



Pacific Link  
HOUSING

# PACIFIC LINK POST

Your tenant newsletter



National Reconciliation Week Event

## Winter 2022

### Inside this issue

- Cindy's 10 Year Milestone
- Community Justice Centres
- Health and Wellbeing Program
- National Reconciliation Week
- Angus' Inspirational Journey
- Tech Connect Program
- Learner Driver Program
- Youth Homelessness Matters Day
- COVID Update
- Education Support Program Presentation
- Daphne's Vocational Service Award
- Neighbourhood and Garden Days

### From the CEO's desk

The PLH Team has been active in the community, hosting neighbourhood gatherings, garden days and taking part in sector events for Youth Homelessness Matters Day and Reconciliation Week. We always look forward to these opportunities to connect with our tenants and the wider community.

We held a special award presentation for our Education Support Program, with 11 tenants receiving assistance towards the cost of their studies. This Program has been running since 2010 and in that time, we have awarded a total of 319 scholarships. Congratulations to the successful recipients who are progressing towards their education goals!

PLH is proud to support the aspirations



of tenants through initiatives such as the Education Support Program. We can also assist with learner driver lessons, interest-free tech connect loans and paying for young tenants to participate in health or wellbeing activities. Details on PLH's Tenant Programs can be found on our website at [www.pacificlink.org.au/programs](http://www.pacificlink.org.au/programs)

Ian Lynch - CEO



## Cindy's 10 Year Milestone

PLH recently celebrated another staff member reaching a ten year milestone! Cindy started in 2012 as a part-time accounts assistant and is now our Executive Manager, Finance.

Cindy lives on the Central Coast with her husband and five sons. "Being active participants in the local community is so important to my family. I love working for a company that has a social purpose and provides

people with a stable home where they can feel safe."

Cindy said that she is proud of PLH's accomplishments over the past ten years. "We have completed great developments, won national awards and delivered innovative programs that are life-changing for tenants. It's fantastic to be part of a caring team that can achieve such amazing results for the community."

## Community Justice Centres

Misunderstandings can happen in many areas of life - whether it's a neighbour, family member, friend or in the workplace.

Resolving disputes can be stressful, however you can receive free support through Community Justice Centres (CJC). They will help you to resolve your dispute quickly with mediation services which are convenient and confidential.

### What is mediation?

Mediation is an informal, problem-solving process. It involves people coming together to talk about the dispute and to try to reach an agreement that everyone can live with.

Mediation is run by impartial, trained mediators. Mediators don't take sides, or make a decision about your dispute. Their role is to make sure each person has a chance to have their say, keep the discussion on track, and help you come to an agreement wherever possible.



### Why use mediation?

Mediation provides a safe and informal environment for people to talk to each other to sort out disputes, with the assistance of trained mediators. Over 80% of mediations at CJC lead to an agreement

### How to contact Community Justice Centres:

Free call: 1800 990 777

Email: [cjc-info@justice.nsw.gov.au](mailto:cjc-info@justice.nsw.gov.au)

Website: [www.cjc.justice.nsw.gov.au](http://www.cjc.justice.nsw.gov.au)



PLH Program



## PLH's Health and Wellbeing Program

Have your kids ever wanted to try a new activity? Why not sign them up with help from our Health and Wellbeing Program! This program encourages tenants to participate in after-school activities by paying for registration, fees, class costs, uniforms, equipment or other related items. Activity ideas:

- |            |            |              |              |
|------------|------------|--------------|--------------|
| • Tennis   | • Tai Chi  | • Basketball | • Drama      |
| • Football | • Music    | • Yoga       | • Athletics  |
| • Arts     | • Swimming | • Karate     | • Singing    |
| • Netball  | • Dancing  | • Theatre    | • Gymnastics |
| • Baseball | • Soccer   | • Pilates    |              |

If you are interested in this program, feel free to give Adelle a call on 4324 7617 or go online for more information at [www.pacificlink.org.au/programs](http://www.pacificlink.org.au/programs)



# BE BRAVE. MAKE CHANGE.

## NATIONAL RECONCILIATION WEEK 2022

It was great to be part of a National Reconciliation Week Event on Gosford Waterfront, encouraging Australians to “Be Brave. Make Change.” It’s fantastic to see the community unite to celebrate our shared histories, cultures, and achievements and explore how each of us can contribute to achieving reconciliation.

Coast Shelter organised the Reconciliation Gathering, which brought together many passionate community members and services. Tim Selwyn from Girri Garra provided the moving Acknowledgement of Country, The Glen Rehab performed a traditional dance and Auntie Dianne O’Brien from Mingaletta spoke about the importance of reconciliation in Australia.



