



Pacific Link
HOUSING

Pacific Link Post

Your tenant newsletter



Autumn 2023 Issue

- Love Food Hate Waste
- Family Cooking Workshops
- Health and Wellbeing Program
- Complaints, Appeals and Feedback
- PLH Properties and Funding
- Can you spot an online scam?
- Homeless Street Count
- Cost of Living Support
- End of Year Activities

Message from our CEO

We were excited to have employees from various Bunnings stores volunteer to makeover the garden at one of our properties. The enthusiastic team donated all of the items needed to transform a very plain outdoor area into a colourful garden for tenants to enjoy. Everyone was thrilled with the result and we are grateful to Bunnings for their continued support!

Our Annual Tenant Survey will be posted out in July, but we encourage you to provide us with feedback at any time during your tenancy as it is the best way to improve our services. You can visit our website at www.pacificlink.org.au/feedback, call or email us with your comments and suggestions.



There are busy times ahead for PLH, with our latest development due to be completed in April 2023. The units at Belmont will provide additional social and affordable housing and a small office space that will be used for appointments. We are looking forward to seeing tenants move into a brand-new home soon!

Ian Lynch - CEO

Love Food Hate Waste

It's easy to reduce the amount of food you throw out - saving money and the planet at the same time! Food Smart is a free online program to help NSW households reduce food waste. Participants will receive fun and easy food-saving tips, activities and recipes via email to help save food, time and money. Visit www.lovefoodhatewaste.nsw.gov.au



DID YOU KNOW? The average Aussie household wastes more than \$2,000 worth of food a year. That's over \$40 a week we are throwing in the bin!

These six steps will help you fight food waste at home, save you money and reduce your carbon footprint.

- 1 Know your waste**
Work out exactly how much food you're throwing away.
- 2 Plan your meals**
Save money and time by planning ahead.
- 3 Shop with a list**
Write a list to stay focused at the shops.
- 4 Perfect portions**
Cook just the right amount to prevent waste.
- 5 Keep it fresh**
Store food correctly to keep it fresher for longer.
- 6 Love your leftovers**
Get creative with leftover ingredients.

Family Cooking Workshops



We were pleased to have Wyoming Community Centre and the Wholesome Collective host some family cooking workshops during the school holidays.

We cooked up a feast and enjoyed sampling each meal that was prepared. It was great to learn some simple and nutritious recipes that the whole family can enjoy together.

The Wholesome Collective generously shared their Chicken and Pesto Pasta recipe with us... it is delish!

Chicken and Pesto Pasta



Serves 4

250g dried rigatoni pasta, cooked
1 tablespoon extra virgin olive oil
2 chicken breast, diced into bite sized pieces
190g jar pesto – basil or tomato
Punnet of cherry tomatoes, halved
1 medium zucchini, grated
Fresh basil leaves
Grated parmesan cheese
Lemon wedges

1. Prepare pasta according instructions on the pack, drain and return cooked pasta to saucepan.
2. Heat oil in a frypan over medium heat, add chicken and cook until cooked through.
3. Toss chicken, tomatoes, raw zucchini and pesto sauce through the pasta.
4. Garnish pasta with fresh basil leaves and parmesan cheese, serve with lemon wedges and garden salad or steamed greens.

PLH's Health and Wellbeing Program

Do you or your kids want to try a new activity in 2023? You could be eligible for up to \$250 to help pay for registration, membership, equipment or other related items!

Our Health & Wellbeing Program is open to tenants of all ages who want to participate in a sport or activity. Ideas include:

- 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/health-and-wellbeing



I have lung problems and bad joints, so swimming in the hydro pool is the only exercise I can really do. It has helped me build muscle and increase my fitness which makes breathing a little easier.

Complaints, Appeals and Feedback

Pacific Link Housing believes that complaints, appeals and feedback help to improve the way we deliver our services. So, what is the difference and what is the best way for you to let us know if there is an issue?

Complaints

Complaints are made when you are not satisfied with the quality of service you have received. You may think we are taking too long to get something done or you are not happy with the outcome. You can complain about any part of the service you receive. We hope that most complaints can be resolved by discussing it with a staff member, however sometimes this may not be possible.

Appeals

Appeals are made when you are not satisfied with a decision we have made about your tenancy because you believe it is wrong or unfair. An appeal may be about decisions related to property modifications, transfers, tenant charges, lease terms or approval of additional occupants.

How to make a complaint or appeal

If you have a complaint or appeal, we encourage you to call us first on 4324 7617 to see if it can be resolved. If this isn't possible, you can lodge a complaint or appeal by email, post or online at www.pacificlink.org.au/complaints-appeals.



FEEDBACK

Pacific Link Housing is always open to receiving feedback and we encourage you to let us know what we are doing well and what we can improve on.



Your input will help us deliver the best possible housing experience for tenants. You can provide feedback at any time by phone, email, post or online at www.pacificlink.org.au/feedback.

PLH Properties and Funding

These are some questions we are often asked about our properties and how we operate:

Who owns Pacific Link Housing's properties?

