



Pacific Link
HOUSING

Pacific Link Post

Your tenant newsletter



New Community Connect Van!



Winter 2023 Issue

- Tech Connect Loan Program
- Mighty Central Coast Mariners
- Introducing Kara, our new Tenant Support Officer
- Education Support Program
- Health and Wellbeing Program
- Seniors Rights: Is your Aged Care fair?
- Community Connect Van
- Repairs and Maintenance
- Tenant Survey Out in July
- National Reconciliation Week
- Learner Driver Program

Message from our CEO

We're thrilled to announce the arrival of our new Community Connect Van, generously donated by Bendigo Bank at Ettalong Beach. It's humbling to receive such generous support from community groups and corporate supporters who believe in our work.

Don't forget to apply for our Education Support Program if you require assistance with the cost of your studies. The current round closes on July 7th. More details can be found in this newsletter or online at www.pacificlink.org.au/programs.

Mark your calendars for our Annual Tenant Survey which is due out in July. Please let us know what we're doing well and where we can make improvements. We value your input



and aim to provide the best possible service for all tenants.

If you have a positive experience or personal achievement to share, we'd love to hear that too! Please let us know if a staff member has delivered excellent customer service or if you believe we're doing a good job.

Ian Lynch - CEO



PLH's Tech Connect Loan Program

Accessing brand-new laptops or devices is now easier with our Tech Connect Program! Through this initiative, tenants can apply for a device worth up to \$1,000 and enjoy affordable, interest-free loan repayments.

To make it even more accessible, we provide a \$250 subsidy that reduces your loan amount. We'll purchase the item on your behalf and all you need to do is agree to a small deduction from your Centrelink payments until the remaining loan amount is paid off.

For more information and to check your eligibility, visit

www.pacificlink.org.au/tech-connect

If you have any questions, don't hesitate to call us on 4324 7617.



Mighty Central Coast Mariners!

We are incredibly thankful for the generous support we receive at Pacific Link Housing, including from our valued partners like the Central Coast Mariners!

They have kindly offered us free tickets to their Mighty Mariners Holiday Clinics each school holidays! Tickets are limited, so please email

Adelle at programs@pacificlink.org.au as soon as possible.

The Holiday Clinics promise a fantastic experience filled with team building activities and football drills over three fun-filled days. Previous tenants who attended had an absolute blast!

My two boys attended the Central Coast Mariners Clinic during the last school holidays and learned skills and had the best fun. Meeting the soon-to-be mens A-league Champions and getting their autographs was the highlight. Memories they will never forget! Thank you Pacific Link.



Introducing Kara, PLH's new Tenant Support Officer



Life can throw various challenges our way and we're here to provide the necessary support for our tenants to manage and sustain their tenancies, especially during tough times.

Kara brings extensive experience in the social services and community welfare sectors. As our Tenant Support Officer, she collaborates closely with specialist agencies to help you access the services that best fit your situation and personal

goals. Whether you need assistance maintaining your tenancy, improving your health and wellbeing or making other positive changes, Kara is here to connect you with the right service.

If you're experiencing difficulties with your tenancy, we encourage you to reach out to your Housing Officer as early as possible. They will connect you with Kara, who will work alongside you to sustain your tenancy. Support is just a call away!

PLH's Education Support Program

Our Education Support Program is now accepting applications until 7th July 2023! This program aims to empower tenants of all ages in their studies by providing assistance with various costs. Whether it's course fees, textbooks, equipment, computers, uniforms or other essential items, we're here to support you in achieving your goals.

If you're a tenant currently studying, don't miss this opportunity to receive the tools and resources you need. Apply online at www.pacificlink.org.au/education-support or give us a call at 4324 7617.

Take advantage of this program and let us help you on your educational journey!



PLH's Health and Wellbeing Program

Looking to try out a new activity? Our Health & Wellbeing Program is here to support you! As a tenant, you could be eligible for up to \$250 to cover registration fees, membership costs, equipment or other related items.

Our program is open to tenants of all ages who are interested in participating in sports or activities. Whether it's tennis, football, arts, music, swimming, dancing, soccer or more, we're here to help you get involved.

Visit www.pacificlink.org.au/health-and-wellbeing for more information on the program. You can also reach us at 4324 7617 if you have any questions.



Seniors Rights: Is your Aged Care fair?

If you're concerned about being treated fairly by your Aged Care provider, there's someone you can call. Seniors Rights Service provide aged care advocacy and support, as well as legal advice to seniors across NSW.

Seniors Rights Service is a community organisation dedicated to ensuring older people in NSW are safe and properly cared for. Their professional staff will help you by:

- Listening to your concerns
- Providing information about rights and responsibilities
- Helping resolve problems or complaints with your aged care service providers
- Speaking with your service provider if required
- Referring you to other agencies that can provide additional support, if necessary

For free, independent and confidential advice, contact the Seniors Rights Service on:

- Phone: 1800 424 079
- Website: www.SeniorsRightsService.org.au



The team at Seniors Rights Service was such a godsend when I needed help. They really listened to what was happening for me, and by following their advice I was able to get my home care service to adjust their package to better suit my needs. ~ Homecare recipient, NSW

'Community Connect Van' generously donated by Bendigo Bank

At Pacific Link Housing, we love connecting with you and the wider community! Our regular morning teas, BBQs and community days create wonderful opportunities to meet your neighbours, chat with our team and even discover new interests.

