



Victoria's homelessness **6-point plan**







Homes Victoria acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of the land on which we live and work. We recognise their continuing cultural heritage and connection to country, and pay respect to their Elders, past and present.

Artist: Chloe Chatterton, Wadawurrung
Artwork: Home is Where Country is, 2025

Chloe Chatterton is a proud Wadawurrung artist whose work reflects her deep connection to Country, Culture, and Community.



Why we need a new direction

Nick Staikos

Minister for
Homelessness

Homelessness can affect anyone at any stage of life, and now more than ever it demands our absolute, undivided focus at the highest level of government. The impact of homelessness is profound, resulting in deteriorating health, loss of social connections and unfulfilled potential. Addressing homelessness restores dignity and stability for individuals and families while strengthening our entire community.

The Victorian Government has invested heavily in building new social housing, developing new supportive housing models, and expanding prevention and early intervention programs to better support people sleeping rough.

By establishing homelessness as its own dedicated ministerial portfolio, we are ensuring that every dollar, every policy, and every decision is directly anchored to the safety, security and dignity of every person in our community.

Our 6-point plan for homelessness builds on this investment and outlines the actions needed to fill critical service gaps and build a future-focused homelessness service system.

What we have achieved so far

The Victorian Government has been investing in housing and homelessness services that provide people experiencing homelessness with access to immediate support, accommodation and longer-term housing options.



6000+

people sleeping rough have been supported since the launch of the Homelessness and Rough Sleeping Action Plan in 2018

360

supported accommodation dwellings across Victoria, up from 60 located only in metropolitan Melbourne

10

new youth homelessness accommodation and support initiatives

1,200+

households benefit from Housing First responses

11,000+

new social housing homes since 2015, delivered through an investment of more than **\$6.3 billion** into social and affordable housing.

Homelessness 6-point plan



Our **6-point plan** addresses the most pressing issues in the homelessness system and sets the framework for the future.

**Responding to
rough sleeping:**

- 1** Establish **by-name lists** and trial an **online triage tool**
- 2** Expand the number and reach of **assertive outreach** workers
- 3** Embed dedicated **service coordination** for people sleeping rough

**Getting people
housed:**

- 4** Increase access into **Housing First responses** for people sleeping rough
- 5** House more **young people**

**Keeping people
housed:**

- 6** Expand **tenancy supports** to prevent Victorians returning to homelessness

Our 6-point plan
is underpinned
by our **3 action**
areas.

**Responding
to rough sleeping:**
(Points 1-3)

Too many people are experiencing chronic homelessness, with an unacceptably large number of Victorians sleeping rough. We need a better coordinated response that makes better use of existing programs and is more tailored to people's needs.

Getting people housed:

(Points 4-5)

Our specialist housing and support models have expanded in response to growing demand. We need to ensure that they continue to operate sustainably, now and into the future.

Keeping people housed:

(Points 6)

Ensuring people at risk of homelessness are provided with help before they experience crisis is crucial. Ongoing support is necessary to keep people supported in their home and avoiding homelessness.

Responding to rough sleeping

A comprehensive and enhanced
support model for people
sleeping rough



The sooner a person sleeping rough can be connected to housing and support, the sooner they can benefit from these supports, improve stability and prevent longer-term homelessness. Minimising the effects of deteriorating physical and mental health, and disconnection from community and social supports will alleviate pressure on the homelessness system, paying dividends in avoided costs across the health and justice systems.

A coordinated, system-wide approach to people sleeping rough requires expanding assertive outreach services to all areas and improving their effectiveness through real time monitoring and dedicated service coordination. By-name lists and complex care coordinators maximise the impact of existing services by enabling better planned and more efficient referrals from assertive outreach to available housing and supports.

By-name lists collect close to real time data on people experiencing rough sleeping and form the basis of multi-agency case planning. Complex care coordinators then work with local services to overcome barriers faced by rough sleepers in accessing support, freeing assertive outreach workers to continue finding rough sleepers and building relationships. Together, these 3 facets – outreach, by-name lists and service coordination – provide a systematic response to improving client outcomes in the longer-term and reducing rough sleeping.

1 Establishing by-name lists and online triage

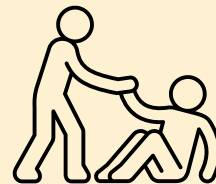
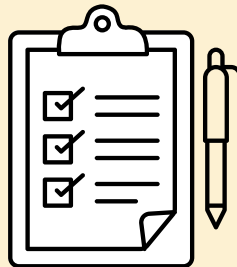
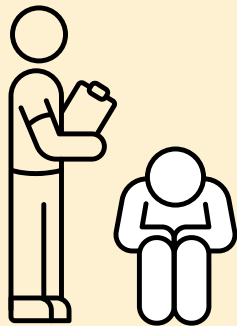
Improved data collected through by-name lists across Victoria will increase our understanding of the scale of rough sleeping locally and inform investment decisions needed to reduce instances of rough sleeping. By-name lists provide real-time data to local homelessness and support services about who is sleeping rough and the support they need.

