



Government
Services

Older Persons Housing Rights Service 2026–2031

Request for service guidelines

February 2026

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1. About the Program

The Older Persons Housing Rights Service (OPHRS) is part of Consumer Affairs Victoria's (CAV) new Victorian Renter Rights Program (VRRP). OPHRS provides a state-wide dedicated support service for older people who are renting or residents in residential parks or retirement housing.

The VRRP consists of four distinct programs:

- The Renter Rights Service (RRS) will provide local access to advice, support and advocacy for renters across the state.
- The Older Persons Housing Rights Service (OPHRS) will provide a new, integrated service for Victorians aged 55 and above living in private rentals, residential parks and retirement living. Support will be available statewide, including through a new website and dedicated phone service.
- The Victorian Renters Helpline (VRH) will be a new, easy to find central phone line and website offering tailored advice and support based on renters' personal circumstances and referrals to a person's local Renter Rights Service provider.
- The Renter Central Service (RCS) will deliver specialist advice, professional development, advocacy, and training for frontline rental support workers. It will offer specialist legal support for renters with complex issues, as well as deliver community education and support on Victoria's renting rules for multicultural communities.

The OPHRS works with the RRS, RCS and VRH to provide coordinated support for Victorian renters.

The OPHRS Grant Guidelines should be read with the Older Persons Housing Rights Service Program Guidelines, which will provide more details on the specific requirements a grantee must fulfil.

1.1. Program Objectives

The objective of the VRRP is to keep Victorians in safe and secure housing.

1.2. Purpose of this document

The OPHRS Request for Service Guidelines outlines the key timelines, available funding and conditions of participation for prospective service providers, and should be read with the Older Persons Housing Rights Service Program Guidelines, which provides further details on the specific requirements an applicant must fulfil.

Note: All guideline documents are available to download at consumer.vic.gov.au/renter-rights.

1.3. Funding for service delivery

The Provider will be required to deliver the OPHRS. The OPHRS has four components:

- Older renter support service (ORSS)
- The retirement housing assistance service (RHAS)
- The residential parks assistance service (RPAS)
- Campaigns and media, policy and advocacy

Specific requirements and contractual service requirements can be found at the Older Persons Housing Rights Service Program Guidelines, within these guidelines, and within the terms and conditions of the Victorian Common Funding Agreement standard form.

1.4. What cannot be funded

Funding cannot be used for the following:

- Direct financial assistance to clients.
- Capital costs.

1.5. Annual funding

The government has allocated \$7.98 million for the OPHRS between 2026–27 and 2030–31. A breakdown of this funding allocation by year can be found in the table below (Table 1). Details of the components that are being funded for the successful provider are detailed in **Appendix 1**.

Table 1: Older Persons Housing Rights Service funding allocation

Financial year	Funding allocation (\$ million)	FTE
2026–27	\$1.428**	7
2027–28	\$1.640	7
2028–29	\$1.605	7
2029–30	\$1.628	6.5*
2030–31	\$1.682	6.5*

*Implementation manager FTE ends during 2028-29

**Funding in 2026-27 is for 9-months

Indexation at a rate of 3.35% has been applied to funding amounts from 2027-28 onwards, however final funding is subject to confirmation of the applicable approved indexation rate and the Department receiving sufficient funding each year.

1.6. Funding agreements

To receive funding, organisations must enter a formal funding agreement with the Department of Government Services (DGS), through Consumer Affairs Victoria (CAV), using the standard form of the Victorian Common Funding Agreement.

The standard terms and conditions of this agreement are not negotiable. A copy of these terms is available to download via vic.gov.au and applicants must ensure that they are familiar with and understand the terms and conditions prior to applying for funding.

The funding agreement will incorporate the service delivery requirements contained in the Older Persons Housing Rights Service Program Guidelines and within this document.

Applicants may wish to propose a partnership-based delivery model for the OPHRS. Under this arrangement, DGS would enter into a funding agreement with a single lead agency. The lead agency would be responsible for coordinating service delivery, managing and distributing funding to partner agencies, and meeting all reporting and compliance requirements. Partner agencies would deliver services through formal partnership arrangements with the lead agency and would not have a direct contractual relationship with the Government. The lead agency would be accountable for service performance, financial management and compliance with the funding agreement.

