



Spring 2020

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From the CEO's desk

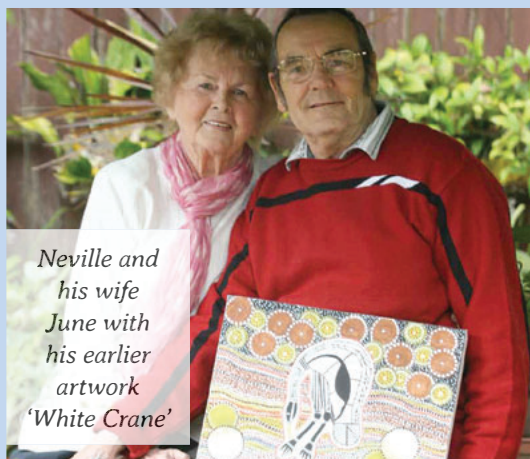
It's so nice to see the sunshine again. Hopefully it is a sign of brighter days ahead and the end of COVID-19, but I would say there is still some way to go before things return to 'normal'. This pandemic has certainly created challenges in the way we work, but we have adapted well and I would like to thank all of our tenants again for their continued support.

There has been lots of activity at PLH over the past few months, including the establishment of a new program called 'Together Home'. This is an initiative of the NSW Government to provide stable homes and wraparound support to people sleeping rough. It is fantastic to be involved in this program, providing much needed assistance to people experiencing homelessness.



During Homelessness Week, I took part in Coast Shelter's annual fundraiser and slept #rough4anight. It is nothing in comparison to the conditions that some people have to endure, but I hope that my efforts helped to raise some awareness in our community.

Ian Lynch - CEO



Neville and
his wife
June with
his earlier
artwork
'White Crane'



A gift from Neville

We were extremely grateful to receive this Aboriginal artwork called "Hunters Dreaming" painted by a gifted resident artist Neville. It is now displayed proudly in our head office next to one of his earlier works called "White Crane" which he donated to us nearly 10 years ago! Thanks so much for thinking of us Neville. Keep up the amazing work.

Judy's amazing quilting talent

Judy, one of our very talented tenants, brought in a quilt she had just completed to show our staff. She followed the design of a fellow quilter in Maitland and created a beautiful piece filled with colourful Australian natives. It was no small feat... taking her six months to complete! We think it was well worth it. Thanks for sharing with us Judy.

If you would like to share any of your arts, crafts, photography or creative writing with us, please get in touch with Kochie.

✉ Write to us
☎ Call us
✉ Email us



Annual Tenant Gardening competition... with a difference!

After seeing the creative talents of some of our tenants, we decided to add an extra category to this year's garden competition. Show us your creative side by submitting a 'garden inspired' project. It could be a mosaic, garden sculpture, painted pot plant, woodwork or a recycled art piece... surprise us!

Brenden, our Community Greening expert from the Botanic Gardens, is also joining the judging panel this year. He will even accompany PLH staff on a road trip to visit the top entries, provide gardening advice and award some fantastic prizes.

Winners in each category will receive a Bunnings Gift Card to the value of \$100, with a \$200 Gift Card being awarded to the best overall garden. There could even be a special trophy in it this year!

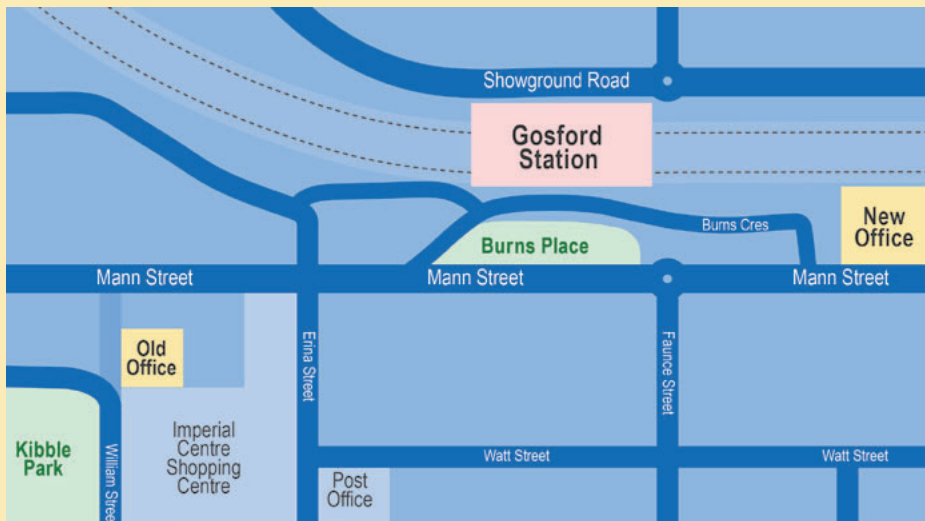


This year's garden competition categories include:

- General garden
- Vegetable garden
- Creative garden project
- Patio or balcony garden
- Kids garden

Submit your entry online before 13th November 2020
www.pacificlink.org.au/garden-competition

Call our Tenant Program Team if you need help entering this year's competition online.



