



Pacific Link
HOUSING

Pacific Link Post

Your tenant newsletter



PLH Team at a Take 3 for the Sea Cleanup at Canton Beach

Spring 2025 Issue

- Truly Talented Tenants
- Tenant Garden Competition
- Better Backyard Program
- PLH's Tenant Programs
- The Lift Project
- Tingira House Opening
- Homeless Connect Days
- Be Part of Our 2026 Calendar!
- Listening, Learning, Standing Together
- Complaints, Appeals, Feedback and Suggestions
- Renew Projects Team
- Stress-Free Christmas
- Working Together to Support Tenants

Message from Our CEO

As we welcome spring, it's a great time to enjoy the outdoors and take pride in our homes and gardens. I'm pleased to share that we've launched a new **Better Backyard Program**, giving tenants the chance to access quality Husqvarna gardening equipment through an interest-free loan with a PLH subsidy. This exciting new program is generously supported by Husqvarna and features selected items from their Aspire Range.

Our **Annual Garden Competition** is now open. Whether you have a veggie patch, flower bed or some thriving balcony pots to show off, we'd love to see your garden. Great prizes are up for grabs, so make sure to enter by 3rd November.

In June, our team took part in a **Take 3 for the Sea Cleanup** at Canton Beach. Together, we collected over 2,600 pieces of rubbish, weighing more than 52 kilograms! It was a great reminder that small actions, when done together, can make a big difference to our environment and keep our coastlines clean.

Finally, I invite you to be part of our **2026 PLH Tenant Calendar**. Send in a photo of a local place that's special to you. It's a simple way to share the beauty of our region and help brighten the year ahead for others in our PLH community.

Ian Lynch - CEO

Celebrating Truly Talented Tenants!

We're proud to celebrate the creativity and achievements of our tenants, including two inspiring members of the PLH community recently recognised for their talents.

Bruce - Mosaic Master: Bruce entered his mosaic art into the 2025 Central Coast Regional Show for the first time and what a result! He won four first-place ribbons, two second-place and two third-place awards. Bruce is also known for creating a beautiful custom "Thank You PLH" mosaic mirror, which he kindly gifted to our team after a COVID lockdown at one of our complexes. His creativity and

generosity continue to inspire us. Congratulations, Bruce!

Ruth - Embroidery Excellence: Ruth, 90 years old, has been a PLH tenant since 1999. A proud mother and grandmother, she is also a passionate embroiderer. After retiring from a 27-year career as a lab assistant, Ruth took up embroidery more seriously and joined the Maitland Embroiderers group in 2003, even teaching others her craft and entering local shows. This year was extra special for Ruth as she entered the Sydney Royal Easter Show for the first time and won first prize! Well done, Ruth!



Annual Tenant Garden Competition

Dust off those gardening gloves and join our Annual Garden Competition! We're looking for entries from every type of garden, big or small. Whether you have a backyard veggie patch, a flower bed, or even some flourishing pots on your balcony, we'd love to see it. Great prizes are up for grabs, including Bunnings gift cards worth up to \$200. Don't miss your chance to be recognised for your green thumb!

Entries are open now and it's easy to take part. Just share a few photos and a short description of your garden and what it means to you. Enter by **3rd November 2025** at www.pacificlink.org.au/garden-competition



PLH's New Better Backyard Program!

We're excited to announce the launch of PLH's new Better Backyard Program, designed to help tenants create and maintain beautiful outdoor spaces. Through this program, tenants can apply for an interest-free loan to purchase quality, battery-operated gardening equipment from the Husqvarna Aspire Range. This includes selected items like lawn mowers, hedge trimmers, grass trimmers, pruners and shears.

To make it even easier, PLH will apply a subsidy based on your total purchase amount, reducing the loan you'll need to repay. It's our way of helping you invest in your garden without the financial strain.



For more information and to apply, visit www.pacificlink.org.au/better-backyard or call us on 4324 7617.



