (e.g., she's **averse** to taking that medicine because affects her tummy).

Affect, effect: **Affect** is the verb (action), **effect** the noun (thing). You can **affect** something to get the **effect** you want.

Affidavit: A sworn statement written for use in court.

Ageing: Not aging.

Alleviate: To give temporary relief. You can **alleviate** a problem, but it may still be there.

Alternate, alternative: Not the same. **Alternate** means every second one. **Alternative** is one of two choices.

Among, while: Not amongst or whilst.

Annastacia Palaszczuk: The common mnemonic for remembering how to spell the Queensland Premier's surname concentrates on the last bit – Sydney Zoo, Canberra Zoo, UK. A longer version is Person at Labor's Apex Sydney Zoo, Canberra Zoo, UK.

A number of: Be more specific. Use the number if you have it, or try *several, many* or *most*. Same goes with 'a percentage of'.

B

Barbecue: Not barbeque or BBQ.

Bated breath: Not 'baited'. **Bated** means constrained or shortened. If you are waiting for the results of your Covid-19 test with **bated breath**, things aren't looking good.

Beside: Is next to, **besides** means apart from (e.g., he lives **beside** Macca's and eats little **besides** burgers and fries).

Bill: A **bill** goes to parliament for debate. Once passed, it becomes an **act**.

Brackets: A sentence should make sense without the words in brackets. For example, children with long hair (past their shoulders) are more likely to get nits.

Breach/breech: You **breach** the law or a promise. Whales **breach** the surface when they come up for air. It's similar to break. **Breech** means the back or lower part and is most often used in **breech** birth (i.e. baby comes out bottom first).

Burned, burnt: The fire **burned** (verb) for hours. The rissoles were **burnt** (adjective).

C

Can, may: You **can** drive over the speed limit but you **may** not.

Canvas, canvass: Canvas is the cloth on which artists paint, once used for sails and tents. **Canvass** is to seek opinions.

Children's: Likewise **men's** and **women's**.

Collective nouns: The best rule is to say what sounds best. You wouldn't say 'the Rolling Stones' is coming to town. But be consistent between singular and plural – don't say 'The government **is** releasing **their** policy tomorrow'.

Compare: Use **compare to** for things that are alike (e.g., she **compared** Brisbane **to** paradise. **Compare with** means stacking one thing up against another (e.g., she **compared** Brisbane **with** Sydney and decided to stay in Queensland).

Consensus: Not **census**. Tip: Comes from the same place as consent. Doesn't need to be modified by 'general' (i.e. general **consensus**).

Continual, continuous: Continual means repeatedly but with gaps in between. **Continuous** is non-stop.

Cue, queue: A **cue** is a prompt (e.g., that was my **cue** to step in). The white ball on a pool, snooker or billiards table is the **cue** ball. A **queue** is a line up. QArt is in the Melbourne suburb of Kew.

Curb, kerb: Curb is to restrain while **kerb** refers to the road's edge (e.g., **curb** your enthusiastic driving and pull over to the **kerb**.

Current, currently: Can be deleted most times without losing any meaning.

D

Dates: 26 March 2022. If you need to write the day, use a comma (e.g., Monday, 26 March 2022).

Dependant, dependent: A child is a **dependant** (noun). They are **dependent** (adjective) on their parents.

Dilemma: Means a difficult choice between poor options, not just a garden-variety problem.

Discreet, discrete: **Discreet** means low-key, prudent. **Discrete** means separate and distinct. A secret meeting would be **discreet**. As such, it may take place in a building **discrete** from your workplace.

Disinterested, uninterested: **Disinterested** means impartial. **Uninterested** means you don't care. A judge should be **disinterested** but not **uninterested** (e.g., many people are **uninterested** in Star Wars).

Do's and don'ts: The most accepted way of writing this punctuation nightmare.

Dots: The three dots you often see in sentences are called ellipsis. An ellipsis can be used to show the trailing off of a thought (e.g., I was so much younger then …). It can create suspense by adding a pause to a sentence (e.g., I warn you … don't make her angry!). An ellipsis also can be used to show words have been removed from a sentence.

