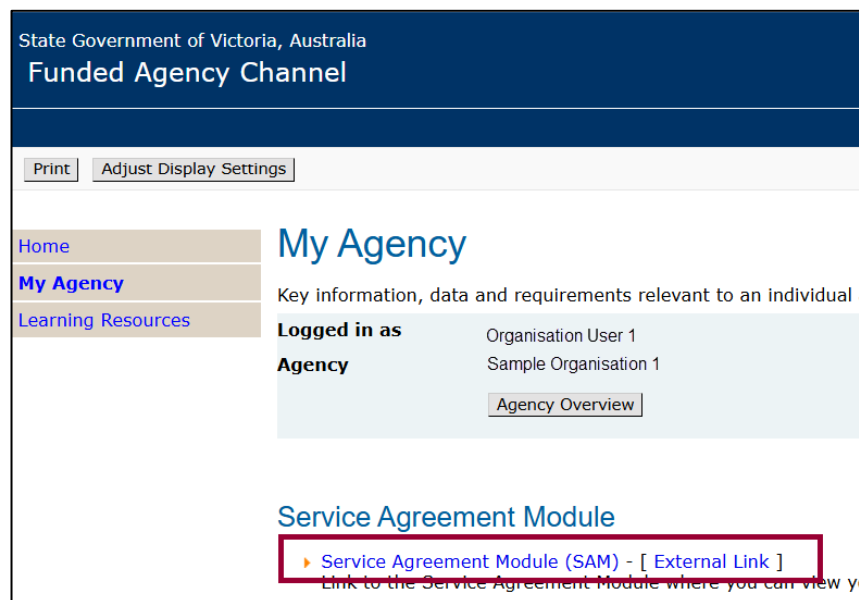


Service Delivery Tracking manual submission

Quick Guide

OFFICIAL

Navigating to the acquittal tab

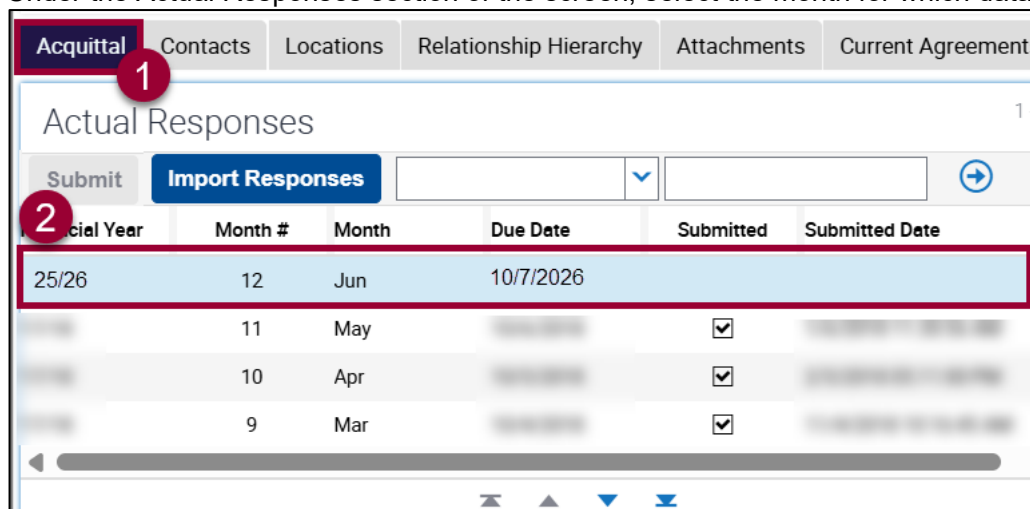


Log into My Agency and click on the Service Agreement Module (SAM) link

Manually Completing the Acquittal template

The Acquittal template can be completed manually by entering the data directly in the screen.

1. After logging into the Service Agreement Module (SAM), click on the Acquittal tab
2. Under the Actual Responses section of the screen, select the month for which data is to be submitted



3. Scroll down to the Actual Response Details section of the screen

4. And then across to the Actual Units and Comments fields

Actual Response Details 3									
Export...									4
Service Plan Name	Service Plan ID	Activity Code	Activity Name	Performance Measure Description	Target Units	Target Period	YTD Actual	Actual Units	Comment
Disability Services		17081	Individual Support Packages	Number of new clients	11	Annual	146		
Disability Services		17081	Individual Support Packages	Number of new clients	1	Annual	12	1	

- Against each activity, enter the actual number of units delivered in the month in the Actual Units field. If services are provided across multiple divisions and areas, enter only the data relevant to the Division/Group/Region and Service Plan Area specified in the Service Plan Division/Group/Region and Service Plan Area fields.
 - Comments are not mandatory, but should include explanations for targets not being met, and remediation strategies, where applicable. To maintain client confidentiality, client details should not be included.
Up to 1,000 characters can be entered in the Comment field. It is advisable to enter summarised comments in the field, and it is recommended to limit these to around 255 characters.
 - Save at any time by pressing and holding the ctrl and then S keys.
5. Once all the Actual Units fields have been completed, the Submit Button in the Actual Responses section becomes enabled. Click the Submit button

Actual Responses 5						
Submit	Import Responses					
Financial Year	Month #	Month	Due Date	Submitted	Submitted Date	
25/26	12	Jun	10/7/2026			
	11	May		✓		
	10	Apr		✓		
	9	Mar		✓		

6. The Submit and Import Responses buttons become disabled and the Submitted, Submitted Date and Submitted by fields are automatically completed.

Actual Responses 6						
Submit	Import Responses					
Financial Year	Month #	Month	Due Date	Submitted	Submitted Date	Submitted By
25/26	12	Jun	10/7/2026	✓	7/8/2026 02:04:56 PM	Sample User

To receive this document in another format, email <FAC@dfh.vic.gov.au>.

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