



Pacific Link
HOUSING

Pacific Link Post



Your tenant newsletter



Our latest development at Canton Beach

Spring 2024 Issue

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Message from our CEO

As we head into spring, it's great to see the progress of some of our communal gardens. A big thank you to Mitre 10 for their support in a recent garden transformation at one of our complexes. Remember, the Annual Tenant Garden Competition is underway, and it's a great opportunity to showcase your gardening skills and green thumb. We look forward to seeing your gardening efforts!

I would like to extend a heartfelt thank you to all who participated in our recent tenant survey. Your feedback is invaluable and helps us improve our services. It's encouraging to see such positive responses, and it motivates us to continue our efforts to support you better.

This year, we're excited to introduce a special opportunity for all our tenants. We're creating a custom PLH Calendar for 2025 and we'd love for it to feature your photographs! This is your chance to showcase your local area and the beauty you see every day. Send in your high-resolution landscape photos, and tell us why your chosen spot is special to you.

We look forward to seeing your submissions and sharing the wonderful views of our community with everyone.

Ian Lynch - CEO



Annual Tenant Garden Competition

Put on your gardening gloves and join Pacific Link Housing's Annual Garden Competition! We're looking for entries from every type of garden, no matter the size. Whether you have balcony pot plants, a backyard vegetable plot, or an imaginative garden project, your green thumb could win you fantastic prizes. This year, you could be one of the lucky gardeners to win a Bunnings gift card worth up to \$200.

Showcase your gardening skills for the chance to win for your hard work. Submit your entry by the 1st of November 2024 at www.pacificlink.org.au/garden-competition



Hunter Homeless Connect Day

PLH Team Members, Kristina, Sam and Coen represented us at the Hunter Homeless Connect Day in August. This annual event is vital in providing essential support to individuals who are homeless, facing tough times, or at risk of homelessness. The event was well-attended, offering people in need a chance to connect with various service providers and access crucial support.

Our team offered guidance and assistance at the event, helping attendees navigate the Housing Pathways system. They also strengthened relationships with service providers, enhancing our community partnerships. It's a privilege to engage in such a meaningful event, reinforcing our commitment to a caring and supportive community.



PLH Team Members: Kristina and Sam

We're proud to be part of these efforts and to witness the positive impact of bringing people and services together at the Hunter Homeless Connect Day.

PLH's Learner Driver Program

Are you ready to take the wheel with confidence? Our Learner Driver Program is tailored just for you! Tenants with a learner's licence can access a package of complimentary driving lessons from a certified instructor. This opportunity is available to all eligible tenants, regardless of age, preparing you for the road with confidence and new skills.

For more information and to check your eligibility, visit www.pacificlink.org.au/learner-driver. If you have any questions, don't hesitate to call us on 4324 7617.





PLH's Tech Connect Loan Program

Ready to update your technology? Our Tech Connect Loan Program offers an easy way for tenants to access new laptops, tablets, or smartphones. You can apply for a device valued at up to \$1,000, and with our straightforward, interest-free loan plan, budgeting becomes simpler.

To reduce the burden, we provide a \$250 subsidy, lowering your total loan amount. Purchases are managed by PLH, and repayments are made through small, hassle-free deductions from your Centrelink benefits, ensuring you remain debt-free once the loan is repaid.

For more information and to check your eligibility, visit www.pacificlink.org.au/tech-connect. If you have any questions, don't hesitate to call us on 4324 7617.



PLH's Health and Wellbeing Program

Looking to start a new hobby? Our Health and Wellbeing Program is here to support you! If you're a Pacific Link Housing tenant, you might be eligible for up to \$250 to assist with fees, equipment, or other costs linked to your chosen activity.

This program is open to eligible tenants of all ages who wish to engage in sports, recreation classes, or community groups. Whether you're interested in pilates, painting, swimming or football, we're committed to helping you get involved with your local community.



Visit www.pacificlink.org.au/health-and-wellbeing for more information on the program. You can also reach us at 4324 7617 if you have any questions.



Capture Your Community: A PLH Photo Showcase!

As Pacific Link Housing manages nearly 1,300 properties, organising a single end-of-year celebration that everyone can attend has become increasingly difficult. Since 2020, we've embraced the idea of sending end-of-year gifts as a way to reach all our tenants. This year, we want to make it even more special by involving you directly!

For our upcoming 2025 calendar, we would love to feature your photographs. This is a great opportunity to showcase photos from your local area, capturing natural landscapes or community areas that you find special.

How to participate:

- Submit your photo: Email to programs@pacificlink.org.au by **1st November 2024**.
- Photo requirements: Ensure the photo is in landscape (horizontal) format and high quality.
- Share your story: Along with your photo, include a few sentences explaining why this area or scene is special to you.

Your contributions will make our 2025 calendar a unique and personal celebration of the places we call home. We can't wait to see your amazing photos and hear your stories!



