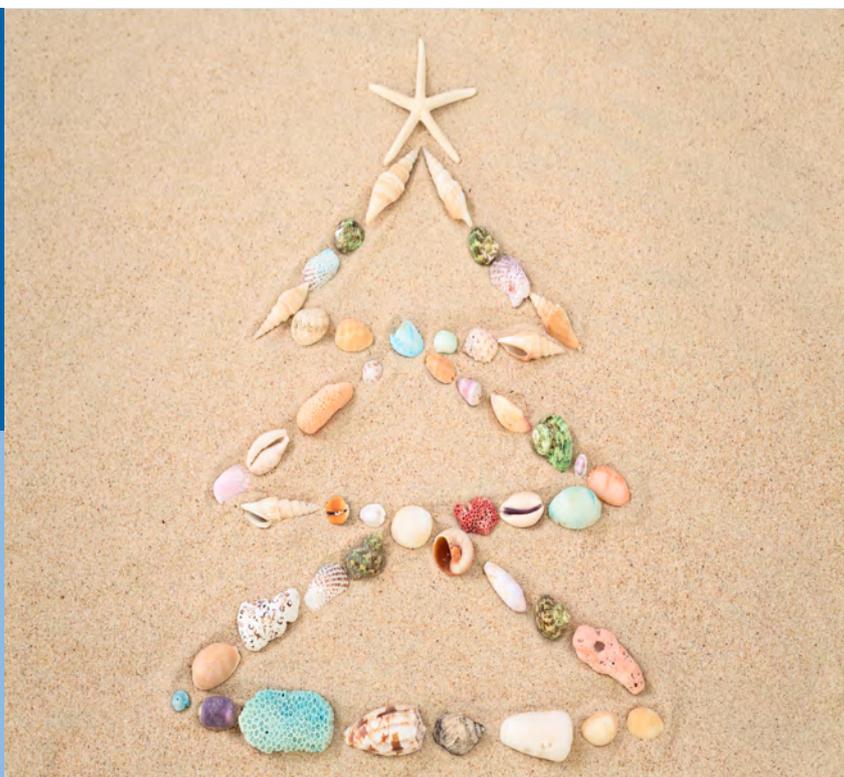


MY NEWSLETTER

Christmas 2018



FROM THE CEO'S DESK

Merry Christmas!

Thank you to the staff and tenants of Pacific Link for making the transition into my new role as CEO both smooth and enjoyable. The past 6 months has passed very quickly, and we are working hard towards implementing some exciting new initiatives as we move into 2019.

As PLH's CEO, I aim to ensure that the homes we provide are safe, secure and affordable. Further, I am dedicated to creating an organisation where you – our tenant – remains the primary focus for everything we do. Indeed, the innovations and growth that we are striving to deliver will ultimately provide additional and enhanced services in the areas of housing, programs and support.

I am very fortunate to be working with a wonderful team – all of whom share my focus and intent. Throughout next year – I hope to introduce you to some of these talented and professional individuals through additional publications and communication. This will provide you with a good insight into who we are and what we do.

Two-way communication is critically important – and in this regard – I encourage you to call or email us to discuss your needs or to give us feedback. Your knowledge and experience will help PLH to strengthen and enhance the way in which we deliver our services.

I would like to wish you all a safe and happy holiday season – and a great New Year!

Craig Brennan
CEO

Christmas Closure: Pacific Link will close for the season on Monday 24th December 2018, and will reopen for business on Wednesday 2nd January 2019 at 9:00am. **For emergencies:** such as power failure, storm damage etc. please call Ausgrid 13 13 88 and the SES 13 25 00.

WHAT'S INSIDE

PLH News

- [Staff Stories](#)
- [PLH Developments](#)

Tenant News & Programs

- [Tenant Survey Results](#)
- [Tenant Survey Winners](#)
- [Tenant Program Updates](#)

Community News & Events

- [Annual Tenant Xmas Party](#)
- [Lifeline for tenants](#)
- [Rents & Finance](#)
- [Community Gardens](#)
- [PLH Tenant Story](#)
- [EWON](#)
- [Kids Holiday Ideas](#)

Bits & Pieces

- [Did You Know](#)
- [Reptile Park Competition](#)



STAFF NEWS

Welcome to our Newbies

" #-\

Craig was formerly CEO of Community Housing Canberra for eight years until 2015.



