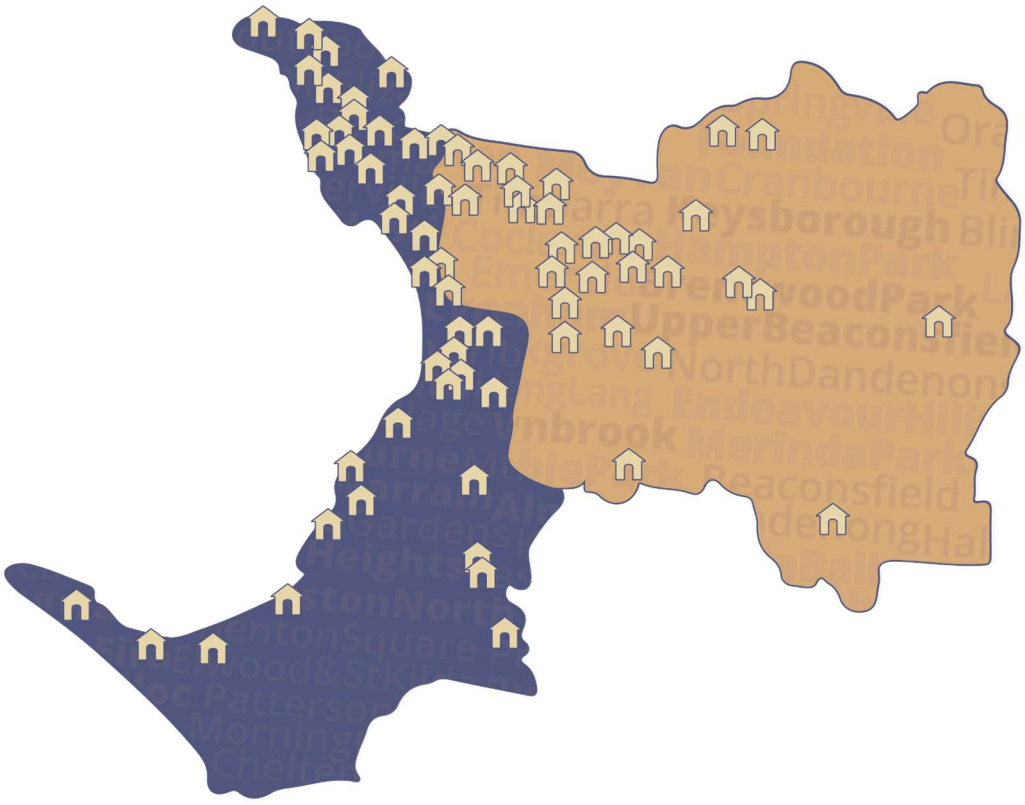
Community House Network Southern

Induction Manual

For New Managers



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Welcome to the Community House Network Southern

Your organisation is a member organisation of the Neighbourhood House and Learning Centres Sector in the Southern Region, as defined by the boundaries of the Department of Families Fairness and Housing (DFFH) who fund the Neighbourhood House Coordination Program (NHCP).

Your organisation also belongs to one of the ten Local Government Authorities within this Border. The ten local government areas covered by Southern are: Casey, Cardinia, Bayside, Glen Eira, Greater Dandenong, Kingston, Frankston, Mornington Peninsula, Port Phillip and Stonnington.

The centres within these LGA's are grouped into eight Cluster groups (also referred to as alliance, network, LGA group). Managers attend these meetings to share their program ideas, support each other and sometimes work together on joint initiatives and projects. Some Cluster groups are run by their Local Government but most are coordinated by the Managers who take turns at Chairing and taking minutes. If you don't have a contact for your cluster group, please contact the Network Manager who will give you all the information you need. It is also important to note that you should get to a meeting as soon as you can as all our managers are only too willing to help and support you. The role of the Network is outlined in the section below.

Please **check out our website** for further information about us, our committee, the other houses in the Region and for lots of resources to support you in your new role.

