

# Glossary of Terms

For the Home in Place Website [homeinplace.org](http://homeinplace.org)

Updated November 2025

Term	Definition
123	CentreLink Authority 123 Form
AA	Accommodation Agreement
Abandonment of a Property	When a tenant leaves the property without giving notice and the property is found to be vacant
ACAP	Aged Care Assessment Program
ACAT	Aged Care Assessment Team
ACFID	Australian Council for International Development
ACNC	Australian Charities and Not-For-Profit Commission
Adequately Clothed	No full nudity; no genitals, nipples or naked bottom clearly visible; any partial nudity is appropriate to age and gender and relevant to the context and Home in Place's work.
ADHC	Aging Disability and Home Care; NSW Community Services
ADSSI	ADSSI - Home Living
Advisory Group	An advisory group created by resolution of and reporting to a Home in Place Board in accordance with the relevant Constitution.
Advisory Group Member	A member of an Advisory Group as defined in this definition register.
Affiliated Entity	Persons or entities with relationships to Home in Place where those relationships could materially affect its community housing activities.
Affiliated Entity Arrangements	Refers to the relationships or arrangements between Home in Place and an 'affiliated entity'.
Affordable Housing	Housing that is appropriate for the needs of a range of very low to moderate income households.
Agent	A person who is at least 18 years of age who the tenant has authorised to act on the tenant's behalf while the tenant is absent from the property.
AGM	Annual General Meeting
Agreement or Contract	Includes a document having the effect when signed or approved of committing Home in Place to legally binding obligations. This includes a Home in Place purchase or work order or signed quote or any other document committing Home in Place to legally binding obligations.
AHA	Application for Housing Assistance
AHI	Australian Housing Institute
AHO	Aboriginal Housing Office

AHURI	Australian Housing and Urban Research Institute
AI	Artificial intelligence
All Reasonable Efforts	All Reasonable Efforts is used to reflect the need for positive action and a common-sense approach based on the level of risk to meet legal obligations and avoid inadvertently financing terrorist activity.
Alteration	Activity undertaken by a tenant to change remove, replace or add to an existing property.
Alternate legal service provider	Means an alternate legal services provider not listed on “Home in Place Register of Preferred Legal Providers”
Amalgamation	Amalgamation refers to Home in Place Housing Services taking over or acquiring another organisation via an amalgamation process. The second organisation will be wholly integrated into our existing organisational structure and may either operate as a standalone branch or consolidate with an existing branch but will adopt all policies and practises of Home in Place Housing Services. These policies and practices may be amended to incorporate new services offered because of the amalgamation.
AMF	Asset Management Framework
AMO	Allocated Maintenance Officer
ANCP	Australian NGO Cooperation Program
Anti-Social Behaviour	<p>Anti-social behaviour occurs when another person’s behaviour repeatedly interferes with your reasonable peace or privacy in the use of your home. It can include:</p> <ul style="list-style-type: none"> <li>• Excessive noise from TV radios or stereos</li> <li>• Nuisance pets</li> <li>• Noisy parties and loud unruly behaviour</li> <li>• Verbal abuse and domestic disputes</li> <li>• Vandalism or Lotting</li> </ul> <p>More serious forms of anti-social behaviour can include:</p> <ul style="list-style-type: none"> <li>• Repeated police visits</li> <li>• Illegal Activity</li> <li>• Serious harassment</li> <li>• Threats to Health and Safety of a person</li> <li>• Physical assaults and violent acts or Frightening Behaviour</li> </ul>
AO	Ability Options
AOK	Acknowledgement of Key
API	Application Programming Interface
APP or Australian Privacy Principles	The Australian Privacy Act defined principles to protect individuals' personal information and regulate its handling by organisations.
Appeal Request	Appeal requests regarding decisions made by HOME in PLACE in relation to a Tenant’s or Applicant’s individual request.
Appeals	<p>A Community housing appeal is defined as ‘any expression of dissatisfaction with a decision made by a social housing provider to provide or not provide a service (such as housing transfer or priority on the housing register) or a decision relating to a tenant or service user’s dissatisfaction of a decision made by the organisation. 'An application for a decision to be reversed or overturned.</p> <p>Includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• Allocation decisions;</li> <li>• Level of rent or rent subsidy;</li> <li>• Eligibility for a housing transfer;</li> <li>• Permission to undertake modifications;</li> <li>• Permission to keep pets;</li> </ul>

	<ul style="list-style-type: none"> <li>• Calculation of water charges;</li> </ul>
Approved Additional Occupant	A person in addition to the tenant who is approved by Home in Place to live in the property
Approved occupant	A person who is approved to reside at the property with the tenant
Approved Participant	Successful applicants for National Rental Incentives offered through the National Rental Affordability Scheme are referred to as 'Approved Participants'
ARC Committee	Audit, Risk and Compliance Committee (inactive)
Artificial Intelligence (AI)	The simulation of human intelligence processes by computer systems, including learning, problem-solving, and decision-making.
ASD	Autism Spectrum Disorder
ASERC	Australian Services Committee (inactive)
ASPA	Accommodation Support Provider Agreement
Asset Management Plan	An asset management plan identifies and covers all properties for which the provider has responsibility. It is based on asset lifecycle planning and condition inspections and identifies projected maintenance work and maintenance budgets over time.
Associate	An "associate" of a regulated entity includes directors and company secretaries of the regulated entity and its related bodies corporate and may also include a range of individuals within whom the regulated entity acts in concert or is otherwise associated in a formal or informal way. These include visitors to our programs (including media) These include visitors to our programs (including media), advisory group members, interns, supporters (donors, sponsors, advocates, ambassadors), trustees, members, staff in consulting and partnership agencies, and any other individuals or groups that have been brought in contact with children (including their personal information and images) while working with and / or supporting Home in Place.
Assurance	Any activity, internal or external, which evaluates performance of internal control activities and identifies deficiencies in control effectiveness. Assurance could be provided through Internal Audit, Management self-assessment, or any audit or review by an external party.
ATA	Authority to Act
ATF	Authority to Transfer Funds
ATRO	Assistant Tenancy Relations Officer
Authorised bank signatories	An individuals authorised to sign and open cheques authorise debits to Home in Place bank accounts and enter into agreements with Home in Place banks.
Authorised fundraiser	A person or organisation that holds an authority to conduct a fundraising appeal.
Authorised user	A person who is authorised by and under the control of the owner of a trademark to use the trademark in relation to goods and services covered by the trademark.
Background Checks	A process by which a person or company uses to verify that a person is who they claim to be and provides an opportunity for someone to check a person's criminal record, education, employment history, and other activities that happened in the past to confirm their validity and suitability for a position they are to hold.
Backup	A copy of files and programs made to facilitate recovery if necessary.
Band	<p>Is a generic term to describe all those positions which may, but not always, be given the same delegated authority. Employee positions have been assigned to bands based on delegation levels.</p> <p>Where an employee within a band is delegated different authority to other positions within a band, this is stated in the Schedule of Delegations of Authority.</p>

	The Home in Place Organisational Chart in Terms of Levels of Delegated Authority may be used as a general reference to check which band of delegated authority is relevant for a position. However, the Home in Place Organisation Chart does not override any delegation given in this Policy, Annexure 1 (Governing body and management classification bands) and Annexure 2 (Schedule of Delegations and Authorities).
BAU	Business as usual
BBC	Building Better Cities (Affordable Housing)
BCP	Business Continuity Plan
Beneficiaries	Refers to those natural persons, or groups of natural persons who receive charitable, humanitarian, or other types of protection and solutions through the services of the NGO. This assistance can be material or non-material.
Bequest	A donation of property or other asset by will or codicil.
BER	Beyond Economical Repair
BH	Broken Hill
BluCHP	BlueCHP Limited
Bribery	The offering, promising, giving, accepting or soliciting of an advantage as an inducement for an action which is illegal, unethical or a breach of trust. Inducements can take the form of gifts, loans, fees, rewards or other advantages.
BS	Bank Statement
BTF	Balance Transfer Form
Buddy	Buddy that occurs within a structured program coordinated by the Human Resource Department at either the commencement of employment or as part of a professional development program.
Business Compliance Requirements	Compliance obligations that are considered desirable but that are not legislated or regulated. These might include internal policies and procedures, industry codes and standards, and some quality management certifications.
Business Continuity Plan (BCP)	The documentation of a predetermined set of instructions or procedures that describe how an organisation's mission/business processes will be sustained during and after a significant disruption. The document contains critical information about threats and risks that may cause a major disruption to service delivery of an organisation and the strategy for how to respond to enable the organisation to continue to function and restore normal service delivery as quickly as possible
Business Unit	Is a generic term for department / branch cost centre in Home in Place.
By-laws	On the registration of a strata plan for a strata scheme, a set of by-laws are included and approved by the relevant development approval authority that applies to the strata scheme. By-laws may be made in relation to any of the following: <ul style="list-style-type: none"> <li>• safety and security measures</li> <li>• details of any common property of which the use is restricted</li> <li>• the keeping of pets</li> <li>• parking</li> <li>• floor coverings</li> <li>• garbage disposal</li> <li>• behaviour</li> <li>• architectural and landscaping guidelines to be observed by lot owners</li> <li>• matters appropriate to the type of strata scheme concerned.</li> </ul>
CA	Common Area

CAH	Centre for Affordable Housing
CALD	Culturally and linguistically diverse people
Camera surveillance	Surveillance by means of a camera that monitors or records visual images of activities on premises or in any other place.
CAPMH	Community and Private Market Housing (now DCJ)
Cardboard	Thin, stiff pasteboard generally used as packaging material.
CARRIE'S	Carries Place for Women and Children
CB	Call back
CBOS	Centrelink Business Online Services
CC	Central Coast
CCTA	Central Coast Tenants Advice
CCTC	Closed Circuit Television
CCTV	A television system in which signals are not publicly distributed but are monitored for surveillance and security purposes.
CDA	Centrepay Deduction Authority
CEI	Consent to Exchange Information
Central Coordination Point	Known as FACS Register check is a unit within FACS Housing State-wide Services that processes request to and from NSWPR and CSNSW The NSW Child Protection Registry (CPR) is a unit within the NSWPFs' Child Abuse and Sex Crimes Squad that is responsible for the administration of the NSW CPR. The Child Protection Coordination and Support Unity (CPCSU) is a unit within Corrective Services NSW which acts as the central point of contact for general information regarding offenders' subject to supervision by CSNSW
Centre for Affordable Housing (CAH)	The Centre for Affordable Housing is a division of the NSW Department of Family and Community Services, Housing NSW responsible for assessing, allocating and administering NSW NRAS obligations. Contact details are: The Centre for Affordable Housing 223-239 Liverpool Road, Ashfield, NSW 2131 Phone: (02) 8753-8181 Fax: (02) 8753-8188 Email: cah@facs.nsw.gov.au
CEO	Chief Executive Officer
CEO Australia	Chief Executive Officer of Home in Place in Australia
CEO New Zealand	Chief Executive Officer of Home in Place New Zealand
CHA	Community Housing Aotearoa (Peak Body)
Checklist for crisis communication	Checklist used to determine appropriate course of action during a crisis.
Child	An individual below the age of 18 years
CHLP	Community Housing Lease Program
CHP	Community Housing Provider