Mighty Helpful Mitre 10

We were thrilled to have a team of dedicated volunteers from Mitre 10 come out to a complex at East Gosford to help revitalise the gardens. Their hard work and enthusiasm made a huge difference, with both PLH and our tenants incredibly grateful for their support.

The Mitre 10 team installed a new veggie pod, cleared out overgrown garden beds and put in some new plants, giving the property a fresh and vibrant look. To show our appreciation, we hosted a BBQ with tenants and Mitre 10 volunteers, creating a wonderful opportunity to come together as a community!



PLH Team Members: Mark, Kristina and Kochie



PLH Team Members: Kaitlin and Heidi



Mitre 10 Volunteers

Annual Tenant Survey

Thank you to everyone who took part in our 2024 Tenant Survey. We are pleased to report a 1% increase in overall satisfaction with our services compared to last year, which is encouraging news for our team. Additionally, we saw a 4% rise in tenants reporting that their lives have either improved or remained stable since joining us. We appreciate all the feedback and comments provided through CHIA NSW!

Congratulations to the tenants who won a \$50 gift card for their participation. Your prizes have been sent out by mail.

Remember, your feedback is always welcome, not just during the Annual Tenant Survey. Feel free to reach out anytime via phone, email, post, or online at www.pacificlink.org.au/feedback with your suggestions and thoughts.



The Community Housing Industry Association NSW provided us with the following anonymous results of surveyed tenants:



"Pacific Link has been a life saver for me. Providing affordable housing for my children and myself, saving us from homelessness."

"I'm feeling like a member of society because of Pacific Link. Equal and happy, instead of forgotten. I haven't enough gratitude to express how I feel. I'm complete now with my new home."

"I'm a single dad and after being homeless, Pacific Link has provided a home and stable living environment for myself and my 2 children. We are in a good area and the kids are safe and we are very happy."

"I can honestly say that PLH is the ultimate provider in all respects. They are here for the Tenant and can supply answers and valuable resources to queries asked of any department for the wellbeing, all with grace and empathy."

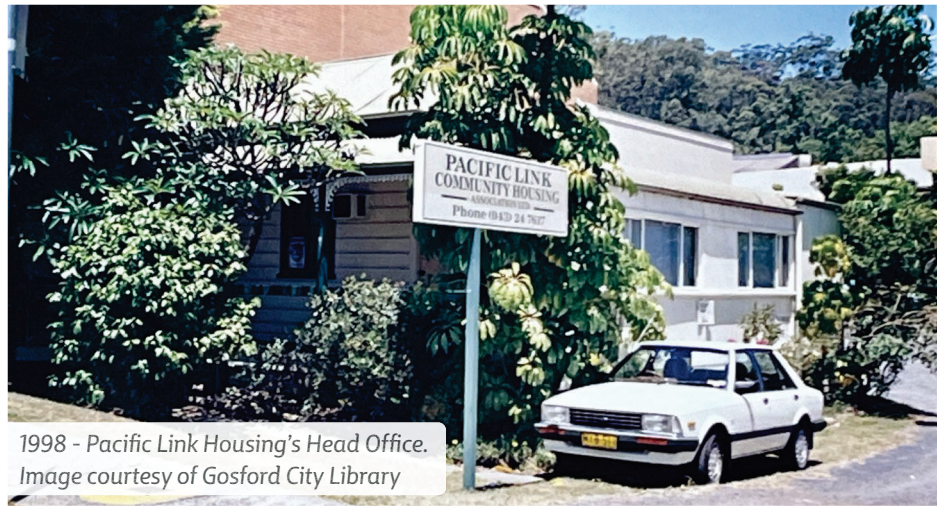


Pacific Link Housing has come a long way since it was founded by Sheila Astolfi 40 years ago. From humble beginnings with just a few homes, we now manage nearly 1,300 tenancies across six LGAs.

