

## APPENDIX B

# Acronyms, abbreviations and glossary

### Acronyms

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BMSL	baseline minimum service level
BMP	benefits management plan
CAD	computer-aided dispatch
CSS	Community Safety Statement
PAM	Police Allocation Model
PSPR	Public Safety Police Response
ROM	regional operations module
SAM	Staff Allocation Model
SOM	specialist operations module
VAGO	Victorian Auditor-General's Office
VPS	Victorian Public Service

### Acronyms

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Data Quality Guideline	<i>Data Quality Guideline Information Management Framework</i>
Data Quality Standard	<i>Data Quality Information Management Framework Standard</i>
Gen	generation number of SAM (for example, generation 1 or 2 or 3)

## Glossary

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

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