Prior to CHC, Craig had three years in development roles with Defence Housing Australia and four years with Business ACT, an agency of the ACT Government. In 2015, Craig and his family moved from Canberra to the Gold Coast where he co-founded a digital platform start-up. Craig holds an MBA and has a degree in communications.

Craig's appointment follows Daphne Wayland's completion of her term as interim CEO.

PLH DEVELOPMENTS UPDATE

Partnering with Evolve Housing, Pacific Link Housing recently received approval for a development application for a **New Generation Boarding House at Canton Beach**.

Located at 1A Wallis Avenue, Canton Beach, the development will include 29 tenant rooms, including five adaptable rooms and a Manager. We should see completion of this works by 2020.

Pacific Link Housing is also in the process of developing a **stand-alone housing project in the Lake Macquarie suburb of Glendale**. It will be the first project to be delivered under the NSW Land and Housing Corporation's (LAHC) 'Communities Plus' program, which enables registered Community Housing Providers to purchase sites at market value from LAHC to deliver social and affordable housing outcomes.

Over the past 18 months, we have been working with a range of design and construction consultants to turn this vision into a reality. Construction on the modern dwelling is due to commence by January 2019, with the project on track to be completed by mid-2020.

Scott Ryan is PLH's new **Business Systems & Reporting Analyst** who has grown up on the central coast and then in his late teens headed off to Sydney to pursue a career in IT. Having spent a good 9 years both commuting to Sydney and living in Sydney, he decided to go travelling overseas, through Asia and Western Europe, before arriving in London. After falling in love with London and the ability to travel across Europe on weekends, he decided to work and got a job in the movie industry where he spent the next 5 years. Scott was then sent around the world helping with the deployment of a new system across all 20th Century Fox regions.

He then decided it was time to head home after so many years away and was able to convince his boss to transfer him to the Sydney office along with his girlfriend, deciding to buy a home back on the Central Coast.

They have since gotten married, bought a house and started a family. Baby number 2 is due in April 2019!!



TENANT NEWS & PROGRAMS



Tenant Survey Results

Thank you to all those tenants who completed the PLH Annual Survey for 2018.

We had a 38% response rate, ahead of the industry average (36%).

It was interesting to see the comparative results having Community Housing Industry Association of NSW (CHIA), conduct the survey for the first time.

Overall, **88% were satisfied** with the services provided by Pacific Link Housing, well beyond the National Regulatory System for Community Housing (NRSCH) threshold of 75% and above CHIA NSW's benchmark of 84%. More than 9 in 10 respondents (92%) were satisfied with the customer service offered by Pacific Link Housing.

At 87%, satisfaction with the condition of the home is above CHIA NSW's benchmark of 84% and well above the NRSCH threshold of 75%. International research suggests that repairs and maintenance is the single most important driver of overall tenant satisfaction, and repairs and maintenance (84% satisfied) is well above the benchmark of 76% and the threshold of 75%.

In addition, 84% said that they are satisfied with the quality of their last repair which is also above the benchmark of 77%. Nearly all respondents (94%) said that they know how to request a repair.

We are always pleased by the response from our tenants and are very proud to deliver a quality service where the door is always open.

If you have any questions about the tenant survey or wish to discuss any of the information further, please do not hesitate to contact us.

Tenant Survey Satisfaction Results



Annual Tenant Survey - Voucher Winners

Congratulations to the following tenants who completed the Annual Tenant Survey. You are the lucky winners of a \$50 gift card.

- Carol – Bolton Point
- Kerrie-Anne – North Gosford
- Jane – San Remo
- Melissa – Gosford
- Peter – Toronto
- Dennis – Kanwal
- Louis – Woy Woy
- June – Lambton
- Michelle – The Entrance
- Brett – Gorokan

TENANT NEWS & PROGRAMS



Another Great Scholarship Success...