Your Southern Region Community House Network contacts are:

Lydia Wheeler Network Manager Mob: 0493 293 344 Mon - Fri (30 hours) **manager@chn.net.au**	**Kath Struthers** Network Coordinator Mob: 0493 295 137 Mon, Wed & Thurs (25 hours) **network@chn.net.au**

The Neighbourhood House Sector - Overview

The Victorian Neighbourhood House Sector is made up of three components: the Peak Body (NHVic), the Networks and the Houses/Learning Centres.

The Peak Body. Neighbourhood Houses Victoria (NHVic)

NHVic is the Peak Body and works at the State level, representing approximately 400 Houses and Centres across the State of Victoria. It is managed by an elected Board, comprising House & Centre Managers, House Committee/Management members and Networker Managers.

NHVic plays five important roles:

- Representing the sector and community views to Federal, State and Local Government departments, relevant statutory and regulatory bodies and other community organisations.

- Providing support to Houses and Networks for service delivery and development, including advice on relevant government policy and programs.

- Promoting the development of sector linkages, with members of NHVic automatically receiving membership to Australian Neighbourhood Houses and Centres Association (ANHCA)* see section on DGR.

- Co-coordinating and responding to issues raised by the various Neighbourhood House Networks which exist at the community and municipal levels.

- Providing training relevant to Neighbourhood Houses/ Centres and Networks.

The Neighbourhood House Networks

Neighbourhood House Networks provide management and operational support, as well as resources, to their member Houses and Centres. Networks provide direct support to Committees/Boards of Management, staff and volunteers and play a strategic consultative role.

As a result of their extensive knowledge of Houses and Centres in their regions, the Networks meet regularly with the peak body to work collaboratively on developmental strategies for the whole sector. (Community House Network Southern (CHNS) is your Regional Network and is one of the 16 Networks in Victoria).

The Southern Network brings members together through quarterly network meetings, training for staff and volunteers, and informal gatherings that help build valuable peer connections. If you're seeking support, advice, or fresh ideas, we'd love to hear from you at network@chn.net.au.

Neighbourhood Houses / Community Centres / Learning Centres

"Neighbourhood House" is a generic term for a variety of organisations that are predominantly community owned and share a set of defining features. In Southern Region there are 72 organisations that are meeting the needs of their communities.

Each House is flexible, adaptive, responsive to and inclusive of, their particular local communities. Houses are supported by hands-on management and the contribution of volunteers. This ensures community input into every aspect of their work. Also crucial to the work of the Houses are the relationships that exist with other community organisations and service systems at the community level.

There are Houses that support small communities with traditional programs and opportunities to connect, along with Learn Local Houses offering affordable government funded pre-accredited courses and Registered Training Organisations offering accredited qualifications. These larger organisations are also required to

contribute with community development activities and support groups for their NHCP funding. Some organisations offer programs specific to: Indigenous communities, women, older Victorians, people with disabilities, Culturally and Linguistically Diverse (CALD)communities, LGBTIQA+ communities, as well as a large variety of activities designed to provide growth, development and learning for all members of the community. *please see below further information to support First Nations people and diversity.

Each House is unique and due to its community input remains flexible in order to adapt to changing community needs.

In short, houses are inclusive - which means that they welcome people of all ages and genders, from all walks of life, all or no religion, all sexual identities, with all abilities and from a wide variety of backgrounds.

Simply put – NH are for everyone in the community.

Resources:

- Aboriginal and Torres Strait Islander People: **https://aiatsis.gov.au/explore/indigenous-australians-aboriginal-and-torres-strait-islander-people**
- Jeder Institute- Community Development & engagement. **The Jeder Institute – Welcome to The Jeder Institute**
- Women: **https://www.dffh.vic.gov.au/women**
- Older Victorians: **https://cota.org.au/**
- Disability – **The Jeder Institute – Welcome to The Jeder Institute**
- LGBTIQA+ **https://rainbowhealthaustralia.org.au/**

Department of Families, Fairness & Housing (DFFH)

The Victorian Government funds the Sector under the Neighbourhood House Coordination Program (NHCP) and it is administered by the Department of Families, Fairness and Housing, referred to as DFFH. In the Southern Region there are two separate Regional Divisions that member houses are located, however not currently filled and all enquiries should be directly centrally at this stage.

