

FAIR WORK AUSTRALIA Design Guidelines Version 1.0

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Introduction President's introduction How to use this document 1.2 These design guidelines have been developed to provide consistency in the appearance and overall design of printed and electronic materials in frequent use throughout Fair Work Australia (FWA).

Implementation of the guidelines should lead to easier identification of FWA materials, while making the materials themselves easier to read and understand.

Proper implementation of the guidelines will contribute greatly to our already well-established reputation for competence and professionalism.

The Honourable Justice Geoffrey Giudice

President



These guidelines provide a set of rules for the visual presentation of printed and electronic materials published and distributed by Fair Work Australia (FWA). The purpose of these guidelines is to standardise the design and layout of all FWA communications materials, whether they be correspondence, published documents or public information materials. They deal with marks, fonts, colours and patterns, all of which contribute to the preservation of FWA's integrity and professionalism through its 'visual signature'.

Many of the templates for FWA communications material have been created using this guide. While anyone involved in the creation of materials, whether for internal or external use, should have some understanding of the guidelines, the Communications Branch are available to provide advice and assistance on how to use them effectively.

The Communications Branch is the custodian of the guidelines and is able to provide advice and assistance on its implementation.

The creation of all additional document templates requires the advice of the Communications Branch.

This document will be updated to reflect changes as required.

FWA mark (logo)

2.0

FWA mark (logo)	2.
Colours	2.
Minimum size and clear space	2.
Background colours	2.
Incorrect use	2



FAIR WORK AUSTRALIA

FWA mark

The mark is an integral part of all FWA communications.

The mark guidelines are intended to create a straightforward basis for consistent and effective representation of Fair Work Australia.

The term mark has been used to describe the 'logo' to distinguish it from those of private or commercial entities.

Primary full colour



Primary black and white



Secondary full colour



Secondary black and white



Fair Work Australia mark colours

The FWA mark comprises the stylised Commonwealth Coat of Arms, and the FWA word mark. These elements are separated by a keyline and contained within a square holding shape.

The Pantone reference colours of the FWA mark are PMS 202 and PMS 425.

The mark may also be reproduced in black and white.

For four-colour process printing and laser printing, CMYK breakdowns are provided.

The RGB (Red, Green, Blue) values provided are suitable for on-screen projection of the mark colours.

Spot colour	CMYK breakdown	RGB breakdow
PMS 202	10976148	1303651
PMS 425	38282163	869092

Minimum size



20mm

Clear space



Note: The size of the mark on all A4 documents must be 37mm x 37mm. The mark must be right aligned at the top of the document. These specifications are detailed in the following pages for specific document layouts.

Minimum size

Minimum size specifications are provided to ensure the mark is reproduced effectively at a small size. Minimum size specifications must be observed in all applications.

Where there is a question of the quality of the reproduction, the mark should be used at a size larger than the minimum size.

The mark may not be reproduced at a size where the holding shape is less than 20mm in width.

Clear space

To maintain the clarity and integrity of the FWA mark, minimum 'clear space' must be observed in all applications.

Clear space is the minimum surface area surrounding the mark that must remain free of any other graphic elements or text.

Wherever possible, maintain more clear space around the mark than the minimum specified.

The minimum clear space for the mark is determined by the x value taken from 20% of the height of the holding shape of the FWA mark.





Background colours

Where possible, reproduce the FWA mark in full colour on a white background.

The secondary mark appears when the mark is required to be applied to patterns, images or coloured backgrounds. The secondary mark also appears on a metallic or glass background for signage purposes.





3



4



5



6



7



8



9



Incorrect use of the Fair Work Australia mark

The FWA mark may not be redrawn or altered in any way under any circumstances.

The FWA mark may only be reproduced in the style shown throughout these guidelines.

These examples show various ways in which the FWA mark might be incorrectly produced.

- 1 Do not compress, extend or distort the mark in any way.
- 2 Do not alter the relationship between the elements of the mark.
- 3 Do not reproduce the word mark in another typeface.
- 4 Do not alter the colours of the mark.
- 5 Do not place the primary mark on a coloured or metallic background as the primary mark's internal fill is intended for a white background only.
- 6 Do not place the secondary mark on a red background that does not provide a sufficient level of contrast
- 7 Do not rotate the mark.
- 8 Do not infringe upon clear space or add other text to the mark.
- 9 Do not place the secondary mark on a photographic or illustrative background that does not provide a sufficient level of contrast.

FWA use in body copy

3.1

Correct use of the FWA acronym

Case Study Heading

Fair Work Australia (FWA) consectetuer adipiscing elit. The FWA thsus dolor intorpelden. Lorem ipsum dolor sit amet, co sectetuer adipiscing elit. Suspe isse eu mauri au quam ullamo viv

Use in body copy

In the first instance of use in a document, Fair Work Australia's full name followed by its acronym in brackets must be used: Fair Work Australia (FWA).* Thereafter, it is possible to use the abbreviation FWA throughout a document.