CHRA	Community Housing Regulatory Authority New Zealand (Regulator) Kainga Ora Government Housing agency formally Housing New Zealand Corp (HNZC)
CHSCNZL	Compass Housing Services Co. (NZ) Ltd
CIS	Centrelink Income Statement
Client	Means an Applicant, Tenant, Resident, Participant or any other person attending an activity or using services provided by Home in Place.
Client Data	Any personally identifiable information (PII) or sensitive data collected or processed by the organisation in relation to its clients.
CMSU	Community Managed Studio Units
COA	Confirmation of Aboriginality
COAT	Compass Outcomes Assessment Tool
COC	Change of Circumstances
Co-mingled Recycling Stream	A stream that contains several recycling waste materials such as: Aluminium (tins and cans); Glass; and Plastics (Identification Codes 1-7) - includes PET milk bottles and HDPE soft drink bottles
Commercial Enterprise	A company, organisation or institution whose business interests include the publication, marketing and/or commercialisation of intellectual property including copyright works.
Commercialisation / Commercialise	To make, sell, copy, adapt, apply, publish, develop, use, assign, license, or otherwise utilise IP for the purpose of generating financial or other commercial gains.
Committed Funds	Includes: <ul style="list-style-type: none"> <li>• Board of Directors approved project funding commitments; and</li> <li>• Board of Directors non-budget capex and projects</li> </ul>
Committee	A committee established by resolution of and reporting to the Parent Board in accordance with Home in Place Constitution Clause 6 (specifically 6.1, 6.8 – 6.16).
Committee member	A member of a committee
Common law trademark	An unregistered trademark, often identified by the TM symbol. The owner of the mark is claiming it as a trademark under common law.
Community Corrections	A branch of CSNSW that is responsible for the supervision of offenders on community-based orders. Will assess proposed addresses of offers of housing and advise Home in Place if the address is suitable
Community housing	Housing for people on a very low, low or moderate income of for people with additional needs that is delivered by non-government organisations
Community housing asset	As defined in the National Law: <ol style="list-style-type: none"> <li>a) land vested in the provider by or under the community housing legislation of a participating jurisdiction, or</li> <li>b) land acquired by the provider wholly or partly with funding provided by a housing agency of a participating jurisdiction, or</li> <li>c) land vested in the provider on which a housing agency of a participating jurisdiction has constructed housing or made other improvements, or</li> <li>d) funds provided to the provider by a housing agency of a participating jurisdiction for the purposes of community housing, or</li> <li>e) any other asset of the provider that is of a class of assets declared by the community housing legislation of a participating jurisdiction as community housing assets for the purposes of the National Law.</li> </ol>
Complainant	Person with a Complaint ongoing with Home in Place.
Complaint Focal Person	Home in Place's designated Child Protection incident reporting/Complaint Focal Person is the Group Chief Strategic Engagement Officer

Complaints	<p>An expression of dissatisfaction with an aspect of the services provided by [Organisation], where the complainant is unhappy with the standard or type of service. Types of Complaint include:</p> <ul style="list-style-type: none"> <li>• Where Home in Place have failed to provide or there has been a delay or problem in providing a service</li> <li>• Where Home in Place have failed to follow or have been unfair or inconsistent in applying our policies or procedures</li> <li>• Where Home in Place have failed to keep Tenants informed, through lack of or insufficient information</li> <li>• Where there has been inappropriate behaviour or attitude from a Home in Place Employee or contractor</li> </ul>
Complex and or Major Complaint	Includes child protection and sexual exploitation, abuse and harassment complaints.
Compliance Culture	The values, ethics and beliefs that exist throughout Home in Place's and interact with the Home in Place's structures and control systems to produce behavioural norms that is conducive to compliance outcomes.
Compliance Failure	An act or an omission whereby Home in Place does not meet its compliance obligations, processes or behavioural obligations.
Compliance Management	A series of activities that when combined are intended to achieve compliance.
Compliance Management Framework	The policies, processes, tools, templates, registers, and systems that define and support compliance management activities. This includes Home in Place Housing Services' Incident, Risk, Compliance, and Information Management Software System.
Compliance Policy	Articulates roles and responsibilities for managing compliance and the related obligations for compliance management within the organisation.
Compliance Program	A series of activities that when combined are intended to achieve compliance.
Compliance Requirement	A law (legislated or common law), regulation, government directive, standard, contract, or internal policy/procedure that has been adopted by the organisation.
Computer Equipment	Obsolete computers and associated equipment including monitors, pc cases, apples/macintosh, mouses, keyboards, printers, scanners, component parts.
Computer surveillance	Surveillance by means of software or other equipment that monitors or records the information input or output, or other use, of a computer (including, but not limited to, the sending and receipt of emails and the accessing of Internet websites)
Confidential Information	<p>Confidential Information means all Information disclosed to, acquired by or made available to the recipient, whether orally, in writing or in electronic form, but does not include Information that:</p> <ul style="list-style-type: none"> <li>• the recipient can prove by contemporaneous written documentation was in the lawful possession of the recipient before Home in Place had any dealings with the recipient or was independently generated by the recipient or on its behalf;</li> <li>• is in the public domain otherwise than as a result of a breach of this policy or any other obligation of confidentiality owed to Home in Place and except for Intellectual Property, which is Confidential Information even if it is in the public domain; or</li> <li>• was legally and properly obtained by the recipient from any other source without restriction on further disclosure.</li> </ul>
Confidentiality agreement	An agreement between two parties regarding the use of confidential information.
Configuration Item	A subset of service assets that have a direct impact on service delivery and need to be managed to deliver an IT service. These items are configurable and managed through Change Management.
Conflict of Interest	A conflict of interest refers to any situation where an individual's personal interests or relationships may compromise their ability to act impartially and in the best interests of the Home in Place Group to which they belong. A conflict of interest encompasses actual, perceived, or potential situations where personal interests may interfere with the individual's obligations to the Home in Place Group. Conflicts of interest can be actual, perceived or potential,

	<p>can be pecuniary (involving financial gain or loss) or non-pecuniary (based on enmity or amity) and can arise from avoiding personal losses as well as gaining personal advantage, financial or otherwise.</p> <p>Home in Place Housing Services recognises that there are instances where conflicts of interest will arise whether it is an actual, potential or reasonably perceived conflict of interest.</p> <p>Some of the key issues to consider in assessing whether a conflict of interest exists include:</p> <ul style="list-style-type: none"> <li>• The seriousness of the matter and whether it directly impacts on the rights or interests of any person or the public;</li> <li>• Whether the employee, management or service provider has a current or previous personal, professional or financial relationship with an interested party and the significance of the current or past relationship (for example in acquaintance, close relationship, previous work experience, business partnership); and</li> <li>• Whether either party receives or may potentially receive a benefit or a detrimental effect because of a decision between the parties having an interest in each other. Examples of situations that may give rise to conflicts of interest include employment, previous employment, appointments, memberships, gifts or hospitality, family connections, and contractual relationships with the Group.</li> </ul>
Consequence	The outcome of an event affecting objectives. A consequence can be certain or uncertain and can have positive or negative direct or indirect effects on objectives. Consequences can be expressed qualitatively or quantitatively. Any consequence can escalate through cascading or cumulative effects.
Consultant	A person or organisation engaged under contract on a temporary basis to provide recommendations or high-level specialist or professional advice to assist decision-making. Generally, it is its advisory nature that distinguishes the work of a consultant from other contractors.
Contamination of Recycling Streams	Contamination of recycling streams occurs when unwanted material is disposed of with the recyclable material. Contaminated material is not suitable for reprocessing and must be separated from the recyclable stream.
Contract Owner	Means a person delegated by the GMD as: <ul style="list-style-type: none"> <li>• accountable for the budget/cost centre that funds the contract</li> <li>• an employee with delegation to approve contract payments and variations appoint contract management roles</li> <li>• recommended to be a senior employee from the business who is impacted by the contract outcomes</li> </ul>
Control	A measure that maintains and / or modifies risk. Controls include, but are not limited to, any process, policy, device, practice, or other condition and / or actions which maintain and / or modify risk. Controls may not always exert the intended or assumed modifying effect.
Coordinator	Many positions within Home in Place hold the title “Coordinator”. Coordinators should refer to the Home in Place Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold. Supervisors are required to confirm the delegated authority of a manager. Any variation to the approved delegations within bands should be documented in a Business Unit schedule and approved at the appropriate level.
Copyright	An intellectual property right which protects the original expression of ideas, not the ideas themselves.
Corporate card holder	A Home in Place representative issued with a Home in Place corporate credit card
Corrupt Conduct	Corrupt conduct, as defined in the Independent Commission against Corruption Act 1988, is deliberate or intentional wrongdoing, not negligence or a mistake.
Corruption	Corruption is any dishonest act in which a Director, executive, manager, worker, contractor or service provider acts contrary to the interests of Home in Place and abuses his/her position of trust to achieve some personal gain or advantage for him or herself or for another person or entity. The concept of ‘corruption’ can also involve corrupt conduct by Home in Place Housing Services, or a person purporting to act on behalf of and in the interests of Home in Place Housing Services, to secure some form of improper advantage for Home in Place Housing Services either directly or indirectly.