We're moving office

To accommodate our growing team, we will be moving to a new office at 280 Mann Street, Gosford this year! It is much closer to the train station, so it will be more convenient for those travelling on public transport. There is still quite a bit of work to do in setting up the space but we plan to be moved in by November 2020. If you need to visit our office around this time, please call ahead as there may be a slight change to our hours.



A message of thanks from Betty

Betty called us to send a very big thank you to our maintenance department for the installation of her shiny new handrail. It was much more than she expected and said she can now feels more confident when she is out in the garden.

Opportunity Pathways job support

Opportunity Pathways is a tailored program offered by Wesley Mission that can help tenants work towards training, employment or housing independence. You can receive free one-on-one support from an employment coach who will work with you to develop a plan based on your individual needs and goals. Opportunity Pathways operates in the Hunter and Central Coast regions. To find out more, call Wesley Mission on 1800 931 108.



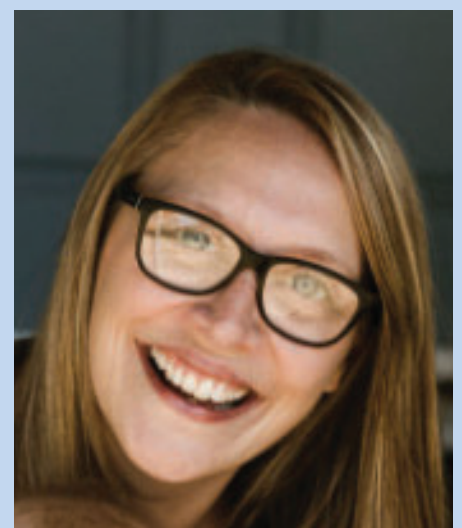
Meet Sam - PLH's new Tenancy Officer

My name is Sam, I started working for PLH in July as a Tenancy Officer. I am originally from the UK but have called Australia home for the last six years and moved to the Central Coast in early 2019. I have worked in the housing sector since I was 18 and had numerous roles including maintenance, shared ownership, tenancy management and contract management.

I joined PLH in unusual times due to COVID and I am still meeting

colleagues six weeks on due to altered working arrangements but it's nice to see how dedicated the team are and how they continue to provide amazing customer service even from their makeshift offices at home.

My role as Tenancy Officer involves all routine home inspections, ingoings and outgoings, so I am out of the office most days meeting tenants in their homes. So, hello again to all of you I have met, and I look forward to meeting those I have yet to!





Susan receiving
a donation from
OzHarvest

Generous support from OzHarvest

OzHarvest have been very busy since arriving on the Central Coast this year and we were fortunate to have some food hampers donated for our tenants. The hampers included pantry staples such as oats, long life milk, rice, pasta, tuna and other non-perishable food.

They were such a welcome relief to tenants who were moving into new properties or self-isolating to stay safe due to COVID-19. The remaining hampers will be provided to tenants moving into our 'Together Home' program. We hope to continue this partnership into the future. Thank you OzHarvest!

Together Home Program

In July this year, PLH received two years funding from the NSW Government to provide stable homes and support services for people experiencing homelessness who are sleeping rough. This is part of a statewide project called 'Together Home' aimed at finding homes for individuals who have been temporarily housed during COVID-19. Our new team have hit the ground running and we have already had lots of positive feedback from tenants!

Nicole - Together Home Manager

I have lived on the Central Coast for over 25 years and have a thorough knowledge of the local service sector. I have always been a strong advocate for those who are our most disadvantaged and vulnerable, with a commitment to working towards safe, affordable and secure housing for all members of our community.

The Together Home program is a wonderful opportunity for PLH to create 'forever homes' for a number of people on the Central Coast, creating the capacity for individuals to reach their full potential.

I am genuinely excited to have joined PLH and to work with such dedicated



Tracey and Nicole from the
Together Home Team

Team! Outside of work I am a florist and keen gardener, I love being surrounded by flowers with spring my favourite time of year!

Tracey - Together Home Coordinator

I work closely with Nicole within this role, housing those who have been sleeping rough during the COVID-19 pandemic. I meet and talk with people who have been homeless for sometimes years, understanding of their unique situations and how

we can assist and support them. Providing suitable housing and linking people with the supports to sustain their tenancy and wellbeing is very fulfilling for me.