The DFFH's Southern Divisions and your contacts:

General Enquiries / Funding Channel Support nhcp@dffh.vic.gov.au
Emily DeRango: Manager, Social Inclusion: DFFH Central emily.derango@dffh.vic.gov.au

Neighbourhood House Coordination Program Funding (NHCP) Guidelines

Whilst the Sector is made up of a wide variety of organisations ranging from Registered Training Organisations (RTO's) and LGA auspiced organisations, despite their size, if they receive NHCP funding from DFFH they are required to operate and comply with the principles and reporting requirements outlined in the NHCP funding Guidelines, pages 11-14. (See link below along with a link regarding your Service Agreement and other relevant information).
Make sure you are familiar with this document as it underpins your funding agreement and has a lot of information. It is currently being reviewed.

Funding Guidelines

As stated in the NHCP Guidelines, the Neighbourhood House Sector works within a Community Development Framework, defined by and built upon ten key sector principles.

1. Community participation
2. Community Ownership
3. Empowerment
4. Life-long Learning
5. Inclusion
6. Access & Equity
7. Social Action
8. Advocacy
9. Networking
10. Self-help

Neighbourhood Houses put Community Development principles into practice through their programs and activities, by making sure they are:

- Relevant
- Affordable
- Promoted appropriately
- Reflective of the community's needs
- In line with the organisation's principles and objectives
- Regularly evaluated
- Accessible
- Allowing and encouraging
- Have community input
- Have local agency input
- Use community feedback

NHCP Compliance- DFFH Funding Formula and Criteria

- Funding to NH's is allocated on a minimum of twenty five hours of coordination to assist with the employment of a Coordinator/Manager.
- NH's must **open for at least 88.5% of their funded coordination hours**.
- They need to provide **twice as many activity hours as they get hours of coordination funding.**
- The funding is calculated over fifty two weeks of the year. If your Centre is only open for forty weeks of the year you will need to increase the number of program hours accordingly (*see below)
- NH's need to have an annual plan for coordination and delivery of programs and activities.
- NH's need to have an independent Committee of Management/Board of Governance or similar structure.
- Report to DFFH **every month** on activity and open hours provided, complete the **yearly outputs and outcomes survey** (Annual Survey) and take part in other reporting mechanisms as requested (NHVIC can support you with a tool to help you record data throughout the year).
- All staff and volunteers who work with the community, including governance committee members, must follow the DFFH Safety screening policy.
- NH's need a clear understanding of and commitment to, the goals and aims of the NHCP guidelines.

Calculating your hours

25 hours NHCP funding = fifty hrs programs/activity per week for fifty two weeks of the year. If your house is not open during school holidays i.e. open forty weeks of the year, the fifty hours per week has to be factored across forty weeks.

E.g. 25 hours x 2 (50 hours per week) x 52 weeks = 2,600 hours per year. 2,600 hours divided by 40 weeks = 65 hours of delivery per week not 50.

Please note that if an organisation has three groups meeting at the same time, in three different rooms, for two hours each program, then the total hours recordable are six hours of programs or activities for that two-hour block.

The number of hours Managers are employed for, are not necessarily relevant to the number of hours required for compliance. That is, the organisation, not the Manager, is required to deliver fifty hours of programs or activities regardless of how many hours the Manager is employed for.

E.g., If you as the Manager work ten hours or forty hours – the organisation still has to deliver fifty hours.

Refer to NHCP Guidelines pg.12 for clarification around potential programs and activities which are suitable.

DFFH Publicity and logo requirements

Please be aware that you are required to acknowledge the Department in any advertising material (**link to guidelines**).

FAC (Funded Agency Channel)

This is a website for many Government funded Organisations not just our sector. The Neighbourhood House Coordination Program is a very small provider in a huge system and therefore people can become very confused when trying to access the site. It is mainly accessed to upload your Monthly activity data, AGM Reports and Service Agreement Compliance Certificate (SACC, see below).