The funding agreement term spans 5 financial years – 2026/27 to 2030/31. Services are expected to commence full operation on 1 January 2027.

1.7. Payments

Funding will be paid on a quarterly basis in advance to support program establishment and meet staffing costs. Failure to meet the service delivery requirements will constitute a breach of the funding agreement and may result in DGS reducing or withholding payment.

2. Application process information

2.1. Key dates

Milestone	Date
Clarification period starts	2 February 2026
Clarification period ends	5.00pm, 12 February 2026
Applications open	13 February 2026
Applications close	11.59pm, 6 March 2026
Evaluation	March to June 2026
Execution of funding agreements	June to July 2026

2.2. Eligibility

To be eligible to apply must meet all the following criteria:

1. Is non-government and not-for-profit
2. Must be operating in Victoria
3. Is registered for GST and holds a valid Australian Business Number (ABN), and
4. Has experience in the delivery of community services.

2.2.1. Applications for additional services/components

Applicants for the OPHRS may also apply for the VRH and RCS.

Agencies applying for the OPHRS **are not able** to apply for the RRS due to potential conflicts of interest arising from the additional program governance roles delivered by the OPHRS.

2.3. Assessment Criteria

The OPHRS funding round is a competitive, merit-based application process. An application does not guarantee success, and it is expected more applications will be received than will be funded.

Applications will be assessed against the selection criteria set out in Table 2 below. Percentage weightings are provided as a guide to the relative importance of different criteria in the assessment process. Full details relating to the application requirements are available in the application form.

Table 2. Assessment criteria

Assessment Criteria	Question for applicants' response	Weighting
<p>The applicant can demonstrate that it can effectively deliver the OPHRS as described in the program guidelines and request for service documents.</p> <p>(1600 words)</p>	<ol style="list-style-type: none"> 1. How the organisation will deliver the OPHRS according to the service model including: <ul style="list-style-type: none"> • Eligibility assessment, intake and triage procedures • Provision of service types, in particular information and referral, negotiation and advocacy, assistance with tribunal hearings and appropriate dispute resolution processes, and delivery of secondary consultations as they relate to the areas of renting for older people, retirement housing and residential parks in Victoria • Procedures to manage client demand 2. The organisation's capacity to deliver an integrated service model for clients with other support services, including linkage to other organisations and complementary programs. 	30%

<p>The applicant can demonstrate that it can effectively deliver appropriate, accessible statewide services</p>	<ol style="list-style-type: none"> 1. How the organisation will establish and maintain partnerships and referral pathways with other renter support service organisations, including referral arrangements to and from services and referral protocols 2. How the organisation works across the state, including in collaboration with other organisations, to promote equity and inclusion and ensure those experiencing vulnerability are supported, this includes: <ul style="list-style-type: none"> • First Nations people • People from culturally and linguistically Diverse (CALD) backgrounds • Older people • Residents of rooming houses • People affected by family violence • People living with a disability • Neurodivergent people. 3. The organisation’s knowledge of the sector, including any factors relevant to the provision of renter, retirement housing and residential parks rights services to older Victorians. 4. The organisation’s relationships with other community organisations that provide services to vulnerable older Victorians, for example (but not limited to) agencies delivering Tenancy Plus, the Private Rental Assistance Program, Senior Rights Victoria, Housing for the Aged Action Group, Council on the Ageing, Elder Abuse Prevention Networks, and Community Legal Centres. 	<p>30%</p>
<p><i>(1400 words)</i></p>		
<p>The applicant can demonstrate that it has the organisational capacity to identify and raise awareness of housing issues for older Victorians in accordance with the request for service</p>	<ol style="list-style-type: none"> 1. Your organisations experience in: <ul style="list-style-type: none"> • Developing campaigns and working with the media to publicise systemic or emerging housing issues affecting older Victorians living in retirement living or residential parks • Providing advocacy and policy guidance on the Victorian Governments housing agenda to address the needs of a broad range of older renters, including but not limited to those experiencing 	<p>25%</p>
<p><i>(700 words)</i></p>		

vulnerability, disadvantage or systemic barriers, and work toward the development of an older persons housing strategy, with particular emphasis on retirement housing.