I am originally from Zimbabwe and have lived in WA and Tamworth before moving to the Central Coast where I have lived for nearly five years. I love the Central Coast and now have many friends here who I love to spend time with. In my spare time I am a fashion designer and jewellery artist.

I'm still in shock, I just can't believe it. It feels like yesterday when I was sitting in my tent, today here I am with a home of my own. This is such a great program.

I have nothing else to ask for. My brother is in the process of relocating from Sydney to come and stay with me. I feel like I'm in heaven. I don't have to worry about anyone stealing from me now.

COVID-19 Update for Tenants

As the situation with COVID-19 continues to evolve, we have made a few more temporary changes to ensure everyone remains safe and well. PLH is now registered as a COVID Safe organisation by the NSW Government, so there are a few extra measures in place if you need to come to the office for any reason. These include:

- Hand sanitiser stations
- Perspex screens
- Additional signage
- Restricted room capacities
- Register of visitors
- Health screening questions



Staff working in the office or visiting tenants are also taking extra precautions to prevent any spread of the virus.

After not conducting a rent review process in April as we would normally, the next scheduled rent review in October will proceed as normal. If you are having any difficulty paying rent due to a loss of income, please call us ASAP so we can assist.

Thank you for your continued patience, understanding and support during this uncertain time.

We will continue to update you by post, SMS messages, email and in our newsletters. Latest information for tenants can be found at www.pacificlink.org.au/coronavirus



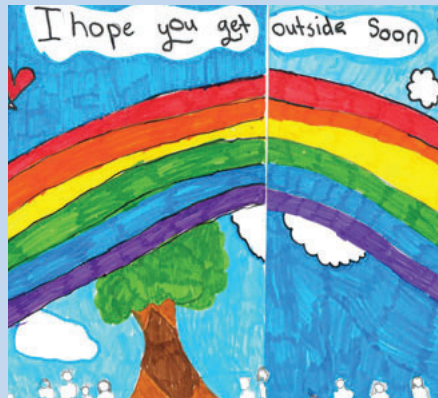
Brighter days messages of support

PLH asked school students to draw pictures and write messages of support to some of our tenants who are self-isolating due to COVID-19. The response was absolutely heart-warming and we were reminded how fortunate we are to have a generation

of young people who are so thoughtful and kind.

Their messages of support and colourful artworks brought a very big smile to many according to our tenants' feedback. It certainly

brightened our day in the office and we couldn't wait to look at all the beautiful and creative pictures we received. Thanks to the students at Central Coast Grammar, Narara Public School and East Gosford Early Learning for taking part!



Meet Kate - PLH's new Client Support Officer

I joined the PLH team in September 2019 as a Tenancy Officer. Recently I have taken on the role of Client Support Officer, which I am really excited about. I aim to help people find supports or community connections that they may not have been aware of, and that will make a positive impact in their lives.

Immigrating from the USA, my family moved to NSW in 1980. My parents chose Newcastle because of the beaches and my dad is still surfing at 75. My background experience is in the homelessness sector and work in all areas of real estate, starting in Southern Tasmania then moving back to the Newcastle and Lake Macquarie regions.

I have a great interest in housing design that works for and embraces all



types of people. I am a massive fan of community activities and celebrations highlighting the differences in people. In my down time, I garden, cook, renovate my home and swim.

My secret skill: making gnocchi from scratch!

Kate is here to assist you to connect with a range of services that may be of assistance such as:

- Aboriginal and Torres Strait Islander Supports
- Aged Care
- Community Groups
- Disability Services
- Family Supports
- Financial / general counselling
- LGBTQI Supports
- Mental Health Supports
- Men's / Women's Services
- Youth Services

Kate's role is to assist you in connecting to services and supports with the aim of sustaining your tenancy and/or improving your wellbeing. If you feel this is something you would like to discuss with Kate, call the office to arrange a phone appointment.

Surprise deliveries

Some of our tenants were very surprised when staff knocked on their door to make a special delivery of these beautiful quilt packs. They were lovingly handmade and generously donated to us by Gillian, Philip and Rosemary for our tenants.

This was part of PLH's Operation COVID Care which also includes wellbeing phone calls to some of our more isolated tenants. Names were drawn out of a hat and staff went 'on the road' to deliver the care packs to the lucky winners.

We received some lovely feedback from tenants. We are so happy that they helped to brighten your day and provide a little comfort at this time. The packs included a handmade quilt, toiletry items and puzzle books which were donated by Lovatts to help pass the time during COVID restrictions.

