



Australian Government
Department of Veterans' Affairs

Businessline

Action Required: Staff are required to include client name and UIN in email subject line

To:

Directors, Client Benefits Division
Assistant Directors, Client Benefits Division
Delegates, Client Benefits Division
Division Coordinators

For information:

CBD First Assistant Secretary
Deputy Commissioners

SUBJECT: Naming conventions for client related emails

Purpose: To notify staff of the requirement to include a client's name and UIN in the subject line of all client related emails.

Key Points:

- Staff are required to include a client's name and UIN in the subject line of all client related emails. This requirement includes internal DVA communication and external communication to clients and their representatives.
- The following name conventions must be used in the subject line of all client related emails.

<TOPIC>- <CLIENTFIRSTNAME,CLIENTLASTNAME>- <CLIENTUIN>

Background:

Email subject lines are an important identifying factor for both the sender and the email recipient. They provide an overview of what and who the message is about and allows for correspondence to be prioritised appropriately.

Using consistent naming conventions in subject lines also improves the retrieval of documents from shared Content Management systems, such as CM9, by enhancing search functions.

Natasha Cole

Natasha Cole
First Assistant Secretary
Client Benefits Division

16 May 2023