My Agency, the secure area of the Funded Agency Channel (FAC) website, provides registered organisations access to information about their Service Agreement and funding payments and to update some records through interactive modules referred to as 'SAM' (Service Agreement Module).

If you require access to FAC but are not yet a registered user, please refer to the **'Accessing My Agency' section of the FAC home page** or if you have any questions, contact the FAC Helpdesk via email at fac@DFFH.vic.gov.au

DFFH Service Delivery Tracking (SDT)

Neighbourhood houses are required to report on activity hours and open hours each month using the Service Delivery Tracking (SDT) acquittal tool to meet program and funding requirements.

SDT is due on the 10th of each month (except for January which is extended to 31st Jan as many houses are closed for that period).

How to complete your SAT

NH Vic have developed tools and videos to assist in calculating activity hours to help manage monthly reporting.

DFFH Service Agreement Compliance Certificate (SACC)

The SACC consists of a series of questions to be completed annually by funded organisations which certifies compliance with Service Agreement requirements. The questions relate to:

- financial management
- risk management
- staff safety screening
- privacy

(If you are an ACFE provider you will also be required to complete a Business Governance Statement, but this section only relates to DFFH NHCP funding)
The SACC will need to be completed in 'My Agency', the secure area of the Funded Agency Channel (FAC) website, referred to above. Within My Agency, registered users of funded organisations will enter the Service Agreement Module (SAM) and be required to complete and submit their organisation's Service Agreement Compliance Certification (SACC).

How to complete your SACC

The annual SACC must be submitted to the department within three months of the end the organisation's financial operating period. For example, an organisation operating on:

Financial year (1 Jul to 30 Jun) - Due by 1 Oct
Calendar year (1 Jan to 31 Dec) - Due by 1 Apr

The SACC comprises four sections:
1. Financial management: that the organisation has used funding as outlined in their Service Agreement, is financially viable, has prepared its financial reports and any audit reports and maintains an asset register.
2. Risk management: that risks are managed in accordance with the Australian/New Zealand Risk Management Standard
3. Staff safety screening: that referee checks, police record checks and, if relevant, Working with Children Checks have been completed.
4. Privacy: that the organisation's practices and systems are compliant with the Privacy and Data Protection Act 2014 and the Health Records Act 2001 to protect personal and health information.

By submitting a SACC form, organisations are making a commitment to the department that they have appropriate systems in place to comply with the relevant Service Agreement.

Once completed, the SACC should be submitted by an authorised person, such as an office bearer.

If you have issues accessing My Agency, contact the ebusiness helpdesk on 1300 799 470 or email ebiz@support.vic.gov.au

Please see Manager's resources page on the CHN website for additional assistance

DFFH Insurance Cover for your Centre (VMIA)

The Victorian Managed Insurance Authority VMIA provides insurance for Neighbourhood Houses and assists with the Management of Risk which forms part of DFFH's compliance i.e. annual Risk Attestation. Risk management is an integral part of good management and governance practice. A range of risk management resources are available from the Victorian Managed Insurance Authority (VMIA) website (See link below. A Frequently Asked Question page on risk attestation is also available.)

VMIA Insurance covers:

- Public and Products Liability - Cover for your organisation for personal injury and/or property damage to third parties arising from your business activities.
- Professional Indemnity - Cover for your organisation for an alleged breach of professional duty.
- Directors and Officers Liability (including Entity Liability and Employment Practices Violation) - Cover for civil claims made against your organisation's directors and officers (including employment related matters) while acting in their capacity representing your organisation.
- Entity Fidelity - Cover for loss of your organisation's money or other property arising from any dishonest or fraudulent act committed by an employee or volunteer of your organisation.
- Personal Accident - Cover for volunteers and eligible people within your organisation, whilst performing their duty, for accidental bodily injury that results in loss of life, permanent or temporary disablement if they sue.

VMIA does not cover building and contents, fire and burglary, money and glass, construction works, motor vehicles, marine transit, and worker's compensation. It also doesn't cover room hire situations. Hirers must have their own insurance. For clarification on hiring arrangements talk to one of the Network Managers.