2. The priority advocacy or policy issues for the commencement of the delivery of OPHRS.

The applicant has the workforce capacity, infrastructure, operational systems and financial management structures to support the delivery of a quality service

(1400 words)

1. The organisation's ability to deliver the new service, including how governance structures will support the establishment of the OPHRS within the organisation's operations.
2. The capability and qualification of your current and/or proposed OPHRS workforce, including:
 - ability to support a new workforce
 - team structure and positions
 - supervision arrangements
3. How the organisation will support worker wellbeing
4. The organisation's administrative and governance processes, including:
 - The organisational and management structures that will support service delivery.
 - Administrative, financial, and IT support for service delivery, including the ability to meet reporting requirements.

15%

When responding to the assessment criteria, applicants should be as specific as possible, including the use of quantitative information, facts or citing recent examples that evidence the response provided.

As part of the application process, DGS may seek clarification of certain matters to obtain a better understanding of aspects of the application. Applicants will be required to respond to requests for clarification in writing by agreed response dates.

DGS reserves the right to engage representatives of other Victorian government departments or third-party consultants or contractors to assist with the assessment of applications.

2.4. How to apply

Applicants must submit their applications through the application form by **11:59pm on 6 March 2026**. Applications must be submitted online.

Hard copy or emailed applications will **not** be accepted. Applications received after the deadline will not be considered. Incomplete applications will not be considered.

When completing the online application form, agencies will need to ensure they have:

- met the eligibility criteria
- responses to the assessment criteria
- organisation contact details, including bank account details and ABN
- the name, ABN and legal status of any partner agencies if applicable
- details for two referees, including their contact information
- authorisation to submit the application on behalf of the Chief Executive Officer

2.5. Enquiries and requests for clarification

Any queries regarding the required services or the application process should be made in writing and emailed to communityprograms@dgs.vic.gov.au using the subject line 'OPHRS Query'. Queries may be made until **5 pm on 12 February 2026**. Any questions submitted after this date will not be answered.

DGS will endeavour to respond to queries within 4 business days. Except where DGS is of the view that issues raised apply only to the applicant, questions submitted, and answers provided will be made available to all applicants on the CAV website throughout the clarification period

2.6. Notification of application outcomes

All applicants will be notified of their application outcome in writing. The successful applicant's name, event name and the funding amount may be made publicly available, including via publication on the Department's website and media releases.

2.7. Feedback provisions

Unsuccessful applicants may request feedback on their application. Requests for feedback should be submitted in writing to communityprograms@dgs.vic.gov.au with the subject line 'OPHRS <your organisation name> - <Feedback>'

2.8. Probity

The Victorian Government makes every effort to ensure the application and assessment process is fair and undertaken in line with the published guidelines.

Decisions in recommending and awarding funding under this program are at the Minister's and department discretion. This includes not making any funding available or approving a lesser amount than that applied for.

These guidelines and application terms may be updated periodically, at the discretion of the department, and the changes will apply to your application. The

department may request the applicant provide further information should it be necessary to assess an application against the Program's requirements.

Victorian Government staff are required to act in accordance with the Code of Conduct for Victorian Public Sector Employees (Section 61) issued under the *Public Administration Act 2004* (Vic). This includes an obligation to avoid conflicts of interest wherever possible and declare and manage any conflicts of interest that cannot be avoided.

The department may, at any time, remove an applicant from the application and assessment process, if in the department's opinion, association with the applicant may bring the department, a minister or the State of Victoria into disrepute.

3. Contracting processes

Successful applicants must enter into a funding agreement with DGS. Funding agreements establish the parties and outline their commitments and obligations to each other, as well as setting out the general funding terms and conditions.

