



Pacific Link
HOUSING

Pacific Link Post

Your tenant newsletter



Autumn 2024 Issue

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Message from our CEO

As we celebrate Pacific Link Housing's 40th anniversary, I am grateful and proud of our journey up to this point. From our humble beginnings with just four houses to managing 1,165 properties, this milestone is a testament to the collective efforts of our dedicated team members, directors, partners and most importantly, our valued tenants.

Our journey has been significantly shaped by the vision and leadership of our founder, Sheila Astolfi. Her dedication not only laid the foundation for our success but also instilled a strong sense of community and purpose within our organisation.

I am excited to invite all our tenants to join us in celebrating this significant

achievement. We have planned two special events in April – a major event in Gosford and a smaller gathering at the Hunter Region Botanic Gardens for our tenants located further north who cannot make it to the Central Coast. These events are an opportunity to enjoy a day of fun, entertainment and reflect on our shared journey.

Your presence at these celebrations is crucial, as you, our tenants, are at the heart of everything we do. You are the reason we strive to provide quality housing and support services. Together, let's celebrate the thriving and inclusive PLH community we have built over the past 40 years.

Ian Lynch - CEO

40TH ANNIVERSARY TENANT CELEBRATIONS!

Save the Date to Celebrate our 40th Anniversary!

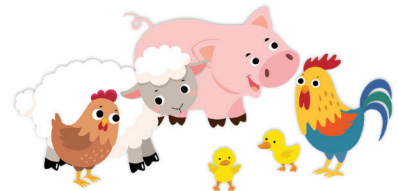
2024 marks a significant milestone for Pacific Link Housing as we celebrate 40 years of service. We're thrilled to announce two special events to commemorate this occasion, inviting all our tenants to join in the festivities. Whether you're closer to Gosford or further north, there's an event for you!



GOSFORD MAIN CELEBRATION

WEDNESDAY, 17TH APRIL 2024 (11AM-2PM)

PARK HAUS, KIBBLE PARK - 118 DONNISON STREET, GOSFORD



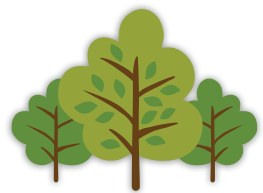
Join us in Gosford for our main celebration event, a family-friendly community gathering for our tenants. We're organising various activities and entertainment for everyone to enjoy!

- Sausage sizzle and refreshments.
- Petting farm by Sweet Valley Baby Animals.
- Live music and entertainment.
- Activities, giveaways and more!

HUNTER REGION GATHERING

WEDNESDAY, 24TH APRIL 2024 (11AM-2PM)

HUNTER REGION BOTANIC GARDENS - 2100 PACIFIC HIGHWAY, HEATHERBRAE



We're hosting a smaller gathering at the beautiful Botanic Gardens to ensure everyone has a chance to celebrate with us.

- Sausage sizzle and refreshments.
- Music and entertainment.
- Activities, giveaways and more!

Note: [RSVP is required](#) for the Hunter Region Gathering as we will need to arrange entry to the gardens. Details will be included on the event flyer, which will be emailed and posted closer to the event date.



Stay tuned for more details!

We will post and email a flyer with more detailed information closer to the event dates. If you have any questions before then, please don't hesitate to contact Adelle at events@pacificlink.org.au or 4324 7617. We're looking forward to celebrating this incredible milestone with you!

Understanding How Your Rent is Calculated

At Pacific Link Housing, we aim to ensure your rent is fair and affordable. Below is an overview of how we calculate your rent and what information we may need from you.

How is rent calculated?

Pacific Link Housing charges rent based on the NSW Department of Communities and Justice (DCJ) Community Housing Rent Policy. It can vary per household but in most cases, it is 25% of your total assessable household income, plus 100% of your Commonwealth Rent Assistance (CRA) entitlement.

Example calculation for assessable weekly income of \$360

25% of household assessable income	\$90
100% of your Commonwealth Rent Entitlement	+ \$61
Total rent charged per week	\$151

When is rent calculated?

- **Rent Review:** Conducted twice a year (June & December) to ensure you're paying the correct rent. You'll receive a letter with details on what to provide.
- **Change in Household Income:** If your income changes, notify us within 14 days to adjust your rent accordingly. This could include someone moving in or out, starting or stopping work, or the birth of a child.
- **Tenant Sign-up and Transfers:** Rent is calculated during your sign-up or when you transfer addresses.

What do I need to provide?

To accurately calculate your rent, we may ask you to provide certain information, depending on your income sources. The specifics of what is required will be detailed in your rent review letter, but here's a general overview:



- **Centrelink Payments:** A current statement from Centrelink is required unless you've signed a Multiple Consent Authority form. This Authority allows us to access your income details electronically and is the easiest way to ensure your details are up-to-date.
- **Savings and Investments:** For those with \$5,000 or more in savings or investments, please provide a statement showing the current balance.
- **Self-Employed:** Submit your most recent Australian Tax Office return or a certified profit and loss statement, along with three months of bank statements.
- **Wages:** We need the last 4 weeks of pay slips for fixed hours or the last 12 weeks for casual hours/overtime. If pay slips are unavailable, your employer should complete our Certificate of Wages form.