E

Each other, one another: Use **each other** to refer to two people (e.g., they respect **each other**). **One another** sits better with wider groups (e.g., despite their public show of unity, team members secretly distrusted **one another**).

Either: Refers to two things, **either** A or B.

Enormity: Strictly speaking means 'evil', not just big. It is often used to describe widespread evil, such as the Holocaust.

Enrol: Not enroll.

F

Father's Day: Same for Mother's Day.

Faze: Often misspelled as 'phase' (e.g., hard work doesn't **faze** me).

Female, male: The state's first **female** judge sounds better than the first woman judge. You wouldn't describe someone as the first man judge.

Fewer, less: **Fewer** if it is a number that can be counted, less if it's not as defined (e.g., my doctor recommended I have **fewer** glasses of wine at night. But, my doctor recommended I drink **less** wine at night).

First: Mostly superfluous (e.g., The house was **first** built).

Flaunt, flout: **Flaunt** is to show off (e.g., he **flaunted** his Lotto winnings). **Flout** is to disregard, usually a law or a rule (e.g., just because he won Lotto he thought he could **flout** the law).

Forgo, forego: **Forgo** is to do without. **Forego** is to go before.

Font, fount: A brainiac is a **fount** of knowledge, not **font** which primarily refers to type. **Font** refers to a typeface or the basin used in baptism.

Fulfil, fulfilled: Often misspelled.

G

Grill, grille: A **grill** is in the stove. **Grille** is a grate of metal bars, like the front of your car.

H

Hangar, hanger: Hangar is the building in which planes are parked. **Hanger** is something to put clothes on.

He/she: It is perfectly acceptable to use **they** rather than **he/she**.

Hindi, Hindu: Hindi is a language widely spoken in India. A **Hindu** is a person who follows the religious faith of Hinduism. Christians, Muslims and atheists all can be Hindi-speakers.

Historic, historical: Something that makes history is **historic** (e.g., the **historic** establishment of the Endeavour Foundation). Something based on history is **historical**, such as a **historical** novel set in the 17th Century.

Home in: Not **hone in**. You **home in** on a target. Knives are **honed** (sharpened).

I

Inoculate: Has one 'n'.

It's, its: It's means 'it is' (e.g., **It's** a sunny day). If in doubt, sound out 'it is' when you write **it's** and see if it makes sense.

Its shows possession or ownership (e.g., the dog chewed **its** bone). Possessive pronouns don't use an apostrophe (**its**, hers, ours, theirs, yours).

J

Just deserts: Desserts are sweet. **Just deserts** generally aren't (e.g., he got his **just deserts**). Tip: think of **deserve.**

L

Labor, Labour: Labor is an Australian political party. The public holiday is **Labour** Day, as it celebrates workers. Pregnant women go into **labour**.

Last, past: Strictly speaking, **last** refers to final, so it is usually better to say **the past three years.**

Lay, lie: I **lay** rose petals in her path; I **laid**, etc. I will **lie** down; I **lay** down.

Led: Often misspelled as 'lead'. She was in the lead. She **led** the race.

Licence, license: The noun takes the C (e.g., driver's **licence**) and the verb S (e.g., **licensed** to drive). Same with practice/practise, advice/advise, etc.

M

Malay: Being from Malaysia does not make you **Malay**. It is an ethnic grouping, common in Malaysia, Sumatra and Borneo. Use Malaysian for people from Malaysia.

Mean: Means average. Median is the middle of a series of numbers.

Muhammad: Spell the prophet's name this way. Also the boxer.

Myriad: Means many (e.g., there are **myriad** application*s* not **a myriad of** applications*).

N

Nerve-racking: Commonly misspelled as wracking. You **rack** your brain.

New Year's Day: Note the apostrophe.

On to: Two words – not onto.

P

Palate, palette, pallet: Palate is in your mouth. **Palette** is the paint board used by artists. **Pallet** is the wooden things on to which freight is loaded.

Parallel: Often misspelled.

Per cent: A common mistake is to use **per cent** instead of percentage point. For example, an interest rate that goes from 5% to 6% has risen one percentage point, a 20% increase.

Philippines: One L, three Ps.