Counter Terrorism	The practice, techniques and strategy used to combat or prevent terrorism.
Covert surveillance	Surveillance of an employee while at work for an employer carried out or caused to be carried out by the employer and no notification of the surveillance is given.
COVID-19 vaccine	A vaccine approved by the Therapeutic Goods Administration of the Commonwealth for use as a vaccine against COVID-19
CPA	Car Parking Application
Cpay	Centrepay
CPO	Community Participation Officer
CPU	Customer Participation unit
CRA	Centrelink Reference Number
Crisis Communication Model	Process by which decisions related to communication are made and actions taken during a crisis.
Crisis Communications Team	Team responsible for devising and endorsing Home in Place's response to a crisis.
Crisis Management Team	A crisis management team (CMT), incident management team, or corporate incident response team, prepares an organisation to respond to potential emergencies. It also executes and coordinates the response in the event of an actual disaster.
Critical Incident	A Critical Incident is an acute or serious event that has caused immediate physical or psychological harm, or an imminent threat of harm, and requires urgent action
CRS	Community Rental Scheme
CS	Coast Shelter
CSA	Customer Service Agent
CSO	Customer Service Officer
CSU	Company Secretary Unit
CTA	Credit Transfer Authority
CTE	Consent to Exchange Information
CTIP	Compass Tenant Involvement Panel (inactive)
DADHC	Depart of Ageing and HomeCare
Data	Facts and statistics collected for reference or analysis in this context which are contained in or pertain to the surveillance devices in use by Home in Place.
Data Breach	When personal information held by an organisation is lost or subjected to unauthorised access or disclosure.
DCJ	Department of Communities and Justice (formerly FACS)
Debt	Any amount that has remained unpaid from rent; water; end of tenancy charges; tenant charges form a former tenancy
Delegate	Means an employee, director, member or committee or any other person or entity to whom or to which a delegation has been made by the Parent Board.

Department of Family and Community Services (FACS)	The NSW Government Department with responsibility for public housing in NSW and for processing annual NSW NRAS B incentive payments.
Department of Social Services	Department of Social Services who are responsible for overall administration, assessment and coordination of the National Rental Affordability Scheme (NRAS). Contact details relevant to NRAS enquiries are: NRAS Helpdesk Phone: 1300 911 235 Email: nras@dss.gov.au or NRASITHelpdesk@dss.gov.au
Design	Design registration protects the overall appearance of a product.
DFAT	Commonwealth Department of Foreign Affairs and Trade
DHPW	Department of Housing and Property Works
Dignity of risk	Autonomy and self-determination used by a person when making decisions, including the choice to take some risks in life.
Direct Message (DM)	A Direct Message is a private mode of communication between social media users. When you send a direct message, only you and the recipient can see the content. Instagram, Facebook and X all have their own direct messaging platforms.
Director	<p>Director a person who is appointed or elected as a director (of the entity) in accordance with the Constitution of the relevant entity.</p> <p>The HIP Constitution: Director is a current member of Home in Place who is appointed or elected as either the GMD or a NED in accordance with the Constitution.</p> <p>The HIP Queensland Constitution: Director is a current member of Compass QLD who is appointed or elected as either the GMD or a NED in accordance with the Constitution. Note amendments are in progress to change reference of 'Compass QLD' to 'Home in Place Queensland'.</p> <p>The HIP NZ Constitution: Director is a current Director of Home in Place NZ who is appointed or elected as either the GMD, a director of Home in Place or a NED in accordance with the Constitution.</p> <p>The HIP VIC Constitution: A director of Home in Place Victoria who is appointed or elected in accordance with the Constitution.</p> <p>NED is a non-executive director of Home in Place who is not an employee of Home in Place and whose position is concerned with the governance of Home in Place and, to the extent permissible at law, is not concerned with the day-today management of Home in Place. Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1993 Part 1 Section 2 Interpretation.</p>
Disaster	Disaster is defined as a serious disruption in a community, caused by the impact of an event, that requires a significant coordinated response with government to help the community recover from the disruption.
Disaster Declaration Time Objective	Period of time it takes for someone to decide to enable ISS to commence the recovery of ISS. Total time of recovery is the DDTO plus the RTO
Disaster management	Is defined as arrangements about managing the potential adverse effect of an event, including, for example arrangements for mitigating, preventing, preparing for, responding to and recovering from a disaster
Disaster Recovery Plan (DRP)	A written plan for recovering one or more information systems at an alternate facility in response to a major hardware or software failure or destruction of facilities.

Discretionary KPI Bonus	A payment based on set criteria over and above employees work duties which is set and paid at the discretion of the organisation as there is no legal obligation to do so.
Disruption	An unplanned event that causes an information system to be inoperable for a length of time (e.g., minor or extended power outage, extended unavailable network, or equipment or facility damage or destruction).
DoCS	Department of Community Services
Domestic & Family Violence	Behaviour that is violent, threatening, controlling and makes someone live in fear. The people involved are in, or have been in, a domestic relationship
Donation	A voluntary contribution or gift, whether in cash or kind. Donations will have the following characteristics: <ul style="list-style-type: none"> <li>• There is a payment of money or a transfer of the beneficial interest in property;</li> <li>• The payment or transfer is made voluntarily;</li> <li>• The payment or transfer arises by way of benefaction;</li> <li>• No material benefit or advantage is received by the donor</li> </ul>
Donor	Any person or organisation making a donation to Home in Place.
Doorways	Elandra Women's and Children's Service
DRC	Diligent Resource Centre
DSP	Disability Support Pension
DSS	Department of Social Services
EA	Executive Assistant
EAP	Employment Assistance Program (Access EAP)
Earliest Appropriate Stage	Means that disclosure of Intellectual Property is done as soon as possible to allow, and not undermine, Home in Place's ability to assess the prospects of protecting and commercialising the Intellectual Property.
EFT	Electronic Fund Transfer
ELC	External Legal Counsel
Eligible recipient	Is a director, officer, senior manager, auditor or actuary of Home in Place or related body corporate.
Eligible Whistleblower	Is a director, current and former company officers, employees, volunteers, partners and their staff. Associates and specified family members and other external parties, such as program beneficiaries, tenants and members of the public who attempts to make or wishes to make a report about reportable conduct under this policy and avail themselves of the protections offered by this policy related to Home in Place or a related body corporate. An eligible whistleblower can only be an officer, employee, associate or supplier (and the supplier's employees) of an Australian incorporated company or foreign company registered in Australia.
EM	Executive Manager
EM	East Maitland
Emergency	A situation where the safety of Home in Place customers, workers and community members are at risk and which will have a critical impact on clients and cause ongoing disruption to Home in Place's service delivery. For a critical incident to be defined as an emergency for the purpose of activating the Emergency Action Plan all three elements should be present
Emergency Action Plan	Document that describes actions to be taken to manage a critical incident where the safety of Home in Place customers, workers and the general public is at risk and / or will have a critical impact on clients and an ongoing disruption to Home in Place's service delivery to enable the organisation to protect its people and assets and continue to function whilst restoring normal service delivery.

Emergency Recovery Team	Team of workers responsible for planning, coordinating and implementing Home in Place's emergency action plan and Home in Place's response to a crisis
Employee	A person engaged under an employment agreement or award by any company in the Home in Place Group.
EMSDA	Executive Manager Specialist Disability Accommodation
Enterprise Risk Management	The management of uncertainty to objectives across the enterprise to help ensure a greater consistency of informed management decision making and the subsequent alignment of management and operational resources
EOT	End of Tenancy Form
Epidemic	An outbreak of a disease affecting or tending to affect a disproportionately large number of individuals within a population, community, or region at the same time
ERA	Employment Related Accommodation program
ERT Kit	Collection of essential documents and items provided in a kit to the ERT for use in the event of a natural disaster or critical incident
Event	An occurrence or change of a set of circumstances. An event can have one or more occurrences and can have several causes and several consequences. An event may also be expected which does not happen, or something that is expected which does happen and can be a risk source.
EVoR	Electric Variation of Rent
E-Waste	Electronic equipment that is no longer useful as originally intended but can be reused or recycled.
Executive Manager	Many positions within Home in Place include the title "Executive Manager". Regardless of whether an Executive Manager heads a Business Unit, the delegated authority of each Executive Manager depends on the functions and reporting relationship of the Business Unit for which the Executive Manager is responsible. Executive Managers should refer to the document Home in Place Organisational Chart in Terms of Levels of Delegated Authority for confirmation of the band of authority they hold.
Expense Management System	Home in Place's online system of credit card invoice submission and reconciliation.
FAC	Finance and Audit Committee
Facebook	Social networking website and service that allows registered users to create profiles and post content, share information, photos, and links to web content of interest and to send and post messages to friends, family, colleagues, and the members of the public.
Facebook posts	Facebook posts are public messages posted to a Facebook user's entire audience or on a specific person's profile page.
Face-to-face collector	A person who participates in a fundraising appeal by face-to-face solicitation.
FACS	Family and Community Services
FBT	Fringe Benefits Tax
Feedback	Feedback includes complaints, compliments and suggestions for improvement about a particular service, experience or event – not simply a statement of overall opinion about Home in Place services.
FFS	Fee for Service
Financial interests	Those that involve an actual, perceived or potential financial loss or gain

Financial Wrongdoing	Behaviour that is illegal or immoral with regards to financial transactions. Includes bribery, corruption, fraud, money-laundering, terrorism financing and violation of sanctions imposed by the Australian government.
Financial year	In relation to an organisation, means the financial year fixed for the organisation by its constitution or, if no financial year is fixed, the year commencing 1 July.
FOFMS	DSS online rental dwelling portal used for collecting information, managing reporting and compliance for NRAS properties
FRAC	The Finance Risk and Audit Committee (FRAC) is a committee established by Board resolution.
Fraud	Any dishonest activity causing actual or potential financial loss to Home in Place or any person, corporation or other entity connected with Home in Place and where deception is used at the time, immediately before or immediately following the activity. This also includes the deliberate falsification, concealment, destruction or use of falsified documentation used or intended for use for a normal business purpose or the improper use of information or position for personal financial benefit. The theft of property belonging to an entity by a person or persons internal to the entity but where deception is not used is also considered "fraud".
FSR	Field Service Request
FTB	Family Tax Benefit A or B
FU	Follow Up
Fully Vaccinated	Vaccinated with a COVID-19 vaccine, including the number of doses, in accordance with ATAGI guidance and requirements.
Fundraising	All funding or funding requests from government and non-government sources excluding grants. It includes philanthropic gifts, pledges, endowments, planned gifts, and cultural gifts or sponsorship funding from corporations, private donors, trusts and foundations
Fundraising Activities	<p>An appeal requesting or accepting money, property or other benefit from the public is considered a fundraising activity if a representation is made (or implied) that the appeal is for a charitable purpose or one of the objectives of the organisation is of a charitable purpose. An appeal may take a variety of forms:</p> <ul style="list-style-type: none"> <li>• Donations</li> <li>• Sponsorship</li> <li>• Telethons</li> <li>• The conduct of lotteries and competitions</li> <li>• The supply of food, entertainment or other goods or services</li> <li>• Membership drive</li> </ul> <p>The following are excluded from what constitutes fundraising activities for the purposes of the Charitable Fundraising Act 1991:</p> <ul style="list-style-type: none"> <li>• A request for renewal of membership fees</li> <li>• An appeal by the organisation to its membership</li> <li>• A request that property be devised or bequeathed</li> <li>• Workplace appeals (an appeal conducted among persons sharing a common employer or place of work to directly assist another employee or the employee's immediate family)</li> <li>• An application for a grant, sponsorship, etc. from a commonwealth, state or local government authority</li> <li>• A request for – or the acceptance of – money from a person if the money is wholly payable by the person as the genuine fee or charge for the provision of educational facilities or services</li> <li>• Child-minding services</li> <li>• Goods and services through supported employment services for people with disabilities</li> <li>• Nursing and medical services</li> <li>• Other care or welfare services</li> </ul>
Funds	Refers to assets of any kind or property of any kind, whether tangible or intangible, movable or immovable, however acquired, and legal documents or instruments in any form, including electronic