For publications and longer documents please refer to the FWA writing style guide.

Typefaces (fonts)

TTypeface—general documents 4.1

Typeface—published documents 4.2

Typeface—communications collateral, headings and

Public information 4.3

Arial Regular abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890

Arial Bold abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890

Arial Italic abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890

Typeface

Arial should be used for all FWA correspondence and general documents.

Incorrect use

Arial should not be used for documents published by the Document Management Team (e.g. Decisions and Orders).

Arial should not be used for material published by the Communications Branch (collateral and public information).

Times New Roman abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890

Times New Roman Bold abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890

Times New Roman Italic abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890

Typeface

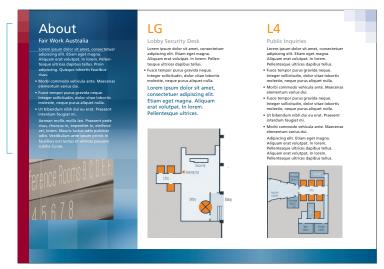
Times New Roman should be used for all body copy, subheadings and tables in all documents published by the Document Management Team (DMT).

Please refer to the guide *Published* documents—drafting templates for detailed information about the document templates.

Trajan Abcdefghijklmnopqrstuvwxyz Abcdefghijklmnopqrstuvwxyz 1234567890 Frutiger

Frutiger Light abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890

Frutiger Roman abcdefghijklmnopqrstuvwxyz ABCDEFGHIJKLMNOPQRSTUVWXYZ 1234567890



Typeface

Trajan is the main typeface used within the word mark.

Trajan may also be used as a highlight font for names on business cards and headings to complement the main body typefaces.

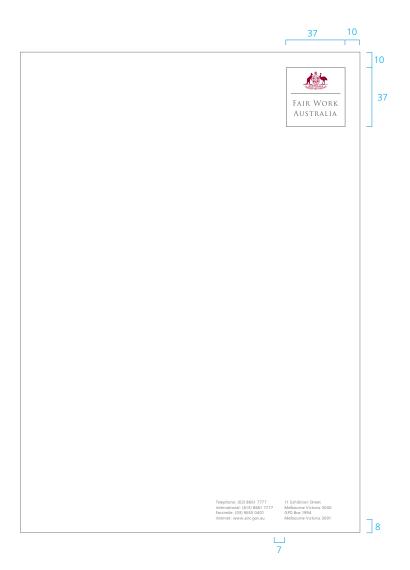
Frutiger is used as the main typeface for all public communications. It gives FWA a contemporary appearance and should be used where possible for headlines and body copy.

FWA stationery

5.0

Letterhead	5.
Business card	5.
With Compliments slip	5.
Envelope—larger than DL	5.
DL envelope	5.

Letterhead 5.1



Size

Final artwork size: 210mm x 297mm

Colours

Letterhead prints 2 spot colours.

Stock

Mohawk Superfine Smooth White, 118 gsm





Business card FWA stationery



Note: x is centred in the space below the mark and above the base of the business card.

The direct contact information does not require a mobile telephone number; international telephone pre-fix; or facsimile number if the card bearer does not wish these details to appear.

Size

Final artwork size: 90mm x 55mm

5.2

Colours

Business card prints 2 spot colours.

Stock

Mohawk Superfine Smooth White, 352 gsm







Size

Final artwork size: 210mm x 100mm

Colours

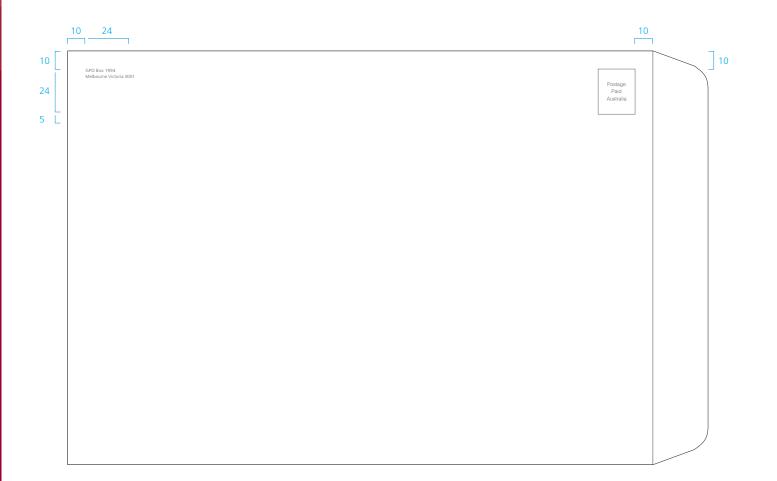
With Compliments slip prints 2 spot colours.