If you have any questions, don't hesitate to get in touch with your Housing Officer. You can also find more information about rent and rent subsidies in our policies at www.pacificlink.org.au/policies



Forms you may need - Available on our website at www.pacificlink.org.au/forms

- **Income Review - Tenant Declaration Form:** Complete this form if there has been a change in your household income.
- **Multiple Consent Authority:** Allows us to access your Centrelink payment details electronically, making it easier to keep your rent calculations up-to-date.



PLH's Health and Wellbeing Program

Are you interested in trying a new hobby or sport in 2024? As a valued tenant, you might qualify for up to \$250 to assist with registration fees, equipment or other expenses associated with your chosen activity. Our program is open to tenants of all ages and encourages participation in a variety of sports, creative activities or social clubs. Whether your interest lies in pilates, basketball, community groups, dancing or other pursuits, we're here to support your involvement and foster community connections!

Visit www.pacificlink.org.au/health-and-wellbeing for more information on the program.



Celebrating Sheila Astolfi: The Foundation of Our Success



As we celebrate Pacific Link Housing's 40th anniversary, we honour our founder, Sheila Astolfi. Her leadership laid a strong foundation for our organisation. For 25 years, Sheila was our Chief Executive, advocating for fairness in social housing.

Following Sheila's passing in 2010, we set up the Sheila Astolfi Education Support Program in her honour. This program has successfully assisted over 400 tenants with their studies, showcasing Sheila's passion for nurturing the growth and aspirations of our tenants.

Sheila's impact was significant, earning respect from government, community and peers. With her

dedication, Pacific Link Housing grew from just four houses to 896 properties by her retirement in 2009. Now, we proudly manage 1,165 properties, a testament to her legacy.

Sheila's passion and enthusiasm inspired many, and she is fondly remembered by team members who had the privilege of working with her. Kochie shared, "Sheila was like your favourite grandma. She could always solve a problem with a cup of tea and chat on the verandah of the old office on William Street."

As we mark this 40-year milestone, we celebrate Sheila's vital role in our history and the positive impact she made on so many lives.

PLH's Tech Connect Loan Program

Our Tech Connect Program offers tenants a chance to upgrade their tech devices with a simple, affordable solution. Eligible tenants can apply for brand new devices like laptops, tablets or smartphones, valued up to \$1,000. Purchases are handled by PLH and interest-free repayments are conveniently deducted from your Centrelink account until the loan is fully repaid. Additionally, we apply a \$250 subsidy to reduce your total loan amount, helping you pay off the loan sooner!

To find out more and check eligibility, visit www.pacificlink.org.au/tech-connect or call our office on 4324 7617.



PLH's Learner Driver Program

Our Learner Driver Program helps tenants on their journey to becoming a skilled and confident driver. It's open to tenants of all ages with a valid learner driver's licence who meet the eligibility criteria. If you qualify, you can receive a package of free lessons from a professional driving instructor, focusing on essential road safety skills. Gain confidence behind the wheel and unlock exciting opportunities for the future!

For more information, visit www.pacificlink.org.au/learner-driver or call us at 4324 7617 if you need help applying.



