



Government
Services

Victorian Renters Helpline 2026-2031

Request for Service guidelines

February 2026

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1. About the Program

The Victorian Renters Helpline (VRH) is part of Consumer Affairs Victoria's (CAV) new Victorian Renter Rights Program (VRRP). The VRH is a free statewide phone and web-based renter helpline service.

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

1.1. Program objectives

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

1.2. Purpose of this document

These VRH Request for Service Guidelines outlines the key timelines, available funding and conditions of participation for prospective service providers, and should be read with the Victorian Renters Helpline Program Guidelines, which provides further details on the specific requirements an applicant must fulfil.

All guideline documents are available at consumer.vic.gov.au/renter-rights.

1.3. Funding for service delivery

The Provider will be required to operate a phone and web-based renter helpline service.

The VRH includes the provision of the following services:

- Early intervention support
- Information and referral
- Referral
- Service enhancement

Specific requirements and contractual service requirements that apply to the VRH can be found in the Victorian Renters Helpline Program Guidelines, within these guidelines, and within the terms and conditions of the Victorian Common Funding Agreement standard form.

Prior to commencing service delivery, the VRH provider will be required to present to DGS their proposed operating model. This model should document how, with fixed resourcing levels (funded FTE), unknown demand levels and the need to provide actionable advice, the VRH will approach service delivery in line with the VRH program guidelines. This service operating model should also include considerations for:

- Service principles
- Call handling approach, including demand management
- Trauma informed and culturally safe practices
- Accessibility considerations for people living with a disability
- Supporting clients where English isn't their preferred language
- Workforce capability and sustainability
- Knowledge management
- Systems and technology
- Quality, governance and risk management

1.4. What cannot be funded

Funding cannot be used for the following:

- Provision of direct financial assistance to clients.
- Capital costs.

1.5. Annual funding

The government has allocated \$6.32 million for the VRH between 2026–27 to 2030–31. Further details on the funding allocation for each year can be found in the table below (Table 1). A detailed breakdown of the FTE and other resourcing this funding includes for the successful provider is available in Appendix 1.

Table 1: Renting Rights Service funding allocation

Financial year	Funding allocation (\$ million)	FTE
2026–27	1.688**	4
2027–28	1.103	4
2028–29	1.140	4
2029–30	1.178	4
2030–31	1.217	4

**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 Victorian Renters Helpline Program Guidelines and within this document.

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

1.7. Payments

Funding will be paid on a quarterly basis. Failure to meet the service delivery requirements may 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 the applicant 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 and/or phone/web-based services.

2.2.1. Applications for additional services/components

Applicants for the VRH may also apply for:

- RRS; or
- RCS and/or OPHRS.

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

For example, if a VRH applicant applies for the:

- RRS, they are not able to apply for the RCS or OPHRS
- RCS or OPHRS, they are not able to apply for the RRS.

2.3. Assessment Criteria

The VRH funding round is a competitive, merit-based application process. An application does not guarantee funding, 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 VRH as described in the program guidelines and request for service documents.</p> <p><i>(1600 words)</i></p>	<ol style="list-style-type: none"> 1. Outline how the service will be delivered including: <ul style="list-style-type: none"> • Intake, eligibility and assessment procedures • Provision of the service types, in particular provision of low intensity advice, information and referral • Procedures to manage client demand 2. Outline the organisation's experience in the delivery of telephony and web-based services to clients, including existing systems of work and procedures and how they will be adapted to support the delivery of the service model described in the guidelines. 	35%

The applicant can demonstrate organisational capacity to work with other community sector organisations to develop a coordinated renter support model that embeds the VRH as an effective service in the renter support service system	<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 the service, and referral protocols 2. What program promotion activities will be undertaken to raise awareness and understanding of the service 	30%
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(800 words)

The applicant has the workforce capacity, infrastructure, operational systems and financial management structures to support the delivery of a quality service	<ol style="list-style-type: none"> 1. The organisation's ability to deliver the new service, including how governance structures will support the establishment of the VRH within the organisation's operations 2. The capability and qualification of your current and/or proposed VRH workforce, including: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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. 	35%
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(1400 words)

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.

