



Pacific Link
HOUSING

Pacific Link Post

Your tenant newsletter



Autumn 2026 Issue

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Message from Our CEO

This newsletter marks the recent retirement of two much-loved PLH team members. Many of you will know **Kochie**, who retired after 19 years as our receptionist, as the friendly voice on the phone or the welcoming face at the front desk. We also say goodbye to **Sherrilyn**, a Housing Officer who brought care, calm and compassion to her work. We are very lucky to have team members who genuinely care about the people they support, and we are grateful for everything Kochie and Sherrilyn have given to PLH and our tenants.

A highlight for me over the past few months has been seeing the response to our first ever **Christmas Giving Campaign**. The generosity from donors was impressive, but what

stayed with me most was hearing the feedback from tenants who received prizes and gifts. The messages of thanks, surprise and joy were a strong reminder of why community connection matters, especially at busy and sometimes difficult times of the year.

I'm also pleased to see **The Lift Project** returning in 2026. Last year, tenants told us it helped them feel more positive, connected and supported in everyday life. If you're looking for simple ways to focus on your wellbeing, I encourage you to consider taking part in whatever way works best for you.

Ian Lynch - CEO

Hi everyone,

As I get ready to move on from this chapter after 19 incredible years, I just wanted to take a moment to say thank you. Working here has truly been one of the great joys of my life, and I feel so grateful for all the memories I've made with tenants and team members over the years.

Deciding to step away wasn't easy, but it's the right choice for me right now as I focus on my health. Even so, it's definitely not easy to say goodbye to a place, and people, who've meant so much to me for so long.

To all our tenants, thank you for letting me be part of your journeys. Your kindness, laughter, and stories have made every day special, and I'll always look back on those moments fondly.

Even though I'm leaving, I'll still be cheering the PLH team on from afar. Thank you again for the support, the smiles, and all the good times. You've made these 19 years something I'll never forget.

Take care,
Kochie (Michelle Koch Receptionist)

A Heartfelt Goodbye from Kochie



In December, we said goodbye to our much-loved receptionist, Michelle "Kochie" Koch who has retired after an amazing 19 years at PLH. Many tenants will know Kochie as she was often the first friendly voice on the phone or the smiling face that welcomed you when you visited our office. Kochie truly loved what she did and took great pride in helping tenants feel heard, supported and comfortable.

Kochie's warmth, kindness and cheerful nature made a lasting impression on tenants and staff alike. She brought positivity to the workplace and genuine care to every interaction. As Kochie steps into retirement, she is looking forward to enjoying her next chapter, with more time for her art, travel, family and the things she loves. She will be deeply missed, and we wish her all the very best.

As we farewell Kochie, **Belinda** joins the PLH team as our new receptionist and will be a friendly and helpful point of contact when you call or visit our office.

A Warm Farewell to Sherrilyn on Her Retirement



We also farewelled Sherrilyn, Housing Officer for our South Team, who retired in January after four years with PLH. Sherrilyn was known for her calm, caring approach and her commitment to supporting tenants with respect and understanding.

As she begins her retirement, Sherrilyn is looking forward to travelling around

Australia and spending more time with family. We thank Sherrilyn for her dedication and wish her all the very best for the future!

We are pleased to welcome **Sarah** who has stepped into the Housing Officer role for Sherrilyn's area and looks forward to meeting tenants over the coming months.

Small Changes, Greener Communities

Did you know PLH has a Green Team? This group of passionate staff helps us make more sustainable choices in our office, including recycling soft plastics, food scraps, containers and more. Small actions can make a big difference over time and you can play a part too!

While our newsletters are printed on FSC-certified paper, switching to digital helps reduce paper use even further. Update your preference at www.pacificlink.org.au/newsletter



Pacific Link Housing's Tenant Support Programs



Pacific Link Housing offers a range of programs to support our tenants. Visit www.pacificlink.org.au/programs to find out if you're eligible and apply, or give our office a call on 4324 7617!

Education Support

Helping tenants of all ages reach their study goals with support for laptops, software and course fees. Round One for 2026 has closed, but applications will reopen in July 2026.

Tech Connect Loans

Apply for an interest-free loan to purchase a laptop, tablet or smartphone (up to \$1,000). PLH provides a \$250 subsidy to reduce the total amount you repay.