Stock

Mohawk Superfine Smooth White, 118 gsm







Size

Varying sizes

Colours

Envelope prints 1 spot colour.

Stock

Mohawk Superfine Smooth White, 118 gsm

For envelope sizes from A4 and larger, 148 gsm



DL envelope 5.5



Note: DL sized envelopes do not require postage paid.

Size

Final artwork size: 220mm x 110mm

Colours

Envelope prints 1 spot colour.

Stock

Mohawk Superfine Smooth White, 118 gsm



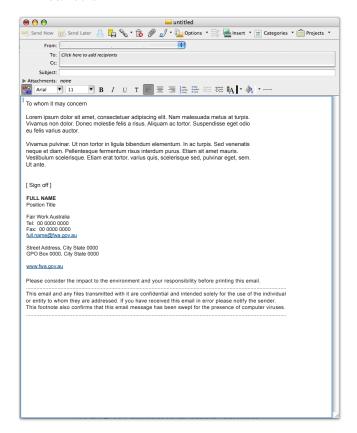
Electronic documents

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Electronic stationery template	6.4
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CMS+ document templates	6.5.1
Published documents—	
HTML decision	6.6
Internal documents	6.7

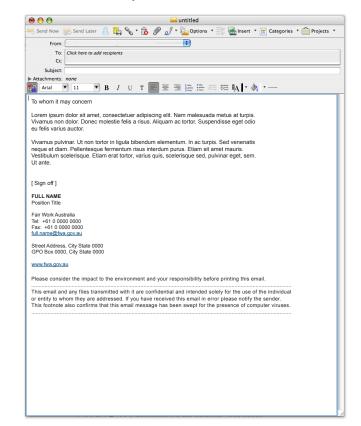


6.1

FWA standard:



FWA international prefix:



Colours

Email copy prints black.

Process Black



Typeface

Font: Arial

Style: Regular—your name and

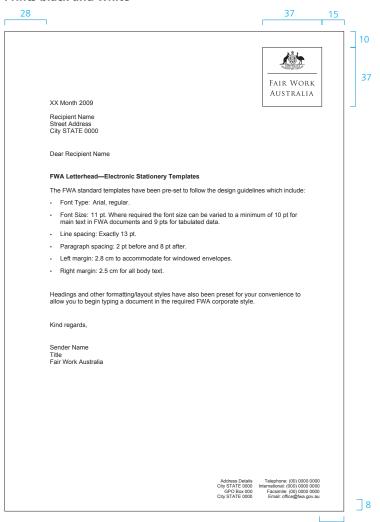
FWA appears in bold.

Size: 10 pt

Colour: Black

Only your name and contact details are to be updated within the FWA signature block format. Do not introduce additional colours, graphics or font styles.

Prints black and white



Size

Final artwork size: 210mm x 297mm

Colours

Letter prints black.

Process Black

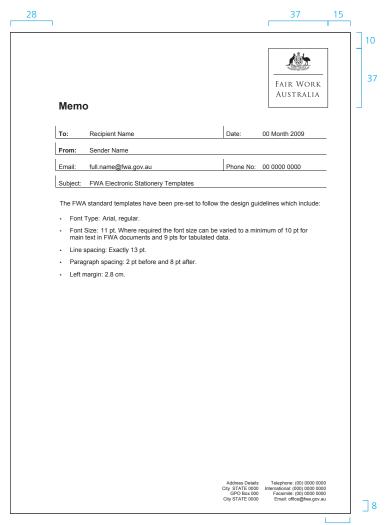


Typeface

All copy is Arial.

The FWA electronic stationery templates have been preset to follow the design guidelines which include:

- Font type: Arial, regular
- Font size: 11 pt. Where required the font size can be varied to a minimum of 10 pt for main text in FWA documents and 9 pt for tabulated data
- Line spacing: Exactly 13 pt
- Paragraph spacing: 2 pt before and 8 pt after
- Left margin: 2.8 cm to accommodate for windowed envelopes.



Size

Final artwork size: 210mm x 297mm

Colours

Memo prints black.

Process Black

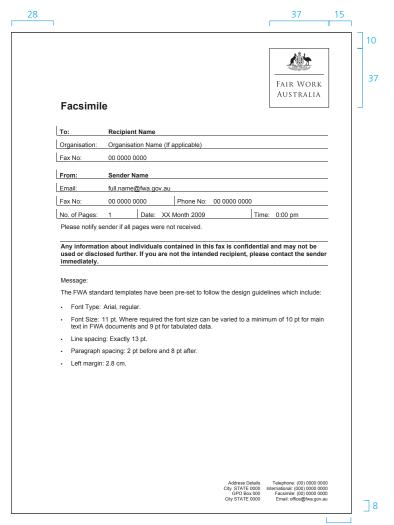


Typeface

All copy is Arial.