PLH's Tenant Support Programs

For details on all of Pacific Link Housing's tenant programs, visit www.pacificlink.org.au/programs

Sheila Astolfi Education Support Program

Helping tenants of all ages reach their study goals with support for laptops, software and course fees. Round Two for 2025 has closed, but applications will reopen in Jan 2026.



Health and Wellbeing Program

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.



Learner Driver Program

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.



Tech Connect Loan Program

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



Feeling Better with The Lift Project

The first round of The Lift Project has now wrapped up and we're thrilled with the results. This free 10-week wellbeing program focused on easy, everyday ways to improve your mental and physical health. It was made possible thanks to the generosity of Avondale University, who kindly provided all facilitation resources at no cost. Topics included managing stress, improving sleep, moving more each day and building stronger connections with others.

A total of 35 tenants took part, either by joining live online sessions or watching recordings at their own pace. The program was delivered by our team members and designed to be simple, supportive and suitable for everyone. At the end of the program, a small group of participants came together for a lunch to reflect on the positive changes they'd made. We look forward to running The Lift Project again in 2026!



What tenants said about the program:

- "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."
- "The Lift Project reminded me of the importance of sharing, listening and being part of a community."
- "I learned how small changes can make a big difference in my wellbeing."

A New Place to Call Home for Older Women in Need

We were proud to open Tingira House in Lake Macquarie, which provides temporary housing for older women who are facing homelessness or escaping family violence. Tingira House is what's called a 'meanwhile use' project. This means the property is being used for housing while long-term plans for the site are still being worked out. It's a smart way to make use of empty buildings to help people in

need right now. The property has 20 self-contained studio units for women aged over 55. It offers more than just a roof over their heads. It gives women a safe, supportive place to stay while they plan their next steps.

The project was made possible through a partnership with Women's Community Shelters, Homes NSW funding and Anglican Care, who have kindly provided the property at a low-cost lease. We are also grateful for the help of many generous donors and volunteers. A special thank you goes to Temple & Webster, who donated all the furniture for the studios and common areas.

We were also honoured to have Jan, a former resident of a similar project, speak at the opening. She shared how having a safe place to stay helped her get back on her feet. Her story reminded us why this work matters.



Connect Days Making a Difference

PLH Team Members recently represented us at both the Central Coast and Hunter Homeless Connect Days. These important events are all about supporting those in our community who are experiencing homelessness or going through similar hardships. They bring a wide range of services together in one place, making it easier for people to access the help they need in a safe and welcoming environment.

Support available included health and wellbeing services, help with getting ID documents, housing information and ways to connect with the local community. Our team was able to provide advice on how to access housing and distribute some donations. With homelessness on the rise, these events play a key role in making sure no one is left behind.



Capture Your Community: Be Part of Our 2026 PLH Calendar!

Last year, we created a special PLH calendar using photos taken by tenants and we'd love your help to do it again! It's a chance to show off the places you love. It could be a quiet park, a sunset at the beach or a favourite local spot. The calendar helps us celebrate the communities we live in and the places we call home.

How to take part:

- Email your photo to programs@pacificlink.org.au by **3rd November 2025**.
- Photos must be landscape (horizontal) and high quality
- Add a few sentences about why this place is special to you

Your photo and story could be featured in our 2026 calendar, sent to tenants at the end of the year!



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

Listening, Learning, Standing Together

In May, our team was proud to join the **Reconciliation Week Walk** in Gosford. It was an inspiring morning, walking alongside many locals united in support of reconciliation. National Reconciliation Week invites all Australians to learn about our shared histories, cultures and achievements, and to reflect on how we can each play a part. This year's theme, **Bridging Now to Next**, encouraged us to think about the connection between past, present and future, and the importance of walking forward together.

In July, **NAIDOC Week** offered more chances to celebrate culture, with fantastic community events held across Australia. The 2025 theme, **The Next Generation: Strength, Vision & Legacy**, honoured past achievements while looking to a strong, proud future. These events remind us to listen, learn and stand together.



