

Resident Services

Pacific Link Housing (PLH) is committed to providing high quality services for applicants, tenants and residents and equitable access to services and information on housing and support services.

Information on housing eligibility criteria, government housing policies and PLH policies, support services is provided through a wide range of channels including:

- Tenant Handbook that is provided for all new tenants on signing a lease
- PLH website www.pacificlink.org.au
- quarterly Tenant Newsletter
- information and brochures displayed in the office reception area
- Smartphone app *My Home & Community*
- Social media platforms
- via interpreters, if required.

Information on community engagement activities and PLH programs is distributed through newsletters, emails, SMS messaging and social media platforms. Tenants have the right to independent advice and support in their dealings with PLH and to support this, PLH provides tenants with information on tenancy advocacy services.

Pacific Link distributes information on our services to relevant community and government agencies, landlords and real estate agents through participation in local forums and committees, our website and stakeholder communications.

Pacific Link commits to service delivery standards in our Customer Service and Expectations Charter, which also sets out expectations for client behaviour.

Access to Services

PLH has an office conveniently located in the Gosford central business district close to public transport connections. The office has lift access and a toilet facility for people with a disability. Meeting rooms are provided for conducting applicant and tenant interviews in a secure and private environment. Computers and telephones are available to allow reasonable access to make online enquiries and phone calls relevant to housing needs.

Office CCTV

As part of our workplace health and safety obligations, closed circuit television (CCTV) cameras are installed at PLH's office. The cameras are installed in the reception, the entry corridor and meeting room and notices advising of the cameras are clearly displayed. The purpose of the cameras is to:

- act as a deterrent for potential offenders,
- provide safety for employees, tenants and visitors, and
- provide evidence that identifies offenders and events.

The CCTV footage may be used or disclosed as outlined in PLH's Privacy & Confidentiality Policy, for example to assist with police investigations or under our mandatory reporting obligations under child protection legislation.

Out of Business Hours Contact

PLH provides an out of business hours service. A recorded message gives information and mobile telephone contacts for clients requiring out of hours or emergency contact for maintenance.

Culturally appropriate services

PLH staff endeavour to be aware of the cultural and religious sensitivities of applicants and tenants. Staff will be mindful of observing cultural requirements when carrying out house inspections and entering our resident's homes. PLH can provide an interpreter service at no charge from a local agency.

Resident Support Services

Pacific Link builds relationships with a range of community and government agencies that provide support services for tenants. We form partnerships to assist tenants with a range of needs to have the appropriate support systems to enable them to maintain their tenancies and live with independence. We gather and provide information on:

- Support mechanisms and services for tenants, including brochures, promoting open days, events and workshops.
- Housing opportunities for a range of clients with special needs, options for housing and emergencies.

Pacific Link employs suitably qualified employees to co-ordinate support services and maintain support partner relationships. The PLH Tenancy Services team may initiate requests for information and referral for services on behalf of tenants.

The role of these employees includes:

- assisting with access to necessary services by offering referral links where a resident consents to support or assistance.
- identifying any child welfare or protection issues in accordance with PLH's mandatory reporter obligations. Refer CP44 Child Protection and Mandatory Reporting Policy.
- ensuring tenants' informed consent is obtained prior to sharing information with other service providers and maintaining tenant privacy. Refer CP19 Privacy and Confidentiality Policy.
- monitoring the ongoing provision of support services, particularly where tenant support contracts are in place with support service partners.
- updating tenant support arrangements data on the tenancy database so that all employees involved with tenants are aware of current status.
- seeking feedback from tenants on the quality, timeliness and relevance of support provided by partners,
- for tenants with high support needs, liaise with housing, maintenance and finance employees to ensure particular sensitivity is maintained where rent arrears, inspection access and breach of tenancy issues arise.