The FWA electronic stationery templates have been pre-set to follow the design guidelines which include:

- Font Type: Arial, regular
- Font Size: 11 pt. Where required the font size can be varied to a minimum of 10 pt for main text in FWA documents and 9 pt for tabulated data.
- Line spacing: Exactly 13 pt
- Paragraph spacing: 2 pt before and 8 pt after.



Size

Final artwork size: 210mm x 297mm

Colours

Facsimile prints black.

Process Black



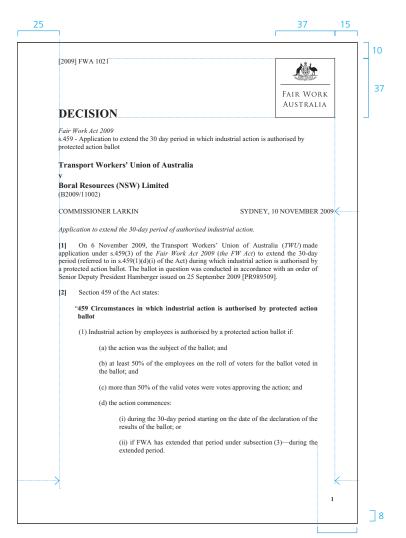
Typeface

All copy is Arial.

The FWA electronic stationery templates have been preset to follow the design guidelines which include:

- Font Type: Arial, regular
- Font Size: 11 pt. Where required the font size can be varied to a minimum of 10 pt for main text in FWA documents and 9 pt for tabulated data
- Line spacing: Exactly 13 pt
- Paragraph spacing: 2 pt before and 8 pt after.

CMS+ drafting templates



Size

Final artwork size: 210mm x 297mm

Colours

Decision prints black.

Typeface

The font style for all text for published documents is:

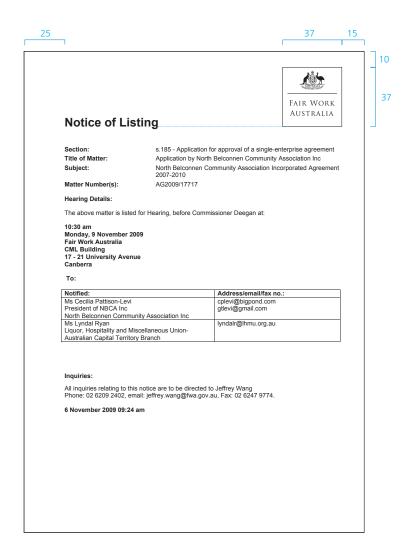
Times New Roman

Please do not alter text sizes or styles.

Published document categories include:

- Decisions
- Orders
- awards
- agreements
- directions
- recommendations.

If you are concerned about document formatting please contact the Document Management Team.



Size

Final artwork size: 210mm x 297mm

Colours

Notice prints black.

Typeface

The font style for all body text for CMS+ document templates is:

Arial

Please do not alter text sizes or styles.

CMS+ document templates include:

- file cover sheets
- all correspondence to parties
- notices of listing
- forms.

If you are concerned about template formatting please contact your team leader.

120091 FWA 00

Download Word Document

FAIR WORK AUSTRALIA

DECISION

Workplace Relations Act 1996 s.643—Termination of employment

Applicant

Respondent

(U2008/3000)

SENIOR DEPUTY PRESIDENT GREEN

MELBOURNE, 4 JUNE 2008

Request to amend the application—s.111(1)(1)—considerations—s.659(2)(a)—s.659(2)(e) and court authorities—to whom or what can complaints be made?—complaint to an employer not a contravention of s.659(2)(f)—application amended on one ground only.

[1] Lorem ipsum dolor sit amet, consectetuer adipiscing clit. Sed non leo. Phasellus cursus, nulla ac viverra lobortis Workplace Relations Act 1996 (Cth) (the Act) que dolor consequat neque, non molestie magna magna vitae erat. Manis pretium risus vitae nunc.

[2] Nam dapibus porttitor nisi. Aenean lacinia. Quisque vitae tortor. Nullam vestibulum erat nec nisi. Morbi

[3] On 22 March 2008, Vestibulum lacinia sodales odio. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus s.645 of the Act, Vivamus seelerisque aliquet sapien. Nulla facilisi. Etiam pharetra tellus id justo. Donee fermentum. Cum sociis natoque penatibus et magnis dis parturient montes, nascetur ridiculus mus. Duis tincidumt. In hac habitasse platea dictumst s.643(10) of the Act.

