



Pacific Link
HOUSING

PACIFIC LINK POST

Your tenant newsletter



Native Flower Workshop

Spring 2021

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From the CEO's desk

Just as we start returning to 'business as usual', we find ourselves in another NSW Government lockdown. As we did last year, most of our staff have started working from home until restrictions ease.

It can be challenging for staff. We certainly miss the interaction with each other and more importantly, with our tenants. New direct phone numbers have been put in place, which will make it easier to get in touch with your tenancy team, even if they are working remotely.

Despite these disruptions, we were pleased to receive positive feedback through our Annual Tenant Survey. PLH is always interested in your feedback as it helps us to provide a better service. If you have further comments



that you would like to share, please reach out by email, phone or online at www.pacificlink.org.au/feedback.

I sincerely hope that everyone stays safe and healthy during this time. Remember to contact us if you test positive for COVID-19 so we can provide you with assistance.

Ian Lynch - CEO

PLH staff go 'Dry for July'

Eleven PLH employees took on the Dry July challenge to give up alcohol for a month and raise funds to help people affected by cancer. Together, they raised over \$5,700 for the Dry July Foundation who fund programs to benefit cancer patients, their families and carers.

We are extremely proud of their efforts and give special recognition to our Executive Manager of Assets, Llewellyn, who raised over \$2,000 of the grand total! This was achieved with very generous donations from several of our contractors such as Hyflow Plumbing, Central Coast Smoke Alarm Services and Termi Home & Commercial.

Thank you to the businesses, family members, friends, directors and co-workers who donated to PLH's Dry July Team!



Tell us a story to win a Samsung Galaxy Tablet!

A lot of students are learning from home during lockdown and looking for ways to keep themselves busy and entertained. We would love young tenants to get creative and enter PLH's Story Writing Competition.

Your story can be about anything you like. Maybe you have written a fictional story or just want to share your experience of lockdown. The best story as voted by PLH staff will win a Samsung Galaxy A7 Tablet! Runners up will win a 'boredom buster' pack.

The Story Writing Competition is open to tenants in primary or high school and closes on 30 Sept 2021.

To submit your entry, visit www.surveymonkey.com/r/PLH-story-writing or scan



Daphne's 10 Year Milestone

We were very excited to celebrate Daphne's milestone of reaching 10 years with PLH. With most of us working from home, we couldn't celebrate in person, but we all look forward to catching up when lockdown ends!

Daphne is PLH's Manager, Governance & Compliance and Company Secretary. Her role involves ensuring we meet our funding obligations to Government and other regulatory bodies and supporting our Board of directors. "Having worked in the corporate sector for most of

my career, it is so rewarding to bring my skills and experience to work with a team in delivering great positive outcomes and putting roofs over the heads of the most vulnerable in our community. The passion, dedication and skills of all our team inspire me to bring my best to work every day."

Daphne has lived on the Coast for more than 25 years now and certainly makes the most of our beautiful surroundings. She loves bushwalking and getting out to enjoy our scenic coastlines.



Annual Tenant Survey

Thank you to all tenants who took part in our 2021 Tenant Survey! We received great feedback about our services, in addition to suggestions on what we can improve in the future. Congratulations to these tenants who received a \$50 gift card for taking part:

- Rodney A - Springfield
- Krystal W - The Entrance
- Leeanne C - Glendale
- Rachel V - Wyoming
- Hayden L - Adamstown
- Chantal C - Bluehaven
- Christine B - Bolton Point
- Dennis M - Lambton
- Pamela B - Abermain
- Emily H - Rutherford

If you completed the Tenant Survey and were unhappy with any aspect of our service, we would love to know more. It will help us to understand what we can do better in the future. Please get in touch by phone, email or via our online form www.pacificlink.org.au/feedback - we would be happy to call you for a chat.



Having trauma all my life, I found myself making irrational decisions which led to periods of homelessness. I had no stability or security. Being a tenant of PLH has given me the safe, secure foundations with time to improve or cope better with my PTSD. I am so blessed and grateful. I haven't had a place to call home until now. Thank you.



85% of tenants surveyed were satisfied with the services provided by PLH



91% said their lives have improved or stayed the same since becoming a PLH tenant



84% of tenants surveyed were satisfied with the property condition

After my husband had cancer surgery, the unit where we were living was sold. We were stuck. Our Pacific Link unit came as a wonderful relief with the security and safety it provides. We are grateful for the excellent support Pacific Link provides.

I am a single mother to five children and have been housed with PLH for around 19 years. Every staff member I've had dealings with have always been professional, kind, understanding and compassionate. I feel they have tried very hard to ensure my children and I live in safe and nice homes.



PLH's Learner Driver Program

NRMA Safer Driving School are still operating with increased COVID hygiene safety measures. If you are learning to drive, you can apply online to receive 10 free professional driving lessons to assist in obtaining your P's and gain confidence on the road! PLH's Learner Driver Program is open to tenants of all ages who meet our eligibility criteria. Visit our website for more information www.pacificlink.org.au/programs

PLH's Laptop Loan Program

PLH's Laptop Loan Program has been created to help tenants to purchase laptop computers through an easy, no-interest loan agreement. The Program provides tenants with a brand new laptop computer with affordable repayments. For more information contact our Tenant Programs team on 4324 7617.