Complaints and Appeals

At Pacific Link Housing, we see complaints, appeals and feedback as opportunities to improve. If you are unhappy with the service you've received, or believe a decision about your tenancy is unfair, you have the right to speak up.

- **Complaints** are about service quality, delays or unsatisfactory outcomes.
- **Appeals** relate to decisions about your tenancy, such as property modifications, transfers, tenant charges, lease terms or additional occupants.

How to make a complaint or appeal: Call us on 4324 7617 to see if we can resolve it quickly. You can also submit your complaint or appeal by email, post or online at www.pacificlink.org.au/complaints-appeals



Need help? You can ask a family member, friend, legal support or community worker to assist you. A list of external support services is also available on our website.

Feedback and Suggestions: We're Listening!



You might have noticed there was no tenant survey this year. That's because we've moved to doing the survey every two years instead of yearly, giving us more time to prepare and respond to your feedback. But that doesn't mean we're not listening! Whether it's about what we're doing well or what we could improve, we welcome your feedback anytime.

You can share your thoughts by phone, email, post, or online at www.pacificlink.org.au/feedback



We look forward to hearing from you in the next Tenant Survey in 2026, but don't hesitate to share your thoughts with us in the meantime.

Support Our Environmental Efforts

In June, PLH staff rolled up their sleeves at Canton Beach for a Take 3 for the Sea Cleanup. We collected over 2,600 pieces of rubbish, helping reduce pollution and protect marine life. Every small action counts when it comes to protecting our environment. You can play a part too by receiving your newsletter by email instead of by post.

While we print on FSC paper, our e-newsletter cuts paper use even further! Update your newsletter preference at www.pacificlink.org.au/newsletter





Could You Be Part of the Renew Projects Team?

Are you a cleaner or labourer? Do you have skills in carpentry, painting or general handy work? Or are you interested in learning a trade or starting an apprenticeship? We'd love to hear from you!

Renew Projects, Pacific Link Housing's social enterprise, is growing! Since launching last year, the team has doubled in size and now includes six tradespeople, including an apprentice carpenter. They carry out repairs and upgrades to PLH properties and also take on jobs in the wider community.

As we grow, we want to better understand the skills and interests

that already exist in our PLH community. Whether you're looking for casual, part-time or full-time work, this is a chance to express your interest and be part of something local and meaningful.

There aren't roles open right now, but by filling out the form, you'll help us explore how we can create future jobs, training opportunities and career pathways through Renew Projects.

Interested?

Tell us a little about yourself in this form

www.pacificlink.org.au/renew-team



Start Planning Now for a Stress-Free Christmas!

Christmas is a time for celebration, but it can also bring extra expenses that add up quickly. For some, this can mean falling behind on rent. A little planning now can help you avoid stress later and enjoy the holiday season.

Did you know?

- From 21 August, there are only **9 fortnights** until Christmas.
- Saving \$50 each fortnight will add up to **\$450**.
- That's money that can help with rent, gifts or other costs!



If you're finding it hard to stay on top of rent, talk to your Housing Officer early, so we can help you with a plan.

Working Together to Support Tenants

We know that life's challenges can sometimes make it hard to manage your tenancy. If you're going through a tough time, PLH has a team dedicated to supporting tenants, whether you need practical help, someone to talk to, or a connection to the right service.

Some tenants may already know **Adelle**, who leads our tenant events and programs. She's now working more closely with **Sam T**, who has stepped into our tenant support role. Sam brings a calm, caring approach and has strong experience helping people access the services they need.

Having worked at PLH for several years, he already knows our tenant community well and is the perfect fit for this role.

We're excited about this new way of providing support. By combining their skills, Adelle and Sam can offer a more connected and responsive service to help with:

- Maintaining your tenancy
- Improving health and wellbeing
- Making positive life changes
- Accessing support services
- Connecting with the community



Sam T and Adelle

If you need support, contact our Head Office and we'll put you in touch with the right person to assist.