Applicants should review the Victorian Common Funding Agreement standard form terms and conditions before applying. No funding will be provided until DGS and the successful applicant have executed the funding agreement.

Upon service commencement, DGS reserves the right to withhold payments in instances where reporting and other deliverables have been provided, but where DGS deems that there are concerns relating to the delivery of the service. In this instance, DGS will provide payment when appropriate actions have been taken to ensure the funded program is being delivered to the standards outlined in the agreement and associated program guidelines.

Organisations will be accountable to deliver the service per the program guidelines, request for services guidelines, and the terms and conditions of the standard form VCFA. Further information will be provided to Organisations accompanying the VCFA in due course. Organisations must also comply with relevant State and National laws that in any way affect or are applicable to the delivery of funded services.

3.1. Reporting requirements

Under the funding agreement, the OPHRS service provider must provide reporting to assist Community Programs to assess service delivery performance. The service provider is required to provide the following standard reports:

- quarterly reporting of casework data, casework referrals and worker consultations provided via comma separated value (CSV) files
- six-monthly narrative reporting including case-studies
- annual funding acquittal reporting
- annual audited financial statement of the agency's finances
- MARAM annual reporting

Details of the quarterly reporting and narrative reporting requirements are detailed in Appendix 2. Templates for both will be provided.

Quarterly reporting is due 30 days following the end of the reporting quarter.

Narrative reporting is due 30 days following the end of the December and June quarters.

DGS will work with the OPHRS to develop a more comprehensive outcomes-based reporting framework after implementation has occurred.

3.1.1. Annual acquittal certificate

Agencies must submit an acquittal certificate within 30 days of the end of each financial year. A template will be provided. The annual acquittal certificate must be signed by the lead agency's Chief Executive Officer or authorised delegate attesting that:

- all funds expended to date have been used for the purposes for which they were provided
- the agency has complied with the service delivery requirements listed in the RRS Guidelines
- the agency has complied with the terms of the Funding Agreement.

3.1.2. Annual audited financial statement

Agencies must provide a copy of the agency's audited financial statement regarding the Agency's finances by 30 November each year. (A copy of the Agency's Annual Report will suffice provided it contains an audited financial statement of the organisation's finances). A specific audit of Program revenue and expenditure is not required.

3.1.3. MARAM reporting

The Department of Government Services (DGS) acknowledges that combating family violence remains an ongoing priority and presents a complex and sensitive practice environment in which various funded community programs are required to operate. The *Family Violence Protection Act 2008* (FVPA) established the Family Violence Multi-Agency Risk Assessment and Management Framework (MARAM) and the Family Violence Information Sharing Scheme (FVISS) under Part 11 and Part 5A respectively to ensure that relevant services contribute to the consistent identification, assessment, and management of family violence risk.

An OPHRS agency is a prescribed agency and is required to report each financial year on the steps taken to progress the alignment of its policies and procedures with the MARAM framework, including:

- Implementing appropriate family violence policies and support processes for staff working directly with individuals affected by or using family violence.
- Collect, share, and request family violence risk information in accordance with the FVISS, relating to any person (adult or child) who is a victim survivor, or an adult who might be using family violence.

- Report annually on the progress of prescribed MARAM implementation activities in accordance with Part 6 of the *Family Violence Protection (Information Sharing and Risk Management) Regulations 2018*.

The MARAM Annual Report template will be updated each year and circulated by email. DGS will collate the information from each OPHRS agency for the Minister for Consumer Affairs, who will then contribute this information to the whole-of-government report on MARAM to Parliament.

3.2. Payments and targets

DGS is accountable to Parliament and the community for what they achieve using public funds. Service delivery targets against relevant measures will be negotiated with OPHRS successful applicant.

In cases where the introduction of the service is delayed for an unreasonable length of time, where substantive changes of scope are made after funding has been approved, or where a service fails to be delivered, DGS reserves the right to cancel the grant and recoup any funds that have already been provided.