VMIA contact details:
Ph. (03)9270 6900 or contact@vmia.vic.gov.au
Website link

ACFE or Learn Local Funding

Learn Local is the term used to describe ACFE courses whereas ACFE (Adult Community & Further Education) is now only referred to when speaking about the ACFE board. ACFE is now part of the Training, Skills and Higher Education Group in the Department of Jobs, Skills, Industry and Regions (DJSIR). They work with the ACFE Board to deliver the vision and expectations for Adult Community Education in Victoria 2020-25.

ACFE funded pre-accredited courses are delivered by registered Learn Local Organisations, some of which are also Registered Training Organisations (RTO's) funded by Skills Victoria to deliver Accredited Training or are Federally funded by the Department of Home Affairs to deliver the Adult Migrant English Program (AMEP).

Compliance for ACFE funding is much more complex than DFFH funding. Please contact the regional support team to assist you with meeting your Service Agreement obligations. Resources, support and training are available for Learn Local organisations via the Learn Local Secure Portal.

If you have ACFE funding, the links provided will give you resources and contacts to fulfil your obligations and the Network Managers are always only a call away! Houses with ACFE funding belong to the South-Eastern Victoria Region and your ACFE Regional Manager is based at the Dandenong Regional Office

Jeremy Brewer (He/Him**)** Manager, ACFE Regional Engagement SEV L6 South, 165/169 Thomas St, Dandenong VIC 3175 m: 0419 378076 **e:** Jeremy.brewer@ecodev.vic.gov.au	**Irene Desiatov** Project Officer Level 6, 165-169 Thomas Street, Dandenong, Victoria 3175 t: 8656 0490 e: irene.desiatov@ecodev.vic.gov.au
Learn Local sector information	

Local Government Areas (LGAs)

Most LGA's provide support and funding to Neighbourhood Houses & Learning Centres, and many provide the physical premises that they operate from. In the Southern Region there are 10 LGA's which follow different models of funding and buildings provision and support does vary greatly between them.

Variations occur in the following areas:

- The facilities the House/Centres operate from
- Maintenance of the facilities
- Access to grants to support operational costs and program development
- Reporting requirements
- Insurance cover and policies around this. Make sure you understand the hiring or sub-letting requirements for your LGA e.g., what cover is required for private children's parties (as VMIA won't cover this)
- The staff contact's titles and Council departments that support Houses and Centres
- Some LGA's are responsible for cluster meetings

In Southern Region the LGAs are: Bayside, Casey, Cardinia, Greater Dandenong, Port Phillip, Stonnington & Glen Eira, Kingston, Frankston and Mornington Peninsula. More information on the LGA's and their cluster groups is available on the **CHN website**.

Deductible Gift Recipient (DGR) via Australian Neighbourhood Houses & Centres Association (ANHCA)

DGR is a 'special tax status' that organisations can apply for so that people who make donations to your centre can claim it as a deduction on their tax return. Many organisations and philanthropic trusts require that you have the status to apply for their grants. Some NH&LC do have DGR Status, but it is not granted unless you meet very stringent criteria.
The ANHCA Public Fund for DGR is a channel Neighbourhood and Community Houses and Centres can use to accept tax deductible donations ($20+) or apply for grants from philanthropic foundations/trusts and corporations that require DGR tax status.
For further information ring your Networker **or go to the ANHCA website**.

Other Sources of Funding:

- Department of Health & Human Services may also provide funding for other program areas e.g. Men's Shed grants.
- State Government Departments or agencies e.g. Department of Education & Training, Vic Health, Victorian Multicultural Commission, specific culturally based funding.
- Federal Government Departments E.g. Childcare
- Philanthropic or corporate funding bodies

Our Community provides useful resources about grants and fundraising including the **Seven Pillars of Fundraising**.

Managing the Organisation

Governance vs Operational Management

Managing Centres in our diverse and complex sector is not an easy feat and best accomplished when Committees and Managers work cooperatively and have relationships that are of mutual respect. It often falls to the Manager to develop and support members of the committee when they first join a committee, especially if they are new to the role.