	or digital, evidencing title to, or interest in, such property or assets, including, but not limited to, bank credits, travellers cheques, bank cheques, money orders, shares, securities, bonds, debt instruments, drafts and letters of credit.
GAP	General Assembly of Partners
GAS	Grow a Star
GCFO	Group Chief Financial Officer
GEMGOV	Group Executive Manager Governance
COO	Chief Operating Officer
GCTO	Group Chief Technology Officer
GEM	Group Executive Management Team comprising the Executive Management Team who directly report to the GMD
GEMHS	Group Executive Manager Human Services
GS	Group Services
GHSH	Going Home Staying Home
Gifts	Gifts are items of intangible benefit or hospitality that is offered to Home in Place employees in association with their work by an individual or an organisation. They range in value from nominal to significant and may be given for different reasons. Examples of gifts of value may include gift vouchers, entertainment, hospitality, travel, commodity, property etc.
GM	General Manager
GM MPPM	General Manager My Place Property Maintenance
GMD	Group Managing Director
CEO NZ	General Manager New Zealand
Grant	The provision of financial assistance from a grant-making entity (such as a charitable foundation or government body). Grants are excluded from what constitutes a fundraising activity for the purposes of the Act.
Greentree	The integrated computer software system used by Home in Place Housing Services that brings together tenancy management, responsive and planned maintenance as well as financial data.
GRN	Means the “Governance, Remuneration and Nomination Committee” a committee established by Board resolution.
Group Executive Manager QMS responsibility	The relevant Group Executive Manager is ultimately responsible to: <ul style="list-style-type: none"> <li>ensure all stakeholders within their area of responsibility are informed about Home in Place Policies and Procedures,</li> <li>ensure appropriate processes and controls are implemented to enable the correct application of and adherence to relevant policies and procedures, and</li> <li>ensure appropriate processes and controls are implemented to enable breaches of approved Home in Place’s Policy and Procedures to be reported and managed.</li> </ul>
GROW	Green, Responsible Opportunity and Welfare
GSC	Group Strategic Counsel
GT	Greentree
Guidelines	Ministerial Guidelines for Community Housing Water Charging issued by the relevant Minister and published by the NSW Department of Communities and Justice (DCJ)

H&W	Hall & Wilcox Lawyers
H4L	Home4Life
HAC	Housing Appeal Committee
HACC	Home and Community Care
HASI	Housing and Support Initiative
HAT	Housing Access Team
Health or Medical Assessment	The evaluation of the physical and/or psychological health status of an individual
HHC	Hunter Homeless Connect
HiP	Home in Place
HNSW	Housing New South Wales
HNZC	Housing New Zealand Corporation
Home in Place	Compass Housing Services Co. Ltd. Trading as Home in Place and includes its related body corporate (as defined by section 9 of the Corporations Act 2001 (Cth)). This includes Compass Housing Services Co (Queensland) Ltd Trading as Home in Place and Compass Housing Services Co (Victoria) Ltd Trading as Home in Place both of which are a wholly owned subsidiary of Compass registered in Australia.
Home in Place (New Zealand)	Home in Place (NEW ZEALAND) LIMITED (formerly Compass Housing Services (NZ) Co Ltd) is registered in New Zealand under the Companies Act and as a charity registered with Charities NZ under the Charities Act
Home in Place Constitution	The constitution of Home in Place Limited as approved by the members and amended from time to time.
Home in Place Group	The corporate structure that includes Home in Place, Subsidiary Boards, Governance Committees and Advisory Groups as created from time to time.
Hospitality	Hospitality is the friendly reception and treatment of guests, ranging from offers of light refreshments at a business meeting to restaurant meals and sponsored travel and accommodation.
Housing Act Reviews Team	An independent agency that reviews certain decisions of a social housing provider in QLD.
Housing Appeals Committee	The Independent Appeals Agency for Social Housing in NSW. The Housing Appeals Committee (HAC) is an independent agency which deals with appeals from people unhappy with a decision of a social housing provider.
Housing Appeals Office	An independent agency that reviews certain decisions of a social housing provider in VIC.
Housing Pathways	The way applications for housing assistance, including transfer applications, are managed. Housing Pathways is a single application process, common eligibility criteria for housing assistance, standard assessment process and a single waiting list known as the NSW Housing Register
HR	Human Recourses
HSC	Housing Service Centre
HTAAS	Hunter Tenants Advice and Advocacy Service
HUB	Refers to the 123 Community Hub at Broken Hill NSW or The Meeting Place at Tumbi Umbi NSW
HUD	NZ Housing and Urban Development Authority

Hunter SPG	Hunter Residence Special Partnership Group
HWS	Hot Water System
ICS	Income Consent Scheme
ICT Assets	<p>Any information, communications technology or audio-visual service, equipment of facility owned, leased, or otherwise acquired by Home in Place that hosts, stores, transmits or presents digital information for the business and purpose of Home in Place.</p> <p>This may include, but is not limited to:</p> <ul style="list-style-type: none"> <li>• Software applications</li> <li>• Physical and virtual hardware</li> </ul>
IEC	International Expansion Committee
ILSA	Independent Living Skills Assessment
Images	Still (photographs and illustrations) and moving (video and animation).
Immediate Termination	Employment or engagement ended with immediate effect and no contractual notice period payable.
Incident	An unplanned event that disrupts or reduces the quality of an IT service (or threatens to).
Incident Response Plan	This document which is a predetermined set of instructions or procedures to detect, respond to, and limit consequences of a malicious cyber-attacks against an organisation's information systems.
Independent contractor	means a party engaged directly by Home in Place pursuant to a contract for services. In the context of workforce engagements, this includes sole traders, companies, or partnerships with whom Home in Place enters into an agreement for the provision of specified individuals to supply specific skills, services, or consultancy arrangements. It does not include individuals engaged through labour hire agencies. Independent contractors are not employees of Home in Place.
Individual	The person with disability accessing Home in Place services or support. The National Standards uses the term 'individual' rather than 'consumer', 'client', 'participant' or 'service user'. This includes both NDIS participants and clients of the Commonwealth Continuity of Supports Programme, living in a Specialist Disability Accommodation dwelling managed by Home in Place
Informal Buddy	Buddy that occurs outside an organised Buddy program, initiated by the mentor or mentee
Information	<p>Information means information regardless of form consisting of, relating to or developed in connection with:</p> <ul style="list-style-type: none"> <li>• Home in Place or its business including, but not limited to, clients and customers, financial affairs, projections, forecasts, accounts, prospects, strategies, business processes and system functionality, business operations, assets, liabilities, personnel, suppliers, contracts, and product and sales information; and</li> <li>• Intellectual Property.</li> </ul>
Information Assets	Any knowledge or data (irrespective of format) that has value to Home in Place and all personal and sensitive information collected, stored and managed from customers and employees that needs to be held securely and protected from unauthorised access and inappropriate and / or unlawful use.
Information Security Incident	An event or series of events that could compromise the confidentiality, integrity or availability of [Company] information or information systems.
Informed consent	Voluntary agreement and willing acceptance of a proposition and following action where the person making the decision has appropriate information and capacity to make the decision free or fear or influence. a person understands why their image, story and/or personal details are being collected; where and how they will be used and over what period of time; that their participation is entirely voluntary; the potential risks and consequences of their image, name and words being published; and then agrees to Home in Place collecting and using the content.
Infringement	Use of another person's IP without their consent.

INGO	International Non-Government Organisation
Instagram	Instagram is a social media service designed for people to share photos and videos. You can upload and share photos, images or videos using a range of overlay and filter effects. Instagram 'Stories' allows you to post photos and videos that disappear after 24 hours.
Intellectual property:	<p>Intellectual Property (IP) is a term that describes the application of the mind to develop something new or original. IP can exist in various forms; an invention, brand, design, or artistic creation. There are various types of IP available.</p> <p>The following list identifies IP and other intangible assets that may be associated with a business:</p> <ul style="list-style-type: none"> <li>• Patents and trademarks</li> <li>• Domain names</li> <li>• Copyright and industrial design registration</li> <li>• Franchises and licences</li> <li>• Distribution agreements</li> <li>• Newspaper mastheads/publishing rights</li> <li>• Secret processes and formulas</li> <li>• Information databases, including client lists</li> <li>• Computer systems software</li> <li>• Core technology.</li> </ul>
Internal Auditor	Independent consultant with expertise in auditing business processes engaged on 3-year terms through competitive tender
International Non-government Organisations	International Non-government Organizations (INGOs) are nonprofit organisations that provide various types of services in low and lower-middle income countries.
International travel	Travel where the final destination is outside of Australian states and territories
IPROWD	Indigenous Police Recruiting Our Way
IRC	The Internal Review Committee is a committee established by Board resolution
IRRS	International Regulations Retrieval System
Issue Owner	Employee with direct knowledge of, or expertise relevant to, the situation that has caused the potential crisis
JENNY'S	Jenny's Place
KM	Knowledge Manager (inactive)
KPI	Key Performance Indicators
Labour hire agency	means a recruitment agency or labour engagement specialist contracted by Home in Place to provide temporary labour resourcing services.
LAHC	Land and Housing Corporation
LALC	Local Aboriginal Land Council
Landlord	The person who grants the right to occupy a property under a Residential Tenancy Agreement
LCCH	Logan City Community Housing
Leasehold property	A property Home in Place leases from the private rental market and sublets to a tenant eligible for social housing
Legally Approved Exemption	The employee has a valid medical contraindication certificate issued by an Australian or New Zealand registered medical practitioner certifying that, because of a specified medical contradiction, the person is unable to be vaccinated against COVID-19.

