

Link2home – state-wide homelessness information and referral service

Link2home is the homelessness information and referral service that is making it easier for people across NSW to get the information they need, get help with accommodation and be referred to local services.

Implemented as part of the reform of the specialist homelessness services system, this service brings together three previous homelessness phone lines into one single state-wide service.

Who can call Link2home?

Anyone who is homeless or at risk of homelessness, or who is concerned about someone they know, can call Link2home. It can refer men, women, children, young people and families to services that can assist and support them.

How Link2home works

Link2home is a phone service that:

- provides information about local services
- assesses what kind of help people need
- refers people to specialist homelessness services, support services, temporary accommodation and other services.

Link2home operates 24 hours a day, seven days a week, every day of the year. The level of service that can be provided after 10 pm is generally limited to an emergency response, if required.

Link2home services

Link2home has access to real time vacancy information and supports better sharing of client information (with consent) so clients don't need to retell their story.

More information

For information about specialist homelessness services in NSW, visit the Department of Family and Community Services (FACS) website at www.facs.nsw.gov.au/shs

Contact

If you or someone you know is at risk of or experiencing homelessness, ring **Link2home** on **1800 152 152**.

If you or someone you know is experiencing domestic violence, ring the **NSW Domestic Violence Line**, a state-wide service available 24 hours a day, seven days a week, on **1800 656 463**.

If you would like to provide feedback on Link2home services, please email Link2home@facs.nsw.gov.au