As the committee is actually a representation of the community you serve, it is often the first 'port of call' to operate under the principles of your funding e.g. advocacy, inclusion etc. Sometimes, they do not have the skills and knowledge to operate at the level required and it is part of your role to assist them with professional development and opportunities to grow and develop into their roles.

It can present some difficulty when they are in fact your employer and you are having to 'manage up' until they are able to carry out the duties effectively. One of the great joys of the job! It may come down to you identifying what skill sets are required by your committee and with their assistance, looking to find people who could fill that brief. Aside from this, the roles are generally as follows:

Governance

The legal responsibilities of a Committee of Governance are to:

- Maintain the Association's financial viability
    - eg. ensuring practices are in place to maintain financial accountability and financial sustainability, delegate authority to the Manager (Deed of Delegation) so you can do your job and so that everyone knows where the lines of responsibility sit.
- Ensure the Association's purposes are being achieved
    - eg. determining strategic direction and policies and oversight of their implementation, supporting the Manager to determine programs,

practices and processes in line with the Strategic Directions and the Guidelines (via work plans for you).

- Keep up-to-date with legal requirements
    - eg. ensuring employment law, OH&S laws, GST, funding obligations and outcomes, appropriate Insurances etc. are in place.
- Sign contracts on the Association's behalf
    - eg employment contracts, funding agreements etc.

What this looks like in practice can include:

- Determining the overall strategic direction of the organisation.
- Setting and monitoring long-term goals
- Ensuring the program content and direction is aligned to the mission or purpose of the organisation.
- Finalising budgets and allocating funds
- Taking responsibility for all legal matters
- Taking responsibility for compliance with regulatory requirements (e.g., annual general meeting, annual returns, audit ATO, OHS)
- Appointing auditors and approving the audit of the financial records
- Evaluating COM members
- Appointing sub-committee members
- Managing sub-committees
- Establish and monitor risk management policy and implementation
- Employing a Manager and evaluating their performance
- Ensure effective organisational policies are in place

Whilst the Committee delegates the implementation of their strategic direction and policies to the Manager, they remain responsible for the decisions made by the Manager (and or staff and volunteers). This is why checks and balances must be in place and oversight is critical to ensure that your centre is legal and that risk is being managed effectively.

Operational Management

The role of Management is to manage the day-to-day operations of the neighbourhood house.

Management or operations include:

- Providing current & accurate information to the Committee/Board
- Supporting the Committee or Board's planning function
- Determining community needs
- Operating programs and reporting on their successes and shortcomings
- Managing and evaluating staff & their performance
- Organising events, fundraising activities, etc. once approved by the Committee or Board
- Implementing Committee/Board decisions and goals as determined in strategic plans
- Conducting day-to-day financial operations
- Overall managing & monitoring of daily operations
- Evaluating term programs, services, and products
- Keeping the roles clear

Usually, the Manager will use their expertise to manage the tasks in the list above, so the committee just needs to know that the work is being done via your work plans and your reports to the committee meetings. You also need to ensure that you are operating within the Deed of Delegation determined by your committee (see below).

However - the committee are responsible for supporting and supervising the Manager. This could mean:

- Making sure that you are supported and have the resources you need to do your job well
- Conducting regular performance appraisals/supervision/meetings with you to identify any areas where you might need support, or professional development
- Making sure you have adequate paid work hours to perform your duties - keep an eye on how much extra time (time in lieu) is building up, because this could mean that the role needs to expand or change, or additional staff

might be needed, this may also impact on your budget (also be clear on what the policy is, how much time you can accrue and over what time frame).
- Monitoring your performance against the budget and strategic plan.

You are the paid professional who has to ensure the committee are able to understand and carry out their obligations. 😊

In Neighbourhood Houses, COM members often volunteer with the day-to-day operations of the Neighbourhood House. When they do so they are acting as a volunteer, not a committee member and are therefore answerable to you as the Manager. Where this is not well understood there is a risk of conflict.

