



AUSTRALIAN AIR FORCE CADETS **No 314 (City of Wollongong) Squadron**

SQNXI MEMORANDUM 1/19

EMAIL

1. This memo has been prepared to help you when writing email to staff and senior cadets regarding AAFC matters. Information is from *Writing Manual, First edition 2014*, chapter 9.

Header material

2. **Addressees.** Address emails (in the 'To:' field) to the people who need the information or who need to take action. A 'carbon copy' (in the 'Cc:' field) can be addressed to people who need to know that the information has been sent but do not need to take any action.

3. Where the recipient holds an appointment relevant to the correspondence, use the email alias for that appointment. For example, when contacting the Executive Officer regarding a squadron management matter use xo.314sqn@airforcecadets.gov.au and when contacting the Squadron Executive Instructor regarding a ceremonial, disciplinary or welfare matter use sqnx.314sqn@airforcecadets.gov.au.

4. **The subject heading.** An accurate subject heading allows readers to quickly see what the message is about and whether it is relevant to them, even before they open it. The abbreviation 'RE' or 'FW' in front of a heading shows that the email is either a response to one sent or a forwarded email.

The body of the email

5. **Salutation.** Use 'Sir', 'Ma'am' or the rank of non-commissioned members when emailing a senior person, and use the rank and family name, or the given name when emailing someone of equal or lower rank.

6. **Content.** As with all correspondence, emails should be restricted to a single topic. If, however, it is necessary to deal with a second topic, refer to both topics in the subject line and clearly differentiate between them in the body of the email.

7. Write in plain English using short, simple constructions and Arial 10 point as the font.

8. Bold lettering can be used to increase the prominence (highlighting) of titles and headings, words and text. Do not underline to create prominence: underlining is generally reserved for hyperlinks. Document titles should be in italics.

9. **Complimentary close.** The complimentary close to use on an email depends on the nature of the relationship between its sender and the recipient and the degree of formality of the communication. Words such as 'Yours' and 'Regards' followed by the sender's name are acceptable.

Signature Block

10. A signature block adds useful context. It shows the sender's name and rank (if appropriate), their role in the organisation (if appropriate), and (optionally) how to contact them—preferably using the minimum number of lines:

Tyler Leggett
LAC(AAFC)
SQNXI 314SQNA AFC
Lake Illawarra Cadet Facility, 1A Northcliffe Drive, Warrawong NSW 2502
02 4276 3906

11. The only attachment that may be used in a signature file is a virtual business card, or 'vCard'. Do not include quotations, graphics, background graphics, wallpaper, or sound or movie files: they waste resources.

12. Members who do not hold an appointment should omit that part of the signature block, ensuring that their unit is still identified.

13. When sending external correspondence, ie the recipient is outside the AAFC, a full signature block must be used, ie rank and appointment and the unit name are written in full rather than abbreviated, to avoid confusion as to what the abbreviations mean. An example of this is below:

Tyler Leggett
Leading Aircraftman (AAFC)
Squadron Executive Instructor
No 314 (City of Wollongong) Squadron
Australian Air Force Cadets
Lake Illawarra Cadet Facility, 1A Northcliffe Drive, Warrawong NSW 2502
02 4276 3906

a. Members should send external correspondence only if authorised to do so and should 'Cc' the CO and XO.

14. **Defence ownership statements.** All AAFC email must include the following ownership statement as the last line of the email below the signature block:

IMPORTANT: This email remains the property of the Department of Defence and is subject to the jurisdiction of section 70 of the *Crimes Act 1914*. If you have received this email in error, you are requested to contact the sender and delete the email.

The text is the approved wording and may not be amended. It should be in a smaller font (for example, Arial 8 point) and contain no paragraph returns, to reduce the length of the email.

Example email

15. An example of an email using the correct format is in annex A. If you have any questions regarding the requirements for correspondence speak to the undersigned or one of the senior cadets at the unit.

ORIGINAL SIGNED

T Leggett
LAC(AAFC)
SQNXI 314SQNAAFC

10 Sep 19

Annex:

A. Example email