Rayann applied for an education scholarship in 2018 to help with the purchase of a laptop, to allow her complete her studies in Certificate IV-Accounting.

PLH was not only able to provide her with a new laptop, printer and accessories, but also provided funds to assist Rayann to purchase the required course Text Books and costs towards Tutoring. When we interviewed Rayann, she told us how she was reluctant to apply; that she felt a bit embarrassed.

PLH fund these programs for you, our tenants, to provide assistance and increase opportunities for education and growth.

So don't be shy! Ask us how?

Rayann has since informed us that she is now fully qualified and setting up a home office to do bookkeeping work. Great news Rayann, and our sincere Congratulations!

Sheila Astolfi Education Scholarship

Inspired by Rayann's story? Are you are thinking about studies next year, or maybe your child needs a laptop to help them with their schoolwork? You could be eligible to apply for an education scholarship.

The Education Scholarship can be used to purchase items or services, which will help the student in their educational studies.

PRIMARY SCHOOL TO YEAR 10 STUDENTS – Scholarship grants consist of a Laptop / Tablet Package, including a printer and software.

YEAR 11 AND ABOVE STUDENTS – Scholarship grant may consist of Computers / Software, specialist equipment i.e. music or photography course costs and other goods and services.

Applications Close Friday 28th December 2018 with interviews being conducted in January. Successful applicants will be contacted with dates and times.

Apply on our website or call us for an application.

TENANT OPPORTUNITY PROGRAMS

To be eligible for these programs, you must be a Pacific Link tenant who has no rent arrears, is at least 2 weeks in advance with rent & has a good payment & tenancy record



LEARNER DRIVER PROGRAM

For under 25's, PLH will pay for driving lesson packages and the Safer Driver program, which adds 20 hours to your log book.

If you are 25+, we might be able to assist you with getting your license



SPORTS, HEALTH, EXERCISE & WELLBEING (SHEW)

If your child is registered or enrolled for any sport or other physical activities you may be eligible to apply for fees of up to \$250 per child



LAPTOP LOANS

Do you need a new Laptop, but can't afford to buy one due to budget constraints?

You may be eligible for a laptop loan, interest free, for a minimum payment of \$20/fortnight

CALL US TO APPLY OR FOR MORE INFORMATION ON: 4324 7617

COMMUNITY NEWS & EVENTS



Tenant Christmas Party

Join us for a very tasty lunch of glazed ham and roast chicken with all the trimmings.

There will be stacks of entertainment for the kids, with "Rock Sloth" on stage, making Christmas - craft tables, and music for all to enjoy.

Each child who attends will receive a gift. Don't forget to let us know their age and gender when you RSVP.

There will be a bus schedule from Gosford train station to the venue. Please let us know if you require transport as we will need to book seats.



Monday 17th of December

11.00am - 3.30pm

EV Church, Main Hall
(331 Terrigal Dr, Erina)

Christmas luncheon & family friendly entertainment

RSVP by Friday 7th of December to:
events@pacificlink.org.au or 4324 7617

Pacific Link Tenant Gives Back

Through PLH's partnership with the Central Coast Community College, we are able to provide funded opportunities to tenants for training courses.

This term Nadia enrolled in an Introduction to Community Services course, an 8 week taster into the world of community work. She proved her skill and dedication on week 2, when her original class was cancelled and she had to incorporate her learning into a different course.

As a part of Introduction to Community services, students have to create a community project. Nadia chose to do a clothing drive for Kamira House Rehabilitation Centre. She collected clothing, toys, and supplies for mothers and babies – through her amazing work, Nadia was inundated with donations.



We would like to congratulate Nadia, on successfully completing her course and on her commitment to giving back to her community.

We look forward to hearing more great things from Nadia in the future.

