



AUSTRALIAN AIR FORCE CADETS

HEADQUARTERS

SOADMIN/ADM/09 (8)

AAFC EMAIL GUIDELINES

References:

ADFP 102 Defence Writing Standards

Introduction

1. In the AAFC today, email is the primary form of written communication between members, and particularly between cadets and staff. These guidelines are designed to assist cadets in writing professional emails to a standard expected of AAFC members.

Overview

2. The main point to remember when writing an email within the AAFC is that it is a **formal written document**. Your use of courtesies, tone and style should be the same as if you're talking to the other member in person. If you do that, you won't have a problem.

DETAILS – SET UP

3. Below are some more specific guidelines that may be of use to you.

Text

4. The approved font for defence emails is 12 point *Arial*.

From

5. Generally, there is no requirement for you to change the 'from' settings on your email account. There is no problem at all with the email arriving from "John Smith".

6. However, if you wish to set up an email account for you to use for AAFC emails, the defence convention is "Surname, First name Rank". ie, "Hewer, Mitch CFSGT" or Houlton, Nicholas FLTLT(AAFC)". This convention makes it easier for others to find your emails when they sort by sender.

Addressing the Email

7. People that you wish to directly read the email, take note and respond ("addressees") should be placed in the "To:" field of the email.

8. People that you wish to be aware of the emails contents or be copied in as a courtesy for their own information ("for information addressees") should be placed in the "Cc:" field.

Subject

9. In the "Subject:" field you should place a simple description of the subject of the email.

DETAILS - CONTENTS

File Reference

10. If you are not intending to print and file your email, there is NO requirement for a file reference in the email. Neither is there a requirement to write “LOOSE” or anything similar.
11. If you are intending to formally file the email, then a file reference should be placed on the first line of the email.

Addressees

12. Addressees should be listed in **bold**.
13. You should list in bold all individuals that you are writing this email to (ie, those listed in the “To:” field). Generally, listing by their appointment abbreviation is fine (ie, “**TRGO**”). If you are writing to someone outside your unit, you should include the addressee’s unit (ie, “**TRGO 901SQN**” or “**OC 9WG**”). It is also perfectly acceptable to also identify them by name, especially if they have no appointment (ie, “**LCDT Smith**”).

For Information Addressees

14. If you are including for information addressees on the email (ie, listed in the “cc:” field) then after a one line gap from the last addressee write in bold “**For Information**” and proceed to list the relevant individuals, as you would for an addressee. However, for information addressees are NOT listed in bold.

Salutation

15. Your opening salutation should address the people you are writing to in the same way as you would if you were speaking to them in person. ie, “Sir”, “Ma’am”, “Corporal” etc. If multiple people have the same title (ie “Sir”) then that title only needs to be listed once. There is NO requirement to use a plural (“Sirs” or “Ma’ams” or “Sergeants”) – each member is receiving the email individually.
16. Remember, it is perfectly acceptable for any junior member to address any senior member by rank and surname. This is also the case in emails.
17. **You can NOT “excuse rank” upwards in an email.** However, you do not have to address those of equal or lower rank than you individually; “colleagues” or “all” is fine.
18. You do not have to address For Information Addressees in your salutation, as you are not talking directly to them.

Body

19. Write the body of your email as you would a normal letter. Ensure that you use a professional tone, and correct English.
20. There is no requirement to number paragraphs in an email.
21. You can use email and military abbreviations (ie, FYI, IIRC, IMO, WRT, NLT) in an email, but ONLY if you’re confident that the people you’re writing to will understand.

22. If during an email to a large group you wish to address one member specifically, simply list their appointment or name, and outline your comments. ie:

“CO 901SQN – Sir, are you happy with this going ahead as discussed above?”

Signature

23. Signatures in emails should be kept simple.

24. Example 1: At minimum, name (in bold) and rank should be listed ie.

J.E. Bartlett
CUO

25. Example 2: If you have an appointment, that may also be included, on the third line. ie:

J.E. Bartlett
CUO
TRGO

26. Example 3: If you are writing to someone outside your Unit, the third line should also state which unit you're from. ie:

J.E. Bartlett
CUO
TRGO 901SQN

27. Example 4: If you are writing to someone outside of the AAFC (and who therefore may not be aware of AAFC abbreviations and titles) you should write everything in full. ie:

J.E. Bartlett
Cadet Under Officer
Training Officer 901 Squadron AAFC

28. Example 5: If you wish to include a “text signature” (no more than 20 point) and phone contacts, this is also permitted. Email contacts may also be included, but generally this is not required as your email address is visible already. ie:

Jed Bartlett
J.E. Bartlett
CUO
TRGO 901SQN

P: (01) 555 4444
M: 0413 131 901
E: josiah.bartlett@aafc.org.au

Times and Dates

29. Times and dates should be written in correct military form, ie, 1900h or 02 Jun 09.

Etiquette

30. All writers should ensure that they are practical and sensible when selecting who to copy in to a formal email. Whilst it is sometimes useful to copy multiple people in to an email as “for information addressees” this should be balanced against the need to:

- a. maintain the correct chain of command;
- b. not over load individuals with correspondence that does not concern them; and
- c. not be seen to attempt to “intimidate” junior members by copying in multiple other (senior) individuals.

31. All members should be mindful of the limitations of email correspondence, and when discussions and threads become overly detailed or sensitive are encouraged to move the conversation to a more appropriate medium (ie, telephone, in person etc).

Example

32. An example of a simple minute is contained in Annex A.

01 Aug 09

Annexes:

A – Example Email.

ANNEX A
TO SOADMIN/ADM/09 (8)
01 AUG 09

Example Email

To:	admino.901sqn@aafc.org.au
Cc:	peter.brady@aafc.org.au
Subject:	Leave

ADMINO 901SQN

For Information
SECTCDR 1 SECT

Sir,

I wish to apply for leave from parade tonight (08 Jun 09) as I am home sick from school and cannot attend.

CCPL Brady – Corporal, can you please let me know if I miss any information at parade tonight? Thanks.

Regards,

James

J. Dean
CDT