



Homes Victoria are implementing new guidelines for funded Specialist Homelessness Services

Background

Homes Victoria commenced a review of the Homelessness Services Guidelines and Conditions of Funding May 2014 (2014 Guidelines) in January 2024. This review assisted with the development of the new [*Homelessness and Housing Support Guidelines 2025*](#) (2025 Guidelines)

The 2025 Guidelines will ensure people experiencing or at risk of homelessness receive the high-quality support they need and deserve. They have been developed through extensive consultation with the homelessness sector, including Specialist Homelessness Services, peak bodies, and local area networks.

Why Homes Victoria have updated the Homelessness and Housing Support 2025 Guidelines

The 2025 Guidelines are aligned with recent legislation reform and regulatory requirements and reflect the current reality of homelessness in Victoria.

The primary objective of the 2025 Guidelines is to establish the necessary requirements for delivering funded homelessness activities in Victoria, ensuring consistency and high-quality service delivery among funded organisations.

On 8 January 2026, the 2014 Guidelines will be superseded in part by the 2025 Guidelines. By this date, all homelessness funded organisations (organisations) are required to implement the 2025 Guidelines alongside the Service Agreement they hold with the department.

What changes have been made

The consultations with the homelessness sector over 2024, supported a number of changes for the 2025 Guidelines, these include:

- inclusion of recent legislative, regulatory and policy changes impacting funded organisations, including the social service standards and registration with the social services regulator, and the Multi Agency Risk Assessment and Management Framework (MARAM)
- alignment with *Mana-na worn-tyeen maar-takoort* (the Victorian Aboriginal Housing and Homelessness Framework) to deliver culturally safe services for Aboriginal Victorians
- descriptions of nine key functions of the homelessness system
- updated guidance on unaccompanied children aged 15 and under

- intersections between homelessness programs
- guidance on the tools which should be used by organisations
- embedding evidence-based practices to meet the evolving needs of organisation's delivering homelessness services.
- migration of program guidance to individual documents. (The current program guidance at appendix four will be migrated to individual guidelines over the coming years).

Implementation

Under Clause 3.1 (g) of the Service Agreement, the Department of Families, Fairness and Housing (DFFH) are required to provide funded organisations with 40 Business Days' written notice when making amendments to Departmental Policy.

The 40-business day notice to advise funded organisations that new 2025 Guidelines have been published, was delivered to all funded organisations on 10 November 2025. On 8 January 2026, the 2025 Guidelines will supersede the 2014 Guidelines in part, requiring all organisations to comply with the 2025 Guidelines alongside their Service Agreement with DFFH.

During the 40-Business Day period, funded organisations should become familiar with the 2025 Guidelines. Should organisations or a Local Area Service Network have a query on the 2025 Guidelines, they are advised to contact their local area Agency Performance Systems Support representative. If they are unable to assist, the query will be forwarded to Homes Victoria for a response.

The 2025 Guidelines were published on 10 November on a newly created Homelessness and Housing Support webpage on the DFFH website [Homelessness and Housing Support Guidelines 2025 webpage](#).

- The 2025 Guidelines were distributed to Agency Performance and System Support managers on 29 October 2025.
- On the 10 November 2025, a forty-business day notice was issued to all homelessness funded organisations.
- On 8 January 2026 all organisations must comply with the 2025 Guidelines, organisations are encouraged to familiarise themselves with the 2025 Guidelines prior to this date.
- The 2025 Guidelines will be promoted through social media content with internal and external newsletters.

Where can I access the 2025 Guidelines

The Homelessness and Housing Support Guidelines webpage will 'go live' on 10 November 2025, the 2025 Guidelines will be published on this date and available for organisations to read online or download. Organisations can also access the 2025 Guidelines on the DFFH Funded Agency Chanel.

[Homelessness and Housing Support Guidelines 2025 webpage](#)

https://www.dffh.vic.gov.au/publications/homelessness-and-housing-support-guidelines?auHash=W5QA5Uayf8okh1iaZ4CmJw0ezYbzaYB_hTH-tRMrzrs

[Homelessness and Housing Support Guidelines 2025](#)

<https://fac.dffh.vic.gov.au/homelessness-and-housing-support-guidelines-2025-0>

Who to contact for more information

Should you require additional information please contact your local area Agency Performance and Service System team or hhs@homes.vic.gov.au