Level of risk	The level of risk is its magnitude. It is estimated by considering and combining consequences and likelihoods.
LGA	Local Government Area
LHS	Left hand side
Likelihood	The chance of something happening. In risk management terminology the word 'likelihood' is used to refer to the chance of something happening, whether defined, measured or determined objectively or subjectively, qualitatively, quantitatively, and described using general terms or mathematically (such as probability or a frequency over a given time period.)
LinkedIn	LinkedIn is a business and employment-focused social media platform that works through websites and mobile apps. The platform is primarily used for professional networking and career development and allows job seekers to post their CVs and employers to post jobs.
Liquidity buffer	Includes: <ul style="list-style-type: none"> <li>• Working capital; and</li> <li>• Discretionary capital</li> </ul>
Listed individuals or organisations	<p>Any individual or organisation which appears on either of the following lists:</p> <p>The Consolidated List of all persons and entities subject to targeted financial sanctions under United Nations Security Council decisions and maintained by the Department of Foreign Affairs and Trade pursuant to Regulation 40 of the Charter of the United Nations (Dealing with Assets) Regulations 2008. This list is therefore not limited to terrorist organisations, but does include all persons and entities designated by the United Nations Security Council's Al-Qaida and Taliban Committee pursuant to Resolution 1267 (1999) and all persons and entities designated by the Minister for Foreign Affairs for their association with the commission of terrorist acts pursuant to Resolution 1373 (2001).</p> <p>List of Terrorist Organisations – Organisations which have been proscribed by the Australian Government as terrorist organisations under the Criminal Code because they advocate the doing of a terrorist act (regardless of whether or not a terrorist act occurs), or because they are directly or indirectly engaged in, preparing, planning, assisting in or fostering the doing of a terrorist act (regardless of whether or not a terrorist act occurs).</p> <p>Before an organisation can be listed the Attorney-General must be satisfied on reasonable grounds that the organisation 'is directly or indirectly engaged in, preparing, planning, assisting in or fostering the doing of a terrorist act'.</p>
Liveable Housing Design Guidelines	The Liveable Housing Australia Guidelines to residential developments. There are 3 levels Silver, Gold, and Platinum.
Long term	Period following the conclusion/resolution of the crisis.
Lot Owner	A person who purchases a unit, referred to as a 'lot' in a complex that has been registered under a strata scheme
LSU	Lease Sign Up
LVM	Left Voice Mail
LWB	Life Without Barriers
MAF	Medical Assessment Form
Maintenance contractor	<p>A person undertaking 1 or more of the following:</p> <ol style="list-style-type: none"> <li>building work of a type listed in the Home Building Regulation 2014 (NSW), clause 13,</li> <li>specialists work of a type listed in the Home Building Regulation 2014 (NSW), clause 14,</li> <li>gardening and other maintenance to grounds, and</li> <li>maintenance services of a type approved by the Chief Health Officer for the purposes of this definition.</li> </ol>

Major capital works	Means a capital works for which the total approved budget is greater than \$30,000.
Major Incident	An incident with significant business impact that requires immediate coordinated resolution.
Market rent	Market rent is how much it would cost to rent the property privately and is the maximum rent that can be paid for a property.
Material Personal Interests	A conflict of interest is material if a reasonable independent person would take it into account in exercising judgment when making a decision. A material personal interest is a director's, Governance Remuneration and Nominations (GRN) Committee member's, advisory group member's or Worker's personal, professional or business interests or the personal, professional or business interests of individuals or groups with whom a director, Governance Remuneration and Nominations (GRN) Committee member, advisory group member or Worker is closely associated; that: are real and substantial, not theoretical, remote, contingent or otherwise insubstantial; and have, or appear to have, the capacity to influence the conduct of the staff member. Material personal interests may include Financial Interests or Non-financial Interests.
Maximum Tolerable Downtime	The amount of time mission/business process can be disrupted without causing significant harm to the organisation's mission.
MBIE	Ministry of Business, Innovation and Employment
MC	Maintenance Coordinator
MCF	Multi Consent Form
Medical Practitioner	A legally qualified medical practitioner or specialist qualified to treat a medical and/or psychological condition(s) and who is certified to conduct a medical assessment.
Member	A current Member of Home in Place who is a person or entity and has paid their annual membership fee by the time required by the Constitution.
Merger	Merger refers to Home in Place and one or more organisations combining to form a new legal entity that operates as an organisation with a new brand and culture and newly developed policies and practises.
Merit Based	The recruitment selection process assesses candidates, skills, qualifications, experience and their interview/testing against other candidates and the key requirements of the position to assess their suitability and ability to perform the key requirements of the position they have applied for
MFA	Multi Factor Authentication
Misconduct	Whilst fraud, corruption and conflict of interest are all considered by Home in Place Housing Services to be elements of misconduct, we also acknowledge the risk of other forms of misconduct that would potentially have an impact on the assets, operations and reputation of Home in Place Housing Services, but which may fall short of these specific definitions. These other forms of misconduct include: <ul style="list-style-type: none"> <li>• Breach of employment or another services contract (e.g. Gross negligence causing financial loss to Home in Place Housing Services;</li> <li>• Breach of duties of care under the Corporations Act 2001 and / or other legislation governing incorporated associations throughout Australia;</li> <li>• Breach of the various Commonwealth and State legislation relating to work health and safety, sexual and racial discrimination and ethics;</li> <li>• Breach of Home in Place Housing Services' Code of Conduct; and</li> <li>• Breach of Home in Place Housing Services' various policies and procedures.</li> </ul>
MO	Money Order
Mobile application	Means a computer program which runs on a mobile electronic devise such as a smart phone or tablet computer.
Moderate income	Household earns between 80% and 120% of the relevant median household income for Sydney or rest of NSW

Money Laundering	The process of concealing the origin, ownership or destination of illegally or dishonestly obtained money and hiding it within legitimate economic activities to make them appear legal.
Monitoring	To monitor means to supervise and to continually check and critically observe. It means to determine the current status and to assess whether or not required or expected performance levels are being achieved.
MOU	Memorandum of Understanding
MPP	My Place Property
MPPM	MyPlace Property Maintenance
MSD	Ministry of Social Development (NZ)
MSLA	Management Service Level Agreement
MSP	Managed Service Provider
NatHERS Energy rating	Nationwide House Energy Rating Scheme (NatHERS) assessments are the most common way to meet the minimum energy efficiency requirements of the National Construction Code (NCC).The calculations in the NatHERS rating tools are based on scientific research by the CSIRO.
National Law	Consistent state and territory-based legislation adopting the national regulatory system for community housing provider registration. First enacted by host jurisdiction, NSW and either applied or adopted by other Australian state and territories.
National Regulatory Code	A code that sets out the performance requirements that registered community housing providers must comply with in providing community housing under the National Law.
National Rental Affordability Scheme (NRAS)	In 2008 the Australian Government introduced the National Rental Affordability Scheme to increase the supply of affordable, privately-owned rental dwellings to 50,000 nationally. The initiative is delivered in partnership with the States and Territories, Further information is available from the DSS website: NRAS Act
National Rental Incentive	An annual financial incentive offered by the Commonwealth Government and State/Territories to approved properties, referred to as 'dwellings' within NRAS legislation and regulations. These incentives are available for ten years from the date a dwelling becomes first available to rent providing Approved Participants comply with mandatory and special conditions for eligibility. Incentives are indexed every year effective 1 May based on ABS data for the housing component of the CPI as detailed in the NRAS Act 2008. Further information is available from the DSS website: <a href="https://www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme">https://www.dss.gov.au/our-responsibilities/housing-support/programmes-services/national-rental-affordability-scheme</a>
NBESP	Nation Building and Economic Stimulus Program
NC	Newcastle
NCAT	New South Wales Civil and Administrative Tribunal - An independent statutory body that resolves disputes including tenancy disputes. Order made by the NCAT are enforceable
NDIA	National Disability Insurance Australia
NDIS	National Disability Insurance Scheme
NDS	National Disability Service
NEAMI	North Eastern Alliance for Mentally Ill
NFP	Non For Profit
NGO	Non-Government Organisation

NH	New Horizons
NHFIC	National Housing Finance and Investment Corporation
NIST	National Institute of Standards and Technology
NOH	Notice of Hearing
Noise abatement order	A court order issued to stop offensive noise or to prevent noise from occurring
NOK	Next of Kin
Nominal Value	Nominal value refers to the value of a gift offer which determines whether a gift, if accepted, is a reportable gift. The nominal value is two hundred dollars (\$200) and below.
Non-development activity	Includes activity undertaken to promote a particular religious adherence or to support a particular party, candidate or organisation affiliated to a political party.
Non-exclusive licence	A licence that has no features of exclusivity. The licence is granted on the basis that the owner of an IP right retains the right to commercialise that asset and that the owner may grant any number of licences without limitation.
Non-financial gift	Means a gift of real or personal property other than a gift of cash or its equivalent.
Non-financial interests:	Those that could, or could reasonably be perceived to, adversely affect the impartiality of the person having the interest, and includes; <ul style="list-style-type: none"> <li>• interests arising from a personal or family relationship, or involvement in social, cultural or sporting activities; and</li> <li>• other interests that may include a tendency toward favour, bias or prejudice resulting from personal involvement with any other person or group; and situations in which financial or other personal considerations may compromise, or may have the appearance of compromising, an academic researcher's professional judgment.</li> </ul>
Non-rent charges	Any charges that are not rent, for example, water usage, repairs/maintenance
Non-Reportable Gift	Non-reportable gifts include accepted gifts, benefits and hospitality that are below the value of two hundred dollars (\$200).
Non-Standard Contract	A contract that can include different terms and conditions as well as variations and obligations
NOT	Notice of Termination
Notifiable Data Breach	A data breach that is likely to result in serious harm to any individuals to whom the information relates.
Notifiable incident	Any serious event that compromises the quality of resident or asset services, the good governance or viability of the provider, and which would raise public concern about standards of probity. The following are examples of incidents that a community housing provider should notify; an incident or event identified as notifiable to the Registrar; <ul style="list-style-type: none"> <li>• Serious or repeated instances of fraud, corruption or criminal conduct of a similar kind in connection with the provider's operations;</li> <li>• Any instances of serious or repeated breaches of the provider's Code of Conduct;</li> <li>• The removal of governing body members or senior staff for misconduct or an offence;</li> <li>• The calling of a special meeting by members;</li> <li>• A motion of no confidence in the governing body member, the Group Managing Director or senior staff member;</li> <li>• The resignation of the Group Managing Director, auditor or Group Chief Financial Officer for non-personal reasons;</li> <li>• The dismissal of the Group Managing Director, auditor or Group Chief Financial Officer;</li> </ul>
Novated lease	A Novated Lease is a motor vehicle lease agreement between an employee, their employer and a finance company. Novated Leasing is also known as car salary packaging or salary sacrifice.