Native Flower Garden Workshop

We were very lucky to fit in one last garden workshop before the COVID lockdown for the Central Coast was announced. Brenden from the Sydney Botanic Gardens showed us the 'art' of native flower arranging. It was lots of fun and great to see the beautiful creations.

Brenden has been keeping busy during lockdown and shared some great videos online. Visit www.vimeo.com and search for Community Greening. We can't wait to try his Lemon Myrtle Bush Bickies recipe!

Don't forget our Tenant Garden Competition is coming up and closes at the end of October! If you would like to enter, visit our website and apply online www.pacificlink.org.au/garden-competition



Sheila Astolfi Education Scholarship Recipients

Eleven tenants were successful in the recent round of PLH's Education Scholarship Program! We were very pleased to meet the students (online or by phone) and award them with laptops, devices or other items to assist with their studies.

It is always great to hear from our tenants about what they are studying and their aspirations for the future. We look forward to regular updates on how they are going with their schooling or tertiary studies.

Unfortunately there was no presentation this year... instead we had to do COVID safe pick ups! Chinah was one of our young tenants who received a laptop to help with her school work. She is talented young artist and loves drawing anime characters. Congratulations to Chinah and the other successful recipients!

The next round of Education Scholarships will close in Jan 2022. Applications will open online closer to the date.



COVID-19 Update for Tenants

PLH has implemented a number of temporary COVID-19 safety measures in response to the most recent developments and Government restrictions.

These measures apply to any regions under a 'stay at home' order as directed by the NSW Government. These areas may change, so we encourage you to regularly check www.health.nsw.gov.au to find out which restrictions apply to you. You can also visit or call Service NSW on 13 77 88 about self-isolation requirements in NSW.

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



PLH Temporary COVID Safety Measures

- Non-urgent repairs are paused.
- Routine inspections will be completed remotely where possible or postponed.
- Tenant activities, events and training are paused.
- Tenants must wear a face mask in common areas including foyers, lifts, internal stairwells and corridors. This only applies to certain properties - please contact us if you are unsure.
- The majority of PLH staff are working from home but are still available on the phone or by email to assist tenants.
- We have set up direct lines so it's easier to get in touch with your tenancy team even if they are working remotely.

Until these lockdowns ease, PLH will do our very best to ensure everyone remains well. We appreciate your ongoing support as we adapt to changes. Take care and look after yourself and others during this time.

New ways to contact us!

With more PLH staff working remotely due to COVID, we have set up new direct phone lines to make it easier to get in touch with your tenancy team! You can still contact us through the main line if needed 4324 7617.

For emergency repairs out of business hours, the phone number remains the same.



EMERGENCY REPAIRS
After Hours Contact

Phone: 0409 341 457

Northern Region

Team Email: north@pacificlink.org.au

Tenancy Coordinator: **Sam Dowdle** 02 4337 8727
Tenancy Officer: **Tina Dunn** 02 4337 8740

Central Region

Team Email: central@pacificlink.org.au

Tenancy Coordinator: **Michelle Bruce** 02 4337 8721
Tenancy Officer: **Ashlee Vulaono** 02 4337 8713

Southern Region

Team Email: south@pacificlink.org.au

Tenancy Coordinator: **Francine Steedman** 02 4337 8704
Tenancy Officer: **Donna Payne** 02 4337 8725

#GettingThroughThisTogether

Tips for your mental health and wellbeing during COVID-19

Choose
me time
OVER SCREEN TIME

Caring
FOR
yourself
HELPS YOU CARE
FOR OTHERS

Financial
stress is
real stress
SEEK FREE SUPPORT TODAY

IT'S BETTER NOT TO
bottle
up your
feelings
TAKE STEPS TO CHANGE YOUR
DRINKING HABITS

Make
a routine
THAT WORKS FOR YOU

THERE IS NO PLACE FOR
domestic
or family
violence

Help is
available
IF YOU REACH OUT

YOUR
Support
can make a
difference

Play
YOUR part
FEEL GOOD BY DOING GOOD

Make
a break
A REGULAR THING

Beyond Blue Coronavirus Mental Wellbeing Support Service 1800 512 348
Lifeline 13 11 14 | headspace 1800 650 890 | Kids Helpline 1800 55 1800

Free financial counselling, Monday – Friday National Debt Helpline 1800 007 007
National Alcohol and Other Drugs hotline 1800 250 015 | 1800RESPECT 1800 737 732



COVID Wellbeing

If you are feeling anxious and overwhelmed about COVID-19 - you are not alone.

Our staff who would normally conduct house inspections, have begun making COVID wellbeing calls to some of our more vulnerable tenants. If you haven't heard from us and are feeling stressed about the lockdown changes, we remind you to reach out for support.

Messages of Support

We were delighted to have again received drawings and letters of support from Central Coast Grammar School and East Gosford Early Learning to pass on to PLH tenants.

The very creative students have taken time to consider others in the community who may be finding lockdown difficult...this is such an important message for us all at this time. We hope that they brighten your day, as much as they did ours!