[4] On 12 April 2008, Donce posuere ante ut pede. Etiam fringilla. Praesent eu leo. Etiam eleifend, arcu sed sagittis aliquet, lectus augue tinicidunt fortor, et convallis sem erat ut nunc. s.659(2)(a), (e) and (f) Etiam vitae orci. Mauris eu magna ac dolor pulvinar sodales. Donce quis quam.

[5] Faucibus orci luctus et ultrices posuere cubilia Curae; Curabitur lectus nulla s.645 of the Act posuere ante ut pede. Etiam fringilla. Praesent eu leo. s.643(1)(a) of the Act on 17 May 2008.

[6] Praesent eu leo. Etiam eleifend, arcu sed sagittis aliquet s.111(1)(1) or (m) of the Act.

[7] On 27 April 2008, Donec posuere ante ut pede. Etiam fringilla. Praesent eu leo. Etiam eleifend, arcu sed sagittis aliquet. Nam dapibus porttitor nisi. Aenean lacinia. Quisque vitae tortor Melbourne on 28 May 2008.

Applicant's submissions

[8] Mauris pharetra. Nam id nulla. Nunc vulputate libero non orci. Suspendisse s.111(1)(l) of the Act to include s.659(2)(a), (e) and (f) Aliquam a augue ut leo condimentum tempus. 'Duis fermentum. Vestibulum fermentum neque id leo.' Cra imperdiet, risus sed ornare bibendum, quam nulla interdum justo, quis pulvinar felis nisi sed niel

[9] The Applicant Etiam quam eros, egestas sit amet, consequat quis, iaculis quis, pede s.659 egestas sit amet to

Size

Document size will vary depending on the individual's web browser.

Colours

All copy is black with hyperlinks highlighted in sea blue.



Sea Blue hexadecimal #: 006699

Typeface

All copy is Times New Roman.

The Document Management Team generate an HTML version of all published documents to include on the FWA website www.fwa.gov.au

Example: Movement Requisition Form, Members 37 FAIR WORK **Movement Requisition Form** AUSTRALIA Members Associate to travel Full Bench ▼ Indicate the "primary purpose for travel" Note – Travel <u>MUST</u> be approved by the Panel Head who allocated the "primary purpose" file Mode Air/rail etc This section need only be completed if any ACCOMMODATION AND/OR MEALS ARE TO BE MET BY OTHER MEMBER (see Remuneration Tribunal Determination 2000/6) Please indicate the accommodation and/or meal(s) being provided by other than the Member, by inserting • an 'x' in the appropriate Accommodation and/or Meals box(es); the number of nights in the Overnight Stay box(es); and in the Location box(es), the corresponding capital or non-capital city location(s) for each overnight stay Staying with family or friend Cost met by another entity e.g. where accommodation costs are absorbed in seminar or conference charges and not paid for by the Member, etc. Dinner (number) □ No If yes please provide full details Travel entitlement to commence and cease from (time and

Note: Page margins and layout for forms will vary according to the type of form.

AIR 553a 11/2008

Size

Final artwork size: 210mm x 297mm

Colours

Internal forms print black.

Colours



Typeface

All copy is Arial.

The standard font size for forms is 11 pt. Where required the font size can be varied to a minimum of 10 pt for main text and down to 9 pt for tabulated data as shown in the example on this page.

Where dark grey is used to highlight a heading in a table the heading font is to be white.

Do not introduce additional colours into forms except where a visual point of difference or variation is required.

For assistance setting up colour values for the creation of form templates please contact the Communications Branch.

Collateral and public information

7.0

Secondary colour palette	7.1
Secondary design elements—patterns	7.2
Using the mark within patterns	7.3
Secondary design elements—reduced patterns	7.4
Fact Sheets, guides and media releases	7.5
PowerPoint template—cover and contents page	7.6
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PowerPoint template—charts and graphs	7.8
Brochures and publications	7.9
Brochures and publications	7.10
Brochures and publications	7.11
Advertisements	7.12

Secondary colour palette

Example only.

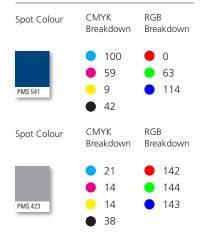


PMS 202 has been used as a graphic highlight feature within this brochure, contrasting with the PMS 541 gradated pattern.

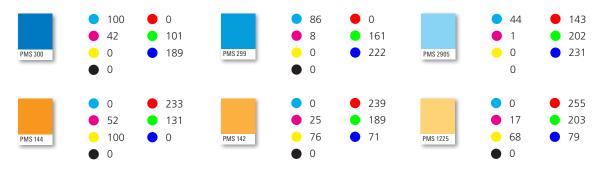
PMS 423 has been used for headings.