The OPHRS provider will receive quarterly payments for service delivery upon DGS's acceptance that the agency is meeting its requirements under the funding agreement, including:

- delivery of services against any funded targets
- quality and timeliness of reporting

3.3. General agency performance and contract compliance

Payments are also subject to meeting the general terms of conditions of the contract, including delivery of the RRS in line with the program guidelines.

3.3.1. Evidence of contract compliance

During the lifespan of the agreement, through standard contract management processes, agencies may be requested to demonstrate compliance with the various terms and conditions of the contract. For example, agencies may be required to provide evidence of their client complaints policy, insurance status, privacy policy or compliance with other conditions of funding.

3.3.2. Payments by Recipient Created Tax Invoice

Further to VCFA clause 4.13, the Organisation and the Department confirm that GST is payable on the supply of the Activity and that the Department will issue a Recipient Created Tax Invoice (RCTI) for any payment.

3.3.3. Acknowledgement and Publicity

Further to VCFA clause 4.17, the Organisation will acknowledge any financial and other support from the Victorian Government according to the Acknowledgement and Publicity Guidelines as amended from time to time. A copy is available from the Consumer Affairs Website. The

Department reserves the right to publicise and report on awarding the Funding to the Organisation.

3.3.4. Program Evaluation

The Department may from time to time require that service evaluation activities are undertaken by the Organisation. The Organisation agrees to provide all reasonable support and assistance required by the Department to assess the effectiveness of the program model, the quality of the services delivered, and to assist the Department to identify and recommend improvements in the way the Organisation delivers the Activities. The Department agrees to consult with the Organisation in relation to any service evaluation activities.

4. Terms and conditions of request for service process

The following terms and conditions apply to the application and RFS process for the RRS.

4.1. Status of RFS

The RFS is an invitation to submit a proposal for the provision of services. It is not a legal offer capable of acceptance and no binding agreement will exist between DGS and any applicant unless and until DGS has signed a formal written funding agreement.

4.2. Accuracy of the RFS

While due care has been taken in preparing the application and RFS documentation, DGS does not represent or warrant that the content is accurate, current or complete. DGS will not be held liable for any loss arising as a consequence of providing incorrect information either in the RFS or otherwise during the application process. If the applicant considers that DGS has provided incorrect information it must promptly notify DGS in writing. If DGS considers that corrective action is necessary, it will notify all applicants and make revised information available as required.

4.3. Additions and amendments

DGS reserves the right to change information or provide additional information before the application deadline, and if DGS considers necessary, to seek amended applications from any applicant.

4.4. Representations

No representation made by or on behalf of DGS will be binding on DGS unless expressly incorporated into the funding agreement signed by DGS and the applicant.

4.5. Conflict of interest

An applicant and its officers, employees, agents and advisers must not place themselves in a position that may or does give rise to an actual, potential or perceived conflict of interest between the interests of the State and the applicant's interests during the application process.

Applicants must disclose to DGS details of any interest, relationship or client which may or does give rise to a conflict of interest. If during the course of the application process, a conflict of interest arises that was not disclosed in the application, the applicant must notify DGS of that conflict immediately in writing. DGS may disqualify an applicant from the application process if the applicant fails to notify DGS of the conflict as required.

4.6. Late applications

To be eligible for consideration, any application must be lodged (received by DGS) by the application deadline. DGS may in its absolute discretion extend the closing time by providing written notice to the applicant.

4.7. Obligation to notify errors

If, after an application has been submitted, the applicant becomes aware of any error in its application (other than clerical errors that would have no bearing on the evaluation of the application), the applicant must promptly notify DGS of such error.

4.8. Responsibility for application costs

The applicant participates in the application process at the applicant's own risk, cost and expense. DGS is not responsible for any expense or loss that may be incurred by an applicant in relation to the preparation or lodgment of its application.

4.9. Disclosure of application information

DGS will treat applications as confidential and will not disclose any contents and information, except:

- as required by law, including as required under the *Freedom of Information Act 1982* (Vic) (FOI Act)
- for the purpose of responding to any investigation conducted by the Australian Competition and Consumer Commission or other government authority having relevant jurisdiction
- to external consultants and advisers engaged by DGS to assist with the RFS process, or
- if the information is of a general nature and is required to be disclosed by government policy.