COMMUNITY NEWS & EVENTS



PLH has recently completed work, which was partly funded by the Governments' Social Housing Community Improvement Fund or SHCIF, on various property locations.

The aim of the program is for community housing providers to use the funds to improve community facilities, enhance open spaces, improve safety, increase accessibility and bring tenants and their neighbours together.

It has been a great experience working with tenants and other services to bring these projects together. Here is a bit about some of our latest projects;

North Gosford Community Garden.

The North Gosford Community Garden and Work Shed were officially opened last month. We were pleased to see local dignitaries including parliamentary members, local government officials, and FACS representatives. To make it all official, a beautiful olive tree was planted together by Labor member for Gosford Leisl Tesch and 3 year old tenant Harlee.

A big thanks to Gosford Regional Community Services, in particular Kathy and Phil, without whom none of this would have been possible. We are also very grateful for the help and support of Brenden, the Community Green Officer from Sydney Botanical Gardens, who gave advice, plants and support to the garden team. This garden was designed, built and planted out by Phil from GRCS and all of the green thumbed Dunbar Way residents, with a little help from the MARS volunteer team and their kind fruit tree donations.

Thanks to the SHCIF grants programs, we have been able to install 3 community gardens, bench seating, pergolas and BBQ's, in Pacific Link properties.

We have also improved lighting and security in 2 other buildings, and improved the facilities to include a new kitchen & appliances, outdoor seating and a fenced play area for children in a local community hub.

We currently have some other projects in various stages, which we will update you on later.

If you have any ideas for improvements in your area, please let us know.



Some of our beautiful garden beds and seating.

Isn't Everything growing nicely!



3 year old Harlee helps Liesl Tesch, Labour Member for Gosford, to plant the ceremonial tree.



Brooke and Uncle Keith, who welcomed us to country on behalf of the traditional land owners, Darkinjung.



Working bee group - Staff and tenants



Kathy Sock, CEO Gosford Regional CS and Craig Brennan, CEO PLH



An edible kind of rose garden...delicious!

COMMUNITY NEWS & EVENTS



Rents & Finances



The rent review will take effect on **4th December 2018**, and we wanted to update you on a couple of matters relating to that.

For those of you who have not yet had the pleasure, **Michelle B** is now Pacific Links' Arrears Officer. So, if you do have any issues with rent payments, please speak to her about starting a payment plan.

2) Make sure you're receiving your Commonwealth Rent Assistance. This is very important as we will calculate your rent based on these figures. If you are not receiving CRA, please contact Centrelink immediately (take your rent review letter with you) - Pacific Link does not have the authority to do this on your behalf. You could be missing out on these payments and they will not be backdated.

3) If you would like to pay a little bit extra on your rent account each fortnight i. e. \$5.00 towards your water bill, please contact Michelle, who will gladly set this up for you.

4) Lastly, remember to check that you are paying your new rent amount - we don't want you to fall into arrears unnecessarily.

***Rent balances can also be viewed in the tenant portal. Log on and select "rent and payments". You can also download your rent statement here.

As always, if you have any questions, please give us a call on 4324 7617 or email info@pacificlink.org.au



Locked Out, Lost Keys, Spare Keys?

Accidents can happen. What would you do if you lose your keys and get locked out of home?

If you get yourself locked out of your home, it is your responsibility to make arrangements to get access to your property. This can be expensive. You can avoid this by having a spare set of keys with a family member, close friend or close neighbour.

Pacific Link is not responsible for getting you back into your property. Your tenancy agreement does not cover this service.

To avoid any unnecessary expense please consider getting a spare set of keys cut and give them to someone you trust.

In some cases we may arrange a locksmith, but this can run into costs of upwards of \$85.00, and up to \$150 for after hours call outs (maybe more).

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2019 TENANT EVENTS

We are working on bringing tenants new forums, workshops, social outings & much more in 2019.