We manage nearly 1,200 properties across six local government areas, from the Central Coast up to Port Stephens. They are a mixture of:

- **60% Capital** - properties owned by the NSW Government
- **32% Leasehold** - properties rented from private landlords (Government funding covers about 60% of the rent we pay to the owner)
- **8% Owned** - properties that we have built and own

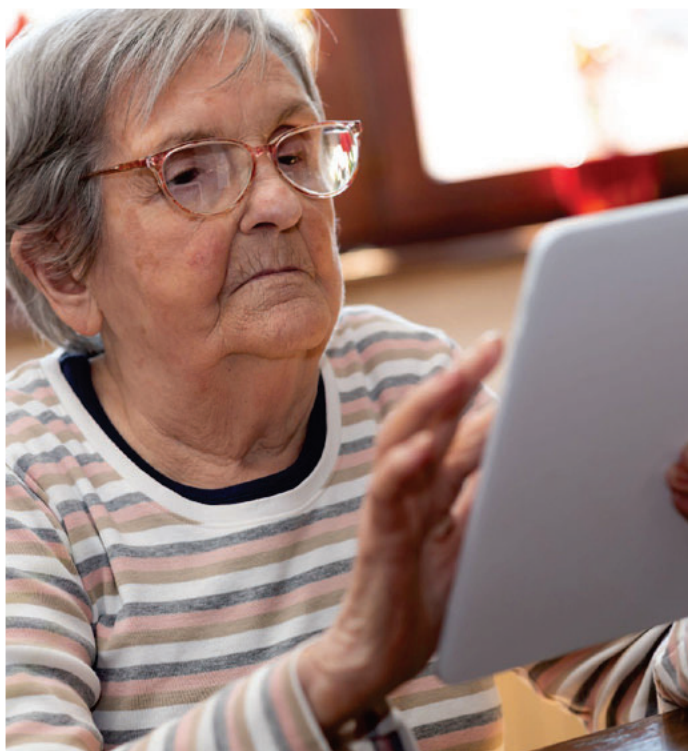
How are you funded?

The majority of our income is from the rent we collect and also some from the NSW Government to partially cover the rent we pay on leasehold properties. The funds are used to repair and maintain properties, pay the rent for leasehold properties, employ our staff, cover insurances and other operating expenses.



There are more than 55,000 people on the NSW social housing waitlist, so we put money towards building more homes. We borrow money to pay for these developments and also apply for government grant funding to help where possible. Our latest development at Belmont will be completed in April 2023 and provide additional homes for those struggling to afford to rent in the private market.

We also allocate money towards our range of programs to support tenants' aspirations. These are all on our website and we encourage you to apply if there's something of interest to you! www.pacificlink.org.au/programs



Can you spot an online scam?

On the internet, we cannot always be sure that people are who they say they are. Being aware of internet tricksters is one of the most important steps towards avoiding them. Once you are aware of their tricks, it should be easier to spot a scam when you see one.

Join a free online **Be Connected** presentation to develop your digital skills and stay safe online. Hosted by the eSafety Commissioner, Be Connected presentations cover a range of topics every month, including how to use government websites, how to avoid scams, safer online shopping and banking.

All presentations are free, live streamed and delivered in an easy-to-understand format with eSafety's knowledgeable and friendly presenter. You can also ask questions during the presentation via live chat. Visit the Be Connected website for upcoming presentation topics and dates.

Be Connected is an Australian government initiative committed to building the confidence, digital skills and online safety of older Australians. Whether you want to pick up new skills or dive into a new topic, you can access free learning resources online at www.beconnected.esafety.gov.au



Be Connected
Every Australian online.

Do you have an idea for the Tenant Newsletter? Let us know at programs@pacificlink.org.au



PLH Team members: Kaitlin and Samuel



Homeless Street Count

PLH team members, Kaitlin and Samuel volunteered to assist with this year's Homeless Street Count. It was an amazing effort requiring them to get up VERY early in the morning! The annual street count is coordinated by NSW Department of Communities and Justice Hunter Central Coast District.

This year, volunteers collectively counted 34 persons sleeping rough or suspected to be across the Central Coast. The number was lower than expected, but it can be very hard to determine the exact numbers as many people sleep in cars or abandoned buildings.



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

Cost of Living Support

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.

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



End of Year Activities

For the past few years, we decided that an end-of-year event would be challenging, both because of COVID and the spread of our properties. Instead of an event, we decided to send Ken Duncan calendars as a gift to all households. We hope you enjoy the Australian landscapes and inspirational quotes throughout 2023.

We held some smaller events in our community gardens leading up to Christmas. Brenden from the Sydney Royal Botanic Gardens brought the holiday spirit with him and we created some great ornaments to decorate the gardens.

Thank you to the tenants who showed their appreciation by sending messages and Christmas wishes to our team. It was great to hear from you!

Thank you for all the support for whole year and an extra thank you to the lovely person who dropped off my calendar and newsletter. Your team are special humans with big hearts. May all have a very happy holiday and a safe, happy new year.

I wanted to say a HUGE thank you for the lovely Christmas gift. In my time as a tenant, I'd always felt supported and respected by everyone at Pacific Link.

Pacific Link is a wonderful organisation and goes above and beyond any of the other providers we hear about. With sincere wishes to you all for your kindness and assistance during the year.

WHAT A WONDERFUL GIFT... the calendar is so special. Thank you for your care. Wishing you all happy times and most of all... PEACE.