We're thrilled to announce a fantastic addition to our events, the 'Community Connect Van' was generously donated by Bendigo Bank at Ettalong Beach. This incredible contribution will allow us to expand our events to more areas where we operate, bringing our community closer together.

We extend our heartfelt thanks to Bendigo Bank for their support, as well as Booths Motor Group, ARB, Rhino Racks and Redarc for their valuable contributions towards the purchase and fit-out of the van.

Additionally, we are grateful for the recent donations from Dominos, Sara Lee and East Coast Beverages. Their contributions have added an extra special touch to our events, creating memorable experiences for everyone involved.

Have your say about our events!



We value your feedback and suggestions, as they help us tailor our events to suit your interests and needs.

If you have an idea for an activity near you, please reach out to us at 4324 7617 or email to events@pacificlink.org.au.

With your help, we can ensure that everyone in our community feels included and supported.



New Community
Connect Van!



Gosford



Dominos
Donation



Glendale



Maitland



The Entrance

Reporting Repairs & Maintenance

Pacific Link Housing will make sure your home is safe, secure and in good condition. To keep your property well maintained, different repairs may be required throughout your tenancy.

If you notice something in your home that requires repair or is no longer functioning as it should, please don't wait until your house inspection to report it. Sometimes, a small repair is caused by something bigger or could get worse with time! That's why we like to assess and fix any property issues as quickly as possible for you.

If you have a repair or maintenance problem, please report it to our Assets Team by:

- Phone: (02) 4324 7617 - 9am to 5pm, Monday to Friday
- Email: maintenance@pacificlink.org.au
- After-hours (emergencies only): 0409 341 457

Please provide as much detail as possible about the repair and try to include photos in your email if possible.

We try to fix all repairs quickly, however response times will vary depending on the repair type:



Emergency Repair: Same Day

E.g. Burst water pipe, floor or sewer overflow, major electrical fault or failure, gas failure

Urgent Repair: 1-3 working days

E.g. No hot water, pipe blockages, smoke alarm, serious roof leak, main door locks, cooking facilities

General Repair: Within 28 days

E.g. Minor carpentry, plumbing or electrical repairs.

Usually our response time is quicker than this, but it can depend on the availability of contractors or whether you live in a leasehold property, where we need to consult with real estate agencies and/or landlords.

Tenant Survey Out in July - Have your Say!



Get ready to have your say in our Annual Tenant Survey! Conducted by the Community Housing Industry Association NSW, this survey ensures your feedback remains anonymous while giving us valuable insights.

Keep an eye out for a letter, email or SMS in July with instructions on how to take part. By sharing your thoughts, you can help create a better housing experience for everyone at PLH. When the Tenant Survey arrives, please take a moment to make your voice heard. If you need assistance, the PLH Team is here to help!

You can also provide your feedback at any time by phone, email or at www.pacificlink.org.au/feedback

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



BE A VOICE FOR GENERATIONS

NATIONAL
RECONCILIATION
WEEK 2023
27 MAY — 3 JUNE

Pacific Link Housing was honoured to participate in the Central Coast Reconciliation Gathering hosted by Coast Shelter. This event brought together community members in the spirit of reconciliation and featured a powerful traditional dance performance by The Glen for Women.

The theme for National Reconciliation Week 2023 is “Be a Voice for Generations” which urges all Australians to actively promote reconciliation in their everyday lives - in the places we live, work and socialise. This event was an important step towards uniting and strengthening our community as we progress towards reconciliation.

We extend our heartfelt congratulations to Coast Shelter and other organisations involved in coordinating the gathering. Together, we can make a difference and be advocates for reconciliation.



Tracey (PLH), Auntie Robyn Reid (Mingaletta), Heidi (PLH), Auntie Di O'Brien (Mingaletta) and Tracy (Central Coast Women's Health Centre)



The Glen for Women

PLH Program



PLH's Learner Driver Program

Are you learning to drive? Our Learner Driver Program is here to help! It's open to tenants of all ages with a learner's license who meet the eligibility criteria. If you qualify, you can receive eleven free lessons from a professional driving instructor.

The program focuses on teaching important road safety skills and boosting your confidence behind

the wheel, helping you get on the road sooner! Obtaining your P plates opens up exciting opportunities for the future. It's a pathway to new adventures and possibilities.

For more information, visit www.pacificlink.org.au/learner-driver

or call us at 4324 7617 if you need help applying.



The Learner Program made a huge difference for my daughter! She got her P plates at 17 and passed the test on her first try. Now she can travel to universities and find employment easily after finishing school. Having a license is almost essential for jobs these days, and I doubt she would have achieved this without the program. Thank you so much!