4.10. Period of validity

All applications remain valid and open for acceptance for a minimum of six months

from the application deadline. This period may be extended by mutual agreement between DGS and the applicant.

4.11. Status of application

Each application constitutes an irrevocable offer by the applicant to DGS to provide the services described in the RFS on the terms and conditions of the proposed funding agreement (as varied by any details of non-compliance or conditional compliance). An application must not be conditional on:

- approval of the applicant's board of directors or other committee of management
- the applicant conducting due diligence or any other form of enquiry or investigation
- the applicant (or any other party) obtaining any regulatory approval or consent
- the applicant obtaining the consent or approval of any third party, or
- the applicant stating that it wishes to discuss or negotiate any commercial terms of the agreement.

DGS may, in its absolute discretion, disregard any application that is made on a conditional basis.

4.12. Compliance with service delivery requirements

Applicants are required to meet the service delivery requirements contained in the RFS and other specification documents.

Indefinite responses such as "noted", "to be discussed" or "to be negotiated" are not acceptable. Where the applicant is unwilling to accept a specified condition, the non-acceptance must be clearly and expressly stated. Prominence must be given to the statement detailing the non-acceptance. It is not sufficient that the statement appear only as part of an attachment to the application, or be included in a general statement of the applicant's usual operating conditions.

4.13. Discussion with applicants

DGS may elect to engage in detailed discussions with one or more applicants, with a view to maximising the benefits of the RFS as measured against the selection criteria and fully understanding an applicant's offer, including risk allocation.

As part of this process, DGS may request such applicant(s) to improve one or more aspects of their application.

In its absolute discretion, DGS may invite some or all applicants to give a presentation to DGS in relation to their submissions. DGS is under no obligation to undertake discussions with, or to invite any presentations from, applicants.

4.14. No legally binding agreement

Selection as a successful applicant does not give rise to an agreement (express or

implied) between the successful applicant and DGS for the supply of services. No legal relationship will exist between DGS and a successful applicant until DGS has signed a formal written funding agreement.

4.15. DGS's rights

Notwithstanding anything else in this RFS, and without limiting its rights at law or otherwise, DGS reserves the right, in its absolute discretion at any time, to:

- cease to proceed with, or suspend the RFS process prior to the execution of a formal written funding agreement
- alter the details, structure and/or the timing of the RFS or the RFS process
- vary or extend any time or date specified in this RFS for all or any applicants or other persons
- terminate the participation of any applicant or any other person in the RFS process
- require additional information or clarification from any applicant or any other person or provide additional information or clarification
- negotiate with any one or more applicants and allow any applicant to alter its application
- call for new applications
- reject any application received after the application deadline
- reject any application that does not comply with the requirements of this RFS
- consider and accept or reject any alternative application.

4.16. Governing law

This RFS and the application process is governed by the laws applying in the State of Victoria. Each applicant must comply with all relevant laws in preparing and lodging its application and in taking part in the RFS and application process.

4.17. Complaints about the RFS process

Any complaint about the RFS or the application process must be submitted to communityprograms@dgs.vic.gov.au immediately upon the cause of the complaint arising or becoming known to the applicant. The written complaint must set out:

- the basis for the complaint (specifying the issues involved)
- how the subject of the complaint (and the specific issues) affects the person or organisation making the complaint
- any relevant background information, and
- the outcome desired by the person or organisation making the complaint.



Appendix 1: OPHRS funding components

Funding amounts per FTE are intended to cover base worker salary along with contributions to overheads and other staffing related expenses. Indexation has been applied to 2027-28 funding amounts, but would be subject to confirmation of the applicable indexation rate and the Department receiving sufficient funds. Whilst services are expected to commence on 1 January 2027, 2026-27 funding amounts are based on a 9-month pro-rata period to support recruitment ahead of service commencement. Reimbursement for travel up to a FTE-based cap per year will also be included.