	Entering into a Novated Lease means that an employer agrees to pay an employee's motor vehicle lease payments out of their pre-tax salary however the responsibility for the lease remains with the employee.
NPE	Notice Prohibiting Entry
NPR	Non-Payment of Rent
NRAS	National Rental Affordability Scheme
NRAS Policy Guidelines	Guidelines published by the Commonwealth Government and administered by the Commonwealth Department of Social Services (DSS) to provide information about managing and meeting obligations that apply to properties with NRAS allocations, the latest version is available from the NRAS website: NRAS Regulations NRAS Act
NRAS Year	The NRAS Reporting Year runs from 1 May to 30 April each year
NRS	National Relay Service
NRSCH	National [Australia] Regulatory System for Community Housing
NRV	Non-Rent Variance
NSW Affordable Housing Guidelines	Guidelines published by the Centre for Affordable Housing to provide information about managing and meeting obligations that apply to Affordable Housing subject to NSW State Government legislation. Properties receiving National Rental Affordability Scheme A (NRAS A) funding must comply with both the Commonwealth NRAS Guidelines and the NSW Affordable Housing Guidelines. Where Commonwealth NRAS Guidelines differ from these Guidelines, for example in maximum income limits, the Commonwealth NRAS Guidelines prevail to the extent of the difference. CAH website: Access to NSW Affordable Guidelines
NSW Child Protection Register (CPR)	The NSW Child Protection Register (CPR or the Register) is a register maintained by the NSW Police Force and contains information about a RP The Register is created under the Child Protection (Offender Registration ) Act 2000 (the CPOR Act) The CPOR Act requires certain offenders who have been sentenced in respect of registrable offence to keep police informed of their personal information for a period of time.
NSW FDA	NSW Federation of Housing Association
NSW NRAS Contributions	The NSW Government offers up to three forms of contributions to NRAS approved dwellings: NSW NRAS A – offers an upfront capital contribution for approved projects to not-for- profit registered community housing providers. NSW NRAS B – offers the minimum State Government contribution paid annually for 10 years and is available to all eligible organisations NSW NRAS Development projects – provide land as the state contribution to not-for- profit registered community housing providers.
NSW Police Force (NSWPF)	Responsible for monitoring RPs Investigate offences committed against children The NSWPF Child Protection Registry maintains the Register and monitors RPs in the community in conjunction with the Local District Command
NSWALC	NSW Aboriginal Land Council
NSWFDA	NSW Federation of Housing Association
NUA	New Urban Agenda
NZ	New Zealand
NZRSCH	New Zealand Regulatory System for Community Housing

Obligations	Specific actions that the organisation must undertake to comply with the corresponding compliance requirement.
OC	Offer Checklist
Officer	Has the same meaning as defined in the Corporations Act 2001 Part 1.2 Division 1 Section 9 Dictionary in Australia and as defined in the Companies Act 1992 Part 1 Section 2 Interpretation in New Zealand
OGMD	Office of the Group Managing Director
Operations plan	Details specific goals, priorities, and key result areas across a 12-month timeframe and includes strategies, timelines, and measurable performance indicators
ORF	Offer Response Form
Originator	Means an employee of Home in Place who is an author, creator, or inventor of work or subject matter in which IP may or does subsist.
OT	Occupational Therapist
Other personnel	Are not employed or otherwise directly engaged by the registered NDIS provider; e.g.: generally, employees, volunteers, consultants and contractors directly engaged by the provider would be considered workers. Perform work at the premises of, or otherwise as part of the provision of supports and services to any person with disability by, the registered NDIS provider. This is generally under a commercial arrangement and would include other service providers, labour hire, subcontractors etc.
Other personnel (NDIS-SDA)	The National Standards for Disability Services defines 'Other personnel' as those who: Are not employed or otherwise directly engaged by the registered NDIS provider; e.g.: generally, employees, volunteers, consultants and contractors directly engaged by the provider would be considered workers. Perform work at the premises of, or otherwise as part of the provision of supports and services to any person with disability by, the registered NDIS provider. This is generally under a commercial arrangement and would include other service providers, labour hire, subcontractors etc.
Our Voice	Our Voice is a Home in Place Advisory Group established by Board resolution (previously referred to as Home in Place Tenant Involvement Panel (CTIP)).
Owned	Home in Place purchases a motor vehicle outright.
Owners Corporation	On the registration of a strata plan for a strata scheme, there is established an owner's corporation for the strata scheme which is comprised of all 'lot owners' and which has the principal responsibility for the management of the scheme
P5	People, Place, Planet, Partnership and Performance.
PAF	Permission to Allocate Funds
Page Administrator	A social media page administrator has the highest level of access on an account can manage all aspects, including posting content, managing posts, assigning roles publishing and sending Messenger messages on behalf of the business.
Pandemic	An outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population
Parent Board	The current directors of Home in Place.
Parent Company	Home in Place
Partners	individuals, groups of people or organisations that collaborate with ACFID Members to achieve mutually agreed objectives in development and humanitarian initiatives. This may include affiliates.
PAS	Property Assessment Survey

Patent	A patent is an IP right granted for any device, substance, method or process that is new, inventive and useful.
PBPC	Post Bill Payment Card
PCBU	Person Conducting Business or Undertaking
PCG	Hunter Residence Parent Control Group Hunter Residence
PCG	Partner Constituent Groups
PCR	Property Condition Report - Ingoing or Outgoing
PD	Position Description
People on Low Income	People earning more than 50 percent but less than 80 percent of the NSW or Sydney Median income are described as earning a low income. They include many working in jobs such as childcare worker, secretary or cleaner.
People on Moderate Income	<p>People described as being on a moderate income are those earning between 80 – 120 percent of the NSW or Sydney median income. They may include people working in occupation's such as teaching, policing or nursing, particularly if they are in earlier stages of their careers. Income figures for various job types in this section are derived from gross average weekly total earnings for full-time non-managerial employees as reported in the 2010 ABS Employee, Earnings and Hours Cat no. 6306.</p> <p>Definition from <a href="https://www.nsw.gov.au/housing-and-construction/social-affordable">https://www.nsw.gov.au/housing-and-construction/social-affordable</a></p>
People on Very Low Income	<p>People described as being on a very low income are those earning less than 50 percent of the NSW or Sydney median income, depending on where they live 1. They include workers in a range of lower paid occupations, particularly in areas such as retail or manufacturing, as well as people earning the minimum wage 2 or who are on an aged or disability pension or other government benefit.</p> <ul style="list-style-type: none"> <li>• The 2011 ABS Census data found that the median income in Sydney is \$1,444 per week (\$75,088 per annum). For other parts of NSW it is \$1233 (\$64,116 per annum). These figures are updated each year.</li> <li>• In 2012, Australia's minimum wage was \$15.96 per hour or \$606.40 per week (\$31, 512 per annum). Generally, employees in the national system shouldn't get less than this. (For more information, go to the Fair Work Ombudsman's website at: <a href="http://www.fairwork.gov.au">www.fairwork.gov.au</a>.)</li> </ul> <p>Definition from <a href="https://www.nsw.gov.au/housing-and-construction/social-affordable">https://www.nsw.gov.au/housing-and-construction/social-affordable</a></p>
Permitted General Situation	<p>Permitted General Situation has the meaning given in s16A of the Privacy Act, but generally speaking it refers to circumstances in which the collection, use or disclosure of personal information is permitted provided that:</p> <ul style="list-style-type: none"> <li>• Home in Place reasonably believes that the collection use or disclosure is necessary to lessen or prevent a serious threat to the life, health or safety of any individual or to public health or safety, and it is unreasonable or impracticable to obtain the individual's consent to the collection;</li> <li>• Home in Place has reason to suspect individual/s have been, are or may be engaged in unlawful activity, or misconduct of a serious nature relating to one or more of our functions or activities and we reasonably believe that the collection, use or disclosure is necessary for us to take appropriate action in relation to the matter;</li> <li>• Home in Place reasonably believes that the collection is reasonably necessary to assist any APP entity, body, or person to locate a person who has been reported as missing; the collection, use or disclosure is reasonably necessary for the establishment, exercise, or defence of a legal or equitable claim;</li> <li>• or the collection, use or disclosure is reasonably necessary for the purposes of a confidential alternative dispute resolution process.</li> </ul>
Permitted Health Situation	<p>Permitted Health Situation has the meaning given in s16B of the Privacy Act, but generally speaking it refers to circumstances in which the collection, use or disclosure of health information is permitted: in connection with the provision of a health service to an individual, or in relation to public health and safety.</p>

Person Conducting Business or Undertaking	A person conducting a business or undertaking (The Act s5): <ul style="list-style-type: none"> <li>• whether the person conducts the business or undertaking alone or with others; and</li> <li>• whether or not the business or undertaking is conducted for profit or gain</li> </ul>
Personal GPS Device	working in jobs such as a child care worker, secretary or cleaner.
Personal Information	means information or an opinion about an identified individual, or an individual who is reasonably identifiable: Whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not.
Personal Use	Incidental use of ICT Assets that is not the business or purpose of Home in Place. For example, personal emails, online banking, and social networking.
Person-centred	An approach to designing and providing services and supports that centres on the strengths, needs, interests and goals of the individual. In person-centred service, people with disability lead and direct the services and supports they use.
PIR	Partners in Recovery
PM	Planned Maintenance
PO	Purchase Order
POC	Point of Contact
Police event numbers	A reference number provided to a person as evidence they have reported a crime or alleged criminal activity
POPR	Proof of Payment Receipt
Position profile	A delegate may hold standard authorities within a band and may also hold specific delegated authorities relevant to the responsibilities of the position. Other positions in the same band may or may not hold the same specific authorities.
PP	Payment Plan
PPM	Property Portfolio Management
PPP	People Place Performance
PPS	Parenting Payment
PRA	Richmond PRA
Primary stakeholders	The term used in the Code of Conduct to refer to those whom we seek to support, work with, and directly benefit through development and humanitarian initiatives. The women and men, boys and girls who are participants in, and are directly affected by, development and humanitarian initiatives. They may also be known as beneficiaries or local people.
Problem	An unknown root cause with the potential to or that is causing one of more Incidents.
Protected disclosure	This means that the person has a reasonable grounds to suspect that the disclosure concerns misconduct or an improper state of affairs or circumstances in relation to a regulated entity (Home in Place) or a related body corporate.
PRR	Private Rental Reference
PwC	Price Waterhouse Coopers
QA	Quality Assurance
QCAT	Qld Civil and Administrative Tribunal
QMS	Quality Management System