Fair Work Australia secondary colours

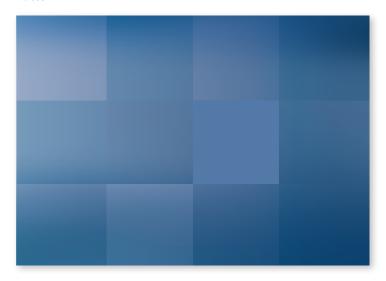
In addition to the colour used in the mark, extra colours have been chosen that complement PMS 202, to be used for text and other graphics throughout FWA communications.



The colours below can only be used when the secondary colours above don't provide enough variation. (e.g. pie chart segments).



Pattern



Secondary design elements—patterns

Pattern with stylised wattle



Secondary design elements—patterns

A series of patterns have been developed as secondary design elements that form an important element of the overall FWA look.

All patterns are designed in the FWA colour palette. The main pattern is based on a grid of squares to reflect the shape of the mark. Subtle shifts in tone provide additional visual interest.

Another important part of the secondary language is the stylised wattle pattern. This may be used in varying scale, tone and contrast to add depth and visual interest to public communications.

Using the mark within patterns

Correct use of the mark within the grid pattern



Incorrect use of the mark within the grid pattern



Using Fair Work Australia mark within patterns

When using the FWA mark together with the grid pattern, the mark must fit within the grid, relative to the size of the squares.



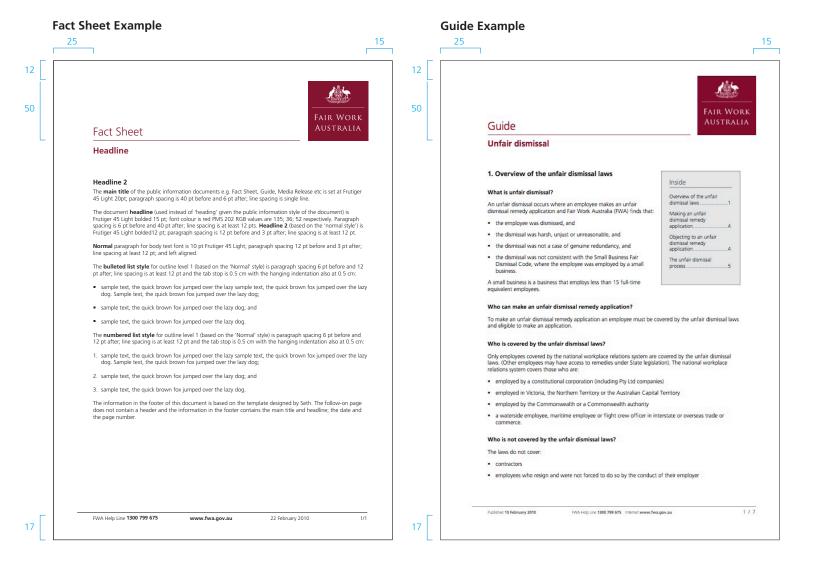


Secondary design elements—reduced patterns

A reduced pattern has been designed for applications where the space is limited, such as page layouts or areas taken up with photographs.

This pattern should not run under body text in brochures where it may impede legibility.

Fact sheets, guides and media releases



Size

Final artwork size: 210mm x 297mm

Colours

Process black is the main text colour. Use of secondary design elements and colour palettes for public information documents is discretionary.

Please refer to the section titled Secondary colour palette for guidance on the colours that may be used within the fact sheet.

These are suitable to print CMYK from laser printers.

Typeface

All copy is Frutiger 11 pt. For larger or complex documents, font size is at the discretion of the Communications Manager.

Example: PowerPoint cover and contents page



PowerPoint template—cover and contents page

Contents

- · Body copy is set in 24 pt Arial.
- Note the wattle image in the background may only be used when copy is 'light', e.g. a contents page.
- Lorem ipsum dolor sit amet, consectetur adipisicing elit.

© Commonwealth of Australia

Size

Final artwork size: As set in .POT template.

Colours

PMS 202 and 501 are the main colours to feature within PowerPoint presentations.

Please refer to the section titled Secondary colour palette for guidance on the colours that may be used within PowerPoint presentations.

Typeface

• All copy is Arial.

• Slide title: 36 pt

• Body text: 24 pt

• Line spacing: 1 line

Paragraph spacing 0.25 lines before and after.

Background

A background with the wattle device may be used only as a contents/overview page.

PowerPoint template—chapter dividers and body copy

Example: Chapter dividers and text pages



Slide title

Body copy is set in 24 pt Arial. Consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat.