*Traditional Dance performed by The Glen*



*Pacific Link Team Members: Amanda, Adelle, Heidi and Nicole*

## Angus’ Inspirational Journey

Angus first came to PLH in August 2020 through the Together Home Program, which provides permanent homes and support to people who would otherwise be homeless. Angus had lost contact with his family during the time he was rough sleeping and his overall health had deteriorated significantly.

We were able to provide Angus with a home and coordinated services to support him on his journey to recovery and independence. Through his own hard work and determination, Angus was able to overcome ongoing health

issues and is now feeling emotionally and physically better.

Angus has reconnected with his family members and is working to strengthen those relationships. He is looking forward to the future and has a sense of hope for the first time in his adult life.

Our Team is so proud of the progress Angus has made and is honoured to walk alongside him to support his inspirational journey. Well done Angus!





## PLH's Tech Connect Loan Program

Tenants are able to purchase brand new laptops or devices and make affordable interest-free loan repayments. Pacific Link Housing then helps by applying a \$250 subsidy to reduce the total loan amount. It's an easy way to purchase an item upfront without the need for risky short-term cash loans. More information at [www.pacificlink.org.au/programs](http://www.pacificlink.org.au/programs)



## PLH's Learner Driver Program

Eleven free lessons can be provided to tenants who are learning to drive, through our partnership with the NRMA Safer Driving School. The program teaches safety skills, provides logbook credits, in addition to building the confidence and independence of learner drivers. More information at [www.pacificlink.org.au/programs](http://www.pacificlink.org.au/programs)



## Youth Homelessness Matters Day (YHMD)

Some of our team members took part in a YHMD event that was hosted by Central Coast Council. Part of the event included an installation of '100 little houses' in Gosford to raise awareness of the need for more affordable housing. The installation included success stories of young people who were supported by local services (including Pacific Link Housing) to gain independence and housing. The stories demonstrated how support and safe, affordable housing can dramatically improve a person's life.

One story featured was Gabby's, a PLH tenant who graduated from university and now works in the social welfare sector. In Gabby's words, "I truly believe living in one place and having a secure home environment was the foundation for me to go to university – the first in my family to do so." Gabby was a former recipient of our Education Scholarship Program and we are so proud of her progress!





## COVID Update

Pacific Link Housing continues to follow the NSW Government's rules and restrictions, helping to reduce the spread of COVID-19.

Our COVID Response Plan outlines measures to minimise the risk of infection for tenants, staff and the community. This includes team members undertaking COVID-19 Rapid Antigen Tests if they have symptoms or are a close contact with someone who has tested positive.



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](http://www.pacificlink.org.au/coronavirus)

We have been distributing Rapid Antigen Test Kits to tenants and have a small supply in the office. Please feel free to contact us if you need some for your household and we will do our best to send one out.

## Education Support Program Presentation

Round One of PLH's Education Scholarship Program closed in January and we were pleased to award 11 tenants with support to assist with their studies! We hosted a special presentation in April, allowing us to meet tenants in person which is something we have missed during COVID, so it was great to chat with everyone about their studies and schooling.

Since the presentation, we have had updates from several tenants to say how

PLH's support has made a difference. Emma's mum told us, "Having a laptop of her own has helped improve Emma's reading skills. She has been able to go online with her speech therapist, which is also improving her communication skills. We cannot thank you enough for giving Emma this opportunity!"

*The next round of the Education Support Program will open in December. We encourage all tenants who are at school or enrolled in tertiary studies to apply!*



## 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](http://www.pacificlink.org.au/newsletter).







## Daphne's Vocational Service Award

We were pleased to see one of our team members win a Vocational Service Award with the Rotary Club of Gosford City. Daphne, Pacific Link Housing's Manager, Governance & Compliance and Company Secretary, was recognised for her exceptional work and career achievements. Daphne has been with the organisation for 11 years and acted as CEO for a year, providing expert leadership through a period of significant transition. She was presented with the Award by Mark Cleary, Vocational Director of the Rotary Club of Gosford City. Congratulations Daphne!

## Neighbourhood and Garden Days

We have been visiting tenants in some of our larger complexes and making good progress on our community gardens, thanks to the help of Brenden from the Sydney Botanic Gardens. Email us at [programs@pacificlink.org.au](mailto:programs@pacificlink.org.au) if you are interested in a neighbourhood event or have ideas for another social activity in your area.

*Our Annual Tenant Garden Competition will open in November, so start planting if you haven't already. It's a chance to show off your skills and win great prizes! Details at [www.pacificlink.org.au/garden-competition](http://www.pacificlink.org.au/garden-competition)*



Are you receiving Tenant Email Updates? If not, let us know at [programs@pacificlink.org.au](mailto:programs@pacificlink.org.au)