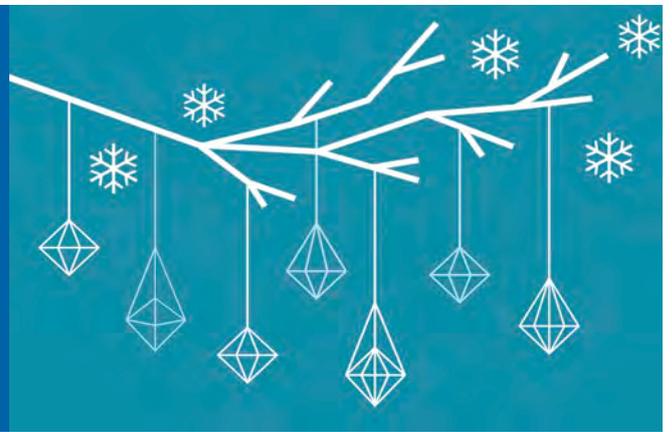
We want to hear from you!
Share your thoughts, suggestions and requests before December 31st 2018

 info@pacificlink.org.au

 4324 7617

 www.pacificlink.org.au

COMMUNITY NEWS & EVENTS



Education & Training Opportunities

In 2019 Pacific Link and Central Coast Community College will continue working together to provide tenants with funded training opportunities.

Next year we will be running 8 week courses in small business, medical administration, makeup and personal styling, and short 1 day courses in first-aid, barista and more.

If you would like to learn something new, make a start on your career or change course in life; please send us an 'expression of interest' email or phone call.

Email us at info@pacificlink.org.au with the subject 'training expression of interest' and any courses you are interested in, or call us on 4324 7617 and ask for the Tenant Outcomes team.

For more information about the college and the courses available please see their website <https://ccc.nsw.edu.au/courses/Funded+Training>



Holiday Activities for the Kids - Under \$10

1. **FootGolf at Mangrove Mountain** - kick a Football into specially designed holes in as few shots as possible. A game of FootGolf only takes approx. 45 minutes to play and is great for the whole family. **Phone: 02 4373 1129**
2. **Central Coast Marine Discovery Centre - Terrigal.** Where else can you see a Port Jackson shark, paint a plaster mold and touch a starfish, coral, cowrie shells and shark teeth? There's also a coffee shop for Mum & Dad. **Ph: 02 4349 4756**
3. **Sing, Read and Rhyme at your local library.** There are 13 libraries across the Central Coast and they host loads of free events throughout the year. Have you attended any of them? They also hold Lego-building sessions, science experiment classes and special events during the school holidays. <https://www.centralcoast.nsw.gov.au/libraries>
4. **Circus Skills! Have you heard of Central Coast Circus Jam?** It's a fun and FREE event where you can learn how to juggle, unicycle, slack-line, hula hoop and more in the sunshine at Picnic Point and Gosford Waterfront. It's for the young and young at heart, for the circus schooled and complete beginners. It's held every fortnight in one of two local parks (at The Entrance and Gosford) and is a gorgeous way to while away a sunny Sunday afternoon. * 1st Sunday of the Month – Picnic Point, The Entrance (near the Skate Park) * 3rd Sunday of the Month – Gosford Waterfront (either on the water side near Eat Street or closer to Fish Dining under the trees) Time: 3-6pm.
5. **The Fur & Feathers Rescue Farm, Mandalong** -The Fur & Feathers Rescue Farm is home to animals big (pigs, Shetland ponies, goats) and little (mice and chicks), and all of them are up for adoption. Children are invited to pat the free-ranging chickens, bottle feed the cheeky goats and cuddle up to the super-fluffy bunnies. Cost: \$10 person. Location: 716 Mandalong Rd Mandalong.
6. **Narara steam trains - Toot toot!** Thomas fans will absolutely love this little expedition. On the first Saturday of every month from 11am to 4pm you can climb aboard a miniature train and ride the tracks. The 1st Noraville Scout Group is there too – they'll be on the tongs making sausage sangas. Showground Rd, Narara.

For further information check out the following link : <https://playinginpuddles.com.au/top-10-free-kids-activities-on-the-central-coast-plus-10-under-10/>

COMMUNITY NEWS & EVENTS



Sometimes customers need help paying their bills.