The Victorian Government will provide funding to establish a statewide approach to by-name lists to support assertive outreach teams. A new statewide data function will be established that supports assertive outreach workers to track, and

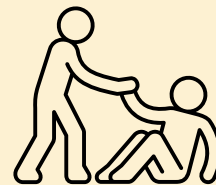
case manage people sleeping rough and shift resources to where they are needed most.

There are more than 70 homelessness entry points across Victoria, many of which have different triage processes and intake arrangements, resulting in inconsistent experiences of people seeking assistance. As part of our data-driven approach, the Victorian Government will work with the homelessness sector to trial a modern and more efficient triage tool to be used at entry points to support more people to be connected to faster and more efficient responses especially for those sleeping rough.

The triage journey



**Prevention and
Early Intervention**



**Homelessness
Assessment
and Planning**

2 Expanding assertive outreach

While the number of people sleeping rough in Victoria's suburbs and towns has risen in recent years, there has not been an equivalent increase in investment in providing the outreach required.

Assertive outreach workers are an essential pillar of a Housing First response, building trust with people sleeping rough through persistent engagement and work to reconnect them to services and support.

The Victorian Government is expanding to a statewide model for assertive outreach. This means that wherever people are forced to sleep rough, there will be dedicated and skilled outreach workers helping to connect them the available housing and supports.

By the end of 2026, 18 teams will be on the ground supporting people sleeping rough through persistent engagement, building their trust in the social services system.

Existing and Proposed New Homes Victoria Funded Assertive Outreach Team Locations



3 Embedding service coordination and complex care

Coordination across multiple service needs is critical to tailoring client responses and overcoming barriers preventing access for people sleeping rough to the support and housing pathways needed.

We're building a dedicated service coordination function to support assertive outreach workers across the state so they can focus on engagement and relationship building with people sleeping rough.





People at risk of or experiencing homelessness will get a more tailored response from

**32 assertive
outreach
workers**

Getting people housed

4 More access to Housing First supports

Major social and affordable housing programs are delivering huge growth in social housing across Victoria. Over 700 households are being supported in Housing First responses - combining secure social housing with service supports.

The establishment of by-name lists and dedicated service coordination will make it possible to prioritise access into funded Housing First housing responses for people sleeping rough.

The Victorian and Commonwealth Government are delivering 88 new crisis and transitional housing homes across

the state that will assist women and children experiencing family violence, and young people at risk of, or experiencing homelessness.

In addition, the Victorian government will deliver an additional 100 Homes First packages to house people who are experiencing persistent homelessness or sleeping rough. Homes First is Victoria's flagship program based on Housing First principles. It supports people first to find a safe and secure home, and then to access support and enabling services to help them sustain the tenancy.

5 Continue leading youth homelessness programs

Ensuring young people at risk of homelessness are supported into stable accommodation is essential for building independence, creating opportunities and pathways to positive, life-changing outcomes. We will continue funding for five recently established youth housing responses delivered through the Big Housing Build.

The Victorian Government will extend funding for Village 21 and Education First Youth Foyer initiatives to support at any one time more than 100 young people on the path to a new future.

By continuing these flagship youth homelessness programs, more young people will be diverted from homelessness.



Keeping people housed

6 Expand tenancy supports to prevent households returning to homelessness

Keeping people housed and out of the homelessness system is an essential part of this plan. Assisting people with paying the rent or bond on a property will help prevent an estimated 10,000 people from the effects of being homeless.



The 2026-27
Budget provided

**\$6.1
million**

over two years to
expand Tenancy
Plus support to an
estimated additional
1,000 people in social
housing who are at
risk of homelessness.

**\$411
million+**

was invested in homelessness
services in 2025-26. This includes
funding for prevention and early
intervention programs such as:

Private Rental Assistance Program
(financial subsidies)

Tenancy Plus (support for social housing
renters at-risk of eviction)

Bond Assist (loans for rental bonds)

In this document, we may use the terms ‘First Peoples’, ‘First Nations’ or ‘Aboriginal people’. This includes all Aboriginal and Torres Strait Islander peoples living in Victoria. We retain ‘Indigenous’ or ‘Koori/Koorie’ when part of a title, program or quote.

Unless otherwise noted, images in this document show models and illustrative settings only. The images may not depict actual services, facilities or recipients of services. Some images may be of deceased Aboriginal or Torres Strait Islander people.