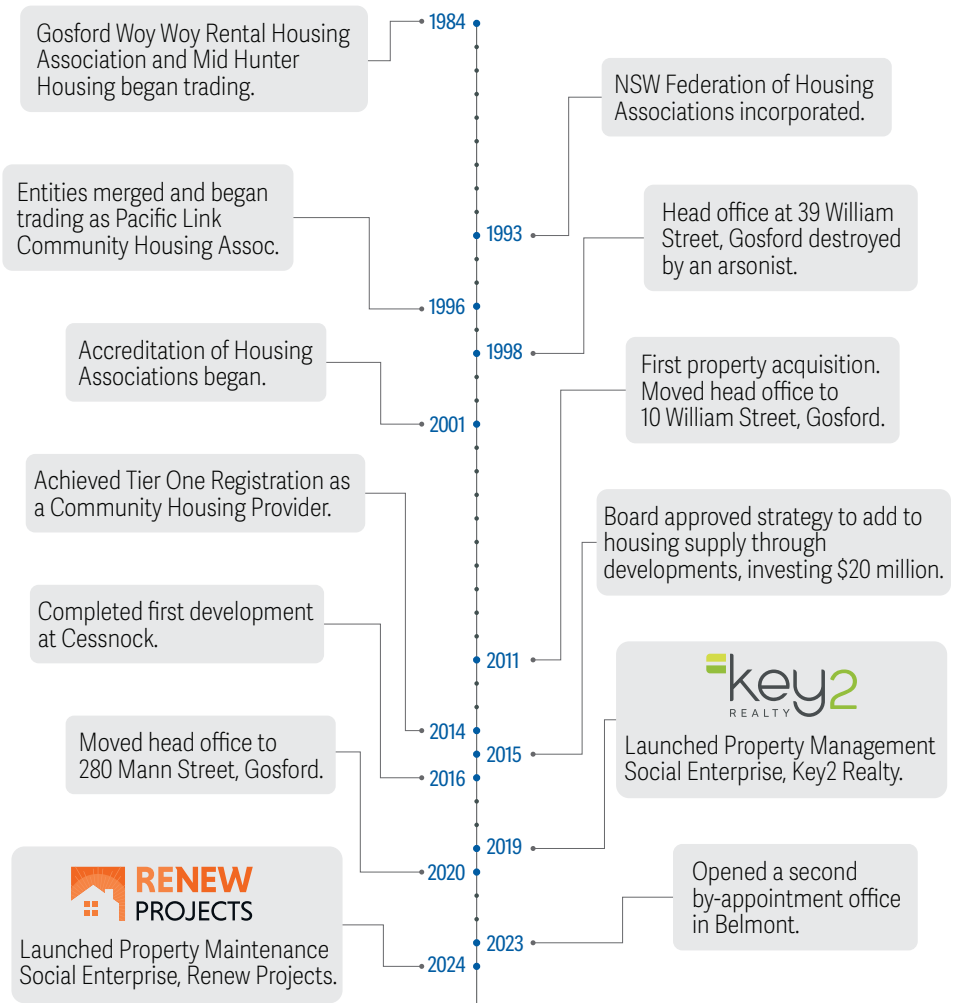
Since 2016, we've also built or acquired 167 dwellings and have plans for over 80 developments in the future. An example is our latest development at Canton Beach, featured on the front of this newsletter, showcasing our commitment to providing quality social and affordable housing.

Over the years, we've developed a range of programs that have evolved to meet the changing needs of our PLH community. We will continue providing support for tenants through these programs to help you sustain your tenancy and access new opportunities. For more information, visit www.pacificlink.org.au/programs.

We are so proud of our progress and remain dedicated to making a positive and lasting impact on the lives of our tenants for decades to come. We hope our support has helped you achieve housing stability and improved wellbeing!



1998 - Pacific Link Housing's Head Office. Image courtesy of Gosford City Library



Change your newsletter preference

Pacific Link Housing is passionate about conserving our natural resources. We are implementing more "paperless processes" in our day-to-day work which helps to reduce paper waste in our office.

Our Tenant Newsletters are printed on FSC paper which is the best for environmental use as it has a lower carbon footprint and is sourced from managed forests. To support our commitment to the environment, you can choose to receive our Newsletter by email instead of by post. Update your preference at www.pacificlink.org.au/newsletter



Helpful Cost of Living Hub

At Pacific Link Housing, we want to see you sustain your tenancy and thrive! If you find yourself needing a bit of extra help, the Cost of Living Hub is a great resource that could provide some financial relief. It offers practical advice and tools to help you manage your finances more effectively. The NSW Government initiative provides simple ways to stretch your budget and gives access to trusted advice and support. Visit www.nsw.gov.au/money-and-taxes/cost-of-living-hub

Tips and Resources on the Hub:



- Food and groceries
- Employment opportunities
- Housing advice
- Energy and utility savings
- Managing money
- Health services
- Family and care support
- Transport, driving, and fuel
- Useful tools and calculators



Need Additional Support?

Don't forget if you are facing difficulties with your tenancy, please don't hesitate to reach out. Contact your Housing Officer or our Head Office on 4324 7617, and we'll put you in touch with our Tenant Support Officer for the help you need. We're here to assist you in any way we can to ensure you continue to have a stable and secure tenancy.

NAIDOC Week Celebrations

This year's NAIDOC Week theme, "Blak, Loud and Proud," celebrates the resilience and vibrancy of our communities. It calls for unity and support to amplify the voices that have historically been overlooked. To explore more about NAIDOC Week and this year's theme, www.naidoc.org.au

In July, our team members were thrilled to participate in community NAIDOC events across the Central Coast at Wyong, Ourimbah and Umina Beach. It was inspiring to see so many community members come together, embracing the spirit of unity and cultural celebration. These gatherings are crucial for fostering a sense of belonging and shared respect within our community.



Students from the Mingaletta's Didge & Dance Program



This year's theme poster "Urapun Muy" by Deb Belyea. The term 'Urapun Muy', from the Kalaw Kawaw Ya language of the Torres Strait, translates to 'One Fire'. This theme underscores the shared passion among Torres Strait Islanders and Aboriginal people for their culture, which enlightens us with knowledge, wisdom, and purpose.