Energy and water providers have programs and plans that can help you stay connected. There are also government rebates and assistance available.

All electricity and gas providers are required to offer a minimum of two payment plans within a 12 month period and to provide longer term help through a hardship program.

If your provider is not willing to offer you an affordable payment plan you can call us for advice or to make a complaint

Financial Counselling

If you are not sure how much you can afford to pay, you can contact a financial counsellor to get advice. To find a financial counsellor in your area call 1300 914 408 or visit www.fcan.com.au

Contact EWON

Freecall: 1800 246 545 Mon - Fri: 9am - 5pm
Freepost: Reply Paid 86550 Sydney Sth NSW 1234
Interpreter: 131 450
TTY/Voice: 133 677
Email: complaints@ewon.com.au
Website: www.ewon.com.au

The NSW Government's new website powertosave.nsw.gov.au also features a number of energy saving initiatives for households. This site also has information on rebates, energy saving tips, webinars and more.

Coast CommunityConnections

93 McMasters Road, Woy Woy NSW 2256
w: coastcommunityconnections.com.au
e: communitycentre@cccl.com.au

Activities & Services for Over 55's...

- **Tuesday:** Have a Chat and Discussion Group Members decide & arrange outings, discuss current affairs, followed by Rumikin or cards.
- **Social Outings** - Exciting activities regularly like Theatre Parties, Shopping Trips & Weekend Outings
- **Wednesday: Oil Painting**
Experienced teacher on hand to guide you
- **Wednesdays: Multicraft & Needlework:**
Enjoyable lessons in tapestry, crochet, knitting and sewing
- **Social Outing:** Fourth Friday of every month, suitable for over 55's.
- **Dementia Carer Support Group:** for people who are caring for/supporting people living with dementia. 1st Monday of the month 10am-12.00pm. No cost. : 1300 725 565

School for Seniors

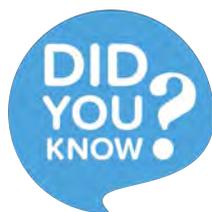
The School for Seniors was created over 25 years ago as a support group which offers friendship, recreation and learning.
CONTACT: 4341 9333

Would you like to try volunteering?

Interviews are available here every Monday.
CONTACT: 4329 7122 for more information.

Don't forget to Check out your local community & neighbourhood centres. They offer many different programs and activities for all ages.

BITS & PIECES



- Apples are more effective than coffee at waking you up in the morning.
- Bananas aren't the only fruits with potassium. Avocados have twice the amount of potassium as bananas and are rich in mono-unsaturated fat that is burned easily as energy. Bananas contain a lot of sugar, if eaten with protein, the insulin levels are normalized.
- Broccoli contains twice the amount of Vitamin C than an orange. It contains as much calcium as whole milk, and is more readily absorbed by our bodies
- Coriander is good for digestion and also soothes many common ailments such as headache, coughs and nausea.
- Onions are great antioxidants, containing anti-allergy, antiviral, and anti-histamine properties. The sulfur compounds found in onions help in detoxifying the body and aid in cellular repair. Maximum health benefits are seen in raw or lightly-steamed onions.
- Parsley is also great for use as a digestive aid. It is a natural breath freshener, anti-carcinogen, contains three times the amount of vitamin C as oranges, and twice the amount of iron as in spinach.

Reference Source <http://creativeworldschool.com/>

Favourite Recipe Competition

Do you have a favourite recipe that's delicious, easy to cook and budget friendly?

It can be any type of food i.e. main meal, snacks, desserts, confectionery or baking.

Would you like to win some prizes to enjoy in the school holidays?

If yes, then simply send us your recipe ideas before;

5pm Wednesday 12th December, or email: info@pacificlink.org.au

There is 6 Family passes to be won for entry into the Australian Reptile Park.

Winners will be contacted by phone before Friday 16th December.

Note: This is a Free Draw and the winners will be drawn randomly



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PACIFIC LINK HOUSING
Home & Community