OPHRS component resourcing	Rate	FTE	Funding 2026-27 (pro rata)	Funding 2027-28
Retirement housing – workers advice and complex casework staffing	\$225,526	4	\$676,578	\$932,325
Residential Parks – workers advice and complex casework staffing	\$225,526	1	\$169,145	\$233,082
Specialised older renters – workers advice and complex casework staffing	\$225,526	1	\$169,145	\$233,082
Policy, advocacy, media and campaigns work across retirement housing, residential parks, and older renter streams	\$225,526	0.5	\$84,573	\$116,541
Implementation supports – partnership manager. 2 year fixed-term role.	\$225,526	0.5	\$84,573	\$116,541
Implementation supports – systems setup	-	-	Some funding available - for negotiation with successful applicant.	-
Total			\$1,184,014	\$1,631,571

5. Appendix 2: Indicative OPHRS Reporting requirements

These draft reporting requirements for the OPHRS outline the detail required through both the quarterly data reporting and six-monthly narrative reporting. Requirements and applicable targets will be finalised with the appointed OPHRS provider.

Casework data reporting requirements

Data point	Detail required	Reporting mechanism
Client level data for cases opened	<ul style="list-style-type: none"> ○ Unique client identifier ○ Episode stream: type (Residential parks, Retirement living, other older renters) ○ Client detail: postcode, CALD status, ATSI status, gender, age group, household type, housing type, eligibility criteria, vulnerability flags, income band ○ Episode detail: date case opened and closed, referral source, housing presenting matter(s) requiring assistance, case and client outcomes. ○ Service detail: mode of contact, service minutes by service type, legal tasks and representations. 	Quarterly csv file upload
Total referrals for casework received	<ul style="list-style-type: none"> ○ Referred to service stream (Residential parks, Retirement living, other older renters) ○ Referring agency name ○ Referral date ○ Referral outcome 	Quarterly csv file upload
Summary narrative of casework issues and trends	Trends and emerging issues in casework practice	6 monthly narrative report
Client case study	3 case studies (1 per service stream- retirement, residential parks and older renters). Illustrative example including presenting issue, services provided and the outcome.	6 monthly narrative report

Worker's advice reporting requirements

Data point	Detail required	Reporting mechanism
Consultations provided by solicitors to community workers by phone or email	<ul style="list-style-type: none"> ○ Type of worker supported: RRS, RCS, VRH, other community sector org. 	Quarterly csv file upload

	<input type="checkbox"/> Name of org receiving advice <input type="checkbox"/> Service area of org receiving advice <input type="checkbox"/> Date advice provided	
Summary narrative of key themes and issues that workers are requiring assistance with	Breakdown of key issues by service type - retirement living, residential parks, older renters	6 monthly narrative report
Availability and responsiveness of helpline to worker inquiries	<input type="checkbox"/> Days and hours of helpline operation <input type="checkbox"/> Average response times to inquiries	6 monthly narrative report

Media, Campaigns, Advocacy and Policy reporting requirements

Detail required	Reporting mechanism
Number of campaigns and media content (initiating and responding to emerging and systemic older persons housing issues as relevant to older renters, retirement housing or residential parks). Summary table including Type of issue, Type of media or campaign, and Impact)	6 monthly narrative report
Evidence of applying data obtained through the workers advice line and casework services to inform Media, Campaigns, Advocacy and Policy work undertaken.	6 monthly narrative report
Campaign outcomes	6 monthly narrative report
Any forthcoming media or campaigns likely to have an impact on government	6 monthly narrative report
Summary of policy, advocacy and research activities taken to address older persons housing issues	6 monthly narrative report
Active participation in CAV policy or other service forums, when convened	6 monthly narrative report
Provision of written reports, submissions or papers about emerging or systemic older persons issues (for older renters, or those living in retirement housing or residential parks)	6 monthly narrative report

Implementation and other operational feedback

Detail required	Reporting mechanism
Summary update on the implementation of the VRRP and OPHRS, including progress on implementation, any current issues, and activities planned to address current and emerging issues.	6 monthly narrative report



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