Strategies that may assist in defining the different roles:

- Developing a clearly documented organisational structure that outlines who is responsible for what and who is accountable to whom.
- Strategic Plans with operational plans/work plans that clearly outline expectations for you and your organisation.
- Asking yourself if the issue being considered is organisational (about the way the organisation organises its affairs) or operational (about the way the day-to-day work is carried out).
- Ensure that Committee work/decision making is conducted either at properly constituted meetings or with the appropriate delegated authority.
- Making decisions outside of committee meetings can cause conflict when the full committee are unaware of changes being made that they are also legally responsible for.
- Ensuring that you act at all times, in the organisation's best interest.

Further Resources

Governance Resources & Policies | Community House Network Southern (chn.net.au)

Risk

Considering the responsibilities outlined earlier, it is important to know how some of these responsibilities play out and where you can get supporting advice or documentation.

Your committee have a shared legal responsibility to manage all areas of risk to the organisation and in your role as the manager, it is up to you to ensure that they have all the correct policies and procedure in place to do so.

Risk covers many aspects but there are a number of risk factors that have been identified in our data over the last ten years, specifically related to houses who became insolvent or those who suffered from serious theft and fraud.

We have included these factors to consider as they are part of the induction/governance information given to new committee members and areas that you should be aware of.

The top five commonalities across the houses were:

1. Committee/Board: family and/or friends on committee
2. Dominant Chair or Committee member
3. Committee/Board: poor skills or lack of oversight, especially finances
4. Committee/Board: poor recording (AGM, Meetings, contract renewals, work plans etc)
5. Staff members on Committee/Board.

The Network have a range of supporting resources, templates and training opportunities to assist you and your committee, with meeting legal requirements and mitigating risk. For example, financial training to ensure all can understand your financial reports. Please give us a call if you need assistance and see policies and templates here.

Risk Template –
Managing Risk | Community House Network Southern (chn.net.au)

Key Documents

Now that you have a brief overview of your role and responsibilities, you need to get your head around the documents crucial to your organisation. The key documents to begin with are:

- The Organisation's Rules (Constitution):
  - This outlines your organisation's purpose and how they work with your membership including who can be on your committee, the process for increasing Association (membership) fees etc. through to the grievance process for members making a complaint.
- The Strategic Plan and/or operational plans:
  - These inform your workload and how you will manage it, reporting lines and expectations. Where you have clear agreement around your work priorities and evidence that these are the agreed priorities, you will not have conflicts arising when the committee think you are doing one thing and you think you have agreed to do another.
- Your Deed of Delegation:
  - This determines the lines of responsibility between the committee and the manager to manage risk and to ensure you are meeting your legal and stakeholder requirements. It should give clear lines of responsibilities including financial decision making and where the lines of authority sit. For example, what is the determined financial delegation, that is how much can you spend without committee approval?
- Your financial documents and viability:
  - You need to ensure very early in the piece that you understand where the organisation sits financially. Ask questions and if you are not familiar with how to read financial reports or the accounting system, get the treasurer to explain the process to you. CHN can also support you with this and do offer regular training in understanding your finances.

Managing Risk | Community House Network Southern (chn.net.au)
For further enquiries and support please contact either Lydia or Kath. We wish you well in your new job and look forward to working with you!

Acronyms

Below is a list of common acronyms used in community house sector.

Abbreviation	Full Term
AAL	Aboriginal Advancement League
AAV	Aboriginal Affairs Victoria
ABS	Australian Bureau of Statistics
ACAT	Aboriginal Cultural Awareness Training
ACAT	Aged Care Assessment Teams
ACCHO	Aboriginal Community Controlled Health Organisation
ACCO	Aboriginal Community Controlled Organisation
ACEVic	Adult Community Education Victoria (Employer body)
ACFE	Adult Community and Further Education
ACFEB	Adult Community and Further Education Board
ACNC	Australian Charities and Not-for-Profits Commission
ACOSS	Australian Council of Social Services
AEDC	Australian Early Development Census