QSC [NDIS]	Quality and Safeguards Commission - National Disability Insurance Scheme
RA	Rent Assistance
RAO	Request for Additional Occupant
RAOC	Risk & Australian Operations Committee
RAP	Recoverable Assistance Payment
RAP	Reconciliation Action Plan
RBB	Rental Bond Board
RC	Risk Committee
RCP	Representative concentration pathways
REAT	Re-Housing Eligibility Assessment Tool
Record	<p>All information created, sent, and received related to your employment and that contains content and context related to performing tasks and activities of your role as well as delegated Home in Place business</p> <p>Records can be in paper, digital, or other formats and include (but may not be limited to): Emails, faxes, spreadsheets, databases, maps and plans, samples and objects, information in business systems, letters, text messages, minutes, policy and briefing papers, photographs, research data, social media sites</p>
Records management	Records management is the process of creating, capturing, and storing information to ensure its integrity, security, and accessibility.
Recovery Point Objective (RPO)	The point in time to which data must be recovered after an outage. The maximum amount of data an organisation can tolerate losing
Recovery Time Objective (RTO)	<p>The overall length of time an information system's components can be in the recovery phase before negatively impacting the organisation's mission or mission/business processes.</p> <p>Period of time it takes for ISS to recover once a decision is made to commence recovery of ISS (refer DDTO).</p>
Recycling	Recycling refers to capturing materials from the post-consumer waste stream to be used as secondary source material.
Regional Appeals Committee	An independent agency that reviews certain decisions of a social housing provider in WA.
Register	Means the register maintained by the Group Chief Legal Officer containing details of all approved requests for legal services.
Register of Legal Service Provider	Means the register maintained by the Group Chief Legal Officer containing details of preferred external legal service providers selected by competitive procurement tender.
Registrable Person (RP)	A Registrable person is defined as a person who has committed a sexual and/or violent offence against young people (under 18 years of age). As part of their sentence these offenders are required to be on the Child Protection Register which is administered and managed by the NSW Police Force, Child Protection Registry (CPR). The Child Protection Register is established under the Child Protection (Offender Registration) Act 2000.
Registrar	The Primary Registrar of Community Housing appointed by all Registrar's where a community housing provider operates in multi jurisdictions.
Regulated entity	Includes companies, foreign corporations, trading or financial corporations formed within the limits of the Commonwealth, Authorised Deposit Institutions, insurers, life companies, superannuation entities and other prescribed entities.

Relevant median income	The median household income for the Sydney Statistical Division or the Balance of NSW Major Statistical Region (depending on where a household is located) as reported by the Australian Bureau of Statistics.
REM	Remuneration Committee (inactive)
Rental bond	Money paid by a tenant at the start of the tenancy and lodged with the Rental Bond Board.
Reportable Gift	Reportable gifts are those gifts that have been offered to and accepted by a Home in Place employee that must be declared and recorded, typically on a gifts declaration form and a Reportable Gifts Register. At a minimum, reportable gifts include accepted gifts, benefits and hospitality that exceed a nominal value of two hundred dollars (\$200). They could also include gift offers of any value if they are or may be perceived to be offered by a third party to influence a decision or action of a Home in Place employee.
Reportable Gifts Register	Reportable Gifts Register is a register of reportable gifts. It records the date a reportable gift was offered and received, information about the donor and recipient, the nature of the gift, its estimated value and how it was handled.
Resident	A Home in Place term to describe the person with disability accessing Home in Place services or support. This includes both NDIS participants and clients of the Commonwealth Continuity of Supports Programme, living in a Specialist Disability Accommodation dwelling managed by Home in Place.
Residential Tenancies Legislation	Residential Tenancies Act 2010 (NSW), Residential Tenancies and Rooming Accommodation Act 2008 (QLD) and, Residential Tenancies Act 1987 (WA) as amended from time-to-time.
Residential Tenancy Dispute	An issue which specifically relates to matters dealt with in accordance with the Residential Tenancies Legislation and are the responsibility of other tribunals or courts e.g. NCAT, QCAT, SAT or the local/small claims court.
Residual risk	Residual risk is the risk left over after you have implemented a risk treatment option.
Resilience	The ability to quickly adapt and recover from any known or unknown changes to the environment through holistic implementation of risk management, contingency, and continuity planning.
RFP	Request for Pet Application
RHS	Right hand side
RIKI	Rent It Keep It
Risk	The effect of uncertainty on objectives where an effect is a deviation from the expected whether positive, negative or both and can create or result in opportunities and threats. Objectives can have different aspects and categories and can be applied at different levels. Risk is usually expressed in terms of risk sources, potential events, their consequences, and their likelihood.
Risk analysis	A process that is used to understand the nature, sources, and causes of the risks that you have identified and to estimate the level of risk. It is also used to study impacts and consequences and to examine the controls that currently exist.
Risk Appetite	Risk Appetite is not defined in the AS ISO 31000:2018 standard so Home in Place has defined risk appetite as “the maximum amount of risk an organisation is willing to accept in order to achieve its strategic objectives.”
Risk assessed role	Risk assessed role means a role with a registered NDIS provider that falls into one of three categories. <ul style="list-style-type: none"> <li>• The first category covers any role which is a key personnel role. “Key personnel” is a term defined in the Act, and includes those people employed or otherwise engaged by a registered NDIS provider who (together or individually) are responsible for executive decisions of the provider.</li> <li>• The second category covers any role with duties which involve the direct delivery of particular kinds of services or supports to a person with disability. Those services (specified</li> </ul>

	<p>services) and supports (specified supports) are published in a list by the Commissioner pursuant to section 7 and updated from time to time.</p> <ul style="list-style-type: none"> <li>The third category covers any role for which the normal duties are likely to require more than incidental contact with a person with disability. The note to the definition directs the reader to clause 6 of the instrument, which deals with what constitutes “more than incidental contact”.</li> </ul> <p>The definition of risk assessed role reflects the national policy for NDIS worker screening, particularly as set out in clause 23 of the Agreement.</p>
Risk assessment	Is a process that is, in turn, made up of three processes: risk identification, risk analysis, and risk evaluation.
Risk attitude	Defines the organisation’s general approach to risk. An organisation’s risk attitude (and its risk criteria), influence how risks are risks are assessed and addressed.
Risk evaluation	A process that is used to compare risk analysis results with risk criteria to determine whether a specified level of risk is acceptable or tolerable.
Risk identification	A process that is used to find, recognize, and describe the risks that could affect the achievement of objectives.
Risk Management	The process of managing risks to organisation operations, mission, functions, image, or reputation, agency assets, or individuals resulting from the operation of an information system. It includes risk assessment; cost-benefit analysis; the selection, implementation, and assessment of security controls; and the formal authorisation to operate the system. The process considers effectiveness, efficiency, and constraints due to laws, directives, policies, or regulations.
Risk Management Process	Is the systematic application of management policies, procedures and practices to the tasks of communication, establishing the context, identifying, analysing, evaluating, treating, monitoring and communicating risks to the attainment of the University’s outcomes and outputs.
Risk owner	Is a person or entity that has been given the authority to manage a particular risk and is accountable for doing so.
Risk profile	A risk profile is a written description of a set of risks.
Risk source	Element which alone or in combination has the potential to give rise to risk.
Risk treatment	A risk modification process. It involves selecting and implementing one or more treatment options. Once a treatment has been implemented, it becomes a control, or it modifies existing controls.
RM	Responsive Maintenance
ROD	Receipt of Documents
ROI	Registration for Expression of Interest
ROU	Record of Understanding
RTA	Residential Tenancy Agreement
S127 of the Corporations Act	<p>Execution by company officers under section 127 - A company may execute any document, including a deed, without the use of a common seal if the document is signed by either:</p> <ul style="list-style-type: none"> <li>two directors of the company, or</li> <li>one director and one company secretary of the company.</li> </ul> <p>For a proprietary company that has a sole director, that director can sign the document, either where that director is also sole company secretary, or where the company does not have a company secretary. Electronic form documents and electronic signing are both permissible.</p>
SAAP	Supported Accommodation Assistance Program

Safeguarding	Actions, policies, and procedures that create and maintain protective environments to protect people from exploitation, harm, and abuse of all kinds.
SAHF	Social and Affordable Housing Fund
SAIF	Supported Accommodation Innovation Fund
SAM	Samaritians
Same family	Spouse, defacto partner, children, siblings, parents and grandparents
SDA	Specialist Disability Accommodation provider per the NDIS system
SDG	Sustainability Development Goals
Security Controls	The management, operational and technical, prescribed for an information system to protect the confidentiality, integrity and availability of the system and its information.
Sensitive Information	<p>Sensitive information is a subset of personal information and includes:</p> <ul style="list-style-type: none"> <li>• Racial or ethnic origin;</li> <li>• Political opinions;</li> <li>• Religious beliefs or affiliations;</li> <li>• Sexual preferences or practices;</li> <li>• Criminal records; or</li> <li>• Health information about an individual.</li> </ul>
Serious Disruption	A Serious Disruption is defined as the loss of human life, or illness or injury to humans; and/or widespread or severe property loss or damage; and/or widespread or severe damage to the environment.
Service Request (SR)	A service request is a service 'ticket' that enables a request for service to be reliably submitted, processed, approved, monitored and delivered.
Service Request Management (SRM)	<p>Is the process of managing a service request through its lifecycle from submission through delivery and follow-up.</p> <p>As set up in Greentree, a user contacts a help desk to request a service and help desk personnel create a service ticket to assign the service request to the appropriate team. These systems also typically enable users to track the status of their service requests, and management to monitor service delivery levels for quality control purposes.</p>
SHMT	Social Housing Management Transfer
Short Term	Period during which the crisis is in effect
SHS	Social Housing Service
SIEM	Security Information and Event Management
SIL	Supported Independent Living
Social media	Forms of electronic communication (such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content (such as videos)
Social media handle	A social media handle is a public username used on social media accounts. On platforms like Twitter and Instagram, it's the username followed by and @ symbol, such as @guardian, or @BBC.
SOR	Schedule of Rates
SOT	Succession of Tenancy
SOW	Scope of Works
SPAT	Strategic Planning Assessment Tool