Lorem ipsum dolor sit amet, consectetur adipisicing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

© Commonwealth of Australia

Size

Final artwork size: As set in .POT template.

Colours

PMS 202 and 501 are the main colours to feature within PowerPoint presentations.

Please refer to the section titled Secondary colour palette for guidance on the colours that may be used within PowerPoint presentations.

Typeface

• All copy is Arial

• Slide title: 36 pt

• Body text: 24 pt

• Line spacing: 1 line

Paragraph spacing 0.25 lines before and after.

Example: Charts and graph pages

Long heading in two lines					
	Median Days	Average Days	85th Percentile	Total Matters	
2005/2006	8	13	21	917	
2006/2007	11	16	28	279	
2007/2008	11	14	22	447	
Jul 2008	11	15	29	59	
Aug 2008	11	15	21	52	



Size

Final artwork size: As set in .POT template.

Colours

PMS 202 and 501 are the main colours to feature within PowerPoint presentations.

Please refer to the section titled Secondary colour palette for guidance on the colours that may be used within Powerpoint presentations.

Typeface

All graph titles and labels are Arial.

Example: Presentation folder and publication cover

Brochures and publications





Publications—covers

The brochure look is to be used for all communication material regarding FWA as a whole. An example of this is the annual report.

The grid pattern and secondary language are a key part of the annual report look and may be used with or without imagery.

Colour

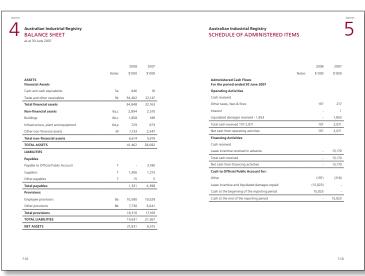
PMS 202 should be printed as a spot colour with the addition of CMYK for imagery.

Spot Colour	CMYK Breakdown	RGB Breakdown	
PMS 202	0 100 61 43	129049	

Brochures and publications

Example: Annual Report—internal spreads





Annual reports—internal layouts

The visual style is restrained in both use of colour and imagery. The secondary grid pattern is adopted to create visual interest and structure.

These guidelines should be checked each year to ensure they comply with the current Commonwealth Government requirements for the production of annual reports.

Colours

PMS 202 is the main highlight colour to feature within the annual report.

Please refer to the section titled Secondary colour palette for guidance on the colours that may be used within the report.

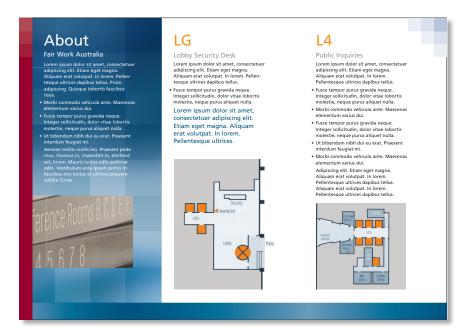
Typeface

Frutiger is used for all public communications documents.

Example: DL brochure

Brochures and publications





Brochure design

The secondary grid pattern is adopted throughout to create visual interest and structure.

Please refer to the section titled Secondary Design Elements for guidance in applying the FWA patterns used in the background.

Colours

PMS 202 is the main highlight colour to feature within brochures.

Please refer to the section titled Secondary colour palette for guidance on the colours that may be used within the brochure.

Typeface

Frutiger is used for all public communications documents.

Advertisements

Example: Employment ad



11 Exhibition Street, Melbourne \$55,331 – \$58,670 p.a. plus 15.4% employer superannuation

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Shown at 75% of actual size.

Example: Notice of Variation



Size

Size may vary depending on publication and amount of information in the advertisement being produced.

Colours

Advertisements print black.

Process Black



Typeface

All details and body copy are Frutiger if the publication allows but may be replaced with Arial.

Shown at 50% of actual size.

FWA signage

8.0

Internal signage 8.1
Wayfinding signage 8.2
Foyer signage 8.3

Internal sign 8.1





The Corporate Services—Resource Management Team is responsible for FWA building signage.

Please ensure that the building requirements or restrictions are adhered to when organising signage.

Final signage artwork is to be reviewed by the Communications Branch before sign-off.





