

Appendix B: Abbreviations, acronyms and glossary

Abbreviations We use the following abbreviations in this report:

Abbreviation

the Act	<i>Guardianship and Administration Act 2019</i>
the Charter	<i>Charter of Human Rights and Responsibilities Act 2006 (Vic)</i>
the department	Department of Justice and Community Safety
the Standards	<i>National Standards of Public Guardianship</i>
the office	Office of the Public Advocate

Acronyms We use the following acronyms in this report:

Acronym

BP3	Budget Paper No. 3: Service Delivery
CMS	client management system
FTE	full-time equivalent
NDIS	National Disability Insurance Scheme
VAGO	Victorian Auditor-General's Office
VCAT	Victorian Civil and Administrative Tribunal
VPS	Victorian Public Service

Glossary

This glossary includes an explanation of the types of engagements we perform:

Term

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 [assurance services fact sheet](#) for more information.

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 [assurance services fact sheet](#) for more information.