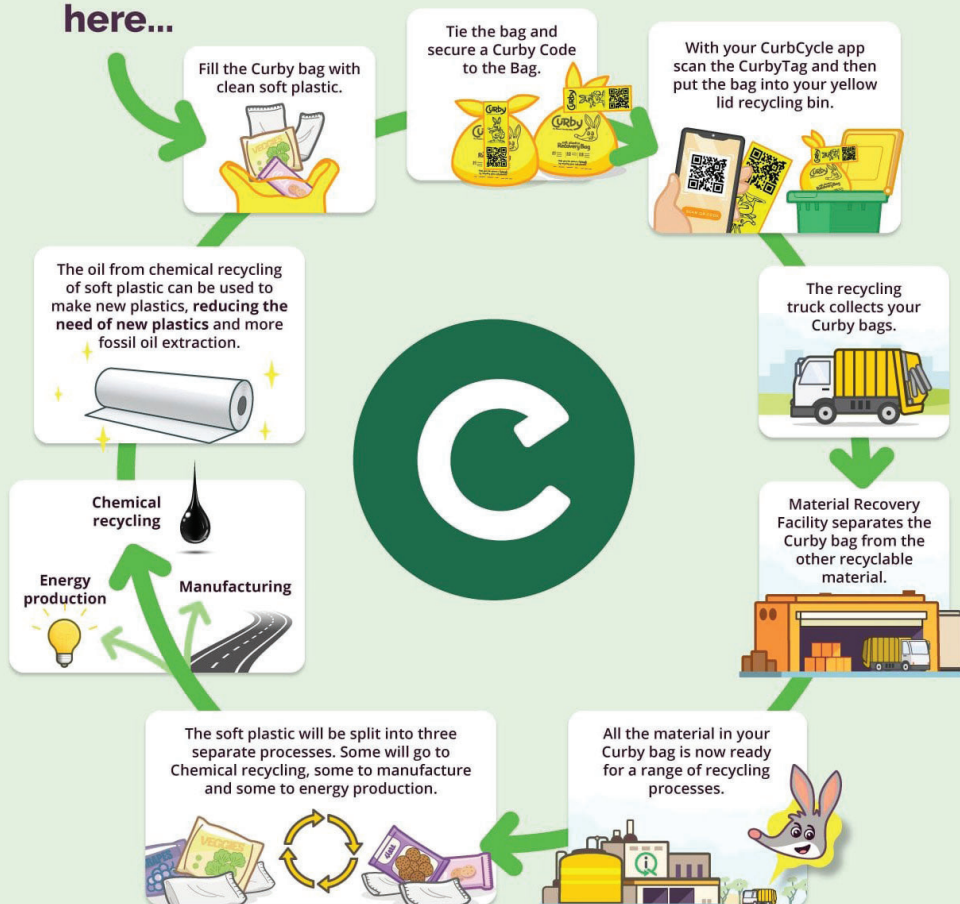
Update from the PLH Green Team about Soft Plastic Recycling

Pacific Link Housing is passionate about making a positive impact on the environment. Our 'PLH Green Team' always looks for ways to reduce our ecological footprint. We're thrilled to announce that we've embraced a fantastic soft plastic recycling service called Curby.

Curby offers a convenient and effective solution for recycling soft plastics. Currently only operating in the Central Coast and Newcastle Council areas, Curby allows households to recycle soft plastics right from their yellow recycling bins. Here's how it works:

- 1. Download the Curby App:** Get started by downloading the app and registering your household.
- 2. Collect Your Soft Plastics:** Gather your soft plastics, such as plastic bags, wrappers and packaging.
- 3. Tag and Recycle:** Once your bag is full, attach a CurbyTag, scan it with the app, and place it in your yellow bin. It's that simple!
- 4. Track:** The Curby app lets you follow your recycling journey, from the moment you scan your bag to its transformation into new products. It's a fun and interactive way to contribute to a more sustainable future.

It all starts here...



For those in the Central Coast or Newcastle, Curby is ready to transform your recycling habits. To find out more and join the movement, visit www.curbyit.com.

Outside these areas?

Discover local recycling solutions at www.recyclingnearyou.com.au and contribute to a sustainable future no matter where you are.

Stay tuned for more updates from the PLH Green Team on our initiatives!



Switch to our Digital Newsletter

Support the PLH Green Team by opting for our email newsletter instead of paper. Our newsletters are printed on eco-friendly FSC paper from responsibly managed forests and produced by an SGP Certified Printer for sustainability.

Switch to email to reduce paper use and support our green initiatives. Update your newsletter preference at www.pacificlink.org.au/newsletter.



Available Support for Tenants

At Pacific Link Housing, we understand that life's challenges can impact your tenancy. We can provide support to help you maintain and sustain your housing, particularly in difficult times. Kara, our Tenant Support Officer, works with agencies to help you access services that best fit your needs and goals, such as:

- maintaining your tenancy
- improving your health and wellbeing
- making positive life changes
- connecting with the right service.

Contact Us for Support

If you're facing difficulties with your tenancy, please don't hesitate to reach out. Contact your Housing Officer or our Head Office, and we'll put you in touch with Kara for the support you need.

Additional Support Services

We've compiled a list of support agencies and contact numbers that may be helpful to you.

Visit www.pacificlink.org.au/support



Kara - Tenant Support Officer

Community Greening in Action

Our community gardens have been thriving, thanks to Brenden from the Community Greening Team at the Sydney Royal Botanic Gardens. His hands-on assistance has empowered tenants to cultivate their green thumbs and turn their garden visions into reality.

These gardens have become spaces where our community connects and grows together. It's inspiring to see the gardens evolve with the collaborative efforts and creative plans of our tenants.



Hats generously donated by Mitre 10 Trade Kincumber!



On behalf of the residents in our complex, I would like to ask you to pass on our thanks to Pacific Link management and to Brenden at The Botanic Gardens (and the Pacific Link staff that assisted him) for our new garden at the rear of our units.

I wish to report that the plants are establishing, growing and looking healthy and we are looking forward to reaping some produce in the next 6-8 weeks. Now that we have started this garden, we have plans for more! Once again, our thanks.



New community garden!