Learner Driver

Tenants with a learner's licence can access free driving lessons with a certified instructor. Available to eligible tenants of any age to help build skills and confidence on the road.

Health and Wellbeing

Supports eligible tenants to join sports, fitness, creative or community activities. You can apply for up to \$250 to help cover fees, equipment or other related costs.

Better Backyard

Supports tenants to improve their outdoor spaces by purchasing garden and lawn care equipment through an interest-free loan. PLH applies a subsidy to reduce the loan amount.

Walking Together Against Violence

Some PLH team members recently joined the **Gosford Walk Against Domestic and Family Violence**. The walk was organised by the Central Coast Domestic Violence Committee and brought together local services, police, businesses and community members.

The walk started at Coast Shelter and finished at Kibble Park. The day included a smoking ceremony and speakers who shared powerful messages about respect, safety and support. It was an important reminder that everyone deserves to feel safe in their home and in their community.

Standing together helps show that domestic and family violence is not okay, and that support is available.

If you or someone you know are experiencing abuse, HELP IS AVAILABLE. You can reach out for support safely and confidentially.



Important Phone Numbers for Support

Police / Ambulance	000
In an emergency, always call 000	
Crime Stoppers	1800 333 000
Report domestic abuse (can be anonymous)	
Domestic Violence Line	1800 737 732
1800 RESPECT - information, counselling and support	
NSW Domestic Violence Line	1800 65 64 63
Counselling, information and referrals for women	

Men's Referral Service	1300 766 491
Counselling, information and referrals for men	
Link2Home	1800 152 152
Access to temporary accommodation	
Other Support Numbers	
Lifeline (24 hour support)	13 11 14
Kids Helpline	1800 551 800
Rape Crisis Line	1800 424 017



NOTE: Good ventilation can help reduce moisture and lower the risk of mould. **If you notice excess moisture in your home, please let PLH know ASAP.** Look out for leaks, water stains, damp carpets or plumbing issues. Early action can help prevent bigger problems.

Why Fresh Air Matters in Your Home

Fresh air plays an important role in how your home feels day to day. Good ventilation helps remove stale air and keeps indoor spaces feeling more comfortable. It can also support better sleep, concentration and overall wellbeing.

In some homes, fresh air can move through by opening windows or doors on opposite sides of the property. This is called cross flow ventilation. In some units and apartments, this may not be possible due to the layout, but airflow can still be improved in other ways.

Letting fresh air in for short periods, even during cooler weather, can help refresh indoor spaces. Kitchen and bathroom exhaust fans help remove steam and odours. Ceiling fans or portable fans can help circulate air, especially in rooms with limited windows. These small habits are helpful as we move into Autumn, when homes are often closed up more to stay warm.

Complaints and Appeals

We want you to feel confident speaking up if something does not feel right. At Pacific Link Housing, complaints, appeals and feedback help us understand what is working and where we can do better. Your rights matter and raising a concern will not affect your tenancy.

What is the difference between a complaint and an appeal?

- A **complaint** is about how a service was provided, such as delays, communication or how something was handled.
- An **appeal** is about a decision made that affects your tenancy. This can include things like property changes, transfers, tenant charges, lease conditions or requests for additional occupants.

How can I raise a complaint or appeal?

The easiest first step is to call us on 4324 7617. Many issues can be resolved quickly with a conversation. If this isn't possible, you can submit a complaint or appeal by email, post, in person (by appointment) or online at www.pacificlink.org.au/complaints-appeals

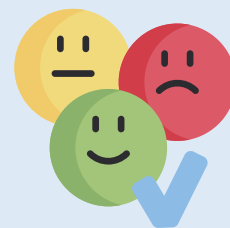


Need support to do this?

You are welcome to ask someone you trust to help you. This could be a family member, friend, community worker or legal service. A list of external support agencies is also available on our website at the link above.

Your Feedback Matters!

We welcome your feedback at any time, not just when something has gone wrong.