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Clear Space

Χ

X

X

AUSTRALIA

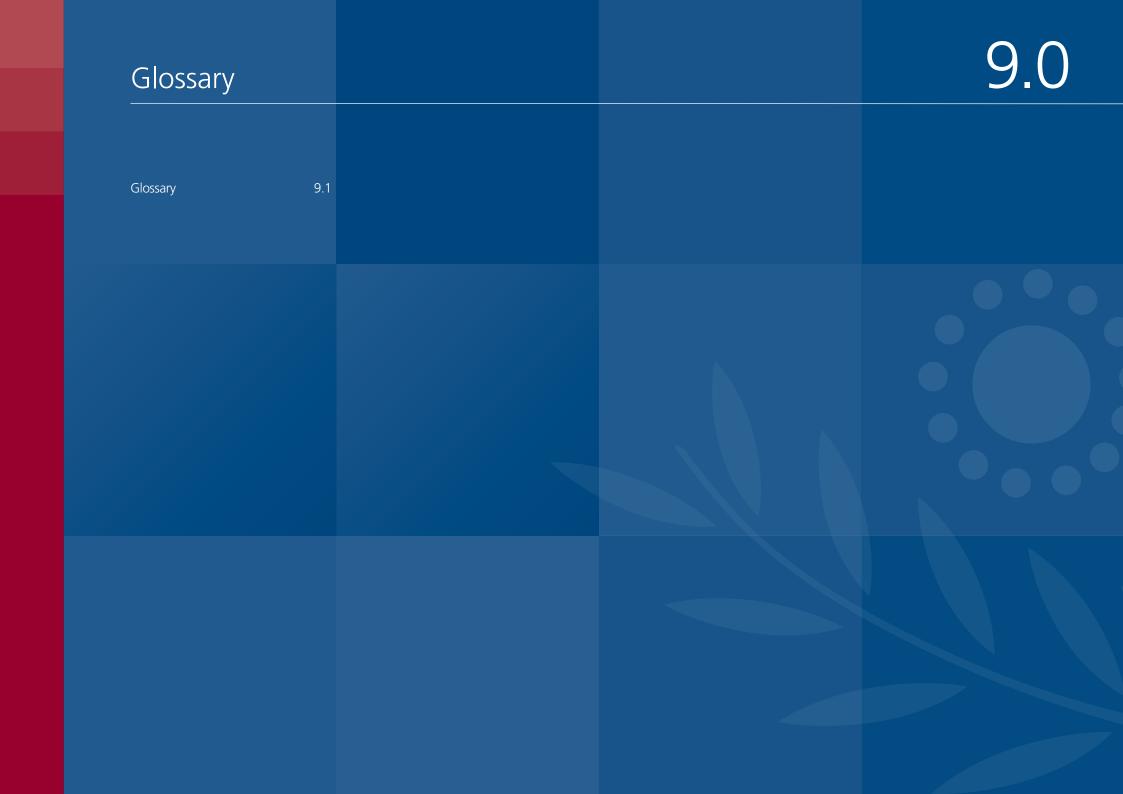
FAIR WORK AUSTRALIA

The Corporate Services—Resource Management Team is responsible for FWA building signage.

Please ensure that the building requirements or restrictions are adhered to when organising signage.

Final signage artwork to be reviewed by Communications Branch before sign-off.

Χ



Glossary 9.1

Core visual elements

FWA mark The Fair Work Australia (FWA) mark—

sometimes described as a logo—is the distinctive `signature' by which FWA is recognised. The FWA mark comprises the Commonwealth Coat of Arms (Stylised version 2R) and the word mark, separated by a

keyline.

Word mark A word mark is the name component only of

an organisation's mark (or logo).

Keyline A keyline is a printed rule (line). In this instance

it is the line that appears in the FWA logo between the stylised coat of arms and the

word mark.

Clear spaceTo protect the integrity and legibility of

the marks, a surrounding clear space was determined for each mark. No other graphic elements: type, rules (lines) or symbols may be

placed within that clear space.

Typeface A typeface has been set for each document

with varying weights, sizes and line spacing. Templates have been created with these details and should be used to maintain consistency.

Secondary visual elements

Secondary visual elements comprise the colours, patterns and grids that complement and support the organisation's core visual elements.

Secondary visual elements that are referred to within these guidelines are:

Secondary colour palette/

secondary colours

This is the limited colour palette chosen to support and complement the colours used

in the FWA mark.

Secondary design elements—

Secondary grid pattern

patterns

A combination of subtle patterns and elements derived from the FWA mark's square format and the Commonwealth Coat of Arms.

A grid pattern derived from the FWA mark's

square format.

Documents

Glossary

Collateral and public information

Included in this category are:

- Annual reports
- Brochures
- Advertisements in newspapers and publications
- PowerPoint presentations
- Fact sheets, guides, media releases and media alerts, electronic publications and websites

Published documents

Included in this category are:

- decisions
- orders
- awards
- directions
- certificates
- forms

Correspondence and general documents

Included in this category are:

- Letters
- Notices of listing
- Emails
- Memos
- Facsimiles
- Internal documents, such as the Purchase/Service Request.

