

APPENDIX B

Acronyms, abbreviations and glossary

Acronyms

CIMS	Client Incident Management System
CRIS	Client Relationship Information System
CRISSP	Client Relationship Information System for Service Providers
DFFH	Department of Families, Fairness and Housing (including the former Department of Health and Human Services)
ICCMS	Integrated Client and Case Management System
IT	information technology
NDIS	National Disability Insurance Scheme
VAGO	Victorian Auditor-General's Office

Abbreviations

Children's Court	Children's Court of Victoria
COVID-19	coronavirus
Data Quality Guideline	<i>Data Quality Guideline Information Management Framework</i>
Data Quality Standard	<i>Data Quality Information Management Framework Standard</i>

Glossary

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.
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