

# Appendix B: Abbreviations, acronyms and glossary

**Abbreviations** We use the following abbreviations in this report:

## Abbreviations

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the Act	<i>Domestic Building Contracts Act 1995</i>
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information line	Building Information Line
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officer	dispute resolution officer
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**Acronyms** We use the following acronyms in this report:

## Acronym

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BACV	Building Advice and Conciliation Victoria
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DBDRV	Domestic Building Dispute Resolution Victoria
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VCAT	Victorian Civil and Administrative Tribunal
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VAGO	Victorian Auditor-General's Office
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**Glossary** This glossary includes an explanation of the types of engagements we perform:

## Term

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Reasonable assurance	We achieve reasonable assurance by obtaining and verifying direct evidence from a variety of internal and external sources about an agency's performance. This enables us to express an opinion or draw a conclusion against an audit objective with a high level of assurance. We call these audit engagements. See our <a href="#">assurance services fact sheet</a> for more information.
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Limited assurance	We obtain less assurance when we rely primarily on an agency's representations and other evidence generated by that agency. However, we aim to have enough confidence in our conclusion for it to be meaningful. We call these types of engagements assurance reviews and typically express our opinions in negative terms. For example, that nothing has come to our attention to indicate there is a problem. See our <a href="#">assurance services fact sheet</a> for more information.
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