Specific contribution	Funding, resources including staff resources other than the salary of the Originator, facilities or apparatus which is identified by Home in Place for creating IP.
SPO	Specific Performance Order
Spokesperson	Individual nominated by the Group Managing Director to make public statements on behalf of Home in Place
Sponsor	Any person or organisation providing money or in-kind goods and services to use as sponsorship for the purposes of supporting the charitable objectives of Home in Place.
Sponsorship	A transfer of money or property to Home in Place in a transaction where the sponsor receives certain specified material benefits in return.
SR	Service Request
Stakeholder	Person or organisation that can affect, be affected by, or perceive themselves to be affected by a decision or activity, may also be called 'interested party'.
Standard Contract	an agreement between two parties where one party sets the terms and the counterparty has little or no ability to change them
Stories	the direct quotes, facts and personal details obtained during an interview and used in messaging, case studies, reports and communications.
Strata Scheme	A strata scheme is a building or collection of buildings, where individuals each own a small portion (a lot) but where there is also common property (e.g. external walls, windows, roof, driveways etc) which every owner shares ownership over. The strata title is created by dividing the building into separate units the boundaries of which are defined by reference to the structural divisions in a building not by reference to the land.
Strategic plan	Details specific goals, priorities, and key result areas across the timeframe of the plan and includes strategies, timelines and measurable performance indicators and focuses on the medium to long term business environment
Subsidiary Boards	The appointed board of directors of a Subsidiary Company.
Subsidiary Company	A company in which Home in Place owns all or at least a majority of the shares.
Suggestion for Improvement	Suggestions about services provided by Home in Place and how these may be improved.
Surveillance information	Information obtained, recorded, monitored, or observed because of surveillance of an employee.
Sustainable Procurement	Sustainable procurement is a process whereby organisations meet their needs for goods, services, and capital projects, in a way that achieves value for money on a whole life basis in terms of generating benefits not only to the organisation, but also to society, the economy and the natural environment.
TA	Temporary Accommodation
TAG	Trustee and Guardian
TDA	Tenant Demographic Assessment Form
TDT	The Disability Trust
Tenant	A person who signs the Residential Tenancy Agreement with Home in Place.
TEO	Tenant Engagement Officer
Termination notice	A notice to end the tenancy given by the tenant or landlord under the Residential Tenancies Act 2010
Terrorism Financing	Intentionally providing or collecting funds and being reckless as to whether those funds would be used to facilitate or engage in a terrorist act.

The Act	The Workplace Health and Safety Act 2011
Third Party Endorsee	An individual or organisation not directly employed by Home in Place, likely to provide favourable comments about the organisation
THP	Together Home Program
TICA	Tenancy Information Centre Australia
TIS	Tenant Incentive Scheme
TMMA	Tenancy Management & Maintenance Agreement
TMP	The Meeting Place "Tumbi Umbi"
TN	Termination notice
TO	Technical Officer
ToR	Terms of Reference
Tracking surveillance	Surveillance by means of an electronic device the primary purpose of which is to monitor or record geographical location or movement (such as a Global Positioning System tracking device).
Trademark	A trademark can be a letter, number, word, phrase, sound, smell, shape, logo, picture, aspect of packaging or any combination of these, which is used to distinguish goods and services of one trader from those of another.
Trade secret	A type of IP and a strategy for protecting your IP. It includes proprietary knowledge (know how) and other confidential information.
Trader	A trader within the meaning of section 11 of the Act.
TRO	Tenancy Relations Officer
TROL	Tenancy Relations Officer Leasing
TROP	Tenancy Relations Officer Property
TROR	Tenancy Relations Officer Rent
TS	Tenant Statement
TSF	Transfer Supplement Form
TSM	Tenant Specialist Model
TWH	This Way Home at Mayfield NSW
Twitter	An online news and social networking service where users post and interact with messages, "tweets", restricted to 140 characters. Registered users can post tweets, but those who are unregistered can only read them.
UH	Upper Hunter
UHCS	Upper Hunter Community Services
UHHS	Upper Hunter Homeless Services
UN	United Nations
Uncertainty (or lack of certainty)	Is a state of being that involves a deficiency of information and leads to inadequate or incomplete knowledge or understanding. In the context of risk management, uncertainty exists

	whenever your knowledge or understanding of an event, consequence, or likelihood is inadequate or incomplete.
UNH	United Nations Habitat agency
US	United States
User	any person or entity that use Home in Place Information or ICT Assets.
Vaccination evidence	Means evidence from the Australian Immunisation Register kept under the Australian Immunisation Register Act 2015 of the Commonwealth that the worker has had 1 or more doses of a COVID-19 vaccine. Example: An online immunisation history statement or COVID-19 digital certificate from the Australian Immunisation Register.
Value for Money	Departments are to purchase based on the principle of Value for Money and should therefore consider the total cost of ownership in meeting the department's business needs and procurement budgets.
Virus	An infective agent that typically consists of a nucleic acid molecule in a protein coat, is too small to be seen by light microscopy, and can multiply only within the living cells of a host
VM	Voice Mail
Volunteer	Person who works for Home in Place without payment or financial reward
VSOW	Vacant Scope of Works
VT	Vacant Tenantable
VUT	Vacant Un-Tenantable
WANDI	Wandiyali ATSI
WATAAS	Western Aboriginal Tenancy Advice and Advocacy Service
Whistleblower	A member of staff, volunteer, contractor or partner who reports suspect wrongdoing, including suspicion of fraud, misuse of resources, neglect of duties or a risk to health and safety.
Whistleblower Investigations Officer:	Is the Home in Place GMD or delegated representative, Fraud Officer, the Executive Manager Corporate and Human Services or an external investigator appointed to investigate on behalf of Home in Place.
WHO	We Help Ourselves (Rehab Cessnock)
WHO	World Health Organisation
WINZ	Work and Income New Zealand
WOP	Warrant of Possession
Worker	Home in Place has adopted a modified version of SafeWork NSW definition of a 'worker' where the term is used in policy. The definition of a 'worker' for Home in Place includes any person who is an Officer under the Corporations Act 2001 or who carries out work for a 'person conducting a business or undertaking' (PCBU - includes employers).  The term 'Worker' includes any person who works as an: <ul style="list-style-type: none"> <li>• Employee, trainee, or volunteer</li> <li>• outworker or apprentice</li> <li>• work experience student</li> <li>• contractor or sub-contractor</li> <li>• employees of a contractor or sub-contractor</li> </ul>

<p>Worker (Home in Place NSW)</p>	<ul style="list-style-type: none"> <li>• employee of a labour hire company assigned to work for a PCBU.</li> </ul> <p>For clarity Directors, Committee and Advisory Group members are listed separate from workers in this document.</p> <p>Worker has the same meaning as defined in the NSW Work Health and Safety Act 2011 No 10 Subdivision 2 Part 7 Meaning of ‘worker’ (1) A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:</p> <ol style="list-style-type: none"> <li>a) an employee, or</li> <li>b) an independent contractor or subcontractor, or</li> <li>c) an employee of a contractor or subcontractor, or</li> <li>d) an employee of a labour hire company who has been assigned to work in the person’s business or undertaking, or</li> <li>e) an outworker, or</li> <li>f) an apprentice or trainee, or</li> <li>g) a student gaining work experience, or</li> <li>h) a volunteer, or</li> <li>i) a person of a prescribed class.</li> </ol>
<p>Worker (Home in Place QLD)</p>	<p>A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:</p> <ol style="list-style-type: none"> <li>a) an employee; or</li> <li>b) a contractor or subcontractor; or</li> <li>c) an employee of a contractor or subcontractor; or</li> <li>d) an employee of a labour hire company who has been assigned to work in the person’s business or undertaking; or</li> <li>e) an outworker; or</li> <li>f) an apprentice or trainee; or</li> <li>g) a student gaining work experience; or</li> <li>h) a volunteer; or</li> <li>i) a person of a prescribed class</li> </ol> <p>The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking.</p>
<p>Worker (Home in Place VIC)</p>	<p>An individual is a worker, for a provider if:</p> <ol style="list-style-type: none"> <li>a) an arrangement is in force between the individual and the provider under which the provider supplies, or may supply, the individual to one or more other persons to perform work; and</li> <li>b) the provider is obliged to pay the individual (in whole or part) for the performance of the work by the individual, whether directly or indirectly through one or more intermediaries</li> </ol> <p>An individual is a worker, for a provider, if an arrangement force between the individual and the provider under which the provider:</p> <ol style="list-style-type: none"> <li>a) Recruit the individual for, or places the individual with, one or more other persons to perform work, being persons who are obliged to pay the individual (in the whole or part) for the performance of the work by the individual, whether directly or indirectly through one or more intermediaries;</li> <li>b) Recruits the individual as an independent contractor for one or more other persons to perform work, and manages the contract performance by the independent contractor.</li> </ol>
<p>Worker (Home in Place WA)</p>	<p>A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:</p> <ol style="list-style-type: none"> <li>a) an employee; or</li> <li>b) a contractor or subcontractor; or</li> <li>c) an employee of a contractor or subcontractor; or</li> <li>d) an employee of a labour hire company who has been assigned to work in the person’s business or undertaking; or</li> <li>e) an outworker; or</li> <li>f) an apprentice or trainee; or</li> <li>g) a student gaining work experience; or</li> <li>h) a volunteer; or</li> </ol>

	<ul style="list-style-type: none"> <li>i) a person of a prescribed class.</li> </ul>
Worker (SDA)	<p>Worker means a person who is employed or otherwise engaged by a registered NDIS provider.  Worker includes any person who works as an:</p> <ul style="list-style-type: none"> <li>a) Employee</li> <li>b) Consultant</li> <li>c) Contractor</li> <li>d) Trainee</li> <li>e) Volunteer</li> <li>f) Work experience student (note: Secondary school students on formal work experience placements with the registered NDIS provider and are directly supervised by another worker who has a clearance, are exempt from requiring a clearance)</li> </ul>
Workers (Home in Place Entities)	<p>A person is a worker if the person carries out work in any capacity for a person conducting a business or undertaking, including work as:</p> <ul style="list-style-type: none"> <li>a) an employee; or</li> <li>b) a contractor or subcontractor; or</li> <li>c) an employee of a contractor or subcontractor; or</li> <li>d) an employee of a labour hire company who has been assigned to work in the person's business or undertaking; or</li> <li>e) an outworker; or</li> <li>f) an apprentice or trainee; or</li> <li>g) a student gaining work experience; or</li> <li>h) a volunteer; or</li> <li>i) a person of a prescribed class</li> </ul> <p>The person conducting the business or undertaking is also a worker if the person is an individual who carries out work in that business or undertaking.</p>
WUC	World Urban Campaign
YA	Youth Allowance
YouTube	YouTube is a global online video sharing and social media platform. It is owned by Google and has more than 2.5 billion monthly users.