DGS seeks to appoint a single provider of the VRH. Applicants must ensure that they can deliver the VRH fully, as outlined in the VRH Program Guidelines.

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
- 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 'VRH Query'. Queries may be made until **5.00pm 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, contact information, 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 '**VRH <your organisation name> - <Feedback>**'

2.8. Probity

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

Decisions in recommending and awarding grant 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 applicant have executed the funding agreement.

Upon service commencement, DGS reserves the right to withhold payments in cases 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 provider of the VRH must submit regular reporting to assist Community Programs to assess service delivery performance and to understand how the VRH is supporting the VRRP more broadly. The appointed provider will be required to provide the following standard reports:

- quarterly data reporting
- six-monthly narrative reporting
- annual acquittal certificate
- annual audited financial statement regarding the agency's finances
- Annual MARAM reporting

Quarterly data reporting and six-monthly narrative reporting are due within 30 days from the end of each reporting quarter. Templates will be provided for both. Quarterly data should be reported by uploading a comma separated value (CSV) file. Narrative reporting should be emailed. Further details of the indicative reporting requirements that are likely to apply for the VRH are outlined in Appendix 2.

DGS will work with the VRH 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.

The VRH 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 VRRP 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

3.2.1. Service targets

All targets will be negotiated the successful provider and informed by the ongoing operation of the VRH and VRRP.

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 VRH 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 VRH.

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. 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.

4.6. 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.

4.7. 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.

4.8. 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.

4.9. 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 lodgement of its application.

4.10. 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.

4.11. 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.

4.12. 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.

4.13. 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.

4.14. Discussion with applicants

DGS may elect to engage in detailed discussions with any 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.

4.15. 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.

4.16. 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.

4.17. 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.

5. Appendix 1: VRH 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.

VRH component resourcing	Rate	FTE	Funding 2026-27 (pro rata)	Funding 2027-28
Phoneline worker	\$225,526	3	\$507,434	\$699,244
VRH Manager	\$240,380	1	\$180,285	\$248,433
Systems and technology setup*	-	-	TBD	-
Ongoing system maintenance and enhancement costs	-	-	-	\$155,025
		4	\$687,719	\$1,102,702

*Some funding available to support systems and technology implementation. To be negotiated with appointed provider.

6. Appendix 2: Indicative VRH Reporting requirements

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

Data type	Detail required	Reporting mechanism
Telephone service delivery	<ul style="list-style-type: none"> • Calls offered – total calls that reached the line and progressed through the integrated voice response (IVR) • Calls answered – total calls answered by an agent • Calls abandoned – calls offered by not answered by an agent • Grade of service - % of calls answered within a defined period of time (TBD) • Average handle time (average time to handle an enquiry) – breakdown by talk time and after call work • Average wait time – time from caller progressing through the IVR to being answered by agent • Repeat callers 	Quarterly csv file upload
	<ul style="list-style-type: none"> • Average handle time subsets - % of calls within each AHT time category 	6 monthly narrative report
Email/Web based service delivery	<ul style="list-style-type: none"> • Total emails/webchats received • Total emails/webchats responded to • Average response time 	Quarterly csv file upload
Services provided	<ul style="list-style-type: none"> • Website related activity - updates • Summary breakdown of what issues renters are calling in or emailing for support with by inquiry volume 	6 monthly narrative report
	<ul style="list-style-type: none"> • Summary narrative on general phonenumber and web-based operations, including phonenumber availability, any current issues, and activities planned to address current and emerging issues. • Summary table breakdown of the type of assistance sought and response(s) provided 	6 monthly narrative report
	<ul style="list-style-type: none"> • Summary table breakdown of where clients are referred to – number by referred to service type 	6 monthly narrative report





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