AEI	Adult Education Institution
AFP	Australian Federal Police
AGM	Annual General Meeting
ALBE	Adult Literacy and Basic Education
AQF	Australian Qualifications Framework
AQTF	Australian Quality Training Framework
ASU	Australian Services Union
ASIC	Australian Securities and Investments Commission
ATO	Australian Taxation Office
CAB	Citizens Advice Bureau
CAC or CAG	Community Advisory Committee or Group
CAT	Crisis Assessment Team
CCT	Continuing Care Team
CCU	Community Care Unit
CHIP	Community Housing and Infrastructure Program
CHNS	Community House Network Southern
CHSP	Commonwealth Home Support Program
CLG	Company Limited by Guarantee
COG	Committee of Governance
CRS	Community Rehabilitation and Support Worker
CSA	Crime Statistics Agency

CSV	Court Services Victoria
DCI	Diverse Communities and Intersectionality
DE	Department of Education
DEECA	Department of Energy, Environment and Climate Action
DFFH	Department of Families, Fairness and Housing
DH	Department of Health
DGR	Deductible Gift Recipient
DJCS	Department of Justice and Community Safety
DJSIR	Department of Jobs, Skills, Industry and Regions
DPC	Department of Premier and Cabinet
DSCV	Dispute Settlement Centre of Victoria
DTP	Department of Transport and Planning
DVA	Department of Veterans Affairs
EFT	Equivalent Full time
ESL	English as a Second Language
ESPSE	Education Services (Post-Secondary Education) Award
EMV	Emergency Management Victoria
ERV	Emergency Recovery Victoria
FAC	Funded Agency Channel
FSV	Family Safety Victoria
FVDCF	Family Violence Data Collection Framework

FVFO	Family Violence Outcomes Framework
HACC	Home and Community Care
IACD	International Association of Community Development
IAP2	International Association of Public Participation
IR	Industrial Relations
IRC	Industrial Relations Commission
INC.	Incorporated Association
IT	Information Technology
LGBTIQA+	Lesbian, Gay, Bisexual, Trans and gender diverse, Intersex, Queer and Questioning
LLEN	Local Learning and Employment Network
MA	Multicultural Affairs
MAV	Municipal Association of Victoria
MARAM	Family Violence Multi-Agency Risk Assessment and Management Framework
MCV	Magistrates Court of Victoria
MEMP	Municipal Emergency Management Plan
MoU	Memorandum of Understanding
NDIS	National Disability Insurance Scheme
NGO	Non-Government Organisation
NFP	Not for Profit

NHACE	Neighbourhood Houses & Adult Community Education Centres Agreement
NHCP	Neighbourhood House Coordination Program
NHVic	Neighbourhood Houses Victoria
OHS	Occupational Health and Safety
OPFVC	Office for the Prevention of Family Violence and Coordination
PBA	Partnership Brokers Association
PD	Professional Development
PLSA	Portable Long Service Leave Authority
PV	Parks Victoria
RAPs	Registered Aboriginal Parties
REMP	Regional Emergency Management Plan
RTO	Registered Training Organisation
SA	Services Australia
SACC	Service Agreement Compliance Certification
SAM	Service Agreement Module
SAAP	Supported Accommodation Assistance Scheme
SCH	Student Contact Hours
SCHADS	Social Community Home Care and Disability Services Award
SFVC	Specialist Family Violence Courts
SDT	Service Delivery Tracking

TAFE	Technical and Further Education
TEI	The Engagement Institute (Australian arm of IAP2)
ToR	Terms of Reference
TOC	Traditional Owner Corporation
VAAF	Victorian Aboriginal Affairs Framework
VCAT	Victorian Civil and Administrative Tribunal
VCOSS	Victorian Council of Social Services
VECCI	Victorian Employers Chamber of Commerce and Industry
VLGA	Victorian Local Government Association
VicPol	Victoria Police
VSAC	Victim Survivors Advisory Council
VOCCA	Victorian Occasional Child Care Association
WoVG	Whole of Victorian Government
WWCC	Working with Children's Check