You might like to share feedback if:

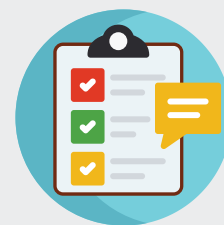
- something is working well
- you have an idea for improvement
- a team member has provided outstanding service
- you have enjoyed a tenant program or event

Share your feedback by phone, email, post or at www.pacificlink.org.au/feedback



Tenant Survey Out in July!

Our Tenant Survey is an important way for tenants to share feedback that helps shape our services and support. It is run by an independent organisation, which means your responses are anonymous.



Closer to July, you will receive a letter, email or SMS with information on how to take part. If you need assistance accessing the survey or understanding how to complete it, the PLH team is here to help!

The Lift Project Returns in 2026

After a successful launch last year, The Lift Project is back for PLH tenants. This free, **10 week wellbeing program** was developed by Dr Darren Morton and focuses on simple, practical ways to feel better, manage stress and build healthy daily habits.

What can I expect from the program?

- Short weekly sessions with easy ideas to try at home
- A relaxed, friendly and inclusive environment
- No pressure to share, you can take part in your own way
- Run by our Client Support and Engagement Team
- Option to attend online or in person

What do other tenants say?

- “It gave me something positive to focus on and a gentle reminder of things that will improve my wellbeing.”
- “Everything about The Lift Project was amazing. It was very inspiring and easy to incorporate into my daily life.”
- “I learned how small changes can make a big difference in my wellbeing.”



When and where can I attend?

- **Online sessions** - Mondays from 2nd March, 10-11am
- **North Gosford** - Wednesdays from 4th March, 11-12pm

How do I sign up?

To register your interest or ask any questions, please email events@pacificlink.org.au or call Adelle on 4324 7617. We would love to have you join us!



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?

We charge rent based on **Homes NSW's 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.

How often will PLH review my rent?

A subsidy review is conducted **twice a year** to ensure you're paying the rent that reflects your current household income. Paperwork is sent out in March and September, with any rent changes taking effect in July and December.

What do I need to provide?

- Details of **income** received from Centrelink, paid work or investments for everyone over 18 years of age. Information on what to provide will be sent in a letter.
- Details of any **changes to your household**, such as anyone who has moved in or out, or recently turned 18.

What if I do not provide the requested information?

If we are unable to review your rent because your household income details are not provided, your subsidy may be cancelled and your rent could increase.

If you are unsure about what to provide, please **contact your Housing Officer as soon as possible**. We can talk through your options and, where appropriate, arrange extra time.

Example Calculation



Income Type	Assessable Weekly Income	%	Weekly Charge
Age Pension	\$589.35	25%	\$147.33
Clean Energy Supplement	\$14.10	25%	\$3.52
Commonwealth Rent Assistance	\$107.50	100%	\$107.50
Total rent charge per week			\$258.35

Policies and Resources

You can read Pacific Link Housing's Rent and Rent Subsidy Policy, along with other tenancy policies, at www.pacificlink.org.au/policies-and-resources



Christmas Giveaway Prize Draw!

We are happy to share that our first Christmas Giveaway Prize Draw was a big success, and it brought a lot of cheer to many homes. Every PLH tenant household was automatically included in the draw, and the lucky winners were randomly chosen.

In total, 20 households received a special giveaway prize. Some of our amazing donors include Mercure Kooindah Waters, Gosford Kwik Kopy, Kincumber Mitre 10, Walkabout Wildlife Park, Polytech Stadium, Husqvarna and more!

With donations from Westfield Tuggerah and A New Way Services, we also provided Christmas gifts to more than 130 households with children aged 10 and under. It was lovely to hear from tenants who told us they felt surprised, supported and remembered at a busy time of year.

We hope these small gestures helped bring a little extra joy to our community.



A New Way Donations



Kincumber Mitre 10 Donations



Husqvarna



The Beachcomber



Mercure Kooindah Waters



Kincumber Mitre 10



Community Celebrations

We would also like to thank **A New Way Services** for hosting a special Christmas celebration at one of our communities. The day was filled with live music, a BBQ, face painting, craft activities, giveaways and lucky door prizes.

There were smiles all around, with children and adults enjoying the chance to come together, relax and celebrate. Events like this help build connection and create happy memories, and it was wonderful to see tenants enjoying the festive spirit together in such a welcoming space.