

# Appendix B:

## Abbreviations, acronyms and glossary

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

Abbreviation	Full spelling
COVID demand plan	The Orange Door (TOD) COVID Pandemic Demand Management Plan
demand management strategy	Demand Management in The Orange Door
the department	Department of Families, Fairness and Housing or Department of Health and Human Services, whichever was in place at the time
hubs	support and safety hubs
interim integrated practice framework	<i>Support and Safety Hubs Interim integrated practice framework</i>
performance framework	The Orange Door Network Performance Framework – Performance expectations, indicators and measures
the project	Integrated Practice Project
the tool	Child and Young People Assessment: Draft Statewide Child Wellbeing Risk Assessment Tool

**Acronyms** We use the following acronyms in this report:

Acronym	Full spelling
MARAM framework	Family Violence Multi-Agency Risk Assessment and Management Framework
VAGO	Victorian Auditor-General's Office

**Glossary** The following terms are included in or relevant to this report.

Term	Explanation
Integrated practice	<p>Integrated practice at The Orange Door is defined by the department as:</p> <p>‘An interdisciplinary response is person-centred and requires the practitioners to work collaboratively to achieve the following common client goals:</p> <ul style="list-style-type: none"><li>• Adults, infants, children and young people are safe from violence</li><li>• Infants, children and young people are safe, their stability, development and wellbeing is being nurtured; and</li><li>• Adults who use family violence are held accountable by engaging them and/or keeping them in view across the service system’.</li></ul>
Level of assurance	<p>This is a measure of the confidence we have in our conclusions. The quality and quantity of evidence we obtain affects our level of assurance.</p> <p>We design our work programs with the information needs of our report users in mind. We consider if we need to provide them with reasonable assurance or if a lower level of assurance may be appropriate.</p>

Term	Explanation
Limited assurance	<p>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 <b>assurance reviews</b> and typically express our opinions in negative terms. For example, 'nothing has come to our attention to indicate there is a problem.'</p> <p>See our <a href="#">assurance services fact sheet</a> for more information.</p>
Partner agencies	<p>Community service organisations that partner with the Victorian Government to deliver services at The Orange Door.</p>
Reasonable assurance	<p>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 draw a conclusion against an objective with a high level of assurance. We call these <b>performance audits</b>.</p> <p>See our <a href="#">assurance services fact sheet</a> for more information.</p>