



Pacific Link
HOUSING

PACIFIC LINK POST

Your tenant newsletter



Garden Day with the Community Greening Team

Spring 2022

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From the CEO's desk

Thank you to everyone who took the time to complete this year's Tenant Survey. We were pleased to receive many positive comments and also some great suggestions on ways to improve our service.

I had the pleasure of meeting Colleen, one of the lucky winners who took part in the survey and presented her with a prize. We're always keen to hear new ideas, so reach out at any time to provide us with feedback by phone, email, post or online at www.pacificlink.org.au/feedback

The weather is warming up and now is the best time to revive our greenspaces after winter. Brenden from the Community Greening Team has provided us with his Spring Gardening Tips to get our gardens



Tenant Survey Winner!

back in shape. Our Tenant Garden Competition is now open, so we look forward to seeing some impressive entries again this year! You can enter on our website before the 1st December at www.pacificlink.org.au/garden-competition If you need assistance submitting your entry, give our office a call on 4324 7617.

Ian Lynch - CEO

PLH's Education Support Program Presentation

Congratulations to the ten students who were successful in the last round of our Education Support Program! We were pleased to assist with items such as laptops and printers to help reduce the cost of schooling. It was great to meet some of the students at an afternoon tea presentation and we were inspired to hear about their future aspirations. Well done!

The next round of the Education Support Program opens in December 2022. Apply online at www.pacificlink.org.au/programs



PLH Program



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



PLH Program



PLH Program



PLH's Learner Driver Program

This Program is open to tenants of all ages who meet the eligibility criteria. 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 essential road safety skills and builds the confidence of learner drivers to help them get on the road sooner! More information at www.pacificlink.org.au/programs



Health & Wellbeing Program

PLH's Health & Wellbeing Program is now open to tenants of all ages!

Are you interested in joining an exercise class, social club or trying a new activity in your community? You could be eligible for up to \$250 to pay for registration, membership, equipment or other related items.

For further information, contact Adelle on 4324 7617 or visit our website at www.pacificlink.org.au/programs for a list of activities that are eligible.



PLH Program



Coast Shelter Sleepout

Pacific Link Housing was proud to support Coast Shelter's sleepout again this year. We put together a team who braved the elements and gained a small insight into what it would be like to be without a home for just one night.

We have a longstanding partnership with Coast Shelter and work together to provide homes and support to help people find their feet again. It was great to participate in the sleepout and help raise funds and awareness about homelessness.



Pacific Link Team Members: Lia, Nicole, Scott, Ian and Simon



Carer Gateway - Where carers can find support

A carer is someone who looks after a family member or friend with a disability, a medical condition, mental illness, or someone who is frail due to age. If you are a carer, you can get help and support through Carer Gateway.

What is Carer Gateway?

Carer Gateway provides in-person, phone and online services and support to Australia's 2.65 million unpaid carers. Carer Gateway has many services that can help you with any daily challenges, emotional

and financial stresses that you may experience in your role as a carer.

Carer Gateway provides many services, including:

- Coaching
- Counselling
- Respite care
- Connect with other carers
- Online skills courses
- Financial support

How do I contact Carer Gateway?

Phone: 1800 422 737

Website: www.carergateway.gov.au

Service NSW Savings Finder

Savings Finder is a NSW Government initiative to assist you in finding rebates and vouchers that you are eligible for. It's really easy to find out what discounts are available!

Service NSW Website

- Visit www.service.nsw.gov.au/campaign/savings-finder
- Answer six simple questions and view a list of savings relevant to you.
- Apply online for savings.



Service NSW Centre

- Call 13 77 88 to book an appointment at a Service NSW Centre near you.
- Staff will help you find and claim your savings.

DID YOU KNOW? More than 70 rebates and vouchers are available at Service NSW to help with the cost of living!



Annual Tenant Survey

Thank you to all tenants who took part in our 2022 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 won a prize for participating:

- Colleen - Lake Macquarie
- Jonathan - Maitland
- Marie - Gosford
- Brian - Wyong

You don't need to wait for the Annual Tenant Survey to provide us with your feedback.

You can provide suggestions at any stage during your tenancy by phone, email, post or online at www.pacificlink.org.au/feedback



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'm so blessed and grateful. I haven't had a place to call home until now.



82% of tenants surveyed were satisfied with the services provided by PLH



89% said their lives have improved or stayed the same since becoming a PLH tenant



82% of tenants surveyed were satisfied with the property condition

Pacific Link came into my life at a time that was for me rock bottom. They placed me back home in the area I grew up in, and for medical reasons near my doctors. Basically they saved my life.

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.

Allawah House Partnership

An innovative partnership between Pacific Link Housing and Women's Community Shelters has transformed a disused aged care facility into much-needed affordable housing.

The property, named Allawah House, will provide 14 studio units for older women at risk of homelessness or experiencing domestic and family violence. It is an example of a 'meanwhile use' project, a creative housing model that utilises a vacant property that may be earmarked for future redevelopment to provide a social benefit.

We were pleased to see the project attract funding from the Department of Communities and Justice to help repurpose the building. To officially launch the new property, we were visited by the Minister for Families and Communities Natasha Maclaren-Jones and Minister for Women's Safety and the Prevention of Domestic and Sexual Violence Natalie Ward.

It's great to see innovative partnerships like Allawah House come to life! Having a safe, secure, affordable home can be life-changing for someone who is facing homelessness.



Simone Parsons (WCS COO), Wal Edgell (PLH Chairman), Annabelle Daniel OAM (WCS CEO), Minister Natasha Maclaren-Jones, Minister Natalie Ward, Adam Crouch MP



Allawah House

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

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.

Hunter Homeless Connect Day

PLH attended Hunter Homeless Connect Day at the Newcastle Entertainment Centre. The annual event had over 120 service providers attend to connect with people who are experiencing housing stress, homelessness or are generally doing it tough.

It was great to be involved in the inclusive event, chat with attendees and meet the other stall holders. We were impressed by the variety of services providing support in areas such as housing, health, wellbeing, legal, financial, employment, study and more!



Cadetship to Learn and Earn!

PLH has put up our hand up to take part in the NSW Government's Cadetship Program for the third year in a row! This exciting initiative provides an opportunity for cadets to receive 12 months paid employment and training with a Community Housing Provider.

Cadets develop frontline skills, learn about the community housing sector and will achieve a Cert IV in Housing at the end of the program. It's open to residents of NSW who are social housing tenants and clients aged 25+ or unemployed and aged 21+ years. If a cadetship sounds right for you, more info is at www.communityhousing.org.au/cadetship Applications close 28 October.

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.



Spring Gardening Tips from the Community Greening Team

Summer is just around the corner, and now is an exciting time to get stuck into the garden! Brenden from the Sydney Botanic Gardens has provided us with some ideas to help make your garden thrive!

1. WEEDS: It's time to pull out weeds that have accumulated over winter and early spring. Manually pulling them out is the most effective and instantaneous way to get rid of them.

2. COMPOST: If you haven't already enriched your soil with compost and organic matter such as rotted chicken or cow manure, now is the time to do it. Dig it through to the depth of your spade to get it right into the top. Take a drive with a friend to rural area. Horse manure can often be found for \$1 per bag, so your garden will thrive and not cost the earth!

3. PLAN: Think about your overall garden layout. Work out the best

system for what you want to grow. Consider aspect, soil type and water requirements.

4. SPRING CLEAN YOUR GARDEN:

Make sure to wash your pots. Sweep and weed paths, tidy up and get rid of any timber, pots or rubbish so no pests or diseases that could potentially harm your plants can be hiding. Be thorough! They can live in the tiniest of nooks and crannies.

5. CLEAN TOOLS: Make sure your gardening tools are in tip-top shape. Just like the rest of the garden, they may also carry bugs or diseases, so give them a good scrub to ensure they don't have a chance to infect your plants.

6. SEEDS: Look for different ways to get your seeds, and plant a variety of seeds. Ask a neighbour or garden friend for old seedlings, check out seeds you've never planted before at hardware stores, or get cuttings from a friend. Late Spring early Summer (Sprummer) is a great time to get seeds started in all areas. The possibilities are endless!



It's time again to dig out those gardening gloves and enter PLH's garden competition! We accept entries for all gardens, big and small. Patio or balcony gardens, veggie gardens and creative garden projects are all eligible. Great prizes are up for grabs too, including up to \$200 in Bunnings gift cards.

Enter online before the 1st Dec 2022 at www.pacificlink.org.au/garden-competition