Pore, pour: You **pour** a drink and **pore** over a document.

Precautionary measure: Just say **precaution.**

Prior to: Use before.

Principal, principle: Principal means most important or someone who leads a school or college. **Principle** relates to rules or beliefs

Pronouns: When making possessive, pronouns don't take an apostrophe. So it's **its, hers, ours, yours, theirs**.

Q

Quadriplegic: Not quadra.

R

Rapt, rap, wrapped: Think of rapture (e.g., I'm **rapt** with my new handbag. I've given it a big **rap**. It came **wrapped** in a bow).

Remunerate: Not renumerate.

S

Scot free: Not Scott. Comes from the 16th Century English word for tax, or fee.

Seasons: No need to capitalise autumn, winter, spring or summer.

Shore up: Not sure up.

Silicon, silicone: Silicon, the substance used in computer microchips, is the naturally occurring 14th element on the periodic table with the symbol Si. **Silicone**, with medical uses including breast implants, is a synthetic polymer comprising silicon, oxygen and other elements.

South Bank: The Brisbane parkland is two words, but it's Southbank in Townsville and Melbourne.

Stationary, stationery: Most shops are **stationary** (i.e. don't move). Some sell **stationery**, such as notepads and pens.

Storey, story: You'd be surprised how often the word for a tale is used instead of the one for level of a building (e.g., a seven-**storey** building. *Goldilocks and the Three Bears* is a wonderful children's **story**. Brisbane has the **Story** Bridge).

Straight, strait: Waterways such as Bass **Strait**. And straitjacket. **Straight** lines.

Supersede: Not supercede.

T

That, which: That is for defining clauses, **which** for non-defining. **Which** has a comma before it. The words between the commas can be deleted and the sentence will still make sense (e.g., the cafe, **which** makes great muffins, is next door. I'm telling you where the cafe is and adding **that** it makes great muffins.) OR

The cafe **that** makes great muffins is next door (i.e. I'm telling you the location of the cafe **that** makes great muffins).

There, their, they're: Over **there** is the toy truck. **Their** house is down the street. **They're** all coming to our place tonight.

Ton, tonne: We use the metric **tonne**, which is 1000kg (2204lb). The British **ton** is 2240lb, sometimes called a **long ton**. The US equivalent – the **short ton** – is 2000lb.

Try: Always **try** to.

Trooper, trouper: A **trooper** is a soldier (e.g., down came the **troopers**, one, two, three). A **trouper** is an actor or entertainer, but is generally used to mean someone who perseveres through hardship without complaining (e.g., she's such a **trouper** … never complains).

U

Unique: The only one of its kind. Something cannot be more or less **unique** than something else.

V

Vertebra, vertebrae: The first is singular, the second plural.

Vocal cords: Not chords.

W

Whether: Don't add 'or not'.

Who's, whose: The apostrophe S make it appear **who's** is possessive but it is a contraction of who is. **Whose** shows ownership (e.g., **whose** cake is that in the fridge? **Who's** going to eat it?).

Y

Your, you're: Sound out 'you are' to see if you need **your** or **you're** (e.g., **you're** never going to make the same mistake again. **Your** stocks will go up).

Commonly confused sayings

Buck naked: Not **butt naked**. Also, you **nip it in the bud**, you don't **nip it in the butt**.

Card sharp: Not **card shark**.

Could have: Definitely not **could of**, **should of**, etc.

Expatriate: Commonly seen as **expatriot**, as if the person no longer loved their country.

For all intents and purposes: Not **for all intensive purposes**.

Free rein: Comes from horse riding, letting your horse have a good run, not **free reign**.

Hunger pang: Not **hunger pain**.

Moot point: Something that is open to debate, so clearly not **mute**.

Pique my interest: Not **peak my interest**. Can also mean to be angry. People often storm off **in a fit of pique.**

Take a different tack: Not **take a different track**. **Tack** is a sailing term meaning using the wind to go a certain way.

Tenterhooks: Not **tenderhooks. Tenterhooks** were used on frames that stretched cloth.

Toe the line: Not **tow the line**.

Whet your appetite: Not **wet your appetite**